



...to the first edition of the revived Guard -Alert Gazette. We hope that this quarterly e-newsletter will give you useful hints and tips on current and future trends in the security industry as well as update you on what is happening within the Guard-Alert Group.

Presenting Guard Alert group

As a Group, we should never take for granted that our potential and existing clients know all about us. For those who have always known about us, this is just a gentle reminder, and for those who knew just a little about us, here is some enlightenment for you. So here is a brief synopsis on each of our four operating companies.

Formed in 1977 by Mr Richard Robinson, the Guard Alert Group is made up of four companies: Guard Alert (Pvt) Ltd, Armsec, Guard Alert Electronics and Sectra.

Guard Alert (Pvt) Ltd provides well trained guards for guarding premises throughout Zimbabwe in all sectors.

Guard Alert Electronics offers comprehensive electronic security including panic and rapid response alarms, electronic surveillance through closed circuit television (CCTV) and electronic access among some of the range of products.

Armsec, the armed guard division of the Group of companies provides armed guards for guarding services and armed escorts, cash and valuables in transit and wage packeting facilities amongst its comprehensive services.

Sectra is our Security Training Company and in all its aspects it is the absolute key to the success of Guard-Alert Group operations. Training is undertaken for guards, dogs and their handlers. Sectra also has dog leasing facilities.



A dog trainer going through the paces

Sectra- Not just another training institution

Sectra (Pvt) Ltd, the Guard Alert Group of Companies' training company has unveiled a value added service for dog owners when they travel giving them peace of mind. The dogs' training division of the company, which always offered boarding facilities for dogs, has revamped the package by including email updates sent daily to the respective dog owner to update them on the welfare of their dog. In addition, Sectra will also send the latest photograph of the dog, giving the traveller peace of mind as they will be able to assess how well their dog is doing while they are away.

The dog training division also offers excellent dogs' training facilities...
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Sectra, not just another training institution

...for obedience and aggression for residential, industrial, commercial and household dogs guarding services. The dogs are taken through training for a period of 21 days. The training is not just restricted to dogs but to the dog handlers as well, giving a complete training package

The training institution's other division offers comprehensive security training for guards throughout Zimbabwe. Training is undertaken by an excellent staff of tutors and trainers. Sectra designs and organises seminars and security courses which cover basic security, security officers training, security supervision, firearms and cash in transit and undercover courses. In addition, there are sector specific courses covering the mining, hotels, industrial and retail sectors.

Training facilities are available for use by the Group, and any security organizations that require them. A testimony of the high calibre of trainers and the excellent courses offered is testified by the number of people trained per week. In addition, the training facility is well recognized by other security companies for producing well-trained guards testified by the number of security organizations which brings their own guards to be trained at Sectra.

Cash in transit- reduce the risk!

The dollarisation of the economy leading to the stabilisation of the economy has brought great relief to many Zimbabweans. However, the advent of the use of "real" money has led to challenges as thieves regularly target companies or individuals as they go to bank their hard earned dollars.

Risk is greatly reduced by using Armsec, professional Cash in Transit (CIT) Company, which has expertise in the safe transportation of money to banks. Using Armsec ensures risk free banking as the company uses trained armed guards and special armoured vehicles in their duties. Your money is protected as it reaches its destination safely and you are also assured of a stress free time during this time.

Armsec takes into cognisance several factors to ensure safe transportation of your money or valuables.

- ✓ A full risk assessment is carried out to evaluate the hazards likely to be faced during cash transit
- ✓ Special armoured CIT vehicles are used which can withstand attacks from would be robbers
- ✓ Few people know about your cash handling arrangements
- ✓ Armsec uses different routes when collecting or delivering money or valuables to the bank
- ✓ The times and routines of cash transit are varied to avoid being predictable and hence an easy target of thieves

Want to go in-house?

Consider this

There is a point in time when companies might consider moving to in-house security. Though this might be seen as a move to cut operating costs for the company a number of issues need to be considered before disengaging contract guards.

A professional distance should be maintained between security personnel and the staff at the premises being guarded. When internal guards are used, this can be compromised as the guards might get too friendly with the staff as they feel they are part of the workforce. This will definitely compromise security at the premises as guards become over familiar and fail to carry out duties properly.

