

D'Alamanda @ Pudu Impian Joint Management Body)

D'Alamanda Condominium Management Office

B-06-01,Pudu Impian IV 2,Jalan Pudu Impian,56100 Kuala Lumpur

Tel no: 603-9283 6018

Fax : 03-9283 6119

Private & Confidential

Term and conditions

- 1). Term of service : 1 year
- 2). Insurance coverage : To be covered by your company throughout the contract duration
 - Public liability : RM1,000,000.00
 - Personal Indemnity : RM300,000.00
 - Group Personal Accident : RM300,000.00
- 3). No illegal foreign workers are allowed to be employed in D'alamanda Condominium
- 4). Identification tags are to be provided by your company for all your personnel on duty at our premises
- 5). A copy of screening and report (vetting) for each service man must be given to Management for approval, before they can start their duty.
- 6). Below are list of offences which are not tolerated by the Management. Once proven, action will be taken & penalty will be imposed :

A. Commit any serious offence/crime in D'Alamanda premises/compound, while on duty.			
	Offence	Action	Penalty
	i) stealing	Police Report. Immediate Sacking. Warning Letters**	The cost of stolen items, will be deducted from your monthly service fee, if owner is not satisfied with the condition of returned item.
	ii) vandalism	Immediate Sacking. Warning Letters**	The cost of repairing vandalised equipment/property will be deducted from your monthly service fee.
	iii) fighting	Immediate Sacking. Warning Letters**	Any damage resulted from the fight, the cost of repair will be deducted from your monthly service fee.
	iv) hurting	Police Report. Immediate Sacking. Warning Letters**	Any bodily injury resulted from the assault/fight, the cost of treatment will be deducted from your monthly service fee.
B. Commit any offence/crime in D'Alamanda premises/compound, while on duty.			
	Offence	Action	Penalty
	i) taking any drug	Immediate Sacking. Warning Letters**	RM500 per offence per guard.
	ii) under influence of alcohol	Immediate Sacking. Warning Letters**	RM500 per offence per guard.
	iii) consume alcoholic drink	Immediate Sacking. Warning Letters**	RM500 per offence per guard.
C. Disciplinary Issues			
	Offence	Action	Penalty
	i) sleeping	Warning Letters**	RM100 per offence per guard.
	ii) late for work	Warning Letters**	RM100 per offence per guard.
	iii) smoking cigarette	Warning Letters**	RM100 per offence per guard.

	iv) distracted while on duty (eg. playing with cat, mobile phone/video game, or, reading newspaper, etc)	Warning Letters	RM50 per offence per guard.
	v) inappropriate / untidy uniform	Warning Letters	RM50 per offence per guard.
D. Under-Deliver Minimum SOPs/Requirements			
	Offence	Action	Penalty
	i) shortage of guard (no replacement within 2 hours)	Warning Letters***	RM1000 per 1 guard shortage
	ii) failed to submit daily security reports to Management.	Warning Letters	RM50 per offence per day
	iii) failed to comply with general SOPs (without *)	Warning Letters	RM50 per offence per guard.
	iv) failed to comply with important SOPs (with *)	Warning Letters***	RM1000 per offence per guard.

Warning Letters**

Only 5 Warning Letters will be given for 1 repeated similar offence per MONTH, after which, the 6th & subsequent offence for that month will result in RM2000 deduction per offence, from your monthly service fee.

Warning Letters***

Only 5 Warning Letters will be given for 1 repeated similar offence per YEAR, after which, the 6th offence will result in termination of your service/contract without any notice.

Rewards for Good Service

Any good service rendered by the security personnel (eg. managed to catch a thief, or, prevent theft attempt) will be advertised in D'Alamanda's official forum at www.dalamandacondo.com, where residents are encouraged to give their tips (\$\$\$) to respective security guard, for a job well done.

7). To implement RFID clocking/monitoring system (provided by the Management) to monitor the presence of static guards, and the movements of patrolling guards.