



TERMS OF REFERENCE

SECURITY SERVICES AT MALDIVES EXPO 2026

20TH SEPTEMBER 2026

1. INTRODUCTION

Business Center Corporation (BCC) is organizing Maldives Expo 2026 at Hulhumalé Central Park. The public Expo period will run from 25 October to 02 November 2026, with security services required on a continuous 24-hour basis from 05 October to 05 November 2026 to cover product receiving, display preparation, pre-opening setup, the public Expo period, overnight asset protection and dismantling. The Expo comprises seven Districts, including Maurazu District, together with public circulation areas, activity zones, access points and common areas.

BCC intends to engage a competent security service provider to provide uniformed Security Guards and crowd control services for the safe, orderly and professional operation of the Expo. The selected service provider shall deploy trained personnel, maintain continuous coverage of required posts, support BCC in crowd management and incident response, and coordinate with BCC and relevant authorities where required.

This Terms of Reference (TOR) sets out the minimum scope of services, staffing requirements, personnel standards, operational responsibilities, reporting requirements and service levels expected from the selected service provider.

2. SCOPE OF SERVICES

The service provider shall provide all personnel, supervision, relief arrangements, uniforms, basic security equipment, communications arrangements and management necessary to perform the services. The scope shall include, but is not limited to, the following functions.

2.1 District Security and Access Control

- (a) The service provider shall deploy Security Guards at all District entrances and designated security posts in accordance with the phase-specific deployment requirements under Section 4.
- (b) Guards shall maintain a visible and professional presence, control authorized entry and exit, manage queues and visitor movement, prevent unauthorized access to restricted areas, keep emergency access routes clear, and provide basic visitor assistance where required.
- (c) Security personnel shall also monitor the movement of equipment, exhibition materials and other assets, report suspicious activity, theft, vandalism, damage, hazards or unauthorized removal of property, and immediately escalate any security concern to BCC.
- (d) During Phase 1, Maurazu District shall maintain the required minimum security deployment at all times. During the public Expo period, each District shall be staffed in accordance with the enhanced deployment specified in Section 4..

2.2 Roving Security, Crowd Control and Special Support

- (a) During the public Expo hours from 15:00 hrs to 00:00 hrs from 25 October to 02 November 2026, the service provider shall deploy the required roving Security Guards for general patrol, rapid response and crowd control.
- (b) Roving personnel shall patrol public and common areas, respond to incidents, reinforce District security posts when required, manage queues and crowd congestion, prevent unsafe crowd movement, and keep emergency routes and access lanes unobstructed.
- (c) Security personnel shall support crowd management during performances, ceremonies, VIP movements, high-interest activities and other situations where increased visitor concentration occurs. Guards shall use calm, professional and non-confrontational communication at all times and shall coordinate with BCC and any relevant official security personnel.

2.3 24-Hour Security Coverage and Shift Management

- (a) The service provider shall maintain uninterrupted 24-hour security coverage throughout the applicable service period in accordance with the minimum staffing levels specified in Section 4.
- (b) No mandatory post shall be left unattended during shift changes, meal breaks, rest periods or staff replacement. The service provider shall provide sufficient relief personnel to ensure continuous coverage.
- (c) During the public Expo period, enhanced security and crowd-control personnel shall be fully deployed before 15:00 hrs and remain in position until 00:00 hrs, after which the deployment shall transition immediately to the required overnight security arrangement without interruption.
- (d) Each shift handover shall include details of access points, incidents, deliveries, restricted areas, damaged or lost property, outstanding instructions and any unresolved security or safety matters.

3. MINIMUM DEPLOYMENT AND STAFFING REQUIREMENTS

The following phase-specific deployment is a mandatory minimum. Security services shall be provided continuously, 24 hours a day, from 05 October through 05 November 2026 inclusive. For this TOR, the Expo comprises seven Districts: Maurazu District and six other Districts. The staffing levels below are the minimum number of Security Guards physically on duty at the stated posts at any one time.

