



GUARD-ALERT GAZETTE

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THE BEST LINE OF DEFENSE



Total Security Solutions

Message from the CEO

Welcome to all our valued customers.

The elections are completed and the government has been put in place until the next round in five years time. Hopefully more economic certainty will now prevail and businesses will start reinvesting on the back of this and the favourable rains which resulted in a good agricultural season.

Most companies adopted a wait and see attitude regarding major business decision's in the run up to the elections, resulting in very little new business being obtained in that period. We have however, over the last couple of months, been extremely busy on the back of a major tobacco season attending to the security requirements for those of our clients who are major players in that industry. This month, through our subsidiary MineTech (Pvt) Ltd, we provided services to the Harare Agricultural Show Society at their annual show. This year's event was bigger and more successful than ever.

Be warned that there has been an increase in crime with thieves targeting items that are not properly secured in well lit, fenced and guarded areas. Whilst these items may have a monetary value they may not be in current use by the owner or he does not believe they add much value to his business or life until they go missing. It is important to do regular surveys of one's property to ensure that all items are properly secured. It must be pointed out that there is very often collusion between the thieves and one's own employees who know what items the owner takes little care or notice of so if you want to keep it look after it.

With the increase in traffic volumes and resultant congestion, especially in Harare, it is becoming more and more difficult to ensure that we provided a speedy reaction service to our panic alarm customers, especially during peak traffic times. As a company we are experimenting with the use of motor cycles to complement our reaction vehicles and attend scenes timeously. Together with this increase in traffic we

have also seen an increase in false activations that can tie up response vehicles and cause delays in attending to genuine activations. It is important that your alarm is regularly serviced (this can be done through Guard Alert Electronics) and that those responsible for arming and disarming the alarm are properly trained to avoid unnecessary false activations. Another area of concern is regarding those clients using our SMS based systems in remote areas. These SMS packages are limited to 1000 notifications per month and in certain circumstances these are running out before month end due to too many addressees being on the notification list. It is important that the list is limited to those that need to know to ensure a service for the whole month.

Thank you for the time you have taken to read this newsletter and we assure you of our best service and attention at all times.

Best regards

Richard Robinson.

Pinpoint Tracking saves the day

Recovery of 22 000 litres of cooking oil



On Friday night, 27th July 2018, a Mbuwayesango Starliner Transport truck carrying 1 380 cartons (22 000 litres) of cooking oil was hijacked on its way to Gokwe from Chitungwiza.

Around 7.00 pm the driver parked in Kadoma for the evening but was not reachable by cell phone. At 7.00am on Saturday morning the driver was still not

responding to cell phone calls and the vehicle tracking was checked. The vehicle was seen to be moving away from Gokwe towards Mvuma- it was clear that it had been hijacked.

The transport company authorities called in Pinpoint Tracking to assist. It was determined that the truck left Kwekwe around 9.00pm on Friday night, moved on the correct route to Gokwe but after passing the Gokwe turnoff it turned around and headed towards Mvuma.

Tracking indicated that the truck then passed through Mvuma and was moving towards Chivhu. With this information, authorities drove to Chivhu to try and intercept the hijackers. The authorities were guided by Pin Point Tracking to their truck's location at The Range. Along the way they observed numerous empty 10 ton trucks on the side of the road and on inquiry with the drivers it was found that they had been hired in Harare to transport cooking oil from a broken down truck in Chivhu.

Using Pinpoint Tracking the authorities continued tracking the vehicle and eventually discovered the horse with the tied up driver inside. With its historical tracking information, Pinpoint back tracked and followed the route taken by the truck and noticed it had stopped for three hours along the Chivhu road. It was likely that the trailer would be found there and the authorities were directed to that location where it was found together with the load of cooking oil. The hijackers were present but absconded towards Masvingo.

The officials then alerted the Police in Masvingo requesting them to apprehend the criminals. A roadblock was set up in Masvingo and the hijackers were arrested.

From the onset Pinpoint Tracking aided Mbuwayesango Starliner Transport in tracking, locating and apprehending the hijackers. The driver was unharmed and all the stolen cooking oil was recovered

Guard Monitoring Unit (GMU)



The guard monitoring unit is a guard patrol monitoring solution which enables clients to remotely monitor guards as they patrol the designated area or premises.

The system works through both the Global Position System (GPS) and General Packet Radio Services (GPRS) network in real time and monitors the movement of the guard through a preset pattern of patrolling (which is designed according to the client's specifications).

