

Scope of Work

“Provision of Managed Security Services for UN Premises at PAHO in Barbados”

A. BACKGROUND

The United Nations System in Barbados and the OECS is represented by a number of Agencies, Funds and Programmes (hereafter referred to as UN Agencies”). Within the multi-country context, the UNDP Barbados and the OECS aims to create an enabling environment where the national governments have the capacities for inclusive and sustainable human development; meet their regional commitments, and internationally agreed goals including the Millennium Development Goals. Operating in a context where five out of ten (10) countries are considered Net Contributor Countries (NCC), UNDP focuses on policy and knowledge advisory services that facilitate poverty reduction, improved democratic governance, sound environmental management, climate resilience, options for sustainable energy and building resilience to natural and man-made hazards.

The majority of the Agencies, Funds and Programmes are located in the so-called UN House in Marine Gardens, Hastings, Christ Church, whereas the PAHO/WHO is located at the Dayrell’s Road. To ensure uniform and efficient approach to safety and security of its premises and the personnel, the UN Agencies wish to engage a Contractor to provide unarmed private security services on a *common basis*.

The UN Agencies have a mandate to improve coordination and efficiency of the cooperation of different agencies, funds and programmes of the United Nations, and to optimize the use of its resources. To that end, it periodically does joint procurement processes, within which is the acquisition of security services for the UN premises. It is anticipated that there will be individual contracts signed per lot.

B. CONTRACT OBJECTIVES AND SCOPE

The Unarmed Private Security Services (UPSS) Company shall provide security services and protection in accordance with the terms and conditions stated below:

- i) Man hours: 24 hours per day (Monday-Sunday) security guard at the Security Guard stationed in the Reception Area of the Office:

- ii) Guard Log Book and Guard Instructions

A Security Register for the Security Guard (herein after called Guard) must be kept on the Guard's desk. The Guard is required to follow the procedures established by the Security Company with respect to recording his/her arrival and departure times, as well as the recording of occurrences affecting security. Upon commencing duty, the Guard assigned to the Pan American Health Organization must:

- a) walk around and inspect the perimeter of the compound to ascertain the integrity of fences and gates. At no time, should the guard inspect the grounds after sundown by himself. If a check of the grounds is necessary, the guard should be accompanied by the watchman who is seconded from the Ministry of Health;
- b) monitor PAHO's Office and grounds using the computer screen provided for the Guard with the installation of the security surveillance cameras, as well as, control human and vehicular traffic through the arm barrier/access and the entrances to the Office; also using a guard tour system to aide in assuring that the requisite patrols are conducted.
- c) have direct access to the main office of the Security Company always via mobile communication or other mechanism for backup, as necessary;
- d) walk through and inspect the integrity and security of windows and doors; turn off lights, selected electrical equipment, appliances as authorized, and ensure that the air condition units are off on weekends when staff are not in office;
- e) escort ALL STAFF to their cars after sundown. In addition, female staff should be discouraged from waiting for their transportation in areas not within the visual scope of the guard's desk;
- f) bring to the attention of the Administrator or the designated Officer, faults, discrepancies or situations that require repair or replacements and;

iii) Access to the Building

Observe the arrival and departure of visitors to the premises and provide assistance to the Receptionist as needed. Areas of support should include but not be limited to:

- a) ensuring that all personnel enter and leave the Office using the main front entrance door;
- b) ensuring that visitors enter the Office through the Visitors' Entrance and are screened (bags and brief cases included) as they pass through the Metal Detector;
- c) ensuring that visitors' present some form of picture identification before proceeding further into the Office. This identification will be temporarily held in a secured location by the Security Guard that is ONLY accessible to him/her. The visitor's identification will be returned to the visitor upon the return of the visitor's pass to the Receptionist.

- d) ensuring that visitors sign the visitors' book;
- e) ensuring that appropriate behaviour is displayed at all time;
- f) assisting staff when threatened and;
- g) monitoring the movement of property in and out of the building.

Exceptions shall be made for visitors attending meetings in the conference areas. These visitors shall not be allowed on the upper floor unless they have signed the register and are wearing the appropriate visitors' identification.

Cleaning crew shall not be required to sign the register, as a separate book would be maintained for the cleaners. A list of the cleaners should be provided, and they should bear appropriate identification. The guard is required to monitor their presence in the building. Persons who refuse to comply with any authorized instructions should be escorted from the building and the designated PAHO official notified.

