

SECURITY SERVICES 2023

Description of Works

The Service Provider shall perform Security Services but not limited to the Scope of Services provided by BISB. Subject to any amendment and/or revision of this Scope of Services at the sole discretion of BISB, this Scope of services outlines in writing, the day-to-day duties and tasks that the Security are required to perform at the Premises. Target mobilization **1st March 2023**.

Scope of Work

1. The Service Provider shall provide the Security Services subject but not limited to the scope of services as stated in the **Schedule II** - Assignment Instruction at the designated area of the Premise as stated in **Schedule I**.
2. The Service provider shall provide sufficient number of manpower as stated in **Schedule I** consist of qualified, skillful and competent Security Manager, Local Supervisors, Local officers, Local Leaders, Nepalese Leaders, Local Guards and Nepalese Guards and subject to the Manpower Deployment Schedule as stated in **Schedule III**.
3. For the avoidance of doubt, the Assignment Instructions and the Manpower Deployment Schedule shall be subject to any variation and revision from time to time at BISB's sole discretion and BISB shall notify the Service Provider upon any variation and revision of the same.
4. The Service Provider shall provide all related tools and equipment as listed in Clause 4.5 (xii) below for the provision of the Security Services without any additional charges to BISB.
5. In carrying out the Security Services hereunder, the Service Provider shall ensure the followings: -
 - i. The Service Provider agrees and undertake to recruit and provide qualified, experienced, well-trained, physically & mentally fit personnel (hereinafter referred to as "**the Security Personnel**") in accordance with BISB's requirement, with basic training in safety procedures, fire-fighting practices and weapons handling and who have completed basic security training course handled and/or verified by the Home Ministry and Persatuan Perkhidmatan Kawalan Keselamatan Malaysia (PPKKM).
 - ii. The Service Provider shall, before deploying any Security Personnel at the Premises, shall have him medically examined by a registered medical practitioner at its own cost and expenses and produce a medical certificate to BISB certifying that the said employee is medically fit. The Service Provider shall also ensure that the Security Personnel is examined to be tested for intoxicated drugs, HIV, Hepatitis A & B and H1n1 at the Service Provider's own cost and expense. It is further agreed that without such medical certificate, BISB shall not permit any such Security Personnel to work at the Premises. It is further agreed that BISB may but at no obligation to BISB, from time to time, call upon the Service Provider to have all or any of its Security Personnel to be examined by a registered medical practitioner preferred and suggested by BISB at the Service Provider's own cost and expense.
 - iii. The Service Provider shall submit all pre-employment screening records including the screening confirmation, employment history, copy of necessary registrations and certificates

and bio-data for BISB's review and record. The Service Provider shall also, upon request from BISB, immediately carry out further background and security checks on the Security Personnel and shall submit the results of such checks to BISB.

- iv. Prior to the Commencement Date, the Service Provider shall submit to BISB for approval a list of all its Security Personnel to be deployed at the Premises. All Security Personnel provided by the Service Provider will be screened by BISB and BISB shall reserve absolute right to reject any Security Personnel on the ground of suitability or such other ground as BISB may at its absolute discretion deem fit.
- v. The Service Provider shall ensure no change or replacement of any Security Personnel duly approved by BISB without any written consent from BISB.
- vi. The Service provider shall furnish to BISB with complete personnel's file for each of the Security Personnel which shall consist of the following documents: -
 - (a) Employment Letter
 - (b) Certified True Copy of Passport
 - (c) Certified True Copy of Valid Work Permit
 - (d) Certified True Copy of Medical Check-up Report

and any other documents which may be required by BISB from time to time.

- vii. The Service Provider shall ensure that, the Security Personnel deployed at the Premises shall be in a good health and able to perform the Security Services. They also must have proper eyesight and free from any serious medical problems which may give impact to the performance of their duties.
- viii. The Service Provider shall be solely responsible for all the medical needs and treatment for the Security Personnel.
- ix. The Service Provider shall possess and maintain valid licenses and/or permit to perform the Security Services and shall fully comply with all applicable laws and shall also demonstrate compliance to international standards and regulations along with ethics and human right policies.
- x. The Service Provider shall abide by the Malaysian Anti-Corruption Act 1997, International Foreign Corrupt Practices Act and the Prevention of Bribery Act at the time, including any amendments made thereto.
- xi. The Service Provider shall possess a valid company registration (Suruhanjaya Syarikat Malaysia) and SST Registration with Jabatan Kastam Diraja Malaysia.
- xii. The Service Provider shall provide a clear well thought out mobilization plan together with scale up plans.

