

Terms of Reference (ToR)

INTER SOS, an international organization registered in the Kurdistan Region of Iraq (KRI) under registration number (1224) operates with a country office situated in Erbil, and global headquarters based in Italy. INTER SOS is seeking a qualified company to provide access control services in Erbil. The main objective of the contract is to ensure the control of access to the INTER SOS building in Erbil and its premises, and to prevent unauthorized access to the INTER SOS premises, data, assets or documentation. In particular, it is required that the contractor shall provide a pool of 2 security service staff to ensure the completion of all the duties as described in this TOR

Conditions:

- Provider must be a local company based in Erbil.
- Provider must be registered in the KRI and must have a KRI valid work license.
- Provider must be registered with the Ministry of Labour and social affairs in KRI.
- Provider must not have any issue with the legal registration and authority in KRI and must be able to provide all the official registration documents to INTER SOS.
- Provider must be legally allowed to provide services that are mentioned in this TOR, and according to the KRI laws.
- Provider must comply and accept INTER SOS security rules, regulations, and safeguarding procedures, as well as HR procedures, code of ethics, CP and PSEA policies.

Contract Scope and validity

Working hours:	From 08:00 am to 05:30 pm
Gender:	Male
working Days:	Sunday to Thursday, and (when required/During emergencies)
contract duration:	Four Months (4 Months).

The contractor's duties shall include, without being limited to, the following tasks

Main Responsibilities: Access Control is a critical component of physical and information security, helping organizations protect their assets, data, and personnel from unauthorized access and potential security threats.	
Authentication and Visitor Management:	<ul style="list-style-type: none"> • Maintaining records of visitors, issuing visitor badges or temporary access credentials, and ensuring that visitors are accompanied by authorized personnel while in INTERSONS office/ floor. • Verifying the identity of individuals seeking access through various means, such as ID cards. • Ensure all INTERSONS staff are wearing INTERSONS IDs at work all the time. • Ensure all INTERSONS visitors are provided with an INTERSONS Visitor ID badge during their visits. • Managing physical barriers, such as gates, locks, and access control systems, to restrict entry to restricted areas. • Preventing unwanted access to the INTERSONS main office and floor. • Conduct routine patrols of the premises, both on foot and using vehicles if applicable, to deter criminal activity and ensure security measures are functioning correctly. • Interact professionally with employees, and visitors, to provide assistance, directions, and information, maintaining a courteous and helpful demeanour. • Any other tasks assigned by the security department.
Monitoring:	<ul style="list-style-type: none"> • Continuously observing and tracking access attempts and activities to identify any suspicious or unauthorized behaviour. This may involve the use of surveillance cameras, and access logbooks.
Enforcement/ Emergency Response:	<ul style="list-style-type: none"> • Being prepared to respond to security incidents, or breaches and taking appropriate actions to mitigate risks and restore security, including fires, medical emergencies, or security threats, by following established procedures and providing assistance as needed. • Promptly respond to alarms, disturbances, or security breaches and take appropriate action, including notifying authorities and documenting incidents. • Taking immediate action to prevent unauthorized access, including locking doors, disabling accounts, or triggering alarms in case of security breaches. • Inform the line manager immediately about any unusual incidents that might occur. • Contact security actors in the complex, police, and/or Assayish when needed. • Maintain accurate and detailed records of security incidents, including descriptions of events, individuals involved, and actions taken. Prepare incident reports for documentation.

Compliance:	<ul style="list-style-type: none"> • Conduct regular audits and assessments to evaluate the effectiveness of access control measures and ensure compliance with relevant INTERSOS security department including a physical check for, fire alarms, gates, locks, electric boards, emergency exits, and any possible threat or near miss, and reported to the security department.
Preferred Profile:	<ul style="list-style-type: none"> • Two years' experience working in a similar position. • Prior experience in security, law enforcement, or a related field is preferred. • Basic knowledge of security equipment and systems. • Physical fitness and the ability to stand, walk, or perform physically demanding tasks for extended periods. • Vigilance is required, the ability to be alert and attentive. The watchmen must constantly observe their surroundings to detect any unusual or suspicious activities. • Trustworthiness and honesty are non-negotiable qualities, they must adhere to strict ethical standards and demonstrate integrity in handling sensitive information and assets. • Ability to remain calm and composed in high-stress situations. • Knowledge of emergency response procedures and first aid/CPR certification required. • Knowledge of reporting security incidents.
Education & Language:	<ul style="list-style-type: none"> • Level three Kurdish & Arabic Required. • Good command in English writing reading is mandatory. • At least secondary school or equivalent • Strong communication skills, both written and verbal.
Confidentiality:	<ul style="list-style-type: none"> • Must be able to keep the information related to the work confidential all the time and not share it outside of work hours including the nature of working and duties, names, position, contact numbers, documents, and any other information considered confidential by INTERSOS.