



GUARD-ALERT GAZETTE

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Message from the CEO

Welcome to our second newsletter of 2017.

We are happy to report that in the last quarter we have seen an encouraging increase in business with a number of large Government and Commercial contracts coming on board; POTRAZ, Ministry of Industry and Commerce, Econet Holdings, Africa Steel, Zimgold/Pureoil, and KW Blasting to name some. These contracts have increased our guard compliment by more than 300 men. This increase we believe is on the back of existing client satisfaction with the quality service we provide through our well trained, properly equipped and remunerated staff.

Ensuring this customer satisfaction is our main concern. To this end we send out client surveys twice a year so that you can rate our service and comment on how you think we can improve, irrespective of which division you may be using. These are carefully analysed and corrective action taken with feedback to the customer where necessary. Should you not wish to complete the survey but have something you would like to discuss regarding our service, please feel free to contact me directly or drop me an email on rir@zol.co.zw so that I can take steps to rectify your issue.

In this newsletter there is an article on Rapid Response. We react to over 2000 of these and

believe that this is the cheapest effective method to protect one's family and assets, especially in the home. When an incident occurs the householder can be secure in the knowledge that outside assistance is on the way. Reactions are now available in all cities and larger towns in Zimbabwe and we can send crews to install the alarms and transmitters at all these locations.

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

Richard Robinson

Know more about Rapid Response



Q. What is the reaction procedure after an alarm is triggered? (Domestic)

A. On receiving alarm signal, the Guard Alert Control room identifies the client and despatches the nearest Rapid Response Reaction vehicle to attend. The control room calls the client and requests the radio / sms module code, usually a (4 digit number that identifies the client as the 1st key holder) If the client cannot / will not give the correct radio code the reaction crew continues to proceed to the client's residence, the controller advises the crew that the client has not given the reaction code and to proceed with caution.

Clients are advised that if they are in any danger when we phone they are to give a false radio code number.

If the client gives the correct radio code and advises "false alarm" the controller enters the client name, radio code, date and time in the occurrence

book recording the activation as a false alarm and withdraws the reaction vehicle.

If the client gives the correct radio code but still requires our service the reaction crew continues to the client's residence, the crew is advised via radio that the client requires our service.

On arrival the reaction crew enters the property and advises the client that they have arrived and follow the client's instructions i.e. check the property. When the crew and client are satisfied that all is in order the reaction crew completes the "Alarm Activation Report form which the client signs standing down the crew.

The reaction crew park outside the client's property and awaits the next call out

Q. What happens when there is no answer when the control room phones

A. On receiving a burglary signal, the Guard Alert Control room identifies the client and despatches the nearest Rapid Response Reaction vehicle to attend. In the event that the client is not reachable by phone the crew will continue to the residence and enter the site to establish if there are signs of an intrusion.

If the reaction crew discovers that there has been a positive break-in, they contact the control room to contact other key holders to attend while they guard the client's property. The driver proceeds to the nearest police station to collect the police.

The police will enter the property with our crew to establish if there are any people in the house. If all is in order the police will be returned to their station.

If the 2nd or 3rd key holder cannot be located a security guard will be placed on site (The cost of the guard will be for the client's account)

If there are no signs of a break in, after a thorough check of the property, the reaction crew completes the "Alarm Activation Report" form which is left in a suitable location advising the client that Guard-Alert entered the property

reacting to alarm activation.

The reaction crew parks outside the client's property and awaits the next call out.

Q. What equipment is required for Rapid Response

A. Rapid response vehicles are equipped with a fitted VHF radio. The reaction team have hand held VHF radios, hand cuffs, batons, pepper spray, torch, ladders, electric fence immobiliser and a whistle.



**WE ARE AT
THE HARARE
AGRICULTURAL
SHOW**



Guard-Alert will be at the 2017 Harare Agricultural Show, 21-26 August at stand number **HC49, Hall of Commerce**. Do pay us a visit so that you can meet face to face with our sales team, experience live demonstrations and seek clarification on any technical and operational matters. See you there.



CCTV- watching your premises

Closed Circuit Television, more commonly known as CCTV allows the owner of the premises to record images by camera and monitor them without being present physically. The images can either be viewed via the monitors in real time- as they happen- or post the event by looking at the recorded footage.

CCTV can be used as part of a crime prevention strategy either at home, office premises or even public areas. It works by deterring crime as would be criminals do not like their actions to be recorded. Criminals will know that they can easily be identified by simply viewing the footage of the recording, or they can be detected while committing the crime. Studies have shown that there is less crime recorded in areas which have CCTV.



Guard Alert Electronics takes a personalised approach to satisfying its clients' electronic security needs. All installations are preceded by a location survey which lays the ground for a System Design and ultimately the actual installation.

During the location survey, four key aspects of the location are taken into account: the potential risk, the contents of the area in terms of what needs to be protected, the type of building and the existing supervision levels. The purpose of the survey is to identify the best placing for the cameras which will capture all relevant images.

