

Terms for Reference (TORs) for the Use of Armed Private Security Companies

General

UNHCR has a requirement for the provision of Third Country National (TCN) armed guards/senior guards to secure the staff, property and premises including to respond to any type of attack and to provide mobile protection whenever needed upon the request of UNHCR.

Each guard/senior guard on site should have his/her own personal arms, besides the arms assigned to each post/location.

The armed security service will be deployed to UNHCR office premises in Bartella of Mosul covering four posts/locations, besides Senior guard post:

1. Front gate outside.
2. Front gate from inside.
3. Patrolling and surveillance detection.

Definitions

Static Protection of UNHCR staff and guests, Premises and Property. **All Guards including Senior Guard on site should have personal weapons besides the weapons for the post/location.**

Objective and Basic Functions

1. Provide a visible deterrent to potential attackers and an armed response to repel any form of attack in accordance with the Use of Force Policy and SOPs developed by the Contractor and in accordance with the national law.
2. Conduct access control for vehicles and pedestrians to the designated premises or area.
3. Use of electronic body and package search equipment.
4. Support with access control including; personnel searches for non-United Nations personnel, vehicle searches.
5. Building searches for suspected explosive devices.
6. Mail screening.
7. Patrol the designated premises.
8. Identify and report suspicious persons or objects which may cause a security concern.
9. Subsequently contain or remove suspicious persons or objects which may cause a security concern.
10. Monitor and respond to intrusion and safety alarms.
11. Maintain guard post records and logs.
12. Preparation of incident reports after immediate reporting to UNHCR Security Officer

13. Provide First Aid to United Nations personnel in the event of incidents.
14. Armed security guards/senior guards will be reporting to UNHCR Security Officer.
15. Perform surveillance and counter surveillance.
16. Mobile Protection of United Nations staff and Property when needed. Protect United Nations personnel and vehicles of the convoy in accordance with the Use of Force Policy developed by the Contractor when required.
17. Snr Guard besides his responsibilities to make sure that guards to performance is in line with, SOPs, Use of Force, weapons management, and with UNHCR SOP/SOW, code of conduct etc. and all tasks related to guards tasks as being followed, besides being the focal point of contact with company for all admin related i.e. arranging guards shifts, leave, transportation etc.

Guards Qualifications

- Trained to demonstrate self-defense proficiency.
- Vetted by security apparatus in the country of residence and the country of origin.
- Must be able to communicate in English.
- Previous experience with Military/police or any security apparatus is a plus.
- Minimum age required 24 years and above.
- Experience in dealing with weapons and necessary training to use weapons, when required.

Senior Guards Qualifications

- Supervisory skills.
- Trained to demonstrate self-defense proficiency.
- Vetted by security apparatus in the country of residence and the country of origin.
- Good English language competencies (speak, understand and write).
- Good report writing skills in English language.
- Previous experience with Military/police or any security apparatus is a plus.
- Minimum age required 24 years and above.
- Experience of handling weapons, arms management and necessary training to use arms when required

Guards/Senior Guards Personnel Conduct on Duty

The under listed are paramount and will be expected to shape the conduct of all guards:

- a.** SOPs: The guards will strictly follow the SOPs that will be provided to them besides the company manuals i.e. use of force manual.
- b.** Punctuality: Guards/Senior guards must be punctual in reporting for duty at least 15 minutes prior to the start of each shift to allow for exchange of info and appraisal of obtaining circumstances. The oncoming relieves will arrive on time to ensure their presence at the assigned posts.
- c.** Honesty: Guards must never get involved in any acts of corruption, fraud or any other criminal activity with regards to the UNHCR staff or persons of concern pending registration.
- d.** Working Hours: Guards will remain alert and vigilant at all times, 24/7. They will not nap or sleep on post, engage in personal conversations in person or on the telephone, read books or

newspapers or attend to any other personal business while on duty. Engaging in any of these activities may be cause for immediate administrative action by their employment agency.

e. Responsibility for Assigned Equipment: The guards are responsible for the equipment assigned to them.

f. Personal Activity on the Post: The guards will not engage in any unofficial business on post; i.e., soliciting, canvassing, peddling, sales promotion of a commercial item, loan-sharking, personal-interest activities etc.

g. Attitude: The guards must show dignity and respect and never get involved in any form of harassment, discrimination, intimidation or favoritism, as outlined in the UNHCR Code of Conduct.

h. Sexual Harassment: Guard personnel must never engage in any conversation or activity that may be interpreted as sexual abuse, harassment or misconduct.

Liability Coverage

a. UNHCR will require proof of insurance liability to show the level of coverage in the event of theft / fire incidents at the assignments where security services are being provided.

b. The company shall be fully insured and be able to indemnify at its own cost the UNHCR, its officials, agents, servants and employees from and against all kinds of suits, claims, demands and liability of any nature or kind including their cost and expenses arising out of acts or omissions of the company, its agents, servants and employees.

Alcoholic Beverages/Narcotics:

The following conditions shall apply:

a. The drinking of intoxicating beverages is prohibited while on duty and whenever inside the premises. Any guard who is intoxicated, or who has consumed alcoholic beverages or other intoxicants during, will be dismissed immediately at the cost of the contractor (APSC).

b. The use of illegal substances, such as narcotics, dangerous drugs, marijuana, hashish...etc., at any time, by members of the guard force, is strictly prohibited. Any guard who is observed using, or to be in possession of, an illegal substance shall be subject to administrative action.

c. When a guard is required to take medication on the order of his/her physician, UNHCR security officer must be notified. Where it is determined that such medication may adversely affect the guard's ability to perform his/her duties, the guard will be prohibited from being assigned to post and the contractor must arrange a replacement guard.

Note:

a. A written commitment from the Contractor (APSC) that it will immediately remove and replace, at its own cost, any guard whose performance or conduct is identified as failing to meet the standards of conduct expected or is considered unsatisfactory by UNHCR will be required.

b. Notwithstanding the verification process outlined above, UNHCR reserves the right to refuse deployment or demand immediate replacement of any personnel selected by the Contractor who are identified as failing to meet the specified requirements at no cost on UNHCR.