One of the most frequent questions we have been asked is, how does the GMU work with a Response Service and how will the client know when the guard does not manage to get to the preset point?

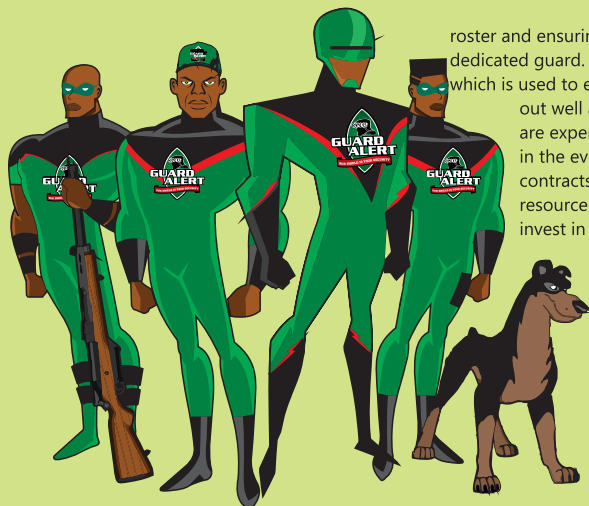
The unit is programmed to send a message to the 24 hour Guard-Alert Electronics (GAE) control room if the guard fails to visit a patrol point at the specified time. In the case of the GMU not sending the signalled according to the present instructions, the GAE controller will contact the selected person to advise them that the guard has not completed his

designated patrol. The next action is determined by the set instructions, either sending a reaction vehicle or the operations supervisor. In addition, the unit also has a panic button which the guard can use in case of an emergency. Upon receipt of a panic signal the GAE controller will initiate a response in accordance with pre-determined instructions for such an event.

The client can track and view the unit's activity on local street maps or Google earth on a laptop or smart phone. GMUs are ideal for companies, private residences, shopping centres, cluster homes or private neighbourhood watch schemes. They can be used anywhere where a guard is set a patrol route.

In terms of installation charges, the unit is supplied and installed at NO CHARGE and remains the property of GAE. A nominal monthly rental is charged for hire of the unit. Please contact GAE on simmens@gae.co.zw or call 0772219419/ 0734908504 for more information.

Focus on Contract security



The question has often been asked as to what the advantages of contract security are over in-house security. There are obviously advantages to be achieved from both methods of operation but once all the facts have been carefully considered the final decision weighs, we believe, in favor of commercial security companies.

Vetting of guards is important when recruiting guards to check for previous employment records and any criminal history. Guard-Alert security carries out criminal vetting and clearance of applicants through the Security Guards Identification Bureau and the Police. This is done professionally and efficiently by established security companies who will carry out the task at no extra cost to the company. This is not always possible for the company which uses in-house security due to time and resources constraints.

Collusion between in-house personnel and other staff is a very real possibility as they are all members of one work force. It is very difficult for in-house security guards to maintain an aloofness from other employees whilst they work, live and socialize with them on a daily basis.

Commercial security companies have the advantage of having far greater numbers of personnel and therefore frequent rotation does not pose a problem. In addition, should there be any industrial action by the employees, commercial security guards will not join in the action as they are not part of the internal staff.

Supervision of guards has great impact on how effective security services are being carried out. Guard-Alert security has a supervision structure in place which involves a clear reporting hierarchy from sergeants, supervisors, non commissioned officers, operations officers and regional managers. In the case of the internal security, it is difficult for supervisory personnel to avoid fraternisation with subordinates and as a result the supervision aspects will fall on senior management who do not always have the time or the necessary expertise.

In terms of ensuring that guards' hours are administered properly, Guard-Alert has dedicated personnel who are in charge of administering a

roster and ensuring that all contracts have a dedicated guard. We also have specialized software which is used to ensure that deployment is carried out well and no duplications or omissions are experienced. Follow ups are also made in the event that guards do not turn up at contracts. A company might not have this resource readily available as it will need to invest in the expensive software.

By nature of 'in-house' services, a company will possibly lack the full range of back up services to its men in the field, particularly after hours. Commercial security companies are oriented to provide such back up services with up to date radio communications and vehicles backed up by personnel with a great deal of security

experience who are available to act on your behalf if problems arise.

In addition, Guard-Alert security has a large pool of guards who are on stand-by should there be an urgent need for additional security personnel at any given time.

The use of commercial security ensures that one is able to keep up to date on crime trends on the Zimbabwean and international fronts. Even the most enthusiastic security manager is going to have problems in extracting information available from available sources. Guard-Alert security has the ability to corporately gather such information and disseminate this information to its clients. Furthermore, Guard-Alert will give free advice on security matters and shrinkage problems as they are the qualified security experts.