Phase / Period	Duty Time	Mandatory Minimum Deployment	Minimum Guards On Duty	Operational Purpose
Phase 1 05–20 October 2026	24 hours / Every Day	Maurazu District only: minimum 4 guards on duty at all times.	4	Product receiving, display work and asset protection.
Phase 2 21–24 October 2026	24 hours / Every Day	Maurazu District: 2 guards. Each of the remaining 6 Districts: 1 guard per District.	8	Setup and final preparation security.
Phase 3A – Public Expo Hours 25 October–02 November 2026	15:00–00:00 daily	Maurazu District: 3 guards. Remaining 6 Districts: 1 guard each. Main Park Entrance: 2 guards. Roving / patrol / crowd control: 2 guards.	13	Public-event security and crowd control.
Phase 3B – Outside Public Expo Hours 25 October–02 November 2026	00:00–15:00 daily	Maurazu District: 2 guards. Each of the remaining 6 Districts: 1 guard per District.	8	Non-public-hours security and asset protection.
Phase 4 – Dismantling 03–05 November 2026	24 hours / Every Day	Maurazu District: 2 guards. Each of the remaining 6 Districts: 1 guard per District.	8	Dismantling and site handover security.

- a) The service provider shall supply sufficient additional personnel for shift rotation, meal/prayer/rest breaks, weekly rest, absences, sick leave and immediate replacements so that the minimum on-duty strength is maintained without interruption.
- b) No mandatory District post, Main Park Entrance post or roving/crowd-control post may be left vacant during the period for which that post is required.

4. SECURITY PERSONEL REQUIREMENTS

All deployed personnel shall be suitable for a high-visibility public event and shall meet the following minimum requirements:

- 4.1 be adult men or women who are physically fit, able-bodied and capable of safely performing prolonged standing, walking, crowd-management and emergency-assistance duties;
- 4.2 be medically and physically capable of carrying out the assigned duties without creating a safety risk to themselves or others;
- 4.3 be disciplined, punctual, alert, courteous, calm under pressure and able to follow instructions immediately;
- 4.4 have adequate communication ability for operational instructions and public interaction; at least the Supervisor shall be able to communicate clearly with BCC in Dhivehi and/or English as required;
- 4.5 have no known history that would make the individual unsuitable for duties involving public safety, access control or protection of property;
- 4.6 carry valid company identification and any licence, permit or authorization required for the security service or individual personnel under applicable requirements.
- 4.7 The service provider shall nominate an experienced Security Supervisor as the principal on-site representative for each shift. The Supervisor shall report directly to the BCC-designated focal point.
- 4.8 All Security Guards shall be deployed in clean, consistent and professional security uniform approved by BCC. Uniforms shall clearly identify the personnel as security staff and shall be suitable for an outdoor public event.
- 4.9 For event operations, all deployed security personnel shall work under the service provider's Security Supervisor, who shall report to BCC. BCC retains overall event management authority and may issue reasonable operational instructions concerning post allocation, crowd management, access control, safety and event requirements.

5. INCIDENT RESPONSE, PROFESSIONAL CONDUCT AND SAFETY

- 5.1. Security personnel shall respond promptly to incidents, protect persons from immediate harm, notify the Supervisor and BCC, and contact emergency services or relevant authorities where necessary.
- 5.2. Guards shall assist with medical emergencies, evacuations, crowd disturbances, lost children or vulnerable persons, suspicious items and lost property in accordance with BCC instructions and established emergency procedures.
- 5.3. All incidents shall be properly recorded and treated as confidential. Security personnel shall not make public statements, disclose operational information or post incident-related material on social media.
- 5.4. Guards shall remain alert, professional, respectful and fit for duty at all times. Sleeping, abandoning posts, intoxication, unnecessary mobile-phone use, harassment, unauthorized photography, accepting favors, excessive force and carrying unauthorized weapons are prohibited.
- 5.5. The service provider shall ensure the health, safety and welfare of its personnel, provide suitable rest and relief arrangements, promptly replace any person unfit for duty, and report injuries, near misses and unsafe conditions.

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- 5.6. BCC may require the immediate removal and replacement of any guard whose conduct, attendance, appearance, capability or performance is considered unsuitable, without affecting the required minimum deployment.
 - 5.7. BCC reserves the right to withhold payment, or reduce payment on a pro-rata basis, for any period, post or shift where the services rendered are found insufficient or inadequate, as determined at the discretion of BCC.

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