



GUARD-ALERT GAZETTE

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Total Security Solutions

Welcome to all our valued customers.

What an interesting time we are going through in our country at the moment. There is great anticipation that the new order will bring better times to our economy with much needed investor confidence seeming to return which should lead to better times for all Zimbabweans.

On the other hand, the last two months have been a very sad time for the Guard Alert family with three of our long serving cash in transit employees (combined total of 49 years with the group) tragically losing their lives in a horrific car accident whilst on duty. Themba Dube, 25 years service, Ossum Bhebhe, 16 years service and Malvern Gadzira with 8 years service were transporting bullion between Bulawayo and Harare when they were involved in

a head on collision outside Kadoma on the 10th of November 2017 resulting in their deaths. To their families we offer our heartfelt condolences and support at this very tragic time.

The end of year also sees the awarding of long service awards to our employees and this year we are proud to commemorate 30 years service with 13 employees who will be joining the ranks of the other 54 who have already achieved this goal. 20 years service is awarded to 66 employees and 88 have completed 10 years with the group.

Makorokoto to you all thank you for your loyalty. Please keep up the good work and example you set our other staff.

In this news letter you will find an article on what to do to protect your property if you

are going away which I am sure you will find helpful over the holidays.

Since the last news letter we have been honoured to be awarded the guarding contracts for Toyota Zimbabwe, Petrotrade Zimbabwe, POTRAZ, Zimbabwe Consolidated Diamond Company and Manica Zimbabwe's branches in Bulawayo and Beit Bridge. Thank you for the support and I assure you of our best service and attention at all times.

May I take this opportunity to wish you all a happy Christmas and a prosperous new year, please all remain safe during the festive season.

Best regards
Richard Robinson.



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.

Q. How does a GMU work?

A. 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)

Q. How does the GMU work with my Rapid Response service?

A. 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. The GAE controller then contacts the designated 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.

Q. How can a client track and view the Unit?

A. The units can be tracked and viewed on local street maps or Google earth on a laptop or smart phone

Q. How does the guard alert the GAE control room in case of emergency?

A. The unit has a panic button which the guard can use in case of emergency

Q. Where best can this unit be used?

A. GMUs are ideal for companies, private residences, shopping centres, cluster homes or private neighbourhood watch. They can be used anywhere where a guard is set a patrol route.

Q. How much will this system cost?

A. 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

CRIME NEWS

Gweru- On 30/10/17 and at around 0300 hours, a security company in Gweru was attacked. The intruders entered the yard and tied up the armed guard, broke the strong room door and got inside. They packed cash in sacks. During the crime, another security guard heard the armed guard calling out and phoned his manager. The manager arrived with police officers. When the intruders saw a police vehicle approaching the station, they fled and got away with eleven thousand dollars.

Marondera- On 1/11/17 at 1730 hours, a gang of seven armed robbers pounced at a depot

and ordered the security guard to surrender his pistol. The thieves ordered vendors who had come to cash in their daily takings into the warehouse to surrender all the money and valuable possessions they had. The guard had a panic button, but was too afraid to press it as he had a gun pointed at his head. An undisclosed amount was stolen on the day.

Harare- A lady driver was nearly run off the road by a car with three occupants in broad daylight. The three occupants started hooting at the lady in Whitwell Drive and attempted to run her off the road shouting obscenities to her. The lady continued driving and attempted to shelter at a car wash. Unfortunately the three occupants of the car followed her and attempted to pull her

out of the vehicle. Fortunately she managed to fight them off with the assistance of the car wash proprietor.

Be on watch as you drive on our roads and if you are unfortunate enough to be followed at any time, try to drive at a safe high speed and head to a police station or a crowded area if the station is too far.

Harare- Beware of the following hot spots for smash and grab incidents: Warren Park roundabout, corner Churchill and University Road; corner Rekayi Tangwena and Coventry Road. Generally drivers need to be vigilant at all stop signs and make sure that all valuables are kept out of sight.



