UNIT 5 SECURITY & INVESTIGATION (PTY) LTD

MASTER SERVICE LEVEL AGREEMENT - TEMPLATE

To be tailored to each client and service scope

1. Parties

This Service Level Agreement is between Unit 5 Security & Investigation (Pty) Ltd and the client identified in the signature block.

2. Scope of Services

Services, sites, posts, equipment, response levels, operating hours and exclusions must be detailed in the approved quotation / service schedule.

3. Client Responsibilities

The client must provide safe access, accurate site information, authorised contacts, agreed infrastructure, payment and cooperation reasonably required for service delivery.

4. Unit 5 Responsibilities

Unit 5 will provide the contracted services using appropriate personnel, procedures and approved suppliers / specialist partners within the agreed scope.

5. Reporting & Escalation

Incident reporting, attendance / service reporting, escalation contacts and management review frequency must be agreed for the site.

6. Fees & Payment

Fees, invoicing, deposits, price adjustments, late payment and suspension rights are governed by the accepted quotation / contract.

7. Compliance

Each party will comply with applicable law. Regulated technical work will only be undertaken by appropriately competent / authorised persons or approved partners.

8. Confidentiality & POPIA

Client and employee information must be handled confidentially and in accordance with applicable data-protection requirements.

9. Term & Termination

Contract term, notice, breach, handover and final account arrangements must be inserted before signature.

10. Dispute Resolution

The parties should attempt management-level resolution before using any further contractual or legal remedy.

Client: _____ Unit 5: _____

Name: _____ Name: _____

Signature: _____ Signature: _____
Date: _____ Date: _____