



JOINT BUSINESS AGREEMENT– Version 2.0

JOINT BUSINESS AGREEMENT

Part 3 to R2/A1/003

between

and

MINISTRY OF DEFENCE GUARD SERVICE

**FOR THE PROVISION OF AN UNARMED
GUARDING SERVICE**

SUMMARY PAGE

Customer Name: **Budget Holder:**

Supplier Name: **MGS Region 2 Area1 GrP1 Budget Holder: MDPGA**

Output Name: **The Provision of Security to**

Reference: **MGS/04/77/03/03/01**

Description of Service:

The provision of security services to by means of the complemented guards detailed in Annex 1.

Performance Measurement Arrangements:

By annual review using the Performance Targets detailed within.

SIGNATORIES

On behalf of

Unit HOE/CO _____ **MGS** _____

Name in Blocks:

Appointment:

Date: _____ _____

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1.0 INTRODUCTION

1. The purpose of this Tasking Agreement is to articulate the formal relationship between the Head of Establishment and the Ministry of Defence Guard Service (MGS) at.
2. This local agreement constitutes Part 3 of the over-arching Joint Business Agreement (JBA) (Parts 1 and 2) signed by the and Once signed, this agreement articulates the enduring principles for the provision of support. It records the responsibilities of both organisations to each other and formalises the method by which guarding service will be provided by the Ministry of Defence Guard Service (MGS).
3. Tasking Agreements do not constitute a legally binding contract, but the signatories agree to operate in accordance with the signed agreement. The agreement may be amended as necessary, subject to the agreement of both parties. The Summary Sheet provides details of the two parties, service description and holds the signatures of the nominated customer and supplier representatives.
4. The main body of this Part 3 JBA represents the enduring principles of the agreement. Attached to this agreement as Annexes will be details of the site/establishment, the agreed complement figures of MGS officers, the agreed tasking prioritisation document with performance measurement procedures, and a performance indicator matrix. The performance indicator matrix is a working document which will be continually monitored and reviewed throughout the year by the Senior MGS Manager and HoE or nominated representative. This may also be discussed during meetings between the nominated customer representative and the Customer Account Manager (CAM) as appropriate.
5. Where the MGS are unable to cover the tasks due to vacancies, sickness, leave, training, or other official duties the prioritisation of tasks detailed at annex 3 will be invoked. The MGS will endeavour to inform the customer as soon as is practicable. Cover for meal breaks may require assistance form the customer and this will be communicated by the duty staff to the customer representative as soon as is practicable.

2.0 POINTS OF CONTACT

	Customer	Senior MGS Manager	Area Manager	Regional Manager
Name				
Title				
Address				
Tel				
Fax				

3.0 REVIEW OF PERFORMANCE

Working Level Meetings between unit reps and MGS Group managers will take place as required to discuss and review performance.

4.0 REVIEW AND AMENDMENTS

The Tasking Agreement should be reviewed annually or earlier if required. Any amendments should be notified to MGS HQ as soon as possible but no later than 1st March each year. No local amendments are to be made to this document.

5.0 VARIATIONS TO LEVELS OF SERVICE

Any substantial variations to the level of service provided under this Agreement must first be agreed by the MGS Regional Manager for the Supplier and The CO/HOE. MGS Group Managers and local supervisors have authority to respond to customer requests for minor variations to the level of service and short term additional tasks. In circumstances where the MGS are asked to provide an enhanced or reduced level of service the following period of notice is required:

Increase of RESPONSE LEVEL – the CO/HOE may task MGS to carry out any security task within their terms of employment at minimal notice.

Short term unarmed guarding tasks requiring additional personnel, other than an increase in the Response Level – the CO/HOE may task MGS to carry out any security task within their terms of employment at best effort response ie: as soon as practicable.

Short term unarmed guarding tasks not requiring additional personnel – the CO/HOE may re-deploy MGS to carry out any security task within their terms of employment.

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Permanent additional tasks – six months to cover recruiting timescales.

Permanent reduction in tasking and or site closure – a minimum of 12 months notice to provide for consultation periods and redundancy notice periods.

Notwithstanding any of the variations listed above HQ MGS undertake to make the provision of additional staff as required by changes in the RESPONSE Level an operational priority. Responses to changes in the Response Level will be agreed between the CO/HOE and the MGS local management.

