



GUARD-ALERT GAZETTE

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Total Security Solutions

Welcome to all our valued customers.

This year started with much expectancy on the political and economic front and coupled with good late rains we remain optimistic of better times ahead. The rains auger well for agriculture in Zimbabwe and we are very proud to have been awarded the guarding contracts for Tobacco Processors Zimbabwe (Pvt) Ltd and Northern Tobacco Company which complements our existing contracts with Mashonaland Tobacco Company and Chidziva Tobacco Processors. We are also pleased to have been reengaged to provide security services at the Canadian Embassy and awarded the Econet guarding contracts for their booster stations in Matabeleland, Midlands and Manicaland.

From the incident reports in this newsletter you will see that crime involving gangs is on the increase targeting petrol stations, shops that stay open late at night and places where it is known cash is kept. This appears to be more prevalent in the rural areas and Guard Alert itself was the subject of an attempt at our Mvurwi office which we managed to thwart. Guard Alert provides cash transportation and storage at 12 centres around Zimbabwe at rates that are very reasonable and will leave you assured that your cash is secure.

There is also an interesting article in this newsletter regarding the modus operandi of house breakings. This indicates that investing in a basic electronic security system for as little as \$200 and a Rapid

Response service for as little as \$40 a month are a good and cost effective security precaution.

By the time you read this you will have returned from your Easter break. We hope you are all rested and ready to meet the exciting challenges we face for the remainder of the year.

Thank you for your continued support and we assure you of our best service and attention at all times.

Best regards

Richard Robinson.

Cash in transit- reduce the risk

The crime news section of this newsletter features a story about thieves who raided a petrol station and blew up the safe. Unfortunately, such incidences are becoming more common especially with the prevailing cash shortage situation in the country. Granted, it is tempting for companies to hold onto their daily cash takings as they want to preserve the little cash that they receive. However, in order to reduce risk and to mitigate against losses, companies should bank their daily takings and they should use a professional cash handling company such as Guard-Alert's Armsec, a tried and tested Cash in Transit (CIT) Company that can either collect, store, bank or return the client's cash the following day. Armsec uses trained armed guards and specially designed

Cash in Transit vehicles in their duties.

Armsec assures clients of the safe transportation of money and valuables. The following factors are taken into account:

- A full risk assessment is carried out to evaluate the hazards likely to be faced during cash in transit
- Specially designed Cash in Transit vehicles are used to withstand attacks from would be robbers
- Few people know about the cash handling arrangements therefore the likelihood of collusion is minimised

- Armsec uses the safest routes possible when collecting or delivering money or valuables to the bank
- The times and routines of cash movements are varied to avoid being predictable and hence an easy target of thieves

Consequently, client's valuables are ensured protection so as to reach the destination safely. There is also an assurance of less stress as risk is transferred to a company which uses skilled, professional and honest crew members to undertake their duties. Contact Armsec for more information on 669426/7.

Client testimonial



Guard Never Chabikwa showed the value of always being alert and observant during the execution of his guarding duties.

On a Thursday night, whilst undertaking his night patrols, guard Chabikwa noticed a thief crawling towards the Headmaster's office. He reacted immediately and carried out investigations.

Guard Chabikwa was shocked to see about five more thieves lying on the ground. He then decided to withdraw to a distance and immediately started shouting "thief" while at the same time blowing his whistle. His intention was to raise an alarm and alert the teachers who reside near the headmaster's office. Guard Chabikwa was then accosted by two thieves who had been hiding in the bushes where he was dragged in order to silence him. Fortunately, some of the teachers had been woken up by the racket.

One of the teachers switched on the house outside lights while another switched on his car's headlights, shining the light towards the noise. On seeing the lights, the thieves ran away. Below is a thank you letter from the Bryden headmaster, commending our alert guard.

**The District Officer
Guard-ALERT
Chegutu**

Dear Mr Jokonia

We owe your guard Mr Never Chabikwa a thank you for his thorough duty as security guards last week on Thursday night. We are grateful that the thieves were caught before they broke into our School Office. His response was effective.

We can also compliment your response to our call in the early hours of Friday morning.

In appreciation

**AH Matthews
Headmaster
Bryden Primary School**

Good job



Guard Takundwa Machingura

Guard Takundwa based at OK Chegutu should be highly commended for his alertness and quick action when he called the fire brigade on observing smoke pouring out of the shop at night. The fire brigade quickly reacted

and managed to put out the fire before it had spread. The guard's action meant that damage to the shop and loss of merchandise was prevented.

