

Schedule 2 – Specifications & Additional Obligations

1 Definitions

In this Specifications & Additional Obligations, the following terms will have the following definitions, unless the context otherwise requires:

Term	Definition
Alarm Monitoring Centre	means a Grade A1 monitoring centre that complies with the requirements of AS2201.2
Incident Response	means the on-site attendance by a Security Officer in response to an unplanned or planned requirement of the PHS
Incident Response Security Officer	means the Security Officer who provides the on-site presence because of an Incident Response request
Locations	means any place, building or facility where a PHS requires security services to be provided
Mobile Patrol Service	means security patrols using a vehicle for the purpose of detecting, reporting and discouraging unwanted or criminal activity.
Patrol Security Officer	means a Security Officer engaged in providing a Mobile Patrol Service
Preferred Contractor Arrangement	means an arrangement where the PHS agrees to request provision of one or more of the Security Service sub-categories from the Contractor in the first instance, ⁱ

2 General Service Level Requirements

2.1 Service Level Agreement

- (a) The PHS must enter into a Service Level Agreement (SLA) with the Contractor to access the Services. On being requested by any PHS to enter into an SLA, the Contractor must do so without delay. The SLA may cover arrangements for all Purchase Orders made by the PHS including, but not limited to:
- (i) the Service subcategories and the extent to which they are required;
 - (ii) Locations (facilities, addresses and buildings) where Services are required;
 - (iii) PHS and Contractor contact details;
 - (iv) ordering and invoicing requirements; and
 - (v) actions required during Service delivery.
- (b) The SLA is in addition to the Agreement between the Contractor and HSV and does not alter any terms of the Agreement.
- (c) Managing compliance with the SLA is a matter of agreement between the parties to the SLA.

- (d) The Contractor must provide a copy of each SLA to the Contract Manager within 7 days of execution.

2.2 Preferred Contractor arrangement

- (a) Where a Preferred Contractor arrangement is established, the PHS provides a commitment to the Preferred Contractor to, so far as is deemed reasonably practicable by the PHS, offer the Preferred Contractor first option to fill Service requests for one or more subcategories in full or in part, as determined by the PHS.
- (b) A Contractor who, at question 3.1.2 in the Commercial Envelope of their tender response, makes the offer to enter a Preferred Contractor arrangement with one or more PHS', must do so without delay on so being requested by any PHS for which the offer was made, and:
 - (i) document the agreed details of the arrangement in the SLA; and
 - (ii) consistently meet the KPIs as detailed in **Item 17 of Schedule 1 – Supply Schedule**, and all additional agreed service requirements and KPI's included in the SLA.
- (c) A Preferred Contractor offer may not be withdrawn without written consent from the Organisation, and a Preferred Contractor arrangement, having been entered into pursuant to **clause 2.4(b)**, may not be terminated without written agreement from the PHS.

2.3 Failure to perform

- (a) Where the Contractor has failed to achieve the Service Level requirements, including the KPI's in **Item 17, of Schedule 1 – Supply Schedule**, or any agreed Service Level Requirements and KPI's in the SLA:
 - (i) for two consecutive months; or
 - (ii) 4 months in total in any 12-month period;the Organisation and/or the PHS may
 - (i) request the Contractor to implement an action plan to address the non-compliance;
 - (ii) require more frequent reporting and monitoring of the Contractor's performance under this Agreement, the extent of which will be in the Organisation or that Participating Health Service's absolute discretion;
 - (iii) recover costs associated with KPI non-compliance; and
- (b) If required by the Organisation, the Contractor must report to the Organisation its compliance levels with KPIs, as agreed between the Contractor and the Organisation, and any resulting outcomes under **clause 2.3a**.

2.4 Variation to Service or Location requirements

- (a) A PHS may, at its complete discretion and without penalty, add or remove locations, or increase or decrease the Services required at any location.
- (b) For any new location, the PHS will assess any additional security requirements and confer with the Contractor in relation to the required services.
- (c) Where any site is removed in accordance with this clause, the associated services shall terminate, and the Contractor shall reduce the costs to the PHS according to the quotation given for the provision of the service.
- (d) Material variations to the Services or Locations should be documented in the SLA.

