

Scope of Work

1.0 Background and Objective

WorldFish, covering 5.3 hectares, requires a reliable and experienced contractor to provide comprehensive security management services to ensure a safe, secure, and well-monitored campus. All services must fully comply with WorldFish's environmental, health, and safety policies. The service area includes the ground within and around the following facilities:

- 9 main buildings
- Wet laboratory
- Garbage store
- Gardeners & Cleaners Rest House
- Tennis court toilet block
- Open fish tank area
- Security post

2.0 Scope of Services / Deliverables

The appointed security provider is responsible for ensuring the safety of people, property, and facilities at WorldFish HQ by preventing incidents such as theft, fire, sabotage, and unauthorized access.

2.1 Key tasks include:

- **Access Control:** Monitor and manage entry/exit of vehicles, staff, and visitors. Open/lock entrances as per WorldFish policies.
- **Patrolling:** At least 4 patrols every 24 hours; monitor all areas and report any issues in the occurrence book.
- **Guarding:** Protect WorldFish premises and assets, including staff and visitor vehicles.
- **Key Control:** Secure and manage all keys and remotes issued.
- **Armed Response:** Provide immediate response in emergency cases.
- **Communication:** Security guards must be equipped with company-supplied cell phones.
- **Records:** Keep all activity, incidents, and courier packages properly logged.
- **Compliance:** Carry security IDs and follow all security policies and legal requirements.
- **Courier Packages:** Record all after-hours and weekend courier dispatches or receipts.
- **Occurrence Books:** Completed books remain WorldFish property.

2.2 Daily Duties of Security Personnel

- Patrol perimeter fences, office blocks, and parking areas especially after office hours.
- Be alert to all vehicles entering/exiting the premises.
- Record incidents in all relevant logbooks (Visitors, Housekeeping, Cleaners, Gardeners, etc.).
- Patrols must be fixed times/routes.
- Close any open windows in shared areas, report issues from locked rooms.

- Watch for suspicious behavior around parked vehicles.

2.3. Equipment for Guards

Each guard must be provided with:

1. Torchlight
2. Logbooks and pens
3. Raincoat and umbrella
4. Any legally required safety or security equipment

3.0 Contractor Responsibilities

- Respond to any WorldFish complaints within 24 hours.
- Ensure all incidents are properly logged in the Daily Activity Report.
- Any major incident (e.g., break-ins, theft) must be immediately reported to the Facilities team.
- Security personnel must wear proper company uniforms (not military style).
- Provide trained and certified security personnel proficient in English.
- Comply with WorldFish's safety and security policies.
- Participate in safety assessments and follow instructions from WorldFish.
- Ensure that all foreign workers engaged in security duties have valid passports and work permits.
- Provide continuous service coverage by arranging replacements for staff on leave, illness, or absence.
- Issue ID cards and appointment letters per Malaysian Employment Act.
- Ensure the safety of personnel and equipment on WorldFish property.

4.0 Working hours

- Security services should be provided twenty-four hours, seven days a week.
- **Day shift:** 7:00 AM - 7:00 PM (1 guard)
- **Night shift:** 7:00 PM - 7:00 AM (2 guards)

5.0 Safety & Insurance

The contractor must:

- Comply with all occupational safety regulations.
- Ensure all staff use PPE.
- Maintain Workers' Compensation and General Liability Insurance.
- Take full responsibility for employee safety, conduct, and welfare.
- Ensure all employment terms comply with the Malaysia Employment Act

6.0. WorldFish Requirements

- Contractor must be registered in Malaysia and based in Penang
- On-site supervisor with decision-making authority
- Three permanent guards - one on day shift and two on night shift.
- Contractor staff must follow the Malaysian Employment Act
- Contractor to provide staff uniforms (distinct from other service providers). Uniforms must clearly show the contractor's name, safety shoes, and ID cards
- Contractor must provide adequate backup in case of emergencies
- Contractors responsible for worker attire, welfare, and insurance coverage

7.0 Contractor Qualifications

The contractor must submit:

- Company registration (with recent letter of good standing)
- Board of Directors' and staff details
- Valid insurance
- Staff references or sworn affidavit
- Office location proof (must be in Penang)
- Staff contracts, IDs, and permits (for foreign workers)

8.0 Payment Terms

Full monthly payments will be made upon submission of complete invoices, subject to internal processing. The Wages for workers must adhere to the Malaysia Employment Act minimum standards.

9.0 Location of Work / Period of Performance

- Location: <https://maps.app.goo.gl/EQn7ZJJDeZJCVK26>
- Period: 2-years contract with an optional 1-year renewal

Annex 1 – WorldFish Floor Plan