Honesty is a valuable asset in our guards and Guard-Alert guards have proved this to be true during the execution of their duties
Well done to our guards stationed at Toyota Zimbabwe who have shown a high level of honesty in the execution of their duties. Guard Mungundungundu found an envelope with \$150 cash whilst checking a client's car and handed it

over to management. Guard Chimbuya found an envelope with \$50 underneath the seat and handed it over to the management. A customer who had come to buy spare parts, dropped an injector worth \$400 on the way to his car after collection. The injector was picked up by guard Mukuradare who handed it over to management. In the prevailing economic environment, the guards should be commended for their honesty in the face of such temptation.

One of the duties of a guard is to thoroughly search people on exit to prevent pilferage. When this is done well, though the guards only recover a few dollars worth of goods at a time, when this is calculated over a 12 month period this can add up to hundreds if not thousands of dollars worth of goods.

An alert guard stationed at Alpha Grain apprehended a contractor who was found in possession of several 375ml bottles of peanut butter. The theft was discovered at the exit point when guard Mwanza carried out a search. At Pure Oil Industries, lance corporal Myamukondiwa arrested an employee who had

stolen several green bars of soap from the factory. The case was dealt with internally. In another instance at Pure Oil Guard Mabasa arrested an employee who had stolen and concealed a 5 litre tin of paint.

Shrinkage is one of the factors which shop owners look at minimising wherever possible as it affects overall profitability. Till operators who do not charge all of the customer's grocery items increase the shrinkage rate. The following guards based at OK Zimbabwe Chegutu were highly commended for their alertness and thoroughness in the execution of their duties.

- Guard Matoramhuru observed that a till operator had omitted to charge a number of scuds.
- Guard Themba observed that vegetables in a customer's trolley had not been charged.
- Guard Doreen observed that 18 items from a customer's trolley had not been charged
- Guard Samson observed that 21 items had not been charged during his duties.

Crime News

Bulawayo

At around 1934 hours in Pumula suburb, six robbers carrying guns entered a well-known supermarket posing as customers and got away with \$700 which was part of the daily cash takings. One of them stationed himself at the door and fired a warning shot ordering the shoppers to lie down. The other five quickly ransacked the tills. One of the robbers approached the manager in charge and demanded money from the safe. Fortunately, something distracted the thief and all of them made a quick getaway. The police reacted within five minutes.

Bulawayo

Three armed robbers who had terrorised residents and businesses in Bulawayo, Gweru and Shurugwi were finally arrested in Bulawayo. The three who were responsible for several unsolved cases managed to get away with a combined \$25 000.00 in cash, several household goods and a VW polo vehicle during their robbery spree. Some of the goods and cash were recovered.

Rusape

On the 29th of January at about 1015 hours, armed robbers pounced on a company with a retail outlet located in the industrial area. The thieves held the office occupants at gun

point and stole an undisclosed amount of money before getting away. Companies are urged to bank their daily takings, to ensure safe transportation of their money.

Gweru

An armed Guard Alert guard was deployed to man a broken down heavy transportation delivery vehicle at the 10km peg before Gweru. At around 0200 hours the guard spotted thieves. The guard fired warning shots to scare away the thieves. The thieves ran away leaving two containers which they obviously intended to use to carry away the siphoned fuel. The quick reaction of the guard prevented the loss of fuel. Fuel theft through siphoning is becoming highly prevalent. It is therefore prudent for companies to hire an overnight security guard in the event of any breakdown in order to secure the vehicle.

Marondera

A school had 100 litres of diesel drained from its unguarded generator. Unfortunately, the generator was not caged. The incident is under investigation and the perpetrators have not yet been caught. Members of the public are urged to secure their generators as they are becoming an easy target of fuel thieves.

Mutare

Business owners in Manicaland need to be on the lookout for a gang of 10 thieves who are terrorising the province. The latest incident was when they raided and tied up a private security guard and two petrol attendants. One of the thieves dressed up in one of the petrol attendant's uniform and started directing customers away from the fuel station stating that fuel had run out as they did not want to be disturbed during the raid. The thieves subsequently blew up the on-site safe and stole \$4000, some fuel coupons and electrical gadgets which included a laptop. The thieves have targeted another fuel station in Dangamvura, another one in Odzi and a garage for long distance buses using the same modus operandi.

Mvurwi

There are robberies taking place in Mvurwi and Mutorashanga areas. Members of the public and the corporate sector should remain alert and vigilant at all times.

Source:
Zimpapers and Bulawayo 24

Home Security Tips

Experiencing a break-in is one of the most unpleasant experiences that a family can go through as there is no guarantee of how the thieves will behave during the robbery.

