



CONTRACT NUMBER: 0000003051

GUARDING SERVICES AGREEMENT

BETWEEN

INTERSEC SECURITY COMPANY LTD (ISCO)

AND THE CLIENT CONSISTING OF:

RUTONGO MINES LTD



CONTRACT N°: 0000003051

PROVISION OF ARMED SECURITY SERVICES

This Guarding Services Agreement, "**the Agreement**," is entered into on this 1st day of **June 2024**

Between

INTERSEC SECURITY COMPANY LTD (ISCO), a private company limited by shares organized under the laws of the Republic of Rwanda, registered with the office of the Registrar General of companies under Company Code 100076965, whose registered office is located at Kicukiro- Gikondo, P.O. Box 2641 Kigali-Rwanda, represented by its Managing Director, which expression shall where the context so admits include its assignees, transferees, legal representatives, successors in title, hereinafter referred to as "**the Service Provider**" on one hand;

And

RUTONGO MINES LTD, a company organized and existing under the laws of Rwanda, with Tax Registration Number 101907021, located in the Northern Province, Rulindo District, Masoro Sector, Nyamyumba Cell, Kabuga Village, PO Box 6132, Kigali, Tel: +250791701498, Email: rutongo@trinity-metals.com, represented by its General Manager, hereinafter referred to as "**the Client**"), on the other hand.

Both **INTERSEC SECURITY COMPANY LTD** and **RUTONGO MINES LTD** shall hereinafter collectively be referred to as the "**Parties**" and individually as the "**Party**".

RECITALS:

WHEREAS the Service Provider is a registered company that provides guarding services, "**the Services**" within the Republic of Rwanda.

WHEREAS the Clients are desirous of guarding services provided by the Service Provider.

WHEREAS the Parties intend to be bound by this Agreement together with all its annexures.

NOW THEREFORE, subject to the terms and conditions hereinafter set forth and to the mutual covenants herein contained, the Parties hereby agree to be bound by the following terms and conditions.



Article 1. SCOPE OF CONTRACT

- 1.1 The Client hereby appoints the Service Provider to provide the Services in accordance with the terms and conditions provided for in this Agreement on a 24-hour, 7 days a week basis from the commencement date of this Agreement and for the entire duration of the term of this Agreement.
- 1.2 The Service Provider undertakes to provide guarding services for the Client's mining Property located at Northern Province, Rulindo District, Masoro Sector, Nyamyumba Cell, Kabuga Village "**The Guarded Premises.**"
- 1.3 Number of Guards: armed guards
 - 20 armed guards effective 1st July 2024,
 - 24 armed guards effective 1st October 2024,
 - 20 armed guards effective 21st March 2025.
- 1.4 The Services are scheduled from 07:00 am to 6:00 pm, 06:00 pm to 07:00 am for the day shift and night shift, 7 days a week.
- 1.5 The Services can be extended to other services provided by the Service Provider, such as the supply and installation of additional security equipment, as well as providing information and research, rescue, and expertise. This shall be done following a written request by the Clients, and an addendum to include these additional services shall be entered into.
- 1.6 The Services will be provided at the premises agreed upon with the Clients in a professional manner and will cover neither the intentional faults of the latter, the technical installations defects, lack of maintenance, nor any event which can arise from the Client's negligence or failure.

Article 2. DURATION

This contract is effective from **1st June 2024** and shall remain valid until terminated by either party, subject to thirty (30) days' written notice.

Any request for additional guards/services will be subject to the amendment of this contract. The amendment shall become an addendum and form part of this contract.

Article 3. THE PLAN, INVOICING, AND MODIFICATION OF COSTS

A. THE PLAN

- 3.1 **Services:** Guarding
- 3.2 **Number of guards:** 64 armed guards, refer to clauses 3.3 and 3.4.
- 3.3 **Monthly fees for the Services equal to:**

Rutongo Mines Purchase Requisition Number #: **2043**
www.trinity-metals.com



Effective 1st July 2024 to 30th September 2024, the Client shall pay a total monthly fee indicated in the table below for 20 armed guards (10 SGs for the day shift and 10 SGs for the night shift) on a 24-hour basis.

No security guards shall work a double shift.

Armed guards must be rotated on a minimum of a one (1) month basis.