SCHEDULE I

Description	Number of Manpower	Rate (RM) per/hour	Hours/Days	Rate Per Month (RM)
Supervisors	3		12hours/30.5days	
Leader	6		12hours/30.5days	
Security Personnel	51		12hours/30.5days	
TOTAL	60			
SST (6%)				
FINAL TOTAL				

SCHEDULE II

Assignment Instructions

1. The Service Provider shall provide Security Personnel to perform their duties at the Premises in accordance with these Assignment Instructions. Subject to any amendment and/or revision of these Assignment Instructions as the sole discretion of BISB, these Assignment Instructions outlines in writing, the day to day duties and tasks that the Security Personnel are required to perform at the Premises.
2. Scope of Services

TITLE	DETAILS
SCOPE OF SERVICES	<ol style="list-style-type: none"> 1. Hours of Coverage: To secure the Premises twenty four (24) hours a day, and seven (7) days a week by providing the number of Security Personnel as specified. 2. Training Programme: The Service Provider must conduct minimum of two (2) hours of Training in a month per Security Personnel and all modules of Training and records of attendance must be notified to BISB. The Service Provider shall also be required to provide records and written report of training programmes provided to its Security Personnel. (i.e CSG certification, records of attendance and programmes attended). The Security Manager/Officer/Supervisor are required to attend ERT training organised by BISB from time to time at the Service Provider's own cost. 3. Well Trained Security Personnel: The Service Provider is to ensure all their supervisors and guards undergo training, not only in security related matters but also in other fields such as Public Relations, Traffic Marshaling, and Crowd Control, and are able to handle emergency equipment etc., before deploying them to the ground. The following must be complied with:-

	<ul style="list-style-type: none"> • Compliant to KKDN training requirement • Qualified as Certified Security Guards • Customer service training • Basic of First Aid and CPR training • Mandatory Urine drug test <p>4. Professionalism: The Service Provider is to ensure professionalism is maintained throughout the duration of this Agreement. BISB has the right to request for removal of any Security Personnel if found proof of unprofessional practices.</p> <p>5. Performance Standard: The Service Provider shall at all times monitor and manage its personnel including the Supervisors, Guards and other Personnel to ensure that their level of performance is up to the standards required by BISB.</p> <p>6. Dedicated Security Manpower Deployment: The Service Provider shall provide dedicated Security Personnel to each of the Designated Areas of the Premises to ensure the Security Personnel deployed shares and understand the uniqueness of each Designated Area of the Premises. This is to ensure that Security Personnel will give a high quality of service and commitment. If, it is found that any Security Personnel including the Supervisor(s) and Guard(s) has breached the said term/condition, a penalty as per specified in Schedule IV shall be imposed to the Service Provider.</p> <p>7. Deployment Rotation: BISB shall have the right to change the Security Personnel manpower deployment from Designated Area of the Premises to another Designated Area of the Premises.</p> <p>8. Security Management Reporting System: The Service Provider is required to provide the recording system report as and when requested by BISB.</p> <p>9. Duties and Responsibilities: The Service Provider is to ensure that its security personnel including the Supervisors and Guards carry out their respective duties and responsibilities as specified in their respective job descriptions including but not limited to any other related duties/responsibilities that are incidental to the Works described as directed and/or specified by BISB.</p> <p>10. Security Roles and Responsibilities during Emergency Situation/Crisis: The Service Provider shall ensure that their Security Personnel deployed are well versed with their security roles and responsibilities of the Premises during any Emergency Situation/Crisis.</p>
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Shifts Schedule

The Security Personnel shall perform their duties in three (3) shifts of eight (8) hours each on all days including Sundays and Public Holidays. However, the timings of the shift may be changed by BISB depending on the circumstances and after due consultation with the Service Provider.