Under no circumstance should the guard divulge information concerning the operations of PAHO office, its contents, number of employees, telephone numbers and/or addresses of the employees to anyone.

In the event that suspicious persons are seen on PAHO premises, request the individuals to leave, if persons refuse to comply, call the police at 211 and immediately report the incident to the Officer on duty and also notify the Security Company for backup if necessary.

Urgent matters arising during the normal workweek, after normal working hours, during weekends or holidays should be immediately referred to the Administrator or designated Officer.

iv) Parking

There are designated parking areas which are clearly defined. The security guard must ensure that ALL DRIVERS observe the parking regulations in place.

The Security Guard must bring to the attention of the Security Focal Point, the Administrator and the Managers any violations, which may occur. All vehicles should be park facing outwards to facilitate exit in case of an emergency. The guard should report any suspicious vehicles seen on the premises (i.e. parked or exiting) to the Security Focal Point.

v) Removal of Equipment

No one is allowed to remove/bring equipment from/into the building without written permission from the Managers/Administrator. When removal has been authorized, a copy of the authorization will be provided to the guard who will inspect the equipment for identification purposes before it is taken from the premises. When permission has been granted to bring

equipment into the building, a copy of the authorization will be provided to the guard, who will inspect the equipment for identification purposes before receiving it on the premises.

In the event that there is any unauthorized removal of equipment from the building, the Security Company will be held accountable and will therefore be required to replace or refund the equipment accordingly.

vi) Communications

The telephone switchboard is closed after 4:45 PM on weekdays and all day on weekends and holidays, and all incoming calls are automatically routed to the guard's desk. If the call is of a routine nature, the caller should be requested to call back during normal operating hours. However, the guard is reminded that PAHO/WHO Office is not a health care facility and calls involving medical care, professional referrals or medical evaluation should be referred to the Casualty Department of the Queen Elizabeth Hospital.

When available the guard should carry and use the mobile phone provided in order to be readily accessible when he/she is not at the Base Station.

If an emergency call is received, the guard should obtain details from the caller such as, name, telephone number, etc. and immediately transmit this information to the Administrator in the first instance or the designated Officer.

vii) Natural Disasters or Emergencies

In case of natural disasters or civil disobedience, the guard must observe the instructions listed on the instruction card attached.

viii) Lost and Found

Any item, which has been found and handed to the guard desk, should be recorded in the log book and the following information noted:

- a) Description of the item;
- b) Location found and time and;
- c) Name of the person who found the item.

The item should then be delivered to the Administrator or the designated Officer

ix) Automobiles

The procedures for the custody and administration of the Organization automobiles are attached. If any of the vehicles will be used after normal working hours, the guard will be notified accordingly. The authorized personnel to drive these vehicles will be communicated to you in writing.

The names of temporary drivers and the period of assignment to the Organization will be provided accordingly.

Though all incidents will have to be recorded, it is very important in order to ensure the smooth transition of each shift that information, which will directly affect the following shift, be communicated e.g.

- a) The driver Mr. Callender is out on duty and is expected back late
- b) There are currently three officers working in the office.

The Security Company is liable for any damage incurred to PAHO/WHO vehicles under the surveillance and security of the guard, after normal working hours, during weekends and bank holidays.

All incidents involving vehicles on the premises must be logged.

x) Pre-Disaster

Any event of pre-disaster should be addressed as follows: -

- a) Keep the telephone numbers of PWR, SPC, Administrator and Emergency Preparedness Advisor readily available.
- b) Ensure that security coverage is maintained in the building during any natural or man-made disaster.

xi) Post-Disaster

- a) Manage radio communication. Contact the PWR, SPC, Administrator or Emergency Preparedness Advisor as soon as possible and report the situation.

xii) These services must be provided through:

- a) Proper supervision and submission of supervisor's monthly report to the Security Focal Point;
- b) Vetted and trained Security Officers for each shift;
- c) A Twenty-four (24) hour mobile supervision responsible for managing and supporting the Security Officers;
- d) Radio communication (and if available, telephone) with each other and with fully staffed 24-hour control room;
- e) A Customer Service Officer and Service Team assigned to the

organization;