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**6.0 A TASKING AGREEMENT BETWEEN THE MGS
FOR THE PROVISION OF AN UNARMED GUARDING SERVICE**

DESCRIPTION: *Provision of an Unarmed Guarding Service at for the period from*

Notes:

- a. Working hours **Normal working hours 0700 to 1524 Monday to Friday**
Excludes bank holidays and privilege holidays.
- b. Silent Hours **All times other than working hours.**
- c. Security Office **Reception/Security (inside main entrance).**
- d. Abbreviations **OC BSS Officer Commanding Base Support Squadron**
MPGS Military Provost Guard Service
GC Guard Commander
MGS GM MGS Group Manager
CSO3 Civilian Security Officer Grade 3 (Group Manager)
CSO5 Civilian Security Officer Grade 5

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Output (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
<u>GENERAL SECURITY DUTIES</u>					
1. P1	All security incidents to be reported immediately.	Reporting to take place as follows: Working Hours - report direct to MPGS GC for operational issues	Follow up report is to be submitted by MPGS GC to the MGS GM	No security incident/breach of security is to go unreported within the proscribed time.	Reports received within 10 minutes of the detection of a breach.
<u>ACCESS CONTROL</u>					
2. P1	Control of Temporary Pass Issue.	Main Gate Reception to be manned from 0700-1524hrs Monday to Friday. Issue temporary personnel and vehicle passes to authorised personnel. Inform host of the arrival of visitor.	The Main Gate reception will be notified of all authorised visitors. If no advanced notification has been received (as checked against the daily list), the host of the visitor(s) must be contacted to confirm that the visitor is authorised prior to the issue of a temporary pass. Only visitors with ID approved by the Station are to be allowed entry without escort. All other visitors must be escorted as per Site Security Orders. Duty MPGS to cover reception during meal breaks when only one MGS Officer is on duty.	Main Gate Reception to be available to process visitor passes during the hours of 0700-1524hrs Monday to Friday No visitor or their vehicle on site without a valid temporary pass. 90% of authorised visitors (with advance notification) to be issued a temporary passes within 10 minutes of arrival. Register(s) of all passes issued to be maintained and updated upon issue of pass.	No complaints from visitors or hosts. Register up to date at all times.
3. P3	Searching on entry to the site	Search incoming personnel, vehicles, deliveries & baggage in accordance with security state. All personnel are to be asked to give their consent before a search is conducted.	In the context of the performance requirement 'personnel' means belongings and a cursory view of outer clothing. Personal contact between guard and the person being searched is not routinely required.	Searches to be carried out when directed by the duty MPGS GC The frequency will be increased to 1 in 5 personnel and their vehicles per day at Response Level Heightened.	Records adequately maintained.

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Output (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
		<p><i>Searches may only be carried out in accordance with JSP440 part 7, section 6 chapter 4</i></p>	<p><i>Personnel refusing any aspect of a search must be reported to MPGS GC and access must be denied to them.</i></p> <p><i>Vehicle search should consist of inspection of boot, engine compartment, underside, wheel arches and interior (including, if applicable, load).</i></p>	<p><i>Personnel & vehicle search register to be maintained and updated daily.</i></p>	
<p>4. P3</p>	<p><i>Searching prior to exit from the site.</i></p>	<p><i>Search outgoing personnel, vehicles & baggage.</i> <i>All personnel are to be asked to give their consent before a search is conducted.</i></p> <p><i>Searches may only be carried out in accordance with JSP440 part 7, section 6, chapter 4.</i></p>	<p><i>Notes to task 5 (above) apply.</i></p>	<p><i>Searches to be carried out when directed by the duty MPGS GC</i></p> <p><i>Personnel & vehicle search register to be maintained and updated daily.</i></p>	<p><i>Records adequately maintained.</i></p>
<p>5. P1</p>	<p><i>Control of keys held in the Guard Room</i></p>	<p><i>Issue keys to authorised personnel</i></p>	<p><i>Unit to maintain up to date keys authorisation list/s.</i></p>	<p><i>Keys to be issue during normal working hours.</i></p> <p><i>Keys issued to authorised personnel only.</i></p>	<p><i>Key Register held at the Guard Room controlled by the duty MPGS GC.</i></p>
<u>PATROLS</u>					
<p>6. P2</p>	<p><i>Foot patrols of perimeter fence throughout the</i></p>	<p><i>Random and irregular patrols of the perimeter fence and throughout the site.</i></p>	<p><i>Foot patrols to be controlled by the duty MPGS GC</i></p>		<p><i>All Patrols to be recorded in the DOB</i></p>

