



GUARD-ALERT GAZETTE

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Total Security Solutions

Message from the CEO

Welcome to all our valued customers.

Dear valued client,

Thank you for taking the time to read this newsletter.

Although we were hoping the economy would stabilise, every day there are new challenges to deal with just to remain in business in Zimbabwe. One of these is inflation, covering all aspects of the economy, which continues to rise unabated making it more and more difficult for both our workers and ourselves to make ends meet. Having learnt from the previous period of hyperinflation, we fixed rates for both tariffs and wages in US dollars and converted these at the official interbank rate. Unfortunately customer resistance and recent Government proclamations have resulted in us abandoning this practice. None the less our guards still require a living wage to enable them to come to work and perform their duties diligently. Our controlling body, The Security Association of Zimbabwe, has taken on the responsibility of determining what fees need to be charged in order for companies in the industry to survive and maintain standards.

In order to allow clients a measure of stability the

latest tariff was set, barring any major changes, for the next three months, October to December. Being mindful of the impact of this increase on you, we decided to spread it over two months and only implement half the proposed tariff increase in October and the balance in November. Whilst these increases are regretted, the amount being charged, and paid to guards now, is less than 25% of what was prevailing in October 2018.

Whilst our rates may be higher than those being charged by the other 1500 registered security companies in Zimbabwe, we believe that the quality of service being offered by our dedicated staff makes us a very cost effective service. In this newsletter there is an article on what to look for when choosing a security service provider and not be guided by price alone. As well as this article, you will find a report on current crime trends, the benefits of manned security and the effectiveness of electric fencing. I hope you find it an interesting read.

In recent weeks a number of our reaction clients have been attacked by robbers in the early evening at home. They were threatened, in two cases beaten and robbed of their valuables before they could raise

any alarm. It appears that the robbers know that alarm systems are not activated until bed time and take advantage of this. If you are already a reaction customer, it is vitally important that, if you do not have, you obtain remote panic buttons that you carry with you when at home so that you can activate the alarm instantly should you be attacked. These are available from Guard Alert Electronics and may save you a lot of agony in the future. If you do not have a panic system then you should investigate getting one as we believe they are the most cost effective system to prevent you from being held hostage for long periods in your own home by robbers.

I hope you find this newsletter informative and interesting and we remain committed to providing you with a fully comprehensive, cost effective security service.

Assuring you of our best service and attention at all times.

Best regards

Richard Robinson
Chief Executive Officer

SELECTING THE RIGHT SECURITY COMPANY



The importance of security cannot be overemphasised. Having top notch security for your home and business is of great importance in today's climate of rising crime rates.

There are over 1500 security companies present in the market, including many "fly by nights", and the real question here is; "What are the main factors to consider when choosing the **RIGHT** security company for my home and business?"

You need to know what to look for and to hire a security company that will be able to provide the exact services that you need. Below are some helpful guidelines in choosing the right security company.

Before settling for a security company you may consider the following:

1. Is the company operating legally, at an acceptable standard and with the right cover?

- Is the company licensed with the Ministry of Home Affairs?
- Does the company have any quality standard certifications with the

Standards Association of Zimbabwe or other relevant body?

- Does the company comply with all statutory obligations including Tax commitments (check their tax clearance certificates)?
- Does the company comply with labour and NEC laws (Checks can be made at the NEC to see if there are any cases pending against the company)
- Does the Company carry sufficient 3rd Party Liability Insurance cover in the event of a loss due to their gross negligence?
- Can the company provide you with the full range and spectrum of security products and services?

2. Timeliness and Flexibility

The selected security company should have the ability to respond to security issues in a timely manner and with the necessary tools regardless of the situation. This can range from patrol vehicles to armed officers.

3. Provider reputation

Make sure that the security service provider you hire has a good track record and reputation with law enforcement and emergency response services. This can help you in various ways both routine and in crisis situations.