- f) Detailed Assignment Instructions with performance standards to include on time arrivals, uncovered shifts, guard rotations, lunch breaks, maximum hours worked, etc;
- g) Information on Officer scheduling, quarterly contract performance reports and on incidents;
- h) Site specific training and job matching for Security Officers and
- i) Annual security audits

Action Card: Security Guard

Stage 1: Hurricane Watch - 48 hours

1. Be aware of Hurricane Watch Notice
2. Debriefing with General Services Operations (GSO) for coordination of security arrangements

Stage 2: Hurricane Warning - 36 hours

1. Assist in advising visitors of Hurricane Warning & closure of offices.
2. Secure all gates in compound and ensure the arm barrier is on manual.
3. On completion of evacuation, check & ensure that the building is secure / power turned off.
4. Coordinate security patrols with security head office.
5. Secure main entrance.
6. Remain on premises

Stage 3: Post Impact - After the All Clear

1. Allow entry as authorized by the Managers and Administrator.
2. Liaise with Management, Administrator and GSO for security arrangements.
3. Assist in advising staff and visitors as instructed.

Reports:

- Monthly reports on service together with invoices should be presented to the UNDP office
- Daily reports on incidents
- Weekly reports on incidents – nil reports are required
- Quarterly meetings with UN House/PAHO Security Team

Inputs:

- Provide qualified, competent, honest and well-trained personnel to perform. Evidence of such training in security matters should be provided to the organization
- Provide uniformed equipped personnel at contractor's expense
- Provide UN organizations with Certificate of Character for all security personnel who will provide service to the UN organizations
- Proper handling and usage of security surveillance equipment to ensure efficient monitoring
- Provide its own communication equipment for its personnel
- Proper handling and usage of equipment for the printing of UN passes/identification cards for UN personnel
- Provide a list consisting of the names of the personnel providing service to UN House
- Contractor has full responsibility for all work and services performed by its security personnel

Contract proposed for one year, with possibility of 2-year extension based on satisfactory performance and half-yearly reviews.

The Contractor must ensure that all reasonable measures are taken to ensure that its personnel conform to the highest standards of moral and ethical conduct. The UN may at any time request in writing the withdrawal or replacement of any personnel of the contractor assigned to perform work or services under the contract. The contractor Performance Indicators: -

- Vigilance and professional conduct –with one guard manning the monitoring station on a 24-hour daily basis and the other manning the main gate at the hours stipulated above – shifts should be in accordance local conditions
- Daily observance of and compliance with basic security procedures as provided by the UN System
- Documentation of the names and car numbers of all visitors to the UN Premises for viewing if and when necessary by the UN
- Availability of surveillance tapes for viewing by UN when necessary
- Prompt action and reporting on any incidents/issues – Reporting should be in writing. “Exception reports” should be provided to the UN on a daily basis or as agreed by both parties.

- Immediate and appropriate disciplinary measures to respond to lapses in security procedures
- The contractor will also be required to provide monthly up- to-date reports on all outstanding security incidents/issues to the UN
- Contractor is required to hold quarterly briefing sessions between the UN Security Team, management of the Security Firm and the Guard Supervisor who serve within the UN. During this meeting the performance and security concerns should be discussed

In the event that UNDP deems that contractor personnel have failed to perform, the contractor shall, at its own cost and expense withdraw or replace such personnel forthwith. A request by the UN for withdrawal or replacement of the contractor's personnel shall not be deemed a termination of this contract. The contractor shall be liable for any action, omission, negligence or misconduct its employees, agents, servants or sub-contractors nor for any insurance coverage which may be necessary or desirable for the purpose of this contract, nor for any costs expenses or claims associated with any illness, injury, death or disability of the contractors employees, agents, servants or sub-contractors performing work or services in connection with this contract.

C. REQUIRED QUALIFICATIONS

1- Minimum Qualifications for Security Company

Experience

The UPSS Company shall have experience (minimum 3 contracts) in the provision of security services to government entities, NGOs, international institutions or companies considered to be of significant size and be able to carry out similar projects of the same complexity in last 5 years.

References

UPSS Companies shall provide a list of current in the last and previous clients that they have signed a contract with. UNDP has the right to contact each reference and request information on the firm's responsiveness to security issues and problems, the quality of the services performed and the dependability of the firm in meeting security needs.