Holiday home security



As we are all heading towards the Christmas holidays, and a well deserved break for many of us, some of us will be considering travelling away from their homes. Other than safe driving as we all head to our various destinations, the security of the homes is of utmost importance. Guard-Alert Security would like to urge its customers to ensure that they have secured their homes before they travel so as to have peace of mind. Here are a few tips which you can keep in mind to better secure your home during these holidays:

- 1. Burglars do their homework before they rob your house. It is therefore important to notice any strangers loitering in your neighbourhood or note any unfamiliar cars. There is nothing wrong with going up to a parked vehicle and to politely greet the car occupants- remember thieves do not like being identified and hence they are unlikely to return to an area where they might be remembered
- 2. Avoid tall or large shrubs near your home which can provide a shelter for would be thieves
- 3. Ensure that outside lights are in good working order and that there aren't any areas in your yard which are in dark shadows.
- 4. Think like a burglar and see what they would see. Avoid putting out boxes or packaging for newly bought items such as flat screen television sets, out in plain sight because they will assume that the expensive items are in your house. This will increase the likelihood of a break in
- 5. Mark all your property and take note of unique markings and serial numbers. These will be very useful when identifying your property in the unfortunate event of a theft
- 6. Service your alarm and have a back up battery in case of lengthy load shedding hours. Get outside sensors and laser beams installed for external valuables and essentials such as pool and borehole pumps, gate motors etc. Contact Guard-Alert Electronics for a site visit and a quotation.
- 7. Update your contact number that your Rapid Response crew will call in case your alarm goes off

- 8. Prominently display any stickers of warning signs for security on guard, alarms or neighbourhood watch. These will also act as a deterrent to would be thieves and make them think twice before entering your property.
- 9. If you have dogs display "Beware of dogs signs to act as a deterrent to would be thieves
- 10. You should lock all doors and shut all windows even if these are burglar barred. Remember to also lock your tool shed and garage as thieves like going for easy pickings which do not require much effort to steal.
- 11. Secure items such as ladders, hammers which might be used as an aid in housebreaking
- 12. Fit blinds or curtains on your windows so that it is not easy for a thief to look through the window and study your household contents
- 13. It is important that your home does not appear deserted while you are away; therefore you should invest in lights timers which will automatically go on and switch off at set times. You could also leave some lights on if you do not have timed lights as well as a radio if possible
- 14. With the advent of social media, we all love to share our news with friends. However, avoid posting your holiday plans on media such as face book as your plans can be accessed by undesirables
- 15. If you are going to be away for a long time, arrange for someone to mow your lawn since it will be the rainy season so that your house does not appear deserted
- 16. Mark your belongings as such property makes it harder to sell and it is also easier to recover
- 17. Assign a trusted friend to come and check on your property while you are away BUT do not leave a key for them under a flower pot, or in a hiding spot. Thieves know where to look from experience

Stay safe and enjoy the holidays.

PERSONNEL PROFILE

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 John Ndima, who is the Operations Officer for Harare North guarding operations.



Operations Officer: Ndima

Mr Ndima joined Guard-Alert security in 1982 as a security guard. He was promoted to the position of Lance Corporal after 6 months. Mr Ndima was promoted again in 1985 to the position of full Lance Corporal and in 1986 he was made a Sergeant.

For the next 10 years, Mr Ndima served at different mines in Bindura and Shamva in the capacity of sergeant in charge. In recognition of his performance, Mr Ndima was given special overall responsibility at two major events in the Zimbabwean calendar, the Harare Agricultural Show and the Sunshine Golf Tournament. Mr Ndima served for seven consecutive years as sergeant in charge at the Harare Agricultural Show where he was in charge of over 150 guards during the week long show.

He received a Merit commendation in recognition of his sterling performance. During the week long Sunshine golf tournament, Mr Ndima has been in charge of over 50 guards at this tournament which Guard-Alert has been providing event security for over a number of years. In 2003, Mr Ndima was promoted to the position of Security Officer in recognition of his hard work and commitment in the execution of his duties.