2.5 Default normal hours and shift spans

- (a) Except as may be agreed between the Contractor and the PHS:
 - (i) the default normal business hours are between 07:00 and 15:00 on Business Days;
 - (ii) Where 12-hour shifts are required, the default spans are; Day 06:00 to 18:00, Night 18:00 to 06:00;

- (iii) Where 8-hour shifts are required, the default spans are; Day 06:00 to 14:00, Evening 14:00 to 22:00, Night 22:00 to 06:00.

(b) Departures from default hours and shift spans should be documented in the SLA.

2.6 Security Officer Classification

- (a) Except as may be otherwise required by the PHS, the default classification required is Level 3 Security Officer as per the Security Services Industry Award [MA000016], Schedule A – Classification Descriptions (Award).
- (b) **Clause 2.6(a)** notwithstanding, the PHS may require, and the Contractor must provide, Security Officers of higher or lower than Level 3 classification under the Award..
- (c) Departures from the default Security Officer classification should be documented in the SLA.

2.7 Security Officer Induction and Training

2.7.1 Contractor Induction

- (a) Pursuant to **Agreed terms clause 7.3 (c)**, the Contractor must ensure all personnel providing the on-site Services have successfully completed induction training prior to commencing operational duties at any PHS location. This requirement applies to full-time, part-time, and casual personnel.
- (b) Induction training must comply with all relevant state legislation and include, as a minimum, the following subjects:
 - (i) standing orders;
 - (ii) site orders;
 - (iii) administrative procedures;
 - (iv) communications, including report writing;
 - (v) field communication, including whether it is secure;
 - (vi) public relations;
 - (vii) customer relations;
 - (viii) occupational safety; and
 - (ix) legal rights and jurisdiction.

2.7.2 PHS Induction

- (a) Pursuant to **Agreed terms clause 7.3 (b)** the Contractor must ensure all personnel providing the on-site Services have successfully completed induction required by the PHS, which may include but not be limited to:
 - (i) policies and procedures of the PHS;
 - (ii) mandatory training;
 - (iii) Standard Operating Procedures (SOP);
 - (iv) site induction and familiarisation;
 - (v) fire and emergency systems and procedures;
 - (vi) infection control procedures; and
 - (vii) aggression management training.

2.7.3 Training - health care specific

- (a) The Contractor must ensure that all on-site Security Officers:

- (i) have completed training and education as required by the PHS, which may include but not be restricted to the syllabus detailed in AS 4485.2 Section 9 Clause 9.3 Modules 1 to 10 inclusive;
- (ii) are available and participate in on-going internal and external training requirements, including new training and refresher courses as required by the PHS from time to time;
- (iii) are aware of and comply with all PHS policies and procedures concerning emergency codes and whether there are any implemented local variations to the standard colour codes specified in AS 4083-2010 Section 2 Clause 2.2.; and
- (iv) have undergone formal training and are competent in the application of non-violent crisis intervention management of aggression and restraint techniques, including positional / restraint asphyxia, and including de-escalation techniques.

2.7.4 Specialist training

- (a) The Contractor must ensure Security Officers required to carry out duties of a specialist nature are trained by suitably qualified and experienced staff to a proficient standard, including the use of any specialized equipment; e.g., training to the required First Aid standard if expected to perform those duties when working for the PHS.

2.7.5 Competencies for Supervisors

- (a) The Contractor must ensure that Security Officers acting as a supervisor or team leader to other Security Officers:
 - (i) are appropriately trained and competent;
 - (ii) complete site-specific training as required by the PHS, including but not limited to Chief Fire Warden; and
 - (iii) participate as required by the PHS in any practice drill or actual emergency situations.

2.8 Personal Protective Equipment

- (a) The Contractor must provide personal protective equipment (PPE) appropriate for the normal work performed by a Security Officer. PPE may include but is not limited to body worn vests, safety footwear, torch, hat, sunglasses or safety glasses, sunscreen, gloves etc.
- (b) PPE specific to the healthcare environment will be provided by the PHS to Security Officers on request or where required by PHS policy or direct instruction, and may include but not be limited to latex gloves, disposable aprons, face masks, hand sanitizer, towels etc.