Guard selection

UPSS Companies shall provide in their proposal CVs for the key personnel to be involved in the performance of the contract. Firms shall confirm that the nominated personnel shall not be changed without the approval of UNDP.

Financial capacity

UPSS Companies must be able to financially sustain their guard force if awarded the contract. The firm shall identify the financial institution it uses for its business. A letter from the financial institution such as Bank, with agreement of the company, shall confirm that the company is financially solvent and responsible. Companies that do not have adequate financial resources shall be considered inadequate and ineligible to bid.

2- Minimum Qualifications for Security Staff

The UPSS Company shall ensure that all personnel assigned to this contract have not been convicted of any serious criminal offence, including by a military tribunal, or found by a national or international authority to have breached criminal or humanitarian law in any jurisdiction. Further, in principle, they must not be subject to any ongoing judicial proceedings, including military, in respect of such offenses or violations and must meet the following minimum standards.

UPSS Companies shall provide CVs of their key personnel; minimum selection criteria shall be adhered to or exceeded as indicated below.

All UPSS Companies personnel assigned to this contract must pass a criminal background record check.

UPSS Company's Supervisor / Focal Point

- a. Minimum education requirement: the equivalent of a United States high school diploma;
- b. Minimum 10 (ten) years of police, security or military experience;
- c. Excellent oral and written communications skills and proficient in word processing, PowerPoint and spread sheets;
- d. Minimum of 3 (three) years of experience in supervisory/managerial positions;

- e. Minimum of 5 (five) years of experience in dealing/liasing with international and government organizations.

Supervisor/Chief of Security Guards

- a. Completion of secondary school is required
- b. Minimum of 3 (three) years of progressive responsibility in managing a guard force.;
- c. Minimum of 5 (five) years of work experience as a security guard;
- d. Good leadership skills and ability to exercise good judgment;
- e. Trained at a minimum to have/show proficiency/knowledge in self-defence, report writing, occupational safety, threat evaluation, emergency and bomb threat response, protection of information, responding to emergencies, fire prevention and protection, legal aspects of providing security services, and radio/telephone communications.
- f. Fluency in English (speaking/reading/writing).
- g. Committed to full term of contract.
- h. Basic computer proficiency in *Microsoft® Outlook* (incident reports), and *Microsoft® Word* (report writing)

Unarmed Security Guards

In accordance with above qualification/criteria, the UPSS company is responsible for selecting candidates for employment. All personnel hired by UPSS Company will be required to go through an approval process, if requested by the hiring UNDP.

- a. Sex: Either male or female candidates shall be accepted.
- b. Age: At least 21 years old;
- c. Health: Free from all communicable diseases and in good general health without physical defects or abnormalities, which would interfere with the performance of guard duty;
- d. Physical condition: Able to perform physical tasks associated with the guard duties to which he/she is assigned. Possess the physical and psychological stamina for prolonged walking, standing, sitting and stooping.
- e. Drug dependency and medication: Shall not be dependent on alcohol or other drugs; if using prescribed medication, it shall not hinder the performance of assigned guard duties;
- f. Education and literacy: Completion of secondary school is required.

- g. Experience: Minimum of 2 (two) years of experience in the same field of work with reputable organization.
- h. Elementary knowledge in English ability and fluency.
- i. Be cognizant of the fact that guards may have to confront or challenge violent or potentially violent persons.
- j. Be able to relate and interact effectively and properly with members of the public.
- k. Be of good reputation and character
- l. Understand guard orders and maintain guard logs and reports in national language.
- m. Radio Communication: Able to operate UHF hand set.
- n. Must be knowledgeable about physical security systems and deterrents, how to operate an emergency generator and knowledge of alarm systems
- o. Must have the ability to follow instructions, communicate effectively, be reliable, dependable, firm, courteous and tactful. Must be able to comprehend orders and directives quickly. Must have ability to take clear and decisive action especially during emergency situations.
- p. Capable of handling telephone call in professional manner after working hours, including unwanted calls such as bomb threats
- q. Trained prior to deployment at a minimum to have/show proficiency/knowledge in public relations, self-defence and minimum force, radio communication, access control, searching techniques, basic first aid, basic firefighting and basic occupational safety.
- r. Basic computer proficiency – must be able to use basic database for logging personnel entry/exit

3- Job Descriptions for Security Staff

- ***Supervisor/Chief of Security Guards***

The Chief of Security Guards is responsible for:

- The implementation of security at UN House Premises
- Management of all guard members
- Control and supervision of guard activities
- Conducting inspections of guard posts to ensure all personnel meet the requirements of this contract
- Documenting, counselling and taking appropriate disciplinary action when required
- Ensuring timely reporting of all incidents; weekly and monthly reporting
- Producing email/database reports of all security events in UN House which will be incorporated in a daily situation report and submitted to the UNDP Building Manager (or alternate) on a daily basis

- Control and operation of alarm system and emergency exit doors, in cooperation with Building Management
 - Handling of difficult or uncooperative visitors and restraining people in order to implement security procedures.
 - Assisting UNDP Building Manager (or alternate) in arranging evacuation drills and handling emergency events
 - Accompanying the UNDP Building Manager (or alternate) to inspect every room in the UN office in case of bomb threat.
 - Contacting UNDP Building Manager (or alternate) 24 hours a day in the event of an emergency
 - Any others job which the UNDP Building Manager (or alternate) orders.
- ***Security guards for Main Gate***
Security guard for main gate is responsible for:
 - Providing access control by inspection of approved identification
 - Ensuring all vehicles are checked and cleared before entering premises (if deemed necessary)
 - Logging all incoming and outgoing staff, visitors, or maintenance personnel in electronic database (or otherwise if required)
 - Alerting UN Personnel of arriving visitors
 - Ensuring the Crossbar position is fully closed, in horizontal position (-) all the times, when there are no vehicles passing.
 - Reporting the arrival of protesters or demonstrations through the chain of command.
 - Blocking suspicious vehicle from entering UN premises.
 - Ensuring the gate is closed before leaving when office hours are finished.
 - Directing staff to the assembly area when emergency events happen, under Supervisor/Chief of Security Guards' direction.
 - ***Security guards for Main Door and Metal Detector checkpoint***
Security guard for main door and metal detector checkpoint is responsible for:
 - Providing access control by inspection of approved identification
 - Carrying out checks on all visitors and staff and make sure that they are cleared, upon entering Building's area.

- Performing package and other security-related inspections.
 - Reminding the staff to wear their ID card all the time while they are in the Building.
 - Reporting immediately to his/her Chief Guard, UN DO (or alternate) any difficult visitors, restraint of persons, or uncooperative guests.
 - Directing visitors to get Visitor ID from Security or Front Desk
 - Ensuring the front and back doors are locked when all staff have left the building
 - Detecting any imminent crime about to be committed
 - Directing staff to the assembly area when emergency situations happen, under Chief of Security Guards' direction.
- ***Security guards for Monitoring Station***
Security guard for Monitoring Station is responsible for:
 - Monitoring CCTV System and immediately reporting incidents to Supervisor/Chief of Security Guards, UNDP Building Manager (or alternate)
 - Maintaining *UN House Security Database System*
 - Issuing and logging visitor, temporary and maintenance passes
 - Logging/recording incidents in online *Incident Reporting System*

4. **Minimum requirements for equipment**

- Security Guard Equipment: The UPSS company shall provide and maintain security guard equipment for each guard: this equipment shall include at least the following: uniform, baton, whistle, flash light, lanyard for panic button or any similar device for quick emergency alert.
- Communications Equipment – The UPSS company shall furnish all communications equipment required for the performance of this contract. Such equipment includes base stations, hand-held units, cellular telephones and related items that may be required for communication with the UPSS company's operations centre by the Company's Supervisor, Chief of Security Guards and Security Guards assigned to the UN Premises. Maintenance and repair of all such communications equipment will be the responsibility of the UPSS company. The UPSS company shall be responsible for obtaining and maintaining any permits or authorizations necessary to operate such equipment and as required by law or regulation;
- Miscellaneous Equipment – Security Wand Metal Detector (for use at main entrance, Ceia model number PD140N or equivalent as approved by the Contract Officer), flashlights, batteries, air horns, whistles, batons and other miscellaneous security items required by UNDP under this contract;

- Guard Monitoring Devices – The UPSS company shall furnish and maintain guard monitoring devices at each guard post to validate guard rounds, patrols and other security checks. The UPSS company will be responsible for having a sufficient number of these devices to ensure that each post has a device in good operating order. The UPSS company shall be responsible for the maintenance and repair of these devices.
- Each Security Guard post (Main Gate, Main Door, Monitoring Room and while on Foot Patrol) shall be equipped with at least one panic alert system (panic button on lanyard around neck, or on handheld radio, etc) in direct line with the main security centre of the UPSS company.
- Direct Phone/Alarm Line (via radio transmitter preferred) with the main security centre of the UPSS company.