There is always the tendency to automatically believe that it must be cheaper to employ your own guards than those of a commercial security company. Surveys have shown clearly that is not in fact so, particularly if professional standards are to be achieved and maintained in the in-house operation. Over and above the direct wage costs applicable to an in-house security situation other budgetary areas that need to be considered are-

- What hours do your own guards work? It is possible that the employment regulations governing your occupation will limit the hours of work for your security guards and only allow them to work eight hour shifts before incurring heavy overtime payments. Commercial security guards are governed by specific regulations which ensure that guards work specific regulated hours and are rotated, meaning that for instance two guards work a 12 hour shift over seven days, but the cost of the guards will be for the hours worked for the period and not the number of guards.

- Have you considered the initial costs of new uniforms along with the maintenance and replacements costs thereof?

- Allowances have to be made for illness and replacement staff during periods of illness.

- You will obviously have to pay additional sums in respect of NSSA, Standards Associations Levy, Employment Council dues, training levy costs and general administration costs etc.

- Have you taken into account the costs of management's time and involvement in organizing, training and controlling your own guard force? These can certainly be considerable if a smooth operation is to be maintained.

- What costs are involved in the initial training of your security officer and their familiarization with their duties and systems?

- If you are performing your own cash in transit services, have you taken into account the cost of specifically designed vehicles, radios, and training for your crews, firearms, and licensing, insurance cover and so on? All the above are on offer from commercial companies at remarkable low rates resulting from their ability to be able to combine requirements for many companies into single cash in transit service.

- Commercial security companies are required by law to carry insurance cover which is an additional overhead and administration cost for a company which wants to use internal security.

One of the fears raised by companies which have internal guards is what will happen to the guards once a commercial security company has been engaged. These fears are usually unfounded as existing security guard staff can nearly always be absorbed, either into the company already employing them or by Guard-Alert security, subject to them meeting minimum recruitment standards. This has been carried out successfully with a number of our clients.

Commercial security companies operating in Zimbabwe have to be licensed in terms of the Private Investigators and Security Guard Control Act and only suitable qualified persons with substantial financial backing will be successful in their application for a license in terms of this Act. Compliance by a security company with the stringent requirements of the license offers a measure of protection to the client as they are assured that they will be dealing with a reputable company which has met the laid down standards in respect of vetting, training and other administrative requirements.

The write up above has outlined a number of arguments for the use of commercial security for a company's security requirements. Make an informed choice before you decide to engage internal guards. It pays to do the right thing the first time.

Client Testimonial

Once in a while, clients write in to the Guard-Alert management recognising outstanding work by our guards. Below are two letters from our satisfied customers who recognised outstanding performances by our guards:

The Operations Manager
Guard-Alert Security Services, 10 Nuffield Road
Workington, Harare

Dear Sir

RE: LETTER OF COMMENDATION

I am writing this letter in order to express our appreciation on the good work done by Guard Alert security guards Wilbert Takadii and Innocent Mandizvidza who were on duty the 12th of May 2018 at Turnall Holdings Manin gate in the evening.



Guard Takadii



Guard Mandizvidza

The guards thwarted a well calculated plan by three of our employees and a contractor driver to steal 4.4 tonnes of red oxide pigment from our factory, valued at about \$22 000.00 (Twenty two thousand dollars)

Had it not been for the professionalism and diligence shown by the two guards during this incident, the company would have lost a lot of money. The accused persons had also tried to entice the guards to look the other way through offers of bribes.

The criminal case is still on-going at Mbare Magistrate's Court but the accused persons have since left the company.

In the light of the above, may the two guards good work be recognised as they advance in the security field and be considered to take up new responsibilities in future.

Yours sincerely
For Turnall Holdings Limited

S Mavende
Finance Director

Dear Mr Matekenya

REF: RECOMMENDATION FOR DOUGLAS YOBE

It is our absolute pleasure to recommend Security Guard Douglas Yobe, force Number 35823. We would like to rank him as one of the best security personnel we had so far. He has distinguished himself as being courteous, friendly, vibrant, honest, dependable and hardworking.

Of value to me as General Manager is Douglas's team player mindset, enthusiastic ability to embrace change, the ability to work with minimal supervision and his commitment to exceeding customer expectations. Please feel free to contact us if you have any questions or would like additional information.

Sincerely
Justice T. Chiona
General Manager
Colcom- The Protein Shop

GOOD JOB

Our guards always strive to provide a professional service to our clients. Below are a few instances when our guards performed their duties well.

Well done to guard Ngoma stationed at the National Handling Warehouse who while doing his morning patrols discovered a photocopying machine which was concealed outside the warehouse. Investigations established that the photocopying machine had been taken out of the storeroom with the intention to steal it when the time was conducive.

Guard Themba should be commended for his quick thinking and honesty when he witnessed a road traffic accident in Simon Mazorodze. Guard Themba took the accident victim's cellphone and called a listed next of kin. Thereafter, he handed in the phone to security manager Jaravaza where the accident victim worked as a contract worker. Such honesty in the face of economic difficulties is highly commended.

Security guard Makina stationed at the Bollore Logistics Warehouse observed intruders during his patrols. On being challenged, the intruder jumped over the razor wire fence. Due to his quick actions and observations, nothing was stolen.

The alertness of our guard prevented extensive damage to an Econet shop located in Herbert Chitepo Avenue. The guard on noticing smoke coming out of the shop alerted the Guard-Alert control room who contacted the fire brigade which attended to the fire. The cause of fire is still under investigation.

While on patrol, a guard based at Dairibord Chipinge depot noticed a 50kg scrap plastic package. The guard discovered a hole in the security fence and footprints leading away from the security fence. Suspected were employees but no arrests were made as investigations could not trace the perpetrator.

In Kwekwe, security guard Tizora disturbed an intruder who had scaled the pre-case wall. The intruder had unrolled an armoured cable cord, but was disturbed in the process. The thief fled away empty handed.

Several guards detected pilferage in the retail supermarkets where they worked as well as undercharging by till operators. Their actions are highly commended as they contributed to the reduction of losses to the supermarkets which ultimately contributes to their profitability.

Personnel profile



Mr M Mabukwa

It is important that our clients know who they can liaise with for their security needs on a day to day basis. This issue focuses on Mr M Mabukwa who is the Assistant Operations Manager, for Harare South guarding operations.

Born in 1973, Mr Mabukwa started off his security career at Guard-Alert security in 1993 when he joined as a guard. He was promoted in 1998 to Lance Corporal and moved up the ranks to the position of Lance Corporal in 1999.

In 2004 he was further promoted to the rank of sergeant. His good performance and dedication to duties was recognised once again as he was selected to be a Cadet Officer in 2005 which is a trainee Operations Officer position. In 2006 Mr Mabukwa was confirmed as an Operations Officer. His duties included client liaison; supervision of guards and (Non Commissioned Officers (NCOs); scene attendance and investigations; conducting security surveys and audits among other duties. Mr Mabukwa served his duties in Bindura, Marondera and Mvurwi during this time.

Mr Mabukwa left Guard-Alert security in 2009 and he worked in various capacities as a General Manager and an Operations, Security and Logistics Manager. In January 2017 he rejoined Guard-Alert security as an Operations Officer and in March 2018, he was promoted to Assistant Operations Manager, a position he holds to date.

Mr Mabukwa oversees the TPZ, Dairibord and National Handling Service security contracts with a total guard complement of 379. His duties include supervision of Operations Officers and NCOs; client liaison; compilation of monthly security reports; incident investigations and scene attendance; site surveys and contract risk assessment and formulation of assignment instructions and monitoring their implementation among his many duties. Mr Mabukwa holds the following security qualifications: basic security, retail guard, security supervisors and security officer courses from Sectra training school. He also holds a Certificate in Security Management and a Diploma in Security Management both obtained from Speciss College in 2016 and 2017 respectively.

Mr Mabukwa is married to Elector and the couple have 3 children. His hobbies include playing and watching soccer, going to church and reading security related articles so as to enhance his knowledge of prevailing security trends.

CRIME NEWS

There has been an increase in water tanks from premises. Of note has been the loss of tanks in the Waterfalls, Ardbennie and Borrowdale areas. It appears as if the thieves scout the area thoroughly and ensure that they turn off water flow into the tanks before coming a day or two later to cut off the pipes and cart the empty tank away. Please ensure that your water tanks are secured and regular checks are carried out to examine if all pipes are secure.

Drivers beware- there have been an increasing number of break ins at the Spinweave complex in Southerton. The thieves hang around the complex and as soon as someone goes into any of the shops in the complex, the thieves pounce on the victim's car. The thieves have been known to use a screw driver to open the car and take off with any visible valuables left in the vehicle. Drivers are warned not to leave any valuables within sight in their vehicles- the boot does not seem safe anymore as well as the thieves also force open the boots and take off with whatever is of value- courtesy Bamba Nhasi

The Zimbabwe Republic Police has warned that there are people masquerading as fingerprint vetting agents and are purporting to be processing finger print clearance certificates. The police are stating that they do not use third parties for this exercise and the only finger print vetting exercise is available at the CID headquarters corner 9th Street and Chinamano Avenue.

In this day where a personal identification number (PIN) is used for a number of security logging access, members of the public are warned not to use obvious numbers such as one's birth date, anniversary date or ID number. You should ensure that numbers used cannot be connected to yourself making it that much harder for a thief to be able to figure out what your PIN is.

Residences are warned against allowing pushcart scrap metal collectors into their yards. In Greendale two individuals were caught around 10 pm with bolt cutters and hacksaws. It later turned out that the two were regularly seen collecting scrap metal and other usable items from the neighbourhood during the day. Obviously, the individuals once allowed into the yard to collect whatever items were needed would use the opportunity to study the household and its security.

More than 20 criminals who had committed various crimes including armed robberies and hijackings were arrested during the last two months. Recovered were vehicles, \$107000 bond notes, USD18411, R2930, 16 guns, 2 AK rifles, 898 rounds of ammunition and machetes. Highlighted was the fact that the thieves prefer to use Honda Fit, Toyota Wish and Toyota Raums in their criminal activities.- source Herald

There has been an increase in the number of break-ins in car parks. A gentleman's car was smashed while it was parked and an I-phone and tablet were stolen while he was parked at a bank in Msasa. The thieves were driving a Toyota with no number plates. The number of cases reported of crime being committed by thieves driving cars without number plates is increasing- vigilance is urged in all cases.

Retailers beware. There was an incident at a fuel station where thieves distracted a petrol attendant while one of them stole the POS machine. This highlights the need for POS machines to be secured to avoid pilferage. Reports state that the thieves are using the machines to clone cards with 150 cases reported from January with 48 cases reported in June. Thieves are acquiring card information contained in the magnetic strip of the bank debit card. Businesses and individuals have lost thousands of dollars in these scams. "Card cloning involves the production of counterfeit bank debit cards by criminals after fraudulently acquiring bank debit/credit card information contained in the magnetic strip of the bank debit card."

Physical Security trends in 2018

As we make our way through 2018, certain trends in physical security have emerged from businesses and the public sector. The following article features some of the most prominent physical security trends so far this year. Though the African continent somehow lags behind in some of these developments, these are some of the future security trends we can look out for in the near future..

1. Adoption of security robots

The concept of security robots has been around for some time and has been imagined in different scenarios in books and movies. However, security robots are now being used by businesses and organisations of various sizes. They are already being deployed to help enhance and support law enforcement and security efforts. Areas such as crime ridden parking lots, dangerous areas such as underneath bridges and around schools and offices are just a few of the places where these are found. This is still a developing technology which needs to be fine-tuned, but the world is heading in the right direction.



2. Facial and Behavioural Technology

Recognition systems are being utilised everywhere from Smartphone apps to video surveillance and security. Facial and behavioural recognition systems can be used for several important jobs that make use of their ability to recognise certain behavioural patterns or run captured faces against criminal databases. Facial recognition is also being increasingly used along access management systems to ensure staff safety and reduce the potential for unauthorised access to certain areas or facilities



3. Drones

Drones are offering a number of surveillance applications that range from crime deterrence, general surveillance and chasing criminals. Drones can now offer features such as night vision, autonomous operation. Drones can be used where manning by security personnel was previously impossible or costly due to the remoteness of the area being monitored. Drones have proved to be extremely effective and economical in the surveillance activities.

Source: www.lanner-america.com



Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time.

Thomas A. Edison

The will to win, the desire to succeed, the urge to reach your full potential... these are the keys that will unlock the door to personal excellence. **Confucius**

If you are the kind of person who is waiting for the 'right' thing to happen, you might wait for a long time. It's like waiting for all the traffic lights to be green for five miles before starting the trip. **Robert Kiyosaki**



IMPORTANT NOTICE

Help us keep your account up-to-date

We sometimes have difficulty in tracing which customer's payments are on our bank statement. In order for us to be able to reconcile our accounts we ask you please to:

1. Put your account reference number on the deposit
2. Send proof of your payment to accounts@guardalert.co.zw for all Guard-Alert payments and to billing@gae.co.zw for all Guard-Alert Electronics payments .

THANK YOU.