2.9 Vaccinations

- (a) Pursuant to **Agreed terms clause 7.10**, the Contractor must ensure Security Officers maintain up to date immunisation for:
 - (i) Hepatitis B;
 - (ii) Hepatitis A;
 - (iii) Measles, Mumps and Rubella;
 - (iv) Varicella (chickenpox);
 - (v) Diphtheria, Tetanus and Pertussis (whooping cough);
 - (vi) Tuberculosis (TB screening);
 - (vii) Influenza (Annually);
 - (viii) Covid19; and
 - (ix) other vaccinations in accordance with the relevant PHS' policies.

2.10 Security Equipment

- (a) The PHS may request the Contractor to source and supply security related equipment, including but not limited to needle stab-proof vests and body worn cameras and accessories.
- (b) The Contractor must satisfy all requests made in accordance with this clause, and to minimise the overall cost of ownership of the equipment to the PHS.
- (c) The Contractor must ensure that its Security Officers use all security equipment procured pursuant to this clause or otherwise.
- (d) Equipment supplied shall be at cost plus a maximum markup of 5% on the GST exclusive value.

3 Subcategory 1: Rostered and ad-hoc Security Officers

- (a) The PHS may request the Contractor to provide Security Officers on a rostered and/or ad-hoc basis. The Contractor must provide the Services as and when requested.

3.1 Standard Operating Procedures (SOP) Security Officers

- (b) Prior to commencing operations at any PHS location, the Contractor must:
 - (i) in consultation with the PHS develop and finalise detailed SOP documentation for consideration and approval of the PHS;
 - (ii) provide soft copies of any approved SOP to the PHS on request; and
 - (iii) provide all necessary training to any on-site and off-site personnel involved in the delivery of the Service, to ensure the effective and ongoing implementation of the approved SOP.
- (c) The Contractor must review all SOP on a regular basis to ensure they remain fit-for-purpose, and in any case where the Contractor forms the opinion that an approved SOP is or has been rendered not fit-for-purpose, the Contractor must immediately notify the PHS of the reason that opinion has been formed and suggest remedial action.

3.2 Replacement for absence

- (a) The Contractor must provide a suitable replacement within 60 minutes of becoming aware that:
 - (i) a Security Officer is, for any reason, unable or unfit to continue work; or
 - (ii) a rostered or ad-hoc Security Officer has not presented for work.
- (b) Where the Contractor provides a suitable replacement pursuant to **clause 3.2(a)** then the absence shall not count against **KPI No 1** in **Item 17** of **Schedule 1 – Supply Schedule**.

3.3 Ad-hoc Security Services

- (a) The PHS may request, and the Contractor must provide Security Officers for special situations including but not limited to:
 - (i) patient watching/specialling;
 - (ii) specific events or incidents; or
 - (iii) in response to perceived or actual threats.

4 Subcategory 2: Incident Response Service

- (a) The PHS may request the Contractor to provide a 24-hour, seven days per week (24/7) Incident Response capability to deal with ad-hoc requests from the PHS and the Contractor must provide the service.
- (b) The Incident Response capability must be available to the locations indicated in the SLA.
- (c) Typical circumstances that may require Incident Response include but are not limited to:
 - (i) aggressive patient, family member or visitor;
 - (ii) clinical consultation with the client or patient who has been aggressive in the past;

- (iii) confrontation with persons who are attempting to break into PHS locations or buildings;
- (iv) response to a threat or harm against another person.
- (d) The Contractor must ensure the responding Security Officer attends the location within 30 minutes of receiving the request.
- (e) The PHS may pre-book an Incident Response Security Officer up to 14 days ahead in situations where the requirement can be foreseen. The Contractor must ensure Security Officer attends the location as scheduled in the pre-booking.
- (f) Responding Security Officers must take direction from the PHS clinical staff in relation to the Services or the response to be provided.