D. TRAINING

UPSS Company personnel shall be sufficiently trained, both prior to any deployment and on an ongoing basis, to respect relevant national laws, international humanitarian law and human rights law and to establish goals to facilitate uniformity and standardization of training requirements. Training should include general and context-specific topics, preparing personnel for performance under the contract and in the UN premises environment, including:

- a. Rules on the use of force including restraints and detainment authorities and limitations;
- b. International humanitarian law and human rights law as well as applicable Barbados laws;
- c. Handling complaints by the civilian population, in particular by transmitting them to the UNDP Building Manager;
- d. Measures against bribery, corruption and other crime;
- e. United Nations Standards of Conduct for the International Civil Service and the zero-tolerance policy on sexual exploitation and abuse; and
- f. Religious, gender and cultural issues and respect all populations and ethnicities.

Security Guard Training

The UPSS Company shall provide initial and periodic in-service training for security guards. The UPSS company will record and document all training. The UNDP Building Manager shall be permitted to review all training records pertaining to this contract. The training period cannot be less than two days a year per

employee. The UPSS company shall include initial and recurring training and familiarization for the subjects listed below for all personnel assigned to this contract.

- a. Access control policies and procedures, e.g., the premises pass system, visitor control procedures, employee ingress/egress, after-hours access and vehicle access;
- b. Identity checks – what constitutes valid identity, spotting false identity cards, etc.;
- c. Basic search techniques – including those for pedestrians, vehicles and packages;
- d. Conduct of perimeter patrols;
- e. Actions to take when approaching a suspicious person(s);
- f. Actions to take when there is a belligerent visitor;
- g. Emergency response and evacuation procedures;
- h. Routine and emergency communications procedures;
- i. Police and fire liaison;
- j. Cardiopulmonary Resuscitation (CPR);
- k. Basic first aid instruction;
- l. Civil and criminal liability issues;
- m. Use of force and limitations, including citizens' apprehension⁸ authorities;
- n. Legal authorities and limitations;
- o. Professional behaviour and public relations;
- p. Communication, e.g., verbal, written and telephonic;
- q. Radio protocol, procedures and discipline;
- r. General, Post and Special Orders and other directives;
- s. Handling of bomb threats and building evacuation procedures;
- t. Safeguarding proprietary information;
- u. Found property procedures;
- v. Basic report writing;
- w. Observation techniques, to include basic counter-hostile surveillance;
- x. Guard force supervision;
- y. Supervision and approval of reports;
- z. Incident investigations and reports;
- aa. Standards for uniforms, personal dress and bearing;
- bb. Post inspection procedures;
- cc. Employee motivation;

- dd. Fundamentals of intrusion alarm systems, CCTV, recorders and manual or electronic guard monitoring equipment;
- ee. Fundamentals of X-ray machine operations and any other security and fire devices and equipment that the guard may be responsible for operating or carrying; and
- ff. Operation and use of fire extinguishers and other fire suppression equipment located on UN Premises.

Responsibility for all initial / pre-deployment guard training rests with the UPSS Company.

- i) The UPSS Company will develop the recruitment / pre-deployment training and periodic in-service training plans and submits them to the UNDP Building Manager (or alternate) for approval.
- ii) **Recruitment / pre-deployment training:** This is basic introductory training to focus the individual on the basic requirements of guard duty as required by the contract. Below is a list of subjects to be included in the pre-deployment training Programme to supplement the above list of required training topics.
 - **Orientation:** Introduction to training Programme, training objectives, and the role of the guard force at the UN Premises (in consultation with UNDP Building Manager).
 - **United Nations assets:** Description of assets, name, location and function. The UNDP Building Manager (or alternate) to provide this instruction.
 - **Local law and power of arrest:** What authority and power the employees + government security forces have.
 - **Threat to facilities:** Description and nature of the threat to United Nations assets with examples. The UNDP Building Manager is responsible for this instruction in coordination with the UN Department of Safety and Security (UNDSS).
 - **Fires:** Description of the threat to assets by fire; use of fire extinguishers; familiarization with fire alarms and extinguisher locations.
 - **Duty station emergency plans:** Specific functions and role of guard force when any emergency action situation occurs, such as fire, explosions, bomb searches and building

evacuation. This instruction will be done in consultation with the UNDP Building Manager (or alternate).