Effective 1 st July 2024 to 30 th September 2024				
No. of Guards	Site	No. of hours per shift	Rate per Month per Armed Guard (Excl VAT) Rwf	Monthly rate per (Excl VAT) Rwf
20	Rutongo Mines	12	212,000	4,240,000

3.4 Monthly fees for the Services equal to:

Effective 1st October 2024 to 20th March 2025, the Client shall pay a total monthly fee indicated in the table below for 24-armed security guards (12 SGs for the day shift and 12 SGs for the night shift) on a 24-hour basis.

No security guard shall work a double shift.

Armed guards must be rotated on a minimum of a one (1) month basis.

Effective 1 st October 2024 to 20 th March 2025				
No. of Guards	Site	No. of hours per shift	Rate per Month per Armed Guard (Excl VAT) Rwf	Monthly rate per (Excl VAT) Rwf
24	Rutongo Mines	12	212,000	5,088,000

3.5 Monthly fees for the Services equal to:

Effective 21st March 2025, the Client shall pay a total monthly fee indicated in the table below for 20 armed guards (10 SGs for the day shift and 10 SGs for the night shift) on a 24-hour basis.

No security guard shall work a double shift.

Armed guards must be rotated on a minimum of a one (1) month basis.

Effective 21 st March 2025				
No. of Guards	Site	No. of hours per shift	Rate per Month per Armed Guard (Excl VAT) Rwf	Monthly rate per (Excl VAT)
20	Rutongo Mines	12	212,000	4,240,000

B. INVOICING

2043



3.5 All payments shall be made monthly, not later than fifteen (15) working days after receipt of the invoice to the following account details of the Service Provider:

Account name: Intersec Security Company Ltd.
Account number: 1002100100024501.
Bank name: Access Bank Rwanda.

C. MODIFICATION OF COSTS

3.6 The Parties hereby agree that there shall be no modification of the service costs during the Term of this contract. The Service Provider's right to request an increase in service costs provided may only be exercised at the time of renewal of this contract, should the Client wish to renew the contract with the Service Provider.

3.7 In all other circumstances, the Service Provider undertakes to maintain the contract prices for a minimum period of twelve calendar months from the date of this contract. Thereafter, at the time of renewal, if applicable, the Service Provider may send a written notification to the Clients for consideration and agreement at least two (2) months prior to expiry of the Term of its intention to modify the service costs. In any event, no change in service costs shall be accepted if not indicated in a written and duly signed agreement by both Parties.

Article 4. THE GUARDING SERVICES

4.1 The Service Provider shall provide the Clients with security services, where "Security Services" is defined as:

- i. Posting guards at the Guarded Premises;
- ii. Guards conducting hourly perimeter patrols at the Guarded Premises;
- iii. Deter, respond to any incidents that are a breach of the security at the guarded Premises;

4.2 The Security Services shall be in accordance with:

- i. The provisions of this Agreement;
- ii. Best Industry Practice;
- iii. All reasonable requirements (having regard to applicable industry standards);
- iv. All reasonable skill and care; and
- v. All applicable Laws and Regulatory Instruments.

Article 5. DUTIES AND OBLIGATIONS OF THE PARTIES

5.1 The Clients shall:





- i. Pay the Service Provider for the Services within the agreed timelines as provided in this Agreement;
- ii. Where any invoice is disputed by the Clients, make payment for the amount believed to be correct for payment while the balance payable is pending to be resolved upon verification and agreement on accounts as may be required by both parties;
- iii. Ensure to keep possession of the keys to the Guarded Premises parts that are normally required to be locked by the Clients. The Service Provider shall not be held liable for any theft or damage that may occur at the Guarded Premises as a result of breach of this duty by the Clients, provided that any of the Service Provider's staff is not involved in such incident.
- iv. Comply with all applicable statutory provisions, local authority requirements, and all other relevant rules and regulations imposed on the Service Provider in the performance of this Agreement;
- v. Assist the Service Provider with everything necessary required to provide the Security Services in accordance with the best industry practice, applicable laws, and within the stipulated time frames.
- vi. During the term of this contract or during the year following its end or termination, the Client undertakes not to knowingly offer a security job to any person having worked for the Service Provider and served the Client on behalf of the Service Provider, and whose contract was terminated by its fault. This restriction shall be limited to two (2) years after the termination of the staff contract concerned.
- vii. Refrain from knowingly employing a guarding firm or another Security Company that is promoted, managed, or controlled by a person who is, or was, a staff or employee of the Service Provider in the period of this contract. This restriction shall be limited to two (2) years after the termination of the contract of the person concerned. For avoidance of any doubt with respect to Clause 5.1 (vi and vii) above, the Service Provider shall demonstrate that the Clients, prior to employment, had knowledge that the person concerned worked for the Service Provider.