4. Experience in the business

This is the most important factor because the more experienced a service provider is, the better the skills they have to offer and the more they'll understand your specific needs. Experience is very valuable in business because it means that the company has been around long enough to deal with different security issues making them better prepared to handle all your security needs and requirements.

5. Cost of service

Whilst price is always a factor when looking for a service provider, do not be tempted to select a company on price alone as you will, in all likelihood, not get the protection you require. It takes 2 men to do a monthly 12 hour contract and direct wages take up over 60% of the fee charged, so you can quickly see from what you are paying for the service what the guard is likely earning. Selecting a cheaper option usually means that the guard is either not being paid adequately, is working extra hours, is not being properly supervised, is not properly kitted and trained or all of the above.

These situations are very dangerous and may lead to the guard either being bribed by criminals or stealing to sustain himself and his family. Having said that you can always find a company that offers good quality, yet affordable service. A good company will create a customised plan for your business so that you can get service that is within your budget.

6. National Presence

It is beneficial to you to hire a firm with a presence nationwide. A single provider for all operations will ensure streamlined management, consistency in standards, capitalization of networks, a better return on your investments and more.

With safety and security at stake, the correct selection of a security service provider who can become a partner in the achievement of your goals is not something to be taken lightly. Put in your due diligence and choose wisely.



Obituaries

Guard-Alert Group extends its sincere condolences to the families of the following members of our guard force who passed away recently

· Marufu Mukanhairi (Security Guard) had been working for Guard-Alert for 23 years at the time of the passing having joined the company in 1996. His contributions to this company during his 23 years of dedicated and selfless service were many and varied. He will be sadly missed by all of us who knew and worked with him.

· Witness Mwinde (Security Guard) had been working for Guard-Alert for 13 years. He was a respected and trusted member of our company who will be missed by all who worked and interacted with him.

May the Lord rest their departed souls.



Our guards are always alert and on the look-out for potential crime. Let us look at a few instances where guards were vigilant in the execution of their duties resulting major savings for our clients.

On 10 July 2019 at 5:30pm one of our security guards arrested a shoplifter for theft at a supermarket. All goods were recovered and accused was taken to Highlands Police Station.

On 12 July 2019 at 06:55am our security guard stationed at a tobacco processing company arrested an employee who had stolen 2 cables measuring 5 and 6 metres respectively. Matter was dealt with internally.

On the 15th of July 2019 at 06:25pm a female security guard arrested an employee at a commercial property where she is stationed whom they searched and found in possession of 6 litres of fresh milk and 4 kg of beef suspected to have been stolen from the canteen. Matter dealt with internally

On the 13th of July 2019 at around 04:50pm our security guard arrested 2 employees for stealing 81 x 30 cm pieces of coil heat exchangers for boilers

On 16 August 2019 at 07:37pm our guard arrested a staff member for theft company property. Accused was taken to Southerton Police Station. The following day, on 17 August 2019 at 04:40pm our guard once again arrested an employee for theft of company property at the same company. Accused was handed over the Risk Officer.

Attentiveness is a key characteristic a security guard should possess. On the 18th of August around 05:25pm while executing his duties, one of our security guards stationed at a local bank arrested a thief who had stolen a cell phone from a certain individual who was waiting in the queue to

Manned Guarding –

trained and professional security personnel working with you to ensure a secure environment

A PHYSICAL SECURITY PRESENCE CANNOT BE UNDERESTIMATED OR OVEREMPHASISED.

Manned guarding is the act of protecting premises from unauthorised access or occupation, therefore preventing damage or disorder, possible theft and protecting individuals against assault and injury.

Guard-Alert provides approved manned guarding for all businesses and homes all over Zimbabwe. We provide a physical presence which not only serves as an onsite deterrent decreasing the opportunity for theft, vandalism, arson and a whole plethora of antisocial activity but also allows for the fastest response to any situation. If there is an incident or a breach in security, an onsite officer can respond much quicker than if they were remotely monitoring the site, allowing them to apprehend and, where needed, detain anyone that is causing an issue to you, your staff or property, minimising the impact of the event.

