

ANNEX H

Operational Requirements and Guard Post Orders

Provision of Security Guard Services

Danish Refugee Council (DRC) – Sudan

1. Purpose

This Annex establishes the minimum operational procedures and guard post orders for security guards deployed under the Framework Agreement. These instructions supplement the Terms of Reference (TOR) and Technical Specifications and shall be followed by all personnel deployed by the Contractor.

2. General Responsibilities

All security guards shall:

- Protect DRC personnel, visitors, premises, vehicles, and assets.
 - Remain alert and vigilant throughout their duty.
 - Maintain professional behaviors with all stakeholders and appearance.
 - Wear the approved company uniform and identification badge while on duty.
 - Follow lawful instructions issued by DRC Safety personnel or the designated DRC focal point.
 - Report all incidents immediately.
 - Maintain confidentiality regarding DRC operations and personnel.
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3. Access Control

Guards shall:

- Control access to DRC premises.
- Verify the identity of all visitors before allowing entry.
- Ensure visitors are registered in the Visitor Register.
- Issue visitor identification where applicable.

- Prevent unauthorized access.
 - Report suspicious persons immediately.
 - Ensure gates remain secured when not in use.
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4. Vehicle Control

Guards shall:

- Verify authorization before allowing vehicles to enter.
 - Record all vehicle movements where required.
 - Inspect vehicles visually when instructed by DRC Safety.
 - Direct vehicles to designated parking areas.
 - Immediately report suspicious vehicles.
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5. Patrol Duties

Guards shall:

- Conduct routine patrols of assigned areas.
- Check doors, windows, fences, gates, lighting, and perimeter security.
- Observe for signs of theft, intrusion, vandalism, fire, or other hazards.
- Record patrol observations in the Occurrence Book.
- Immediately report any abnormal findings.

Patrol frequency shall be determined by the DRC Safety Department according to the security risk level.

6. Incident Reporting

The guard shall immediately report:

- Theft or attempted theft.
- Break-ins.
- Fire or smoke.

- Security threats.
- Violence or disorder.
- Medical emergencies.
- Suspicious packages or persons.
- Damage to DRC property.
- Any safety concern affecting DRC operations.

All incidents shall be documented in accordance with DRC reporting procedures.

7. Emergency Response

During emergencies, guards shall:

- Remain calm.
- Notify DRC Safety immediately.
- Protect life before property.
- Assist with evacuation when requested.
- Secure the affected area.
- Cooperate with emergency services.

Guards shall not undertake actions beyond their level of training.

8. Visitor Conduct

Guards shall:

- Treat all visitors respectfully.
 - Avoid discrimination.
 - Not request or accept gifts, money, or favors.
 - Not disclose confidential information.
 - Refer complaints to the designated DRC representative.
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9. Prohibited Conduct

Guards shall not:

- Leave their assigned post without authorization.
 - Sleep while on duty.
 - Consume alcohol or illegal drugs.
 - Carry firearms or other prohibited weapons unless authorized by law and approved by DRC.
 - Use excessive force.
 - Engage in political or religious campaigning while on duty.
 - Harass staff, visitors, contractors, or beneficiaries.
 - Take photographs or share information about DRC operations without authorization.
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10. Equipment

Guards shall ensure that all assigned equipment is maintained in good condition and used in the best manner, including:

- Uniform
- Identification badge
- Duty phone or radio (where provided)
- Flashlight
- Whistle
- Logbook
- Personal protective equipment (PPE)

Any lost or damaged equipment shall be reported immediately.

11. Guard Handover

At every shift change:

- Brief the incoming guard on any incidents or outstanding issues.
- Hand over all registers, keys, communication devices, and equipment.

- Record the handover in the Occurrence Book and also report it through appropriate WhatsApp channel.
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12. Communication

Guards shall maintain continuous communication with:

- Site Supervisor
- Contractor Operations Centre
- DRC Safety Focal Point

Emergency contact numbers shall be available at every guard post.

13. Site-Specific Instructions

Additional site-specific instructions may be issued by DRC for:

- Country Office
- Guest Houses
- Warehouses
- Temporary Operational Sites

These instructions shall form part of this Annex and shall be communicated to the Contractor in writing.

14. Non-Compliance

Failure to comply with these Operational Requirements may result in:

- Removal of individual guards from DRC sites.
- Corrective action requests.
- Financial penalties (where provided in the Framework Agreement).
- Contract suspension or termination for repeated or serious non-compliance.