



Terms of Reference

Service:	24/7 Unarmed Static Guard Service
Office:	NPA - Erbil Office
Immediate Superior:	NPA security focal point
Based in:	Erbil, Iraq
Time of assignment:	February 1 st , 2022- Jan 31 st , 2023

Introduction:

NPA is a partnership based international organization, started working in Kurdistan region of Iraq in 1995 and after 2003 NPA extended its work to covering the rest of Iraq.

Summary of the service:

Norwegian People's Aid (NPA) looking for security company that can provide a 24/7 Unarmed Static Guard Service to secure NPA office in Erbil and to control the access of visitors and guests.

Authority and responsibility

NPA Iraq will be responsible to provide the following:

- Refreshment drink for the guards (like tea and water)
- A cabinet for the guards, with heating and cooling devices for the guard's cabinet.
- Water dispenser for the guards.
- Normal phone for communication with monthly credit.
- Record book and pens for recording the names.
- Thermometer device, facemasks, and hand sanitizers for the guards.

The Security company will be responsible to provide the following:

- 24/7 Security service based on three rotation shifts: one guard per shift.
- Unified uniform during summer & winter with security company logo for all the guards.
- Supervision checks on daily basis.
- A replacement guard in case of sickness, leave or any other reason.
- Monthly timesheets for the guards.
- Managing and arranging guards is fully responsibility of the company, NPA will not interfere.
- Company is responsible to inform NPA security focal point in case of bring new guards to any shifts.

Guards' qualifications,

- Must be fit and within a healthy weight range,
- Must be based in Erbil,
- Speak and write in Kurdish and Arabic.



Guards' responsibilities,

- Ensure that visitors are met by the person whom they are visiting, when visitors depart ensure that their departure is logged in the visitor's book.
- Prevent the entry of unauthorized people to the office.
- Report all the suspicious acts happening in the premises to the security focal point
- Monitor the premise through CCTV cameras and check for any sort of unusual activity.
- Ensure that no vehicles are parked in front of the office. If you cannot identify the driver, find him. If you cannot find him alert your supervisor and the security focal point.
- To direct vehicles in and around the building and to make sure that all the vehicles are safe, while inside the premises.
- Open the main gate for entry and exit of NPA vehicles.
- On the arrival and departure of staff, check the street to try and identify any potential problems or threats.
- Any other tasks requested by NPA security focal point.
- Check temperature for the staff and visitors and make sure they are wearing facemasks before entering the office,
- Make sure the generator is turned off after working hours,
- Receiving phone calls and guide the visitor via phone to the office location.