Guard-Alert can provide static guards for long or short term contracts keeping you and your property safe. All our guards come with the equipment they need to do the job. The assignment is always personalised to the client's needs and wants, which are discussed with the client at all times, we can help cover all aspects that you need. We make it a point to liaise with the customer on a regular basis to make sure we are doing all we can for you, your home and your business.

We only employ fully licensed security officers who are Security Industry trained, screened and vetted at Sectra (Pvt) Ltd (Guard-Alert's training division which is fully licensed and registered training institution). These security guards are equipped with the skills necessary to handle all security situations and environments.

We have experience in a whole range of static guarding sites- from residential, commercial, retail, industrial and mining. We can also cover all areas of static guarding from: reception, guard house, access control, door hosts and site specific requirements. You can rest assured of the vigilance and dedication of an approved, licensed, uniformed and professional security presence.

As an added security precaution, we can also provide security dogs onto these static sites to partner up with our static guards. This heightens the security onsite for the property and for our guards.

Benefits of Having a Security Guard at a Business
Modern technology has revolutionised security at every level and brought the ability to monitor a situation in real time. Despite the benefits that have emerged as a result rapid technological advancements in the fields of CCTV and remote monitoring over recent years, there is still no comparison to the level of safety and security that having a manned security guard offers. Here we are going to take a look at a few of the benefits.

1. Loss prevention

While a security camera can assist with the apprehending of thieves, the presence of a manned security guard, either stationed at the entrance or on visible patrol around your premise acts as a deterrent and reduces the likelihood that a thief will consider your home or business a viable target. In the event that an individual does attempt to steal from your home or business then having a guard on hand lessens the chances of you suffering major losses.

2. Stop unauthorised access

Having a manned security guard on-site can help prevent unauthorised access to your property. More often than not people accessing premises illegally do so only for one reason – to steal. With a manned security guard incidents like this will be a thing of the past.

3. Protection against damage and destruction

Whether it's people causing damage while trying to gain



access to your property or someone who's had one too many to drink and are getting rather rowdy. A manned security guard can deter vandals as well as break-ins, via regular visible patrols and a strong on-site presence.

4. Handling Crime

Security guards can receive varying levels of training when it comes to actively responding to a crime. Some may simply take down details and contact the police. Some may be able to detain suspects. It is up to the business to decide whether to have an armed or unarmed guard, and what procedures should be in place for handling a suspect should a crime occur.

5. More responsive than CCTV alone

Unlike CCTV, guards are able to detect issues such as gas leaks and weather damage to rooftops. Manned security guards provide a more multi-sensory response, as it is highly likely that they will hear break-ins occur long before evidence can be seen via CCTV.

6. Customer service (The human touch)

There's also an all-important human touch especially where the public is still present even after hours. A friendly greeting from a security guard inspires a lot more confidence from passers-by than the whirr of a moving camera. So of course, use your electronic security technology, but don't forget it works at its best in combination with a professional human presence. Security guards often serve as customer service ambassadors. They may man a front desk or act as an entry to control access to an area. This can mean that there is a substantial amount of interaction with customers and clients.

Guards may be able to help direct people to find products and get to the right location in a business. Guard can also be available as escorts for customers and employees to get to their cars after dark. Hiring personable and capable guards lets you communicate that your business is secure and customer-oriented.

How to enable your home/business to benefit
Manned security services provide the necessary man and muscle power to your premises in case of an emergency, intrusion or accident. It gives your premise an added layer of protection against trespassing on your property. In order for your business and home to benefit in the ways described above, consider utilising one of the professional, experienced manned security guards that Guard-Alert Security employs.

Get in touch with us to find out about our range of security solutions and see what will best suit your needs.



CRIME NEWS

Nationwide – Welcome to the hot summer months. House breaking incidences are on the increase and we advise the general public to ALWAYS remember to secure your windows and doors at all times as the temptation will be to leave these open to allow the breeze in. We also urge you to fit an alarm on all buildings which store valuable items.