5.2 The Service Provider shall

- i. Provide necessary equipment required for the provision of the Security Services, including manpower and tools, and perform the Security Services in accordance with best industry practice, applicable laws, and within the stipulated time frames;
- ii. Comply with all applicable statutory provisions, local authority requirements, and all other relevant rules and regulations imposed on it in the performance of this Agreement;

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- iii. Restrict access to the Client's guarded premises to any person, excluding employees of the Client or any other person duly authorised by the Client.
- iv. Without prejudice to the provisions of Clause 12, strictly keep confidential all the Client's information obtained during the performance of this contract.
- v. All security personnel must be trained and in compliance with the Client's Conditions herein.
- vi. The Service Provider is required to always make available evidence of the Security Guards' Training and Refresher Training strictly in accordance with the Training Schedule, Section B hereto.
- vii. Firearm registration details must be provided, including firearm proficiency certification of each and every Security Guard, and must be made available at all times.
- viii. In addition, the Client requires compliance with the Client's Policies and Procedures, including but not limited to the Code of Conduct, the Human Rights Policy, the Asset Protection Policies and Procedures, and the Anti-bribery and anti-corruption policy. The Client will undertake training, testing, and certification of Supervisors and Security Guards on an as and when required basis.
- ix. Refresher courses by the Service Provider to all security personnel rendering a service to the Client. Copies of certificates issued must be forwarded to the Client after each course.
- x. Each guard must be equipped with an ID card, INSIGNIA, and the uniform must be worn at all times whilst on duty and must always be neat and clean.
- xi. The Service Provider shall be obliged to remove any security guard and replace such guard with a competent one should the Service Provider be requested to do so by the Client's representative.
- xii. If a guard is replaced or relieved, the replacement guard must undergo training as specified under item 1 above before commencement of duty.
- xiii. The Service Provider's Supervisor must visit the sites and guards at least twice (2) a month to do site inspections and to liaise with the Client's representative. Documentary proof and the findings must be provided to the Client after each visit.
- xiv. The requirements of the Rwanda Labour law and regulations must always be adhered to.

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- xv. Service Provider must issue firearms/guns, bullets, whistles, pocketbooks, pen, torch, and batteries for deployed sites.
- xvi. The Service Provider must provide its own transport to ensure that those guards are posted and relieved on time.
- xvii. The Client will not provide any accommodation or housing facilities.
- xviii. A daily situation security report must be provided to the Client, highlighting all incidents, both positive and negative, that have taken place during the 24-hour shift, and on a monthly basis, a consolidated report is to be provided.
- xix. In the event of an incident and at the Client's request, the guards and the Supervisor shall all participate in Incident Investigations.
- xx. The Client may request the addition or reduction of guards as and when required. The guards must have been trained as specified under item v above

Article 6. CASE OF ABSOLUTE NECESSITY

- 6.1 The Service Provider is not responsible for its failure to provide any of the Services provided under this Agreement when such failure is caused by any strike or blocked entry or obstruction of public access, or any other causes that are beyond the Service Provider's control.
- 6.2 In the event of a strike that occurs at the Client's premises, the Service Provider's employees will not be asked to perform any additional task likely to halt the strike.

Article 7. REPRESENTATIONS, WARRANTIES AND UNDERTAKINGS

- 7.1 Each Party to this Agreement warrants and represents that, as at the date of this Agreement:
 - i. It has full capacity and authority to enter into and to perform this Agreement;
 - ii. This Agreement is executed by a duly authorized representative of that Party;
 - iii. Once duly executed, this Agreement will constitute its legal, valid, and binding obligations;
 - iv. There are no actions, suits, or proceedings or regulatory investigations pending, introduced, or threatened against that Party that might adversely affect the ability of that Party to meet its obligations under this Agreement, and the performance of its obligations does not breach any existing contractual obligations with a third party;
 - v. The Service Provider certifies that, at the time of entering into this Agreement, it has currently in effect all necessary licenses, certifications, approvals, insurance, security protection know-how required to properly provide the services under this Agreement; and

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7.2 The Service Provider warrants that it has valid insurance coverage for contractual and professional liability and undertakes to renew the insurance policy with liability limits equal to or in excess of the current liability limit.