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Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
	<i>site working hours.</i>				
7. P3	<i>Mobile patrols of Range area</i>	<i>Random and irregular patrols of the Range Area</i>	<i>Mobile patrols to be controlled by the duty MPGS GC</i>		<i>All Patrols to be recorded in the DOB</i>
COMMUNICATIONS & MONITORING					
8. P1	<i>General and emergency broadcasts</i>	<i>Broadcast via public address system in accordance with security duties or as instructed by MPGS GC</i>	<i>The primary use of broadcasts is in the vent of an emergency. Broadcasts to be limited to essential messages only in accordance with corporate communication procedures. Emergency scripts defined within local work instructions.</i>	<i>Broadcasts to be clear, accurate and directed to appropriate areas.</i>	<i>100% of emergency broadcasts to be in accordance with predefined scripts.</i>
9. P1	<i>Telephone duties.</i>	<i>Answering all calls and responding appropriately.</i>		<i>Only official outgoing calls to be made. Correct actions to be carried out in the event of telephone messages (routine, IED warnings etc).</i>	
10. P1	<i>Maintain Daily Occurrence Book (DOB).</i>		<i>Maintaining and responding appropriately.</i>	<i>DOB completed In accordance with training standards.</i>	<i>DOB up to date and available for inspection at all times.</i>
11. P2	<i>Provision of monthly reports</i>	<i>Monthly report to be provided to the OC BSS/BSF each month containing summary of tasks completed,</i>	<i>Report to contain elements related to tasks as indicated within this agreement.</i>	<i>Monthly reports to be returned completed by the 2nd for the previous month.</i>	<i>Monthly reports complete and submitted on</i>

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Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
		<i>breaches reports etc.</i>			<i>time.</i>
12. P1	<i>Monitor intruder detection system (IDS).</i>	<i>IDS panel within Main Gate to be correctly set and monitored for alarms. Alarms to be verified. Those that cannot be confirmed as false are to be investigated.</i>	<i>IDS exist within Armoury, Magazine, medical centre, Automated Alarm call from outlying sites, monitored non-verifiable alarm systems and Fire alarms.</i>	<i>No alarm to be unverified.</i>	<i>Number of false/real alarms to be reported monthly and logged daily in the DOB</i>
<u>EMERGENCY RESPONSE</u>					
13. P1	<i>Respond to all emergency incidents.</i>	<i>Carry out tasks detailed in Standing Orders.</i>	<i>A minimum of one security exercise a year will be arranged For the duration of the emergency MGS under command of MPGS GC.</i>	<i>React to fire alarms, suspected IEDs, bomb threats etc in accordance with local work instructions, MOD guidance and best practice.</i>	<i>Satisfactory outcome of security exercises.</i>
14. P1	<i>Muster contractors and visitors</i>	<i>In the event of a fire or other incident during working hours, produce muster list of all contractors and visitors on site and give to MPGS GC.</i>		<i>All contractors and visitors accounted for.</i>	
<u>OTHER DUTIES</u>					
15. P2	<i>Support to suspected criminal incident.</i>	<i>Record any available evidence of suspected criminal activity for passing onto MOD/civil police. Where necessary maintain cordon to exclude personnel from the scene of a</i>		<i>Appropriate records kept to an acceptable standard.</i>	

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Out-put (a)	Specific Service (b)	Tasking Requirement (c)	Related Information (d)	Performance Requirement (e)	Performance Indicator (f)
		<i>crime.</i> <i>Liaise with civil police at their request.</i>			
16. P2	<i>Out-of-hours security support</i>	<i>A Duty manager is available 24 hours to assist and give advice on matters relating to the MGS</i>	<i>Contact via duty mobile phone.</i>	<i>Respond to calls</i>	<i>At all times</i>

7.0 FACILITIES OR EQUIPMENT PROVIDED BY

Buildings

- Accommodation in accordance with JSP 315 and services that are acceptable to both parties and suitable for MGS’s security role.

General

- Stationery and other consumables.
- Fuel.
- Cleaning.
- Telephones.
- IT equipment.
- Heating.
- Office Equipment.
- Utilities.
- Lighting.
- Other support services and facilities as agreed between the HoE and Senior MGS Manager.

Security Office

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- All preventative security equipment (e.g CCTV, IDS, perimeter fences etc.) is to be supplied and maintained to standards laid down in JSP 440.

First Aid equipment;

- First aid kit

ANNEX 1 AUTHORISED COMPLEMENT

ANNEX 2 DETAILS OF SITE

ANNEX 3 – PRIORITISATION OF TASKS

P1 = These Tasks are considered Critical to the Security of the Establishment and are to be completed at all staffing levels.

P2 = These Tasks are considered very important in maintaining the Security of the Establishment and should be capable of being completed when at minimum staffing levels: i.e. 1 Officer on days

P3 = These Tasks are considered desirable in order to maintain the integrity of the Establishment and are to be carried out as staffing levels allow.

The Customer retains the right to raise or lower the Priority of the Tasks at short notice in response to changes in the security posture of the Establishment as dictated by Counter Terrorist Response Levels. Long term

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changes will be agreed with the Group Manager and communicated to the MGS by means of an amendment to this document.