Designated Area	Shifts		Total Headcount
	Shift A	Shift B	
	10.00 am-10.00 pm	10.00 pm-10.00 am	
Internal Mall	16	11	27
External Mall, Car Park and MRT Link Tunnel	21	12	33
Total	37	23	60

The Service Provider shall ensure that its personnel carry out their respective duties and responsibilities as specified in their respective job description below including but not limited to any other related duties/responsibilities that are incidental to the Security Services described as directed and/or specified by BISB:-

A) SECURITY MANAGER

- To conduct daily regular and spot checks on the conduct and performance of the Security Personnel deployed in the premises.
- To ensure the Security Personnel carry out their jobs, duty and functions in accordance to the job scopes and responsibilities.
- To attend to all security issues and related matters/incidents.
- To study and make recommendation to implement crime deterrence plans, apply appropriate security measures for crime prevention and ensure the mall is under closed security surveillance at all times.
- To attend all meetings organised by BISB on security issues.
- To resolve all absenteeism, tardiness, misconduct and performance issues of the Security Personnel and report to BISB's authorised representative from time to time.
- To gather the findings of any incidents in the premises and prepare and submit incident reports in writing to BISB. All written incident reports has to be submitted in English.
- To check and ensure all records such as incident reports, checklists, logbooks, patrolling reports etc. are maintained appropriately.
- Conduct daily briefing to Security Personnel.
- Answerable to BISB's Security Manager.
- Manage and supervise the Security Personnel.
- Undertake research on matters involving security implications within all Facilities in the Premises and any other areas of Facilities specified by BISB in future.
- Plan and implement preventive/corrective actions based on the out-come of the research.
- Detect and prevent any fraud or pilfering and any other malpractice within the Premises.
- Manage and provide Security Services during special business and social events.
- Submit a summarized Monthly Security Incident Report (translating the statistics data into chart and etc.) to BISB's Security Manager.

- Conduct a drill on Security Personnel at least once a week.
- Attend briefing/debriefing (roll-call) session for Security Personnel from time to time.
- Prepare and submit daily working schedule of the Out-Sourced Security Personnel to BISB.
- Report to BISB on any movement within and outside the Premises.
- Regularly patrol all Supervisors and guards on the ground from time to time.
- Maintain close rapport with the, Local Police, Local Authorities and all Security Departments within the area.
- Liaise with government enforcement agencies, Local Authorities, other buildings securities organizations within the Premises in respect of matters relating to coordination, investigation and information gathering.
- Meet and interact with subordinates and supervisors at regular intervals.
- Manage, determine and evaluate Security Personnel duties and responsibilities.
- Abide to BISB's health and safety regulations as well as be responsible in ensuring Security Office is clean and organized.
- Carry out any other duties and functions as directed by BISB's Security Manager from time to time.
- Conduct regular training sessions for the Security Personnel.
- Check list of equipment to be updated all the time.
- Individual staff personal files to be updated all the time (which comprises personal data, photo, police vetting, internal and external training records).
- Monthly Invoice to be submitted by first week of the following month.
- Prepare and submit Monthly Audit Report on Equipment.

B) SECURITY OFFICER/SUPERVISOR

- To assist the Security Manager in carrying out his duties and oversee and monitor the performance and conduct of security guards deployed at the Premises on regular basis.
- Liaise with BISB's authorised representative on all security issues and related matters.
- Prepare and submit daily activities, incident reports (if any) and record book.
- Ensure the Security Personnel complete all clock point determined by BISB.
- Carry out approved crime deterrence plan, security measures for crime prevention and ensure the premises is under closed security surveillance at all times.
- Answerable to Security Manager and BISB.
- Assist the Security Manager in supervising the deployment of Security Personnel within their assigned designated areas within the Premises.
- Assist Security Manager in preparing the monthly summary of incident reports as well as translating the statistical data into charts and etc.
- Assist Security Manager in identifying the critical areas of responsibility within the Premises as well as determining the implementation of preventive measures.
- Understanding and compliance with BISB's requirements.
- Protect BISB's assets from any kind of graffiti and pilferage.
- Ensure all Security Personnel maintained disciplined throughout their working hours.
- Report to BISB on any movement within and outside the Premises (prior approval must be obtained from BISB).
- Continuous patrolling to ensure guards are stationed at their designated areas.
- Liaise with and take direction from Security Manager and BISB on matters pertaining to security functions.
- Guide and give assistance to the public at all time.
- Regular supervisory contact with Security Personnel on shifts to ensure exemplary performance and behavior.