During his day to day duties, Mr Ndima is the Security Officer in charge of Harare North operations, which cover the residential area, Msasa and Ruwa. 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 his clients.

Mr Ndima has been married to his wife Charity for 33 years. The couple have 9 children- four sons and 5 daughters and they have 18 grandchildren.

Client Testimony

Dear Mr Matekenya,

I would like to bring to your attention the incredible honesty and integrity of one of your guards MR GWINYAI MANOMANO who is stationed at Food Lovers Supermarket in Glen Lorne.



Guard Gwinyai

Last evening at about 5:45 pm I had returned to my vehicle after shopping at Food Lovers supermarket. After loading my groceries into my vehicle unbeknown to me I dropped my wallet in the car park. Before I got home I received a call from a friend of mine saying that I had dropped my wallet and they had it safely secured at Food Lovers. I rushed back to the supermarket to collect it. I was incredibly surprised to find that all the contents of the wallet were intact. Nothing was missing!. I realise that times are incredibly tough in Zimbabwe and people are struggling. But here this man chose to do the right thing. I cannot believe it still. I am incredibly humbled by this honest man. What an inspiration to the people of Zimbabwe.

I posted this story on the Zimvine Facebook page and it has gone viral! I met with Mr Manomano this morning and passed on my deepest appreciation. Not only was the money in there (\$40 USD, 10 Euro) but my ID, drivers licence, debit cards etc. I don't have to tell you how painful these are to lose.

Please would you kindly pass this on to management at Guard Alert, and do not hesitate to contact me should you require further information.

Yours sincerely,

Ashley Saunders



A job well done to controllers Royal Charama and Principal Chibanda and the reaction crew made up of Wirimayi Mashoko and Munyaradzi Mangava. See the thank you letter below from a grateful client - we go the extra mile!

Hi Andy,
On behalf of my family I would like to thank Guard Alert for their help on Tuesday. Our kitchen caught fire and I had armed the alarm before going to bed so when we tried to get out of the house the alarm went off and the Rapid Response Team called me immediately. I then asked them to call the fire brigade for me which they did and they arrived within 20 minutes. However, before they arrived your team came to my house with their fire extinguishers and helped us put out the rest of the fire.

We are grateful for the quick response and the fact that the team stayed with us until they felt it was safe to leave. Joan Paidamoyo Takaindisa

The Guard-Alert security team was part of the sting operation at Robert Mugabe International Airport, that led to the interception of ivory tasks destined for Malaysia. The ivory tasks had been declared as tiles, but upon checking of the boxes, the contents were discovered as being falsely declared. The operation was possible after an anonymous tip led to the search.

At the Kamfinsa Pick and Pay car park, our guards prevented an attempted attack and robbery on Mr Law. Mr Law was opening his car when he was accosted by three men who hit him with a bar and attempted to steal his car. Quick reaction by our guards resulted in them managing to beat off the attackers and save his car.

Laughter 😂

How to translate emails

I have a question.

I have 18 questions.

I'll look into it.

I've already forgotten about it.

I tried my best.

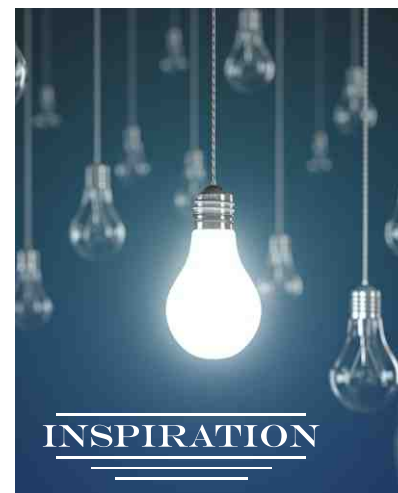
I did the bare minimum.

Happy to discuss further.

Don't ask me about this again.

No worries.

You really messed up this time.



INSPIRATION

Be inspired

If you want something different you've gotta do something different.
- Nathaniel Williams

Great things never come from comfort zones- Unknown

I don't measure a man's success by how high he climbs, but how high he bounces when he hits his bottom
- George Patton



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.