Article 8. COMPLAINT NOTIFICATION AND INVESTIGATION PROCEDURE

8.1 The Parties hereby agree that the time for complaint shall be forty-eight (48) hours, counting from the knowledge of the incident by the Clients. It is further understood and agreed that the Service Provider shall not be responsible under any circumstances, be it for a contract violation or negligence, unless the above complaint time is observed.

8.2 The Service Provider shall not be liable for any claims unless it receives a written notification within forty-eight (48) hours from the knowledge of the failure by the Clients, which failure entails an obligation for the Service Provider.

8.3 Thereafter, an investigation of the reported case shall be jointly conducted by both parties (the Service Provider and the Client). In case there is contention of results from the joint investigation, the matter shall be referred to a Competent Authority (Rwanda Investigation Bureau) for further investigation and proceed to court if deemed necessary.

8.4 In the event the Service Provider's employees are found liable through an investigation or court judgment, Compensation shall be made by the Service Provider within sixty (60) calendar days. In case compensation is not done within the stipulated timeline as per this Agreement, the Client reserves the right to provide a debit note to the Service Provider equivalent to the Client's confirmed loss incurred.

Article 9. LIMITATION OF THE SERVICE PROVIDER'S LIABILITY

9.1 The Service Provider is responsible for the selection and deployment of the guards at the guarded premises agreed upon with the Clients. However, the Service Provider will not be responsible under any circumstances for any fault intentionally planned and deliberately made by the Client's employees, unless it is demonstrated that the damaging consequences of such employee's fault could have been prevented by the Service Provider acting diligently and professionally.

9.2 The Service Provider shall not be responsible for the Client's breach of the Security standards set by the Service Provider, thus compromising the guarding service. For a legitimate cause, the Client may request in writing that the Service Provider replace a guard who has violated the rules and regulations governing the Client's mode of operation, or is against the Client's instructions, or has tarnished the Client's image. The Service Provider shall replace such a defaulting guard within forty-eight (48) hours from the time of request.

9.3 The Service Provider shall provide the Client with Security Services at the standard level of professionalism expected from a diligent Professional in the field of security. The Service Provider shall only be held responsible for any acts and/or omissions proven to have been committed by the Service Provider's guards, including but not limited to acts of aggression, robbery/theft, damage/destruction, and intimidation.

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carried out by its staff members in deeds or as a result of complicity, negligence or unprofessionalism. However, the sole function of the security services and security personnel provided by the Service Provider is to minimize the risk of loss or damage by theft, burglary, or vandalism. The Service Provider will use its best endeavors to minimize or prevent loss or damage to the Clients guarded premises.

9.4 Without prejudice to other rights and remedies that the Clients may have under the law and this contract, the Service Provider shall indemnify the Clients the deprived value of the claimed item (s).

Article 10. INSURANCE

10.1 The Client hereby commits to insure its valuable assets at the Guarded Premises against fire with a recognized insurance company in Rwanda. The Service Provider also commits to insure its services against theft or damages arising from professional duties and that its staff have medical insurance.

10.2 The Service Provider's insurance policy cover shall take full responsibility of any claims of compensation and/or reimbursement, provided that the accountability of the Service Provider is proven as required in Article 8 above.

Article 11. TERMINATION

Either party may terminate this contract for legitimate reasons by giving thirty (30) working days' written notice to the other party under the following circumstances:

11.1 For the Service Provider, if the Client does not respect the period agreed upon to pay the invoices or if it is proved that the Client did not respect the minimum-security standards, thus being able to compromise the guarding services.

11.2 For the Client, in the event of a serious failure on behalf of the Service Provider, to perform its obligations, or in the event of obvious serious misconduct on behalf of its guards.