A favourite way for burglars to enter home is by climbing in through or breaking your windows. An open exterior window is an invitation for burglars, so keep them shut and securely locked whether you're home or not. Don't underestimate strong window locks, and update them if needed. Thieves know how to spot weak locks that would be easily forced open. Burglars don't take days off and that's why knowing how to protect your windows is essential to making your home safe.

Below are a few tips on securing your windows:

1.Window Locks

While your windows may already have locks, additional aftermarket locks can enhance your window security. The best type of aftermarket window lock may depend on the type of window you have. Several types of locks that you can purchase are:

Pin locks – These are recommended for installing on your ground floor windows. They can prevent intruders from lifting your windows.

Keyed locks – These locks will require use of a key to get them open and to keep them closed. You'll just have to be sure to keep up with the key for this type of lock.

Hinged wedge locks – If you want to prevent a double-hung window, one that can open from both the bottom and top, from being opened, use a hinged wedge lock. You can adjust this type of lock so you can open the window partially if you install it higher on the frame of the window.

Sash locks – Sash locks will allow a window to open and also hold it shut in place. These are typically used for double-hung windows.

2.Window Sensors

If you already own a home security system, then you probably already have door/window sensors. These devices are designed to detect whenever your window is opened, and for some security systems, an alert will be chimed to let you know whenever this has happened.

3.Tempered Glass

Tempered glass is four times stronger than annealed glass, and when used in windows, these are known as safety windows. This type of glass goes through repeated heating and cooling phases to enhance its strength. If broken, this type of glass will crumble rather than break into jagged pieces. Burglars will have a harder time trying to get into your home with this type of glass, and they don't want to make a disturbance.

4.Security Cameras

One popular solution is adding security cameras to your home. If you want to keep an eye on what's happening on your property, purchase an outdoor security camera and look for those that have HD video as well as night vision. If you want to monitor the interior of your home as well, look for HD indoor surveillance cameras. A great feature to have with an indoor camera is 2-way talk which allows you to chime in through your camera from your smartphone.

5.Window Bars

Window bar treatments provide an additional layer of security because even if a burglar smashes the glass, they won't easily be able to squeeze through the bars. While you might feel hesitant to adding bars to your windows, you don't have to opt for the common ones that you may normally see on stores. There are decorative treatments that can be customized to fit your home's style.

6.Floodlights/Motion Lights

Because burglars don't want to be caught in their tracks, floodlights or motion lights can help to deter them from breaking into your home. Some motion lights are designed with security cameras so you can see activity outside your home. You can also find motion lights that will send motion-activated alerts to your phone and can even sound an alarm to scare off intruders.

Harare - Five men have been arrested in connection with a case of armed robbery in Harare and property worth US\$40 000 recovered. On August 25, 2019, eight armed robbers pounced on a business premises in Ardennie, Harare, and stole an assortment of property including six welding machines, generator, 25 shovels, steel pipes and bars. The five are still assisting with investigations and will appear in court soon.

In a separate case, police arrested six suspected armed robbers last month who were targeting pirate taxi drivers and robbing them of their vehicles, cash and valuables in and around the city. During the period between July 10 and 26, 2019, the suspects committed a spate of robberies targeting pirate taxis.

There has been an increase in the number of cases where people are attacked in the early evening whilst at home. On the 14th of September 2019 at about 20:59hrs our control room received a panic alarm signal from a property in Greendale. The Reaction Team was dispatched and upon arrival, they met the client and her daughter who advised them that three unknown masked intruders entered the premises at around 18:30 hrs and held them hostage for about two and half hours. The intruders were armed with catapults and were demanding for cash. They stole an undisclosed amount of cash, jewellery and they drove away in a Toyota Corolla belonging to the daughter which was later found abandoned at an Engen Service Station along Robert Mugabe Road. Highlands Police attended.