- Daily check on incident reports and log book.
- Assist in preparing monthly duty rooster for Security Personnel.
- Liaise with government enforcement agencies, and non-government agencies as well as other buildings security organizations within the vicinity on matters pertaining to security.
- Participate in the conduct of emergency procedure drills.
- Briefing of incoming/outgoing Security Supervisor.
- Briefing of all incoming/outgoing Security Personnel.
- Report security related incidents immediately to BISB.
- Abide to BISB's health and safety regulation.
- Perform other related duties as directed by BISB from time to time.
- Ensuring guards are well groomed with all working equipment at hand.

C) SECURITY GUARDS

- Answerable to Security Manager, Security Supervisor and BISB.
- Understand and comply with, BISB's Security requirements.
- Ensuring that good order and socially acceptable standards of behavior are maintained throughout the duration of the Agreement at the entire Premises.
- Reporting on security related incidents immediately to Supervisor on duty and BISB.
- Providing appropriate and immediate responses to all security, fire and plant alarms.
- Compiling notes on any security related incidents and instructions.
- Compiling routine and ad-hoc written reports on relevant security related incidents.
- Briefing the Supervisors on any incidents where appropriate.
- Executing special instructions (both written and oral) from Supervisors and BISB.
- Operating communications and emergency equipment.
- Continuously patrol their designated areas.
- Ensure the tidiness and safety aspects of all facilities installed for the convenience of public usage.
- Report to BISB on any graffiti's and pilferages to the facilities installed.
- Report on any suspicious things/situation, illegal gathering, lost child and etc., to Supervisors and BISB.
- Report to Supervisors and BISB on any misconduct of Contractors or pedestrians.
- Quick response on any incidents within the patrolled area as per instructions given pertaining to security.
- Brief the incoming guards on important instruction during shift hand over.
- Ensure that there are no homeless people wandering/sleeping in the Mall/Park.
- Stop unauthorized vehicles from entering into the Premises.
- Regular check on the fire escape route from basement parking in order to ensure that it is functional.
- Any complaint from the public should be directed to BISB for further clarification/action.
- Abide to BISB's health and safety regulation.
- Perform other related duties as directed by BISB from time to time.
- Ensuring while on duty well-groomed with all working equipment at hand.

All the Security Personnel shall carry out the job scopes, duties and functions as below and such other work deemed to be necessary as directed by BISB.

a. Crime Deterrence

To patrol the premises and to conduct the clocking process according to the route and frequency specified by BISB. Watchman clock/clocking point system will be supplied by BISB at the designated locations as deemed fit by BISB.

b. Monitoring of External Service Providers example, the Cleaners, Renovation Contractors, etc.

- a) To maintain proper written records of movement of permitted cleaners, rubbish collectors and contractors.
- b) To monitor renovation works and to ensure that no debris are left upon completion or renovation works.
- c) To restrain undesirable elements loitering in the premises.
- d) To prevent third parties from distributing junk mail in the common areas example, flyers and brochures.

c. Monitoring of Usage of Common Facilities and Common Areas and Enforcing the House Rules.

- a) To ensure that the entrance lobby doors are closed if the tenant/customer omit to close the same once the access control is activated (if any).
- b) To monitor tenants shifting in/out and this includes operating the lifts, if necessary to prevent damage.
- c) To implement the “no activity” ruling especially for the usage of common area facilities after the hours prescribed in the House Rules or such revised hours as advised by BISB from time to time.
- d) To keep a nightly record of irregularities or incidents discovered at the Premises.
- e) To ensuring that the doors to the mechanical and engineering rooms are properly locked and that the fire doors are properly shut at all times.

d. Control Room

- a) To ensure the control room is out of bounds to unauthorised personnel.
- b) To monitor the Closed Circuit Television System (CCTV) on a 24 hours basis.
- c) To report any abnormal activities/incidents and suspicious characters to the Security Manager and/or Security Officer on duty and BISB immediately.
- d) To ensure the CCTV recording is working at all times.
- e) To report on malfunction or breakdown of cameras or equipment to the Security Manager and/or Security Officer on duty and BISB.
- f) To ensure that the control room is not left unattended at any time.

e. Patrolling

- a) To conduct the number of patrols per shift as determined by BISB where the security personnel will patrol all floors, facilities and car park lifts and lift motor rooms and any designated areas as directed by BISB from time to time.
- b) To conduct a minimum of four (4) security clocking process per shift (or such number as BISB may instruct in writing from time to time.
- c) All security personnel/officers must check on cleanliness, landscaping and surroundings.