11.3 Notwithstanding the above, either Party may terminate the contract at will or for Any reasons provided that a written notice of thirty (30) working days has been provided to the other Party.

Article 12. CONFIDENTIALITY

The Parties hereby recognize the confidential nature of the clauses of this Agreement and all information associated with their respective activities and hereby undertake to limit circulation of said information among their colleagues and to refrain from disclosing said information to third parties unless they are required to do so by an administrative or legal authority having jurisdiction.

Article 13. DATA PROTECTION

13.1. **Compliance with Data Protection Laws**





- i. Both parties agree to comply with all applicable data protection laws and regulations, including but not limited to the Law relating to the protection of personal data and privacy of 13/10/2021 in relation to the collection, processing, and storage of personal data under this contract.
- ii. The Service Provider warrants that it has implemented adequate technical and organizational measures to ensure the security and confidentiality of personal data processed in connection with the services provided.

Article 14: DISPUTE SETTLEMENT MECHANISM

14.1 This agreement shall be interpreted and governed by the laws of the Republic of Rwanda. Should any dispute arise between the two Parties, they undertake to find an amicable settlement in the first instance on the written request of the affected Party.

14.2 If the parties have failed to resolve their dispute or difference by such mutual agreement within a period of 7 working days from the date of the request, then either the Clients or the Service Provider may give notice to the other party of its intention to refer the matter to competent courts of law within a specified time therein.

Article 15: FORCE MAJEURE

15.1 This agreement may be suspended by virtue of a Force Majeure event experienced by either party, insofar as its application is physically prevented as a result of this Force Majeure event.

15.2 A Force Majeure event shall be construed as any unforeseeable and/or unavoidable event escaping the reasonable control of a Party and preventing its performance of its obligations under this Agreement. Such an event of Force Majeure shall be communicated to the other Party within forty-eight (48) hours from the occurrence of the Force Majeure, and the Parties shall resume their obligations immediately at the end of that event.

15.3 If the period of the Force Majeure Event continues for thirty (30) calendar days, the Party affected may terminate this Agreement by giving seven (7) days' written notice to the other Party. Notwithstanding the foregoing and subject to the provisions of Clause 3.5, in the event of a Force Majeure Event, the parties agree in good faith and to use their best commercial efforts to mutually agree to revise this Agreement and upon substantially similar terms that take into account adjustments based upon seasonal demand and related factors.

Article 16. GENERAL PROVISIONS

16.1. This Agreement constitutes the whole agreement between the parties and supersedes and repeals all previous discussions, correspondence, negotiations, arrangements, understandings, and agreements.

16.2. A Party shall not be permitted to assign this Agreement in whole or in part without the prior written consent of the other Party.



- 16.3. This Agreement contains all the express provisions agreed to by the parties with regard to the subject matter of the Agreement, and the parties waive the right to rely on any alleged express provision(s) not contained in this Agreement.
- 16.4. Each provision of this Agreement will be valid and enforceable to the fullest extent permitted by law. If any provision of this Agreement or the application of the provision to any person or circumstance will, to any extent, be invalid or unenforceable, the remainder of this Agreement, or the application of any provision to persons or circumstances other than those as to which it is held invalid or unenforceable, will not be affected by such invalidity or unenforceability, unless the provision or its application is essential to this Agreement. The parties shall replace any invalid and/or unenforceable provision with a valid and enforceable provision that most closely meets the aims and objectives of the invalid and/or unenforceable provision
- 16.5. In the event that any ambiguity or question of intent or interpretation arises, this Agreement shall be construed as drafted jointly by the parties, and no presumption or burden of proof shall arise in favour of or disfavouring any party by virtue of the authorship of any of the provisions of this Agreement. No provision of this Agreement shall be construed against any party claiming such party or its counsel drafted that provision.
- 16.6. The relationship between the Service Provider and Clients is that of a vendor to its vendee, and neither party shall have any authority to create or assume any obligation binding on the other party except as provided herein.
- 16.7. No addition, variation, subtraction, annulment, or renunciation of any of the provisions of this contract shall be valid unless as stated or otherwise herein or when both Parties have signed an addendum thereto.