On 25/09/2019 at about 22:43hrs our control room received a panic alarm signal from a domestic property in Strathaven. The Reaction Crew was sent and upon arrival, the team met the homeowner, another elderly lady and their neighbour who explained that intruders gained entry by breaking through the rear. They threatened the occupants and in that process injured the client's hand. The intruders stole some cash and managed to get away before the client made a call our control room.

On a separate occasion, on 27/09/2019, at about 21:11hrs control received an undefined alarm signal from a domestic property in Greendale. The Reaction Team attended and upon arrival they met the client and his family who advised that two male intruders armed with a knife and a catapult entered the premises at around 19:30hrs. They proceeded to instil fear to the occupants by punching the homeowner in the face and they demanded for cash. The intruders were reported to have left the premises after they held the family hostage for about one and half hours and that was after they had stolen an undisclosed amount of cash. Matter was reported to Highlands Police Station.

Guard-Alert urges all of its clients to consider obtaining remote panic buttons that you can easily carry with you when at home for maximum security in such cases. In the event of a seriously dangerous event such as a home invasion, it may be difficult to get to the phone to call for help. A panic button however, means that with the simple press of the button, our control room will be alerted and help will be sent over immediately. Having a panic button can ultimately save your life. Contact Guard-Alert Electronics to get yours today!

Bulawayo - Bulawayo residents have raised concern over the increase in armed robberies taking place in the central business district (CBD) in broad daylight. The knife-wielding robbers corner residents walking in secluded areas in the CBD and force them to surrender all their valuables and speed off in getaway cars.

Residents said although the police have apprehended a number of suspects, more needs to be done to protect lives and property. A resident said he was robbed of his laptop, US\$150 and mobile phone just after parking his car in the CBD. In another incident, a student was reportedly robbed of his mobile phone and \$20 while disembarking from a commuter omnibus by knife-brandishing thieves who then drove off in their getaway car. In yet another case, two men were recently attacked and robbed of \$500 in similar fashion in the CBD.

Marondera - Police in Marondera have launched a manhunt for six armed men who allegedly pounced on a broken down combine harvester, destroyed its fuel tanks and siphoned about 450 litres of diesel at the 76km peg along the Harare-Mutare Highway.

According to the police, at around midday on Friday, Tinashe Macheso (27) of Gabaza Farm in Beatrice was driving the combine harvester to Agos Farm in Marondera along the Harare-Mutare Highway when the machine developed a fault, and he pulled off the road waiting for rescue. The next morning at around 3am, six men armed with a shotgun approached and asked him to sell them the diesel, but he refused. They threatened to shoot him and asked where the fuel tank was. The suspects then drilled a hole on the fuel tank and siphoned the diesel putting it into containers.

They loaded the containers into their vehicles and sped off in two cars, an Isuzu truck and an unregistered Honda Fit, towards Macheke. The value of the stolen diesel was ZW\$2 673.



On 18/09/19 at around 10:30pm a pharmacy in Marondera Town was robbed by 4 armed robbers. The incident took place whilst the pharmacy was still open. They stole cash and some medicines. The premise was not having a guard or an alarm system. The accused are still at large.

On 26/09/19 at midnight a local businessman was robbed by 3 armed robbers. They arrived at his residence, took his wife and forced her to go and open their business offices where they stole cash. The accused are still at large.

Kwekwe - A 24-YEAR-OLD Kwekwe robber was slapped with a three-year jail term for striking a local woman with a machete before robbing her bag which contained United States dollars and clothes.

It is alleged that at around sunset on December 11 last year, Tembo approached Jane Ngura in Chicago and grabbed her satchel which contained US\$4 000 and clothes worth \$100. On realising that she was being robbed, she tried pulling it back and a tussle ensued resulting in Tembo pulling out a machete and striking Ngura twice on the right hand, forcing her to release the bag. He then fled from the scene, while the complainant went to the police where filed a report, leading to the arrest of the convict.