The circumstances below would very rarely occur with a reliable alarm system in place. However should this not be the case the following tips from Guard-Alert operations department gives tips on how to react in the event that robbers manage to enter your premises.

- Thieves typically launch their attacks from weak external doors which might not be well secured. It is therefore necessary to get strong doors to deter entry. Use screen gates and if these are locked, never leave the keys inside the lock. Where possible, use a padlock in addition to the keys so as to make entry as difficult as possible for the burglar which will give you enough time to call someone for help.
- When you hear someone breaking your doors, unless you are absolutely sure your actions will prevent entry into the house, do not try to be a hero by pushing the doors or pushing heavy things against the doors. The thieves are likely to get more angry if they have to fight to get into the house and might become more violent.
- If you call someone on the phone for help, keep the phone hidden as you do not want the thief to locate your phone
- If possible, look for your main power switch and plunge the building into darkness as it disorients them and may cause them to run away
- When the robbers manage to enter give them whatever they want. Do not hide anything. Do not be a hero and try to negotiate with them
- Do not look at them directly (or do not let them see you do so). If you know any of them, do not show any signs of recognition and do not mention the person's name. However, memorise whatever features you can to help with identification and investigation
- When they finally leave the house do not chase after them
- Be your neighbour's keeper - if you hear any unusual sounds or screams, call the police for assistance
- Robbers can also switch on outside taps or make noise in order to attract you to go outside. Do not always be quick to investigate strange events outside at night. You can wait until the daylight hours to investigate any suspicions

Surprising Home Burglary Stats and Facts

The prevailing negative economic environment has meant that the rate of crime in Zimbabwe has increased with at least five burglaries being reported at the neighbourhood police stations every day. These are startling statistics, but they highlight the fact that burglary is a crime you need to be aware of. The good news is, the more you learn about burglary, the more effectively you can help protect your home and family.

Here are nine surprising facts about burglary—and preventative tips—everyone concerned about home security should know.

1. Burglars tend to avoid homes with security systems.

Based on a report by the Police General Headquarters, about 60% of convicted burglars stated the presence of a security system influenced their decision not to break into the home.

Preventative Tip: Get a monitored home security system from Guard-Alert Electronics to help reduce the chance of being a burglary victim. Use the gate signs and window stickers you are provided with to alert potential intruders that you have a security system. Make sure the signs and stickers are visible from every approach to your home—not just the front entrance.

2. Most burglaries take place between 10:00 a.m. and 3:00 p.m.

Contrary to popular belief, the majority of home burglaries take place during daylight hours not at night. That's because most people are at work or school—which reduces the chance the burglar will be noticed.

Preventative Tip: Install indoor and outdoor motion-activated home security cameras so you can check on your home throughout the day. Plus, you'll receive an alert if the camera detects motion, so you can evaluate the situation immediately.

3. The majority of break-ins are committed by burglars who loiter in the vicinity.

The typical burglars loiter near homes they target. It's easy for them to learn your family's daily schedule and strike when they know you're not home. They may also check for signs that you are on vacation—such as an un-mowed lawn.

Preventative Tip: To help minimize the risk of a burglary, vary your routine as much as possible and have someone take care of your home when you're out of town.

4. Most criminals can burglarize a home in less than ten minutes.

Burglars look for homes that are easy targets. That's why it does not take long for most intruders to break into a house, get what they want, and take off before being noticed.

Preventative Tip: Strengthen your home's defense by alarming your home, keeping all entrances closed and locked, and installing a high-quality front door. Then go a step further: join, or form, a neighborhood watch group.

5. Almost 30% of burglars enter a home through an unlocked door or window.

A surprising number of burglars gain access to homes through open or unlocked entrances. First floor windows and doors are especially well-liked by burglars—particularly when a burglar can be concealed behind overgrown vegetation.

Preventative Tip: Keep all entry points closed, locked, and alarmed, even when you're at home. Make your home less appealing to intruders by keeping shrubs and trees trimmed back.

6. An astonishing 34% of burglars enter through the front door.

Whether they walk through an open front door or kick in a locked one, burglars aren't shy about using your home's primary entry point.

Preventative Tip: Keep your front door closed and locked at all times. If the door is worn or has a hollow core, replace it with a solid wood or metal door—they're much harder to break down. Never give your house key to workers or hide a key outside your home— even under the mat or flower pot.

7. Burglars usually go to the master bedroom first.

Unfortunately, most people don't hide their valuable items carefully, and burglars know it. Once they break in, burglars head straight for the master bedroom, where they scavenge through dresser drawers and nightstands, look under mattresses, and search closets. Cash, jewelry, and weapons are some of the things a burglar wants most from your home.

