

# Terms and Conditions

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Following are the terms and conditions for the agreement.

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## Rates

The rates are inclusive of statutory such as Provident Fund, and ESIC, other liabilities are reimbursable.

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## Uniforms

We will provide uniform, whistles, shoes, vocational ceremonious and seasonal clothing to guards.

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## Services

1. We will arrange night checking and surprise check to keep guard alert.
2. The agency shall render full co-operation and assistance to the party in investigation etc. in case of theft, fire etc.
3. Agency will provide a dedicated operation officer to client better connectivity/back up support/response, command and control.
4. In case of emergency, we will provide the following on short notice:
  - a) Provide 10 to 15 guards.
  - b) Visit site within half an hour on report or incident.
  - c) Assist in reporting to police wherever needed.
  - d) Co-ordinate with fire-brigade immediate report of incident to client.

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## House Keeping Services

We are providing adequate manpower such as receptionists, telephone operators courier boy, office boy, tea boy, attendant, housekeeping boy and cleaning staff, electrician, welder fitter, turner, and other specialized staff for hospital and industries.

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## Contract

Period of contract shall be for at least eleven months from the date of issue of work order and have to retain the guards at least for one month, in case you want to cancel the contract.

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## Payment

1. Ours monthly bills should be cleared by 5<sup>th</sup> of month.
2. No payment shall be made to security guards directly.
3. In event of any loss to the party, the issue will be investigated by a joint inquiry opinion the security system is to be solely blamed for the said loss, token penalty may be imposed on the AFSM, not exceeding 10% of the cost of Loss, giving due consideration to standard depreciation.
4. All disputes are subject to Nagpur Jurisdiction only.

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## **Duties of Guards**

1. Security guard should be attentive and well dressed with proper uniform identification
2. Security guard should maintain the following register at their respective cell sites:
  1. Inward Material Register
  2. Outward Material Register
  3. Visitor Entry Register
  4. Returnable Material Register
  5. DG Regarding
  6. Shelter opening
  7. Challan/Gate pass file
  8. Occurrence Handling taking over
  9. Staff In-Out Register
  10. Workers In-Out Register
  11. Contractor worker in-out Register
  12. Contractor Material in-out Register
  13. Fire Safety and First Aid Register
  14. Key Register

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## **Security should be responsible for the following**

1. He will be responsible for the paper security of all the assets lying at the site.
2. He will ensure proper access to the tower and generator for the staff and associates of the principal employer.
3. He will be responsible for cleanliness of shelter room and site area.
4. He will not allow anybody to enter into the site without valid/authentic I-card. He shall verify it and request the visitors to enter their details in visitors register. This is mandatory.
5. In case of any problem on site, the guard should call.
  - a) Zonal in-charge
  - b) Security In-charge
  - c) Manger works
6. The guard should be on duty site before his shift and take over the change in detail from the outgoing guard. Guard will not leave the site without being relieved.
7. The guard should perform duty as per the ruts and should leave/weekly off as per labor law and no mutual adjustment is permitted.
8. Guard will not control the movements of materials through proper documents i.e., Gate pass authorized signature etc.
9. Guard will not engage in any illegal activity on site and would not consume any alcohol or drugs and not permit anyone to do so.
10. Guard will not allow any body enters the shelter room with footwear, as the Equipment is dust sensitive.
11. The contractor staff is permitted only if they carry authorization pass/I-card or verbally permitted by zonal in charge whose contact number need to be maintained at site in their contact list. The list of authorized officials will be given.
12. The guard will report the following to the authorized officer
  - a) In case anybody without card/authorized officers
  - b) In case of power failure and DG fails to start automatically, start it manually
  - c) Any access problem to site tower
  - d) Any occurrence emergency
13. If guard has to go for lunch, he will lock shelter room and write a note.
14. The necessary training will be oven to guard regarding the DG
15. The guard should know how to operate the fire extinguisher
16. The guard night shift duty will perform his duty at the main gate to help officer of principal employer for easy access and patrolling after every one hour.