- d) Must be alert on missing children and suspicious activities or packages.
 - e) All security personnel/officers must be supervised by a Security Manager who will make daily and regular checks.
 - f) Upon being notified for any case of BISB's tenants distress, to patrol the tenant's lots on regular basis as to ensure any goods will not be removed without BISB's permission and approval.
- f. Loading Bay
- a) To make sure no items to be released without proper documents.
 - b) To ensure no one allowed into the staging area.
 - c) To ensure no Tenant's or Contractor's co-worker are allowed to exit from the Loading Bay area.
 - d) To ensure entry only for supplier's lorry or containers.
 - e) To make sure all the items are checked properly before loading into the containers.
 - f) To make sure items are not taken out without authorization.
 - g) To ensure recycling area to be cleared at all times and make sure no obstacles at the emergency doors.
 - h) To make sure all items are dismantled/separated before disposal into the recycle bins.
- g. Car Park
- a) To work closely with IKEA on trolley collection from car park to designated trolley bays.
 - b) To provide Cash In-Transit (CIT) security services for MyTOWN Car Park Management.
 - c) To monitor suspicious activities in the car park and to prevent vehicles from vandalized, stolen or broken into.
 - d) Bicycle patrolling to make rounds in the car park and prepare report in Log Books.
 - e) Assisting customers when necessary, the handicapped or elderly.
 - f) To monitor the entrance/exit barriers and APS machines and to inform Parking Attendants if anyone found faulty.
 - g) To direct traffic in the car park especially during weekends and help customers to find parking space where possible.
 - h) Taxi zone: to ensure main entrance and exit areas are only for drop off and pick up. To monitor visitor activities at main entrance and exit areas. To ensure no motorbike parking at the entrance and exit.
 - i) To patrol and check all the safety and security equipment all around the parking areas and to update to the Supervisors if any of the items are not in order.
 - j) Must be fully aware of emergency evacuation procedures: to block all the entrances and to divert traffic flow towards safer area. to ensure no cars and visitors enter the car park during evacuation. To control the traffic on the roadside and assist customers/visitors to cross the road. To evacuate customers/visitors then themselves from the car park towards safer areas.
- h. MRT Link Tunnel
- a) To monitor surrounding and to ensure safety of the traffic flow from MRT station and throughout the MRT Link Tunnel to the Premises.
 - b) To ensure the properties inside the tunnel are not vandalised.
 - c) Must be fully aware on the emergency evacuation procedure to guide the shoppers to safety during emergency.

i. Vandalism

- a) To take preventive measures against vandalism and graffiti.
- b) To ensure that the fire-fighting (emergency) equipment eg. fire hoses and fire extinguishers are not vandalised and kept locked at all times.
- c) To stop any mischievous acts, eg. playing football at the common areas, skate boarding, rollerblade, skating and cycling in any part of the common areas.

j. Safety, Rescue and Emergency Operations

- a) To monitor the fire alarm panel and lighting switches at the lobby front/control room and ensure that they are in working order by regular testing.
- b) To check the hose reel and other fire-fighting protection equipment on a regularly for any vandalism attempt.
- c) To inform BISB immediately of any malfunctions of the systems.
- d) To rescue persons trapped in the lifts (unless otherwise prohibited by BISB) and to assist in any emergencies eg. suicides, thefts, fire, etc.
- e) To control traffic during emergencies including but not limited to pedestrian traffic.

SCHEDULE III
Manpower Deployment Schedule

NO	MANPOWER DEPLOYMENT	SERVICE COVERAGE	GUARDS ON DUTY (24 HOUR)
1	Three (3) Security Supervisors	Mondays to Sundays including of Public Holidays	3
2	Six (6) Leaders	Mondays to Sundays including of Public Holidays	6
3	Fifty-One (51) Security Guards	Mondays to Sundays including of Public Holidays	51
TOTAL MANPOWER			60