Preventative Tip: Store your valuables in a safe that's bolted to the floor, or hide them in unlikely locations.

8. Average property loss far outweighs cost of installing a security system.

The price of a home security system pales in comparison to the emotional and monetary cost of a burglary.

Preventative Tip: There's a home security solution for almost every budget. You can get a basic home security plan installed by Guard-Alert Electronics for \$400 and pay as little as \$40 per month for the reaction fee for households—advanced plans and upgraded equipment may cost more.

9. Someone is home during nearly three out of every ten burglaries.

Coming home to find your material possessions stolen is frightening enough, but victims who are home when the burglary occurs experience even more trauma.

Preventative Tip: Make sure to arm your security system even when you're at home and keep external entry points locked. This will help keep you and anyone else in your home safe.

Adapted from: *Alexia Chianis* - <https://www.safewise.com/blog/8-surprising-home-burglary-statistics>

Personnel Profile



Operations Officer T Gondo

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 Security Officer Tawanda Gondo, who is the Operations Officer for Harare South guarding operations.

Born in November 1983, Officer Tawanda Gondo started off his security career in the army when he enrolled for the cadet training at the Zimbabwe Military academy for a 22 month training programme. He graduated as a second lieutenant. In the army he participated in a number of operations, among them platoon commander for the Zimbabwe- Botswana border patrols and was in charge for the Zimbabwe-South Africa border patrols covering Sentinel, Shashe and Nottingham. Officer Gondo joined Guard-Alert in September 2016 as a guard after resigning on gratuity from the Zimbabwe National

Army where he served honourably for 10 years. Officer Gondo quickly rose through the ranks as he was promoted to a Cadet Operations Officer in February 2017. He was further promoted to the position of Operations officer in September 2017, a position he currently holds.

Officer Gondo holds a diploma in Military Training and Education from Midlands State University where he scooped the second best student award. He also holds a Security Officers' Certificate from Sectra. He has also been a training officer at the Zimbabwe Military Academy, the Recruit Training Depot and other satellite training schools in the army.

Officer Gondo is in charge of the Harare South Operations, focusing on Workington, Willowvale and Southerton. His duties include client liaison, supervision of guards in his specified area, undertaking security surveys and taking care of any other security needs specified by clients. Major contracts under his supervision include Africa Steel- Willowvale, Mashonaland Tobacco Company, CAFCA, Pure Oils and Dairibord to name a few.

Officer Gondo is married to Rebecca and the couple have two daughters Fungai, six years) and Nyasha six months).His hobbies include playing soccer and travelling to tourists sites both within and outside of Zimbabwe.

Into the future



Guard-Alert will be featuring innovations which will likely have an impact on the future of security. Read on Paying with your face Face-detecting systems in China now authorize payments, provide access to facilities, and track down criminals. Will other countries follow? *by Will Knight*

Over the past few years, computers have become incredibly good at recognizing faces, and the technology is expanding quickly in China in the interest of both surveillance and convenience. Face recognition might transform everything from policing to the way people interact every day with banks, stores, and transportation services.

Technology from Face++(a Chinese start-up company valued at approximately a billion dollars) is already being used in several popular apps. It is possible to transfer money through Alipay, a mobile payment app used by more than 120 million people in China, using only your face as credentials. Meanwhile, Didi, China's dominant passenger transport company, uses the Face++ software to let passengers confirm that the person behind the wheel is a legitimate driver. (A "liveness" test, designed to prevent anyone from duping the system with a photo, requires people being scanned to move their head or speak while the app scans them.)

Employees simply show their face to gain entry to a company's headquarters. One such company is Baidu, which operates China's most popular search engine, along with other services. Baidu researchers have published papers showing that their software rivals most humans in its ability to recognize a face. In January, the company proved this by taking part in a TV show featuring people who are remarkably good at identifying adults from their baby photos. Baidu's system outshone them giving an accurate answer in most cases.

*Abridged from:
<https://www.technologyreview.com>*



INSPIRATION

Be inspired

A man is but the product of his thoughts: what he thinks, he becomes
Mahtma Gandhi

The best thing to give your enemy is forgiveness, to an opponent, tolerance; to a friend, your ear; to your child, a good example; to a father deference; to your mother, conduct that will make her proud of you; to yourself, respect; to all men, charity.

Benjamin Franklin

Life is a shipwreck, but we must not forget to sing in the lifeboat

Voltaire



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.