5 Subcategory 3: Mobile Patrol Service

5.1 Standard Operating Procedures (SOP) Mobile Patrols

- (a) Prior to commencing patrols for PHS locations, the Contractor must:
 - (i) in consultation with the PHS develop and finalise detailed SOP documentation for consideration and approval of the PHS;
 - (ii) provide all necessary training to patrol officers and off-site personnel involved in the delivery of the Service, to ensure the effective and ongoing implementation of the approved SOP;
 - (iii) provide soft copies of any approved SOP to the PHS on request; and,
 - (iv) periodically, consult with the PHS to determine and agree on any modifications required and update the SOP accordingly.
- (b) Unless otherwise agreed between the PHS and the Contractor, the Contractor must initiate the review process pursuant to **clause 5.1(a)(a)(iii)** above on a quarterly basis after the commencement of the SLA.

5.2 Scheduled Mobile Patrols

- (a) The Contractor must provide patrols outside business hours to the locations indicated in the SLA.
- (b) Except as may be otherwise required by the PHS, patrols must be performed at random times between the hours of 20:00 and 06:00.
- (c) Patrols must provide effective surveillance of the PHS locations to:
 - (i) Detect or deter any potential offenders (e.g., theft, break-in, or vandalism);
 - (ii) Ensure buildings have been correctly secured by PHS staff; and
 - (iii) Perform specific SOP actions.

5.3 Patrol vehicles

- (a) Patrol vehicles must be well-presented, maintained and cleaned to a professional standard and equipped with:
 - (i) Marking/decals and are readily identifiable as being Security Patrol vehicles; and
 - (ii) GPS tracking and Mobile/Radio communication back to the Contractors' base.

5.4 Shared Services

- (a) The Organisation acknowledges that Mobile Patrol Services may be shared with other clients of the Contractor located in the vicinity of the PHS locations, such that incidents or unforeseen circumstances at other client's premises may interrupt, prevent, or reduce the agreed inspections.
- (b) **Clause 5.4(a)** notwithstanding, the Contractor must prioritise the delivery of Mobile Patrol Services to the PHS in accordance with the schedule detailed in the SLA.
- (c) The Contractor will not be liable for any non-performance or delay due to any reasons referred to in **clause 5.4(a)**.

6 Subcategory 4: Alarm Monitoring and Response service

6.1 Monitoring Centre

- (a) The Contractor must ensure that Alarm Monitoring Centres used to monitor remote alarms comply with AS 2201.2 (all Sections) and maintain certification to Grade A1.

6.2 Standard Operating Procedures (SOP) Monitored Alarms

- (a) Prior to commencing remote Alarm Monitoring Services for PHS locations, the Contractor must:
 - (i) in consultation with the PHS, develop and finalise detailed SOP documentation for consideration and approval of the PHS. The SOP must include the specific actions to be taken in the event of an alarm activation;
 - (ii) provide all necessary training to patrol officers and off-site personnel involved in the delivery of the Service to ensure the effective and ongoing implementation of approved SOP, and
 - (iii) thereafter, provide soft copies of any approved SOP to the PHS on request.

6.3 Monitoring Requirement

- (a) The Contractor must provide uninterrupted remote Alarm Monitoring Service to the building alarm systems at the locations indicated in the SLA.

6.4 Response Requirement

- (a) The Contractor must ensure the Alarm Monitoring Centre has been provided with, understands, and always diligently performs the actions required in the event of an alarm activation at a monitored PHS location.
- (b) Where the response to an alarm activation requires attendance by a Mobile Patrol, the Contractor must ensure the Mobile Patrol attends the location as soon as possible but in any case, not more than 20 minutes after receipt of the alarm by the Alarm Monitoring Centre.

7 Subcategory 5: Other Locations and Events service

- (a) The PHS may request the Contractor to provide Security Services to short-term initiatives on or near existing PHS sites, or at other sites nominated by the PHS within the geographical region served by the PHS.
- (b) Where the PHS requests such Services, the Contractor must provide the Services requested.
- (c) Examples of short-term initiatives include but are not limited to:
 - (i) mass vaccination clinics;
 - (ii) mobile vaccination or other clinics; and
 - (iii) special events.
- (d) Security Services that may be required include but are not limited to:
 - (i) Security Officers;
 - (ii) Security Officer/Drivers; and
 - (iii) traffic control, including set up and operation of traffic control equipment.