

In order for a service provider to supply any type of service to a client, the service provider in question needs to know all the facts pertaining to that particular event. Furthermore, both the service provider and the client should also be aware of what is expected from each other, their respective roles, and the roles of other parties / service providers, who will collectively contribute to the overall success of the event.

SOME QUESTIONS FOR A POTENTIAL SECURITY SERVICE PROVIDER

- Have you worked at the specific venue before?
- Is your company registered with the Private Security Industry Regulatory Authority and are all your event staff graded and PSIRA approved?
- Do you have public liability insurance, and for how much?
- What is your geographical area of operation?
- The range of security services provided i.e. managers, stewards, supervisors, undercover, minders, drivers, supervisors, reaction officers, bodyguards, etc.
- What is your experience and can you table letters of testimony or references?
- What Associations are they members of?
- What are your payment terms?
- What is the dress and uniform code for the personnel?
- What are the hours of work?
- What equipment do you have available, i.e. radio's

INFORMATION TO PROVIDE TO A POTENTIAL SECURITY SERVICE PROVIDER

- Which venue is being used and a physical address.
- Define which areas of the venue are being utilized (provide a floor plan)?
- Are there any other events or usage for the venue during the relevant period?
- Venue contact details and venue personnel?
- Describe the type of event.
- Type of attendee (profile) and expected numbers.
- Dates and times of build-up; event time and breakdown/strike.
- Who is the venue's contracted security company, with the managers contact details?
- If required parking security is required, provide a plan of the parking area.
- Is there a venue site plan and is the venue emergency plan available?
- Samples of accreditations (delegate badges) available and for what entrances.
- Numbers of VIP's attending and are there any special instructions?
- Equipment requirements i.e. radios, loudhailers, metal detectors etc.
- Are there any other event security companies at the event and what is their area of responsibility?
- Who is the appointed Safety Officer?
- Who is coordinating the Disaster Management Plan? (City Council/Permission etc.)
- Is a V.O.C. / J.O.C. required?

Be Informed

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You are encouraged to view the SAACI web site (www.saaci.co.za) for up to-date information SAACI Members and the services that they can provide.

Members of the SAACI Service Provider Chapter pledge to act with professionalism and integrity in all dealings with clients and colleagues within the MICE Industry and throughout, to maintain the highest possible standards in the best interest of all concerned and to uphold the SAACI Articles of Association, the Service provider Code, and the By-laws.

SAACI cannot endorse or warrant the services or products of any of its members

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