Chivhu - On 26/08/19 at about 8:22pm a phone call was received from one of our security guards to the effect that he saw two robbers arriving at the booster he was guarding with some iron bars in their hands. When they failed to locate the guard they started to break part of the palisade fence and got inside. The guard ran away whilst blowing his whistle and he alerted his control room where the Operations Officer contacted the nearest Police station and the Police arrived at 11pm.

Through our investigations we discovered that 12 x 2,223v batteries were left outside the fence and the other twelve had stolen valued US\$4 800-00. In connection with this incident we have picked up four suspects including one lady. The suspects were handed over to CID Chivhu on 27/08/19.

On 29/08/19 the suspects were taken to court where two of them were released but the other two remained in custody as they were found guilty with regards to the matter. On 30/08/19 the CID members from Chivhu went to Chitungwiza with the suspects aiming to recover the stolen batteries since some of the messages were seen in the phones of the suspects as they were communicating with the buyer. Further investigations are currently underway.

ELECTRIC FENCING



An electrified security fence connected to an alarm system is an essential part of a comprehensive layered security solution for any premise and is perhaps one of the most underestimated security devices that can protect your business, home and family.

While the fundamentals of electric fencing for premises remain the same, there are many factors to consider for optimal installation. Variables such as the number of strands, the distance between the strands, the length and number of zones, and the integration with other types of fencing or walls are determined by the distinctive requirements of individual clients.

Electric fencing consists of a varying number of strands of electric wires, which carry high-voltage electric pulses. If the electric fence is touched, it delivers a non-lethal but extremely powerful shock to any would-be intruder. Electric fences are regulated by municipal bylaws and we install ours in strict adherence to these regulations, to ensure they keep you and your property safe and criminals out. Forming one of your first lines of defence, electric fencing for your premise should be zoned and synced with the home and/or business alarm system. This will provide an early warning that will set off the alarm should an intruder tamper with the fence, and identified zones will indicate location on larger sites. A blaring siren draws attention

to suspicious activity and also buys time by signalling their presence before they gain entry to the premises. While a standard security fence was once regarded primarily as a physical barrier designed to delay an intruder, modern electric fencing is an effective security intervention that acts as:

- A physical barrier
- A psychological barrier
- An early detection device

Please note that by conducting regular inspections on the fence you will be able to extend its lifespan. Cutting back any overgrown foliage, keeping a special eye out for damage on the insulators, and checking for broken or corroded wires, could contribute to lower maintenance expenses in the long run.

If you are considering electric fencing for your home and/or business, we can conduct a free security assessment wherein we will evaluate your needs and tailor make a solution that will suit both your budget and the unique topography of your property.

Take that extra security measure to protect your perimeter with electric fencing for property. Contact us today!



Mr John Muzarawetu

Personnel profile

Mr John Muzarawetu - Operations Manager, Armsec

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. John Muzarawetu who is the Operations Manager at Armsec, Guard-Alert (Pvt) Ltd's armoured division.

Born and educated in Zimbabwe, Mr John Muzarawetu holds a Bachelor of Arts Degree and Certificate in Education. He started his career in the Public Service and later joined Guard Alert in 1996 as a Security Officer. In 2002, he joined Armsec, Guard Alert (Pvt) Ltd's armed division which provides services such as Cash in Transit, cash and bullion storage facilities and bullion transportation as Training and Administration Officer. John Muzarawetu was later promoted in 2007 to Operations Manager in charge of all Armsec Operations nationwide a position he holds to date.

On the personal front, Mr John Muzarawetu is a passionate Christian who spends most of his free time participating in various church activities. His hobbies include watching and playing soccer; he is a staunch supporter of Barcelona FC.

INSPIRATION

Go as far as you can see; when you get there, you'll be able to see further. – Thomas Carlyle

A year from now you may wish you had started today. – Karen Lamb

Light tomorrow with today. – Elizabeth Barrett Browning

Don't count the days, make the days count. – Muhammad Ali

Success is the sum of small efforts repeated day in and day out. – Robert Collier



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 .