- **Physical security measures at duty station:** Description of access control and alarm systems used (burglar / fire).
- **Basic guard duties:** General description of guard actions for protection of facilities and residences. Denial of access to unauthorized persons, maintenance of guard force records and logs and preparation of reports.
- **Guard force communications:** Procedures to be used in case of incident; notification of others; use of radio equipment.
- **General post orders:** Description of general orders and post orders in detail. Emphasis on guard responsibilities, department, penalties for commission of violations of orders.
- **Maintaining post logs:** Procedures for preparing daily logs and incident reports.
- **Restraint of disorderly persons:** Procedures for defending against physical attack; procedures for restraining others; guidance on use of force.
- **Use of personal equipment:** Procedures for the use of any equipment issued to employees, e.g., baton, handcuffs, etc.
- **Personnel identification:** Procedures for recognizing official identification of United Nations staff members, employees, dependants and official visitors; procedures for notification where proper identification documents are not provided.
- **Access Control Equipment:** Use of electronic body and package search equipment; manual body searches; vehicle search; building search for suspected bombs; visitor control systems, including badge issuance and control. General coverage of this subject to all guard personnel, with detailed hands-on training to those employees assigned to access control duties.
- **Access control procedures -- pedestrians:** Description of the devices and procedures used at each duty station facility; description of procedures used in the operation of each type of equipment involved; procedures used for searches of men and women; procedures used for notification in case of discovery of weapons and other contraband or disorderly persons.

- **Visitor control procedures:** Description of the procedures for identification and control of visitors to official facilities; the badge system and badge issuance procedures and control; escort and control of visitors within the facility perimeter; notification of authority in case of visitor disorderly conduct.
- **Package and mail search:** Bomb, weapons and other contraband detection procedures through the use of electronic equipment and manual search; awareness and familiarity training; response, notification procedures and alarm systems.
- **Vehicle access control and search procedures:** Gate control procedures, barrier operations, driver identification and requirements; vehicle compartment and body frame searches; truck and vendor access procedures; vehicle and cargo searches and bill of lading inspections; notification procedures.
- **Bomb threat response:** Bomb threat procedures to be used by guard personnel; notification procedures; building searches; identification and relationship with local bomb disposal unit -- host government or other.
- **Malicious Surveillance and Threat Detection.** Use of observation techniques for static guards, and foot patrols to identify, report and record suspicious acts and persons, with special emphasis on surveillance detection techniques for all guards. Skill development in the identification of indicators of an attack, such as identification of attacker surveillance methods, recognition of potential attackers because of behaviour and frequency of sightings near United Nations assets; notification procedures to be used.
- **Dealing with difficult people (National/International citizenship):** Procedure for dealing with uncooperative visitors / personnel.
- **Self-defence:** Procedures for and extent of physical force in self-defence.
- **Restraint of persons and use of handcuffs:** Procedures for use of restraint methods; limitations, if any, on use of restraint devices.
- **Basic First Aid and Emergency medical assistance:** Elements of first aid and cardio-pulmonary resuscitation (CPR) should be provided to ensure a capability of effective response on the part of the guard where there is injury or apparent heart attack.
- **Evacuation drills** for various purposes, fire, earthquake, bomb threat, floods, violent demos, etc.

- **Elements of guard supervision:** Responsibilities of the first-line supervisor are covered, including post inspection, maintenance of post logs and reports, preparation of shift reports and use of discipline.

iii) **Periodic In-service training:** This type of training is performed for two purposes:

- To periodically review subjects covered in recruit training, and
- To provide training on current security issues or problems.

It can be performed in periodic (monthly / quarterly / annually) dedicated training sessions.

The UPSS company shall have each employee successfully complete a periodic in-service training programme. This refresher training is a shortened version of the pre-deployment training and will include any updates to SOPs or UN Premises emergency plans.

The periodic in-service training period cannot be less than two days a year per employee.

Upon completion of periodic in-service training, the UPSS company shall notify the UNDP Building Manager which guards have completed the required training.