For and on behalf of the Service Provider


Pamela MUTESI
 Managing Director


info@isco.co.rw
www.isco.co.rw

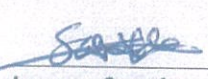
For and on behalf of the Client


Evode Imena
 General Manager

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Witnessed by


Amos NDUGU
 General Counsel

 19/06/2025
Jeome Sande
 Group Supply Chain Manager



ANNEX A: SERVICE LEVEL AGREEMENT

1. Introduction

This Service Level Agreement ("SLA") forms part of the Guarding Services Agreement (herein referred to as "Agreement") between **INTERSEC SECURITY COMPANY LTD**, herein referred to as **the Service Provider**, and **RUTONGO MINES LTD**, herein referred to as **the Client**, for the provision of guarding services.

It is the Service Provider's commitment to provide high-quality services. In the event this document is translated into any other language, the English version shall be authoritative.

This SLA describes the levels of service delivery, availability, and support that the Clients can expect to receive from the Service Provider for the duration of the Agreement.

This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this SLA is to ensure that the proper elements and commitments are in place to provide quality services, support, and proper service delivery to the Clients by the Service Provider.

The **goal** of this Agreement is to obtain mutual agreement for the services to be provided under the Agreement.

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles, and/or responsibilities.
- Present a clear, concise, and measurable description of service provision to the Clients.
- Match perceptions of the expected service provision with actual service support & delivery.

3. Services & Statement of Work

3.1. The Services covered under this agreement shall include, but not be limited to:

- Deployment of Security Officers and their supervisors who will perform various tasks that constitute a statement of work.
- Provision of all required labor, equipment, and facilitation for the assigned security officers for their performance of the security Services herein mentioned.





- Maintaining working knowledge of the guarded premises/assigned sites by the Security officers and their supervisors, and following the procedures of each of the guarded premises or part of the premises. Such procedures shall be covered in post orders to be jointly approved and revised as often as required.

3.2. The statement of work constitutes the duties to be performed at each site by post orders.

- Opening and closing the facility or parts of the facility.
- Searching and scanning of people, goods, and vehicles to detect and deter harmful products from entering the facility.
- Providing area control and building security.
- Responding to alarm systems.
- Management of access to the facility and premises (Entries and Exits).
- Respond to site emergencies or requests for assistance.
- Conducting investigations and preparing incident and/or other reports as required.
- Ensuring the overall calm and safety of the occupants of the premises

3.3. Changes in Services

Changes related to in-scope services will be communicated in writing to the Service Provider and documented.

4. Contract Price

The contract price is fixed and payable by the Client to the Service Provider

The contract price shall be as stated in the quotation, determined with reference to:

- The total number and expertise of security officers and supervisors deployed to offer the services.
- The Equipment, vehicles, and other infrastructure required to render the security services.
- The number and nature of firearms issued to intervention teams in case need arises.
- The communication facilities are set up with respect to any site or premises of the Clients.
- The number of shifts for which the security personnel are provided in respect of any site(s) of the Clients pursuant to this agreement.

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The contract price shall be associated with the number of personnel deployed to render the services.

Any revision of the contract price shall be agreed upon and approved by both parties in writing as detailed under the Agreement.

5. Deployment of Security Officers

- The deployment of Security Officers shall be determined and adjusted as per the post orders and approved by the Clients.
- The deployed security officers and supervisors shall be properly dressed in the official uniform of the Service provider and appropriately equipped with such equipment and weapons as may be required in terms of this agreement.

6. Parties' responsibilities

6.1. Client's Responsibilities

The Client's responsibilities under this Agreement include:

- Use the services as intended under this SLA.
- Notify the Service Provider of issues/claims in a timely manner (within 48 hours) and as thoroughly as possible.
- Cooperate with the Service Provider in its efforts to escalate, diagnose, and resolve issues by providing timely and accurate responses to requests for information.
- In case of any claims, ensure the availability of a sufficient number of skilled Client employees to cooperate with the Service Provider.
- Provide any details/information of the guarded premises as and when requested by the Service Provider.
- Provide the Service Provider with access for the purposes of carrying out investigations as and when required; and
- Provide the Service Provider with access to deploy and supervise physical Security Officers.

6.2. Service Provider Responsibilities

The Service Provider's responsibilities under this Agreement include:

- Ensure timely delivery of all services in a professional manner to the Clients.
- Respond to the client's claims/ requests promptly.





- Take steps to escalate, diagnose, and resolve the client's issues in an appropriate and timely manner, including the allocation of a sufficient number of skilled staff and the collection of necessary information; and
- Maintain clear and timely communication with Clients at all times.
- Appropriate notification of the Clients of all scheduled investigations.

7. Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring of in-scope services, and related components.

7.1. Additional Service Request

- The Clients shall make a formal request specifying the services needed and the effective date.
- The request shall be made through a formal letter to the Service Provider. Thereafter, the Service Provider shall conduct an assessment/survey to determine the need, quality, and quantity of services requested.

7.2. Reporting Matrix and Frequency

- The Service Provider shall be required to share a weekly and monthly report on the security status of the guarded premises.
- The format and content of the report shall be agreed upon by both parties and may be amended if need arises.
- In case of any incident, reporting shall be done with immediate effect through the escalation and notification procedure.

7.3. Escalation and Notification

Should any of the following events/incidents take place at the guarded premises, the Service provider shall immediately alert the Clients.

- Intercepted a break-in of the guarded premises.
- Fire or other threatening incidents.

Such alerts should be escalated to the Clients within a period not exceeding 15 minutes from the occurrence.

All notifications shall be forwarded to the Client's representative, whose contact details are provided in section 7.4 of this SLA.



7.4. Escalation Contact Details

Clients Contact Details	<p>Names: Richard KAMANZI Group Security Coordinator Tel: +250 788 303 400 Email: richard.kamanzi@trinity-metals.com</p> <p>Names: Jeome SANDE Group Supply Chain Manager Tel: +250 782 369 340 Email: jeome.sande@trinity-metals.com</p>
Service Provider's Contact Details	<p>Names: David NYANGEZI Tel: (+250) 788310020, (+250) 788309017, (+250) 788309018 Email: dnyangezi@isco.co.rw</p> <p>Names: Gahigi DIDACE Tel: (+250) 788303869, (+250)788309017, (+250) 788309018 Email: dgahigi@isco.co.rw</p>



ANNEX B POST ORDERS /SITE INSTRUCTIONS

ISCO is the leading Private Security Provider with the highest number of security guards, security support equipment, and the only armed guards' security service provider to date.

Based on the above, we provide a high-quality and reliable security service. Bearing in mind the evolving complex and ever-increasing security threats and challenges, the post orders are hereby published for the sole purpose of ensuring that security guards discharge their service confidently and in a highly proactive manner.

Purpose: Ease quick reference to ensure professional dispensation of security services

Deployment

ISCO shall deploy 20 armed security guards, 10 security guards during the day shift, and the other 10 during the night shift, deployed at different posts as follows:

POST	DAY-SHIFT-Armed-Security Guard	NIGHT-SHIFT-Armed-Security Guard	Total
Rutongo Mines-Head Office	1	1	2
Rutongo Mines- Vehicle Patrol	1	1	2
Rutongo Mines Nyamyumba	3	3	6
Rutongo Mines- Gasambya Site	2	2	4
Rutongo Mines- Karambo Site	2	2	4
Rutongo Mines- Masoro Site	1	1	2
Total Armed Guards	10	10	20

Duties and Responsibilities

Security Guards

Office and store

- ❖ Be on duty from 0700 – 1800 (day shift) or 1800 – 0700 (night shift).
- ❖ Report on duty at least 15 minutes earlier to ensure proper takeover/handover of duties.
- ❖ Politely and firmly ask for information about the reason for the visit.
- ❖ Alert the main site reception of any incoming visit for authorization.
- ❖ Deny access to unauthorized person(s) to the client's premises.
- ❖ Make sure that everyone leaving the site is thoroughly searched in compliance with the site regulations.





- ❖ The armed security must use firearms in accordance with the use of firearms procedures
- ❖ In the case of searching, a guard who is not conducting the search but observes and ensures that the security guard who is searching is well protected, where applicable.

Recommendation to the client

- ❖ Valuable material should be either "hidden or hardened".
- ❖ Valuable items should be kept in secure stores and ensure that they are well locked, and only authorized client staff are allowed to keep the keys.
- ❖ No keys to stores or offices should be given to the security guards. The security guard must ensure that no break-in occurs.
- ❖ Where applicable, adequate lighting should be provided for proper visibility.
- ❖ Joint security meeting review to be conducted on a quarterly basis
- ❖ If the client sees any suspicious activity, he or she should report the observations to either ISCO security guards at the client's compound or at ISCO head offices via the ISCO Control Room 0788309018/3031 or Rwanda National Police at 112, the Emergency number.



ANNEX C: THE CLIENT'S CONDITIONS

THE PROVISION OF PRIVATE ARMED SECURITY GUARD SERVICES

INDEX

1. The Client requires the Service Provider's Training Programme and Content.
2. The Service Provider's Police Certificate to operate as a Private Security Services Provider.
3. The Service Provider's ISO 9001: 2015 Certification





THE CLIENT REQUIRES THE SERVICE PROVIDER'S TRAINING PROGRAMME AND CONTENT

The Client requires the Service Provider's Training Programme to include:

Course Overview and Objectives

Module 1: Human Rights Framework for Global Operations and Security Practices

What are Human Rights (HR)

1. HR in Times of Civil Emergency and Armed Conflict
2. HR in the Extractive Industry
3. Monitoring and Reporting on Allegations and Violations of HR

Module 2: Human Rights and Ethics

1. What is Ethics
2. Steps for Ethical Decision-Making
3. Codes of Conduct (COC)
4. Dealing with Misconduct and Unethical Behavior
5. Individual Exercise: Violations of COC and HR

Module 3: Roles and Responsibilities of Security Personnel

1. Guidelines and Framework for Security Personnel
2. Roles and Responsibilities of Security Personnel
3. A Gender Approach to Security
4. Dealing with Vulnerable Groups

Module 4: Use of Force from a Human Rights Perspective

1. What is the Use of Force (UOF)?
2. Steps for the UOF
3. UOF under Rwandan Law
4. Guidelines on the UOF
5. Guidelines on the Use of Force and Firearms (UOFF) by Security Personnel (Forces)
6. Report on the UOF
7. Applying the Principles of the UOFF

RWANDA NATIONAL POLICE



OFFICE OF THE INSPECTOR GENERAL OF POLICE

B.P. 6304 KIGALI
www.police.gov.rw
igpoffice@police.gov.rw

LICENCE TO OPERATE AS A PRIVATE SECURITY SERVICES PROVIDER

Pursuant to the Law N° 016Bis/2020 of 07/09/2020 governing Private Security Services especially in its articles 5 and 6.

The Inspector General of Police (IGP) hereby authorize:

INTERSEC SECURITY COMPANY (ISCO) LTD

Location:

Province : City of Kigali
District : Kicukiro
Sector : Gikondo
E-mail : info@isco.co.rw

Represented by : **Desire NGABONZIZA**
Nationality : RWANDAN
ID/Passport N° : 1197880012642085
Tel : +250 (788309643)
E-mail : dngabonziza@isco.co.rw

**To operate as a Private Security Service Provider
in the Republic of Rwanda.**

The **Operating Licence** shall be valid for a period of (5) years renewable.
However, the licence may be cancelled or revoked in accordance with
the provisions of the Law mentioned above.



Issued at Kigali on 02/11/2022

Dan MUNYUZA

Inspector General of Police

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Bureau Veritas Certification

INTERSEC SECURITY COMPANY LIMITED (ISCO)

B.P 2641 KN 3 Rd Ruganwa 1-Gikondo, Kigali, Rwanda

Bureau Veritas Certification Holding SAS – UK Branch certifies that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 9001:2015

Scope of certification

PROVISION OF PHYSICAL GUARDING, HI-TECH BASED SECURITY SOLUTIONS AND CASH SERVICES.

Original Cycle Start Date:	11-04-2023
Expiry date of previous cycle:	NA
Certification / Recertification Audit date:	03-03-2023
Certification / Recertification cycle start date:	11-04-2023
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	10-04-2026
Certificate No.: KE003426 Rev: 1 Issue date:	11-04-2023



Certification Body Address: 5th Floor, 44 Prescot Street, London, E1 8HG, United Kingdom

Local Office: ABC PLACE, 1st FLOOR, WAIYAKI WAY, P.O BOX 34378-00100 NAIROBI

Further clarifications regarding the scope and validity of this certificate, and the applicability of the management system requirements, please call +354 29 736000