If a company hires contract guards, they have the option to rotate guards should they feel that they are not performing optimally or even that the guards are now becoming over familiar. There is greater room for flexibility and room for movement than if the company is using internal guards. Changing internal guards will involve re-assigning duties which might not be possible or even retrenching which is not always financially possible. There is also a pool of guards to choose from if the guard should fall sick, or be absent from work for any reason. With the contract guards, it will simply be a matter of re-arranging schedules and re-assigning guards to ensure coverage of the contract.

The administration of internal guards can be time consuming...

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Want to go in-house?

... and will not allow the company to focus on its core business. Consequently, this might not be done well as resources do not permit, leading to compromised security at the premises. Additionally, there is need for experienced personnel to administer the guards, ensure an effective rotation system and supervision of the guards, all greatly involving tasks.

Vetting of guards is also important when recruiting guards to check for previous employment records and any criminal history. This is done professionally and efficiently by established security companies who will carry out the task at no extra cost to the company.

The next time your company starts to consider recruiting internal guards, you will be able to make an informed choice. It pays to do the right thing the first time.



A Guard-Alert guard manning a boom gate

All you need to know about Rapid Response



Part of the GAE response cars fleet

Some home-owners or business owners do not like manned security at their premises as they might find them too intrusive. This is when electronic security comes into play as the premises owner can opt to have an alarm installed at their premises. To optimize this security route however, it is highly advisable to link the panic alarm to a Rapid Response service such as one provided by Guard Alert Electronics (GAE). This is a dedicated 24 -hour Rapid Response service, linked to a manned control room serviced 24 hours a day, 7 days a week.

The Rapid Response service allows a team of security personnel to react to an alarm sounding at one's premises. Therefore security can be monitored by the premises owner whether physically present at the premises or not. When the alarm goes off, a signal is sent from the installed radio to the GAE control room. The controller will call the client to check if everything is in order or will immediately dispatch a reaction team if that is the prior arrangement.

On being called, the client should give a four digit code and give a satisfactory explanation for the alarm going off. The reaction team is strategically placed near the client's location thus ensuring a quick response when the team is dispatched.

The alarm could have gone off due to several reasons such as the panic alarm being triggered, intruder detection, fire-alarms or tamper detection when the alarm is connected to an electric fence, a borehole pump or electric gate motor.

Installation of the radio is free for those who already have alarms installed at their premises. Thereafter a monthly or quarterly rental fee is paid. Rates are currently an affordable **\$40** per month or **\$90** per quarter for residential premises and **\$70** per month and **\$180** respectively for commercial properties. The equipment still belongs to GAE and is on hire to the client during the duration of the contract.

The property owner can make use of a remote panic button, which is a wireless extension to an existing alarm system. The remote can be used for ordinary arming and disarming of the alarm as well as for panic situations when one is faced with a security risk situation. The remote should be kept on the person either in one's pocket or hanging on a string around the neck so that it can be activated discreetly when necessary. The panic remote must however be activated within 100 metres of the premises where the radio is. This is an ideal security system as it can be integrated with the existing alarm system with no extra cabling or wiring.

An added service to Rapid Response security system is the SMS alert service whereby a message is sent on a phone number or list of phone numbers specified by the client when the alarm is triggered. This is important for monitoring occurrences such as when the door to the alarmed premise is opened, when the alarm is triggered and the frequency and when the alarm is armed or disarmed among several scenarios. This is an extremely useful tool for monitoring activity at the given premises while one is away.

The panic remote must however be activated within 100 metres of the premises where the radio is. This is an ideal security system as it can be integrated with the existing alarm system with no extra cabling or wiring.

For your 24- hour Rapid Response service and any additional electronic security requirements, please contact our Guard Alert Electronics team who would be more than happy to offer their expert advice.

Security tip

Breaks ins and house-breaking cases are on the increase especially with the long nights and extended load shedding hours. House owners are urged to ensure that they lock their doors when they are inside the house, even during the daytime hours. Should you want fresh air, you can open your doors, but keep the grill gates locked. Make sure your alarm is working and is serviced regularly to give you peace of mind that your property is well secured when you travel or you are sleeping.

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We would love to hear from you...

Please give us feedback on what you think of this first edition of the newsletter. Please send your comments to guardalertpr@zol.co.zw or call on 754291-5 ext 206