

Business Plan



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Proprietor Phaphama Vuselela (Pty) Limited - A member of Phaphama Group of Companies

www.phaphamasecurity.co.za



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COMPANY BACKGROUND

The history of our company dates back to 1986 and although it has undergone some name and structural changes over the past years, it has maintained its focus on its core business... security. Today Phaphama Vuselela Security proudly reflects its commitment to transformation through its Black Economic Empowerment (BEE) credentials.

Phaphama Vuselela Security was subjected to extensive analysis by an independent research team according a set of strict entry criteria, taking into account the latest legislation as well as the Department of Trade and Industry's BEE Scorecard.

Phaphama Vuselela Security is a provider -of resource protection services to small and large organisations in the Greater Gauteng region and is registered with the South African National Security Employers Association (SANSEA) and the Security Industry Regulatory Authority (SIRA).

Positioned to deliver comprehensive, cost-effective, yet reliable and effective security solutions, Phaphama Vuselela Security gives you the flexibility to choose from a range of guards and other security services that can be used on their own or combined for the best security solutions.

Our staff and security guards **take your security as seriously as you do!** We are committed to achieving maximum customer satisfaction by staying true to our service philosophy.



BUSINESS ETHOS

To ensure that you receive high levels of personal attention and customer service, our service philosophy means that we are available, flexible and work as a team.

The Phaphama Vuselela Security (Pty) Limited eight-step service approach has been carefully designed to define our business ethos. As graphically depicted below, each step serves to guide us and facilitates regular interaction between ourselves and our customers.



DETAILS OF OUR 8-STEP SERVICE APPROACH

Step 1

A thorough risk assessment is conducted according to very strict guidelines by our qualified security personnel so that we can establish how effective your existing security is and how we can help you reduce your risk. This includes an investigation of your security history, a physical site survey and the security system that you currently have in place.

Step 2

Once this information has been analysed, we make recommendations to you outlining the most effective resource protection service for your site.

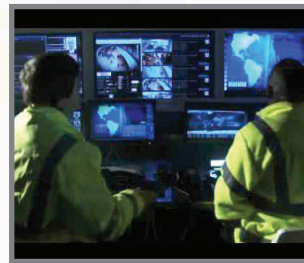
Details of our 8-Step service approach

Step 3

A site specific description detailing the security (guarding, electronic and/or other) requirements for your premises or site is compiled and is jointly agreed upon.

Where guarding services are required, a job description, which forms part of the main agreement, is established so that clear responsibilities are allocated for the guarding function undertaken.

Should your site require installation of technical equipment, we prepare a quotation for your consideration and approval.



Step 4

We engage in recruiting guards, who are registered with PSIRA (previously known as the 'Security Officer's Board'.) These guards are put through extensive recruitment procedures, screening and training before they are deployed to your site.

With respect to the installation of equipment, our installers follow instructions as laid out on the site assessment and job card.

Step 5

Guards are assigned to your site, briefed according to the established job description and given orientation/training. To ensure that our guards are best equipped to fulfill their duties in line with the contract, additional training is also provided if and when necessary, throughout the contract period. (This can include revision of general guard duties, courtesy, telecommunications, fire fighting, emergency procedures and powers of arrest.)

Our technician will provide training on how to use the installed equipment, and only once you are satisfied with the installation and training, do you sign off the job card.



Details of our 8-Step service approach

Step 6

On-site assessment of the guards deployed to your site is conducted by our Supervisors on a random basis at irregular times throughout the day and night. This is to ensure that guards report for duty on-time, neatly and appropriately dressed and that they maintain high standards of service Phaphama Vuselela Security (Pty) Limited subscribes to.

Step 7

Our management team will also call on you to discuss our service standards and any security/safety issues you might have, on a regular basis. This feedback and information received is used to ensure that we maintain a security service that meets your needs and provides a platform for ongoing improvement of our performance and service offering.



Step 8

Follow-up service and support is imperative when it comes to maintaining a safe and secure environment, which is why our guards, supervisors or managers are constantly on the look out for areas that would put you at risk. If at any stage we become aware of a problem, one of our team members will inform you and we'll devise and implement appropriate security solutions.

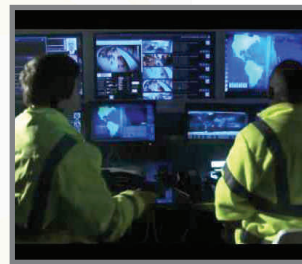
Phaphama Vuselela Security (Pty) Limited operates a 24 hour control room, which is manned by competent radio and telephone controllers who are in constant contact with our supervisors. Our management team is on 24 hour call for any incidents or emergencies that may occur.

BUSINESS SERVICES

Whether you need immediate (ad-hoc), temporary or permanent security personnel, Phaphama Vuselela Security (Pty) Limited is able to provide competent and experienced operatives.

Our database consists of personnel who are registered with PSIRA and thus certified as qualified officers who are trained to the best standards. Our armed guards are especially trained in the use of firearms and licenced to carry firearms during their shift.

Many of our guards are also trained in one or more of the following areas: customer service, occupational health and safety, first aid, fire-fighting, control room operation and/or emergency response, so we can align specific skills to cope with specific security situations your business may face.



Our guards can assist you with:

- * **Access control**
Controlling who enters and exists your premises
- * **Patrols**
Patrolling your premises at night, week-ends, shut-downs
- * **Control room operations**
monitoring your security cameras and responding to incidents
- * **Crowd control special events**
Phaphama Vuselela Security (Pty) Limited has provided security staff for a number of high profile events in Gauteng. These events often need a strong security presence. Our trained officers can manage large crowds, issue and collect tickets, patrol venues and act as your front-line emergency response team for fire and first aid emergencies and can even be dressed in a particular uniform if needed.

Our guards can assist you with:

* **Mobile patrolling**

This is a highly flexible and cost effective means of securing your site, where you choose how many times per week/night and select time of visit and when our mobile response units will attend and patrol your site. Visits to your sites will be monitored through our Mag-touch patrol system and reports will be available on request.



* **On-site armed response**

This service is designed to be quicker and more effective than the usual standard armed response service offered by other security providers. Armed Response officers, who are trained to respond to your panic and/or emergency, in as little as 2 minutes, are posted on your site. They also patrol your premises, are linked to a centralized control room, giving you access to other forms of emergency backup such as medical assistance and extra assistance when your existing security company responds to an alarm activation.



* **Site managers**

At larger sites we recommend that a site manager be assigned to the site. Site managers are responsible for continuous risk assessments, training guards as per their job descriptions, supervising them and ensuring that each guard fulfils his/her job description on your site.

* **Undercover agents**

trained and highly qualified in maintaining a low profile. This can be especially useful if you operate in a retail business environment. These officers may deter, catch, subdue, and arrest shoplifters. Gathering information discreetly within your organisation as well as externally can be done via our undercover agents. Our agents have the necessary skills to gather information regarding your staff and organisation. Our strategies ensure that unbiased and truly representative information is delivered directly and discreetly to you. We also assist in recommending and implementing the necessary corrective action.

Our guards can assist you with:

- * **Plain-clothed security officers (armed and unarmed)**
Our plain clothes officers are professionally trained and highly qualified in maintaining a low profile. This can be especially useful if you operate in a retail business environment. These officers may deter, catch, subdue, and arrest shoplifters.
- * **Armed guards for “Pay Fridays or Fortnights”**
This service has been designed to reduce the risk faced by businesses who payout cash wages. The presence of an armed guard at your scheduled payday can prevent trouble before it starts. Our guards will spot, deal with any incidents that may occur and even control the flow of movement into the designated wage collection point. Here, as many guards as needed are deployed to your site so as to cover potential risk points and are charged at an hourly rate.
- * **Armed escorts / van assistants**
These officers are responsible for providing a “secure transport”, or “assets-in-transit” service. Their job is to offer protection to your drivers while safeguarding your assets in transit.
- * **Monitoring despatching / receiving goods**
During the time your goods are packed and destined to leave your stores, your business is exposed to shrinkage resulting from staff who identify loopholes in the operational processes you follow. This is the same for when you receive stock into your stores. Having (a) guard(s) monitor the goods during the time you receive or despatch goods and cross-check the packing slips invoices at the end of each process, can reduce stock losses.
(To view the grading definitions of our guards, kindly refer Annexure A)



Electronic / other equipment

Trained and qualified technicians assess, advise, design, source, install and maintain electronic systems best suited to your requirements and your budget.

Our main objective is to provide a tailored, integrated and site-specific system, where each of your security measures can be linked to one operating platform to maintain maximum security at your site.

An integrated system can include any or all of the following:

*** Guard monitoring system**

This is a patrol system designed to monitor that certain areas are indeed being patrolled a set number of times each shift by your/our guards. Reports can be printed from the computer detailing when and how many times the guard patrolled each area during the shift worked.

*** Analogue and digital CCTV**

We can provide colour and black and white CCTV cameras to assist in controlling losses and recording illegal activity such as theft, violence or vandalism on your site.

*** Access control system**

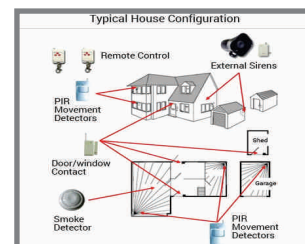
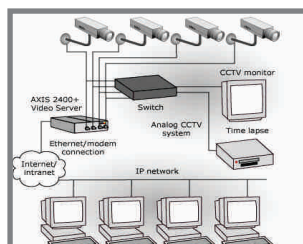
We can install, implement and maintain access control systems for residential and commercial sites. These include intercoms, boom gates and computerised access control systems (computer hardware and software) which can be used to register, log and report who enters and leaves your premises.

*** Intruder alarm installations**

We offer a wide range of high quality alarm systems to enhance the security of your home or business.

*** Gate automation**

You can choose from the top of the range to the more affordable domestic and industrial products on the market.



“Driven by serious commitment”

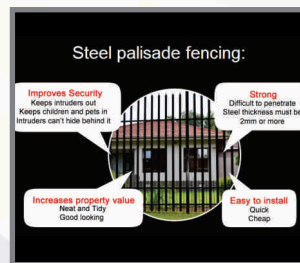
An integrated system can include any or all of the following:

* **Electric Fencing**

Electric fencing is easy to install and can be installed at any type of property or site and is one of the more conventional measures we can install to prevent intruders from entering your property. The system has its own alarm and can be linked to your armed response company.

* **Palisade fencing**

We have a range of barrier systems that are known for their superior corrosion resistance and superior strength and which are suitable for home and industrial applications.





4. THE SELECTION PROCESS

Phaphama Vuselela Security (Pty) Limited is a registered member of the South African National Security Employers Association (SANSEA). We employ only fully qualified and certified security officers (from grade A to grade D). Reference checks as well as qualification checks are done on all guards before they are taken onto our books.

We believe that only intelligent, competent and alert security personnel are able to perform their duties to the required standards. As such, our security officers are hand-picked through a recruitment process and selection procedure which demands a disciplined background and the meeting of stringent standards of education, fitness and appearance. Before employment, our security officers are expected to undergo SAP clearance in terms of section 10(1) of the Security Officers Act 92 of 1987. In addition to the above, and to ensure complete client satisfaction, individual suitability of each security officer is also carefully assessed before deployment to a client's premises.

Although specific personnel will be allocated to each site, it is standard practice for us to rotate their designated areas from time to time. We do this in order to ensure guards do not become complacent in familiar surroundings.

As the provision of security personnel, at short notice, is paramount to our core service offering, we will ensure that a reasonable number of additional staff are available on request for the rendering of the service at the site during crisis situations. We will also ensure that there is always adequate staff on site per shift. As we service many sites, it is standard practice for us to have a pool of security guards on stand-by to ensure that we can provide for 'no-shows' or to fill in for guards on leave etc.



5. SUPERVISION AND CONTROL

Effective supervision and control of our security officers play an important role in the management of the business and some of the measures we will take to ensure that you receive the best possible service on an ongoing basis will include:

- * **A full, written job description** will be given to each security officer assigned, based on the duties outlined in the Tender. All security officers will be fully briefed by the operations manager and the area manager before they are deployed. This briefing will be confirmed in writing and acknowledged by both parties.
- * **Sites will be visited by Supervisors** on a random basis at irregular times throughout the day and night. This ensures not only that our security officers carry out their required duties, but also acts as 'a reassurance that your premises/property is under competent supervision.
- * **Fully trained radio and telephone controllers** operate a 24-hour control room and as such are in constant contact with our supervisors/guards. Phaphama Vuselela Security (Pty) Limited management team are on 24-hour call for any incidents, occurrences or emergencies that may occur.
- * **Refresher training** is also provided to our security officers where necessary this includes the revision of general guard duties, courtesy, telecommunications, fire fighting, emergency procedures and powers of arrest.
- * **A full staff record** of each security officer deployed is kept at Head Office. These records Will be opened for inspection by you on request.



6. STAFF BENEFITS

Staff benefits are essential to build staff loyalty and commitment and in addition to the payment of statutory benefits, the Group offers all its staff benefits associated with permanent employment such as:

- * Allowances
- * Bonus
- * Funeral Benefits
- * Incentives
- * Life/Disability/Education Cover
- * Loans
- * Medical Aid
- * Provident Fund
- * Training & Development
- * Workman's Compensation

Uplifting life skills of South African Previous Disadvantaged Individuals and Communities

The Group is in a unique position to equip its staff with skills that will assist them to an improved quality of life in the future for themselves, their families and thus their communities. The Group has an accredited training company, established with the sole objective of providing education and training opportunities to staff and contract staff employed by the Group. The courses are specifically designed to address Life skills and in the long term ABET programs will also be established therefore elevating these individuals' future prospects.

7. INDUCTION TRAINING

Induction training plays an important role in ensuring staff are productive from the outset of a contract. We prefer to train in excess of the direct contract requirements as this not only enables us to provide fully trained staff who are capable of performing the functions required by you, but it also enables us to build a pool of contingency staff who are ready for assignment.

Our contracts managers and/or dedicated supervisors undergo induction training to familiarise themselves with your company procedures, health and safety regulations. Their responsibility in turn, is to communicate and transmit all the relevant information to the contract staff.

9. EQUIPMENT AND UNIFORMS

We insist that all our guards are always dressed appropriately and are presentable before reporting for duty. As such, they report to our control room for uniform inspection before they are posted. Our guards receive a monthly cleaning allowance as stipulated by PSIRA and are issued with new uniforms every six months.

Our guards are dressed in line with our customer's requirements.

All resources, equipment and security aids as required by the Tender will be allocated to each site.

10. ID CARDS

Our guards all carry identity cards as illustrated below.





The above indentity card can be adapted according to your required needs i.e Passport photo, e'tc.

11. SECURITY DOGS

Where we are required to provide security dogs, these are trained and provided by the SA Dog Academy. We undertake to ensure that the dogs remain healthy, are well-groomed and are treated in accordance with the standards set down by the NSPCA.

12. INSURANCE AND STATUTORY COMPLIANCE

Legal compliance

We provide hereunder details of our relevant statutory registrations:

- * Company Name : Phaphama Vuselela Security (Pty) Limited
- * Company Registration No. : 2015/354072/07
- * Income Tax Reference No. : 9319856184
- * VAT Registration No. : 4700276837
- * PAYE Employers Reg No. : 7420795546
- * COIDA Reference No. : 990001075795
- * PSIRANo. : 2713721



Phaphama Vuselela Security (Pty) Limited Head Office details are currently as follows:

423 Commissioner Street
Fairview
2094
Johannesburg

Post Office Box 62233
Marshalltown
2107
Johannesburg

Telephone: 011 614 0512 / 011 614-7332 / 072 567 1813 / 082 506-8996
Fax: 011 614 0492

15. REFERENCES

Please refer to the attached list of contactable references who can be contacted to verify our experience, expertise and level of service.

16. NO OBLIGATION RISK ASSESSMENT

Our service includes a free no-obligation assessment. This will assist you in establishing how effective your existing security is and how you can reduce your risk. If you are interested in this service, call us at any of the numbers below, email admin@phaphamasecurity.co.za or visit our website at www.phaphamasecurity.co.za and complete the request form online.

SOLID TRACK RECORD

- | | |
|--|---|
| (1) Aveng Glinaker Ltd.
Tel: 011 923-5000
Stuart Murdoch
082 924-1076 | (2) Optipower Projects
Tel: 011 397-8280
Ashley Soobramoney
083 558-0527 |
| (3) Ahanang Construction
Tel: 011 656-3554
Granny Seape
082 926-0419 | (4) Cranfield Aviation Training
Tel: 011 708-2588
Deudre Ward
083 264-5098 |
| (5) John ORR Technical High School
Tel: 011 726-7000 | (6) The Cedars Home Assoc.
Tel: 011 975 5911 |



***Your one-stop security service provider,
who is committed about security***

**Security personnel
(Grade D to A)**