Selection of the appropriate equipment and the design proposal is determined by whether the images are meant for identification purposes, recognition of the people, detection or just monitoring to see what is going on in a certain area. A range of cameras can be installed at the client's premises according to the different security requirements.



CRIME WATCH

The prevailing economic environment has led to the spiking of crime rates. Below are a few hints and tips on what to do if robbers manage to enter your premises or your house:

1. Ensure that your kitchen doors are fortified, as they have been found to be a weak entry point, either put screen doors or put cross bars on the kitchen doors. If you have keys to the screen door, do not leave them inside the lock. The purpose is to make it as difficult as possible for the robbers to enter into the house

2. If you call someone on the phone asking for help, put the phone away after use as you would not want it to be known that you have asked for help.

3. When robbers manage to enter, give them whatever they want. Do not be a hero and try and fight them off or negotiate with them.

4. Do not look at the robbers directly or be caught doing so. Even if you recognise one of them, do not show it as this could be the difference between you being alive or dead. However, if you can memorise features this will help during identification processes.

5. When the thieves leave finally, do not give chase

6. As part of your Neighbourhood watch, be vigilant and keep a close watch if you hear any distress signals, call the police for assistance.



Operations Officer M Mabukwa
It is important that our clients know who they have to deal with on a day to day basis should the need arise. This issue focuses on Security Officer Mabukwa, who is the Operations Officer for Harare South guarding operations.

Mr Mabukwa re-joined Guard-Alert at the beginning of January as an Operations Officer having left in 2009.

During his tenure at Guard-Alert, Officer Mabukwa was promoted through the ranks from guard to cadet officer to Operations Officer based in Bindura in charge of Northern operations.

He was later transferred to Harare thereafter leaving the company to join a small security company where he rose through the ranks to become General Manager. Mr Mabukwa holds a Security Officer's qualification and will soon be enrolling for an Advanced Diploma in Risk and Security Management to enhance his training.



On Friday 05 May 2017 security guard Gibson was deployed at Redwin Mine's main gate and



his duties included searching of mine employees going out of the mine among other duties. At about 06.15 hrs he searched one mine employee who was coming from underground and discovered that he was concealing 3,800 grams valued

at \$151 504.00 on his person. The perpetrator offered guard Gibson 100.00 cash which Gibson refused and instead arrested the detail who was handed over to the Mine Loss Control Department and later to Penhalonga Police. The interesting matter was that the perpetrator had been searched at another security point, manned by a different security company and had passed through without being caught. A job well done.

 "When guard Badza is on duty, more people are caught than when other officers are on duty. Our premises have zero tolerance of alcohol for all visitors and staff. Thanks to his leadership and dedication, combined with high energy, we are enjoying good results"- Whelson Transport.

This serves to notify you of the good work being done by some of your security guards stationed at MTC Auckland Buying floor back dating to the time when we were operating at Probrands Floor. The details are security guards Danda M and Mbewe S who have proved to be very professional in the manner they conduct themselves whilst on duty. They have been very helpful not only to MTC security, but to the farmers who have openly appreciated their assistance. I have since advised Mr Marega on 11/5/17 when he visited us and he happened to receive a request from our receiving supervisors that they prefer to have these guards operate from Monday to Friday than to have them on a 4 day a week shift, which clearly indicate that their absence is felt when they are not on duty.



Client Testimonial

30 May 2017

RE: SWIFT REACTION AND EXCELLENT DUTY PERFORMANCE

I would like to express our gratitude and appreciation to your company and in particular, to Leonard Murenda and Takesure Nyandoro for the swift action they took on the night of 28 May 2017 when they successfully chased and apprehended a thief that had broken into our premise.

They performed their duty as crime fighters and gave maximum effort. The dedication to take leadership and fight crime head on they exhibited can only show us that the training that you have given to them was thorough and they have learnt and mastered it very well. With that level of dedication, I believe if more senior roles arise at your company, you may not need to look further.

Once again, we express our utmost thanks and appreciation for a job well done.

Your faithfully

Prometheus Chiwara
 Business Development Manager
 Mahindra Zimbabwe (Pvt) Ltd



INSPIRATION

Be inspired

I can't change the direction of the wind, but I can adjust my sails to always reach my destination- Jimmy Dean

Start by doing what is necessary; then do what is possible; and suddenly you are doing the impossible.

Francis of Assisi



IMPORTANT NOTICE

Help us keep your account up-to-date

We are having difficulties in tracing payment on our bank statement. In order for us to be able to reconcile our accounts we need the following from you:

1. Put your account reference number on the deposit
2. Please 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 .

Laughter 😂

Laughter- the best medicine

The 16th tee featured a fairway that ran along a road. The first golfer in a foursome teed off and hooked the ball.

It soared over the fence and bounced off the street, where it hit the tyre of a moving bus and ricocheted back onto the fairway. As they stood in amazement one of the golfer's friends asked, "How did you do that" The golfer shrugged, "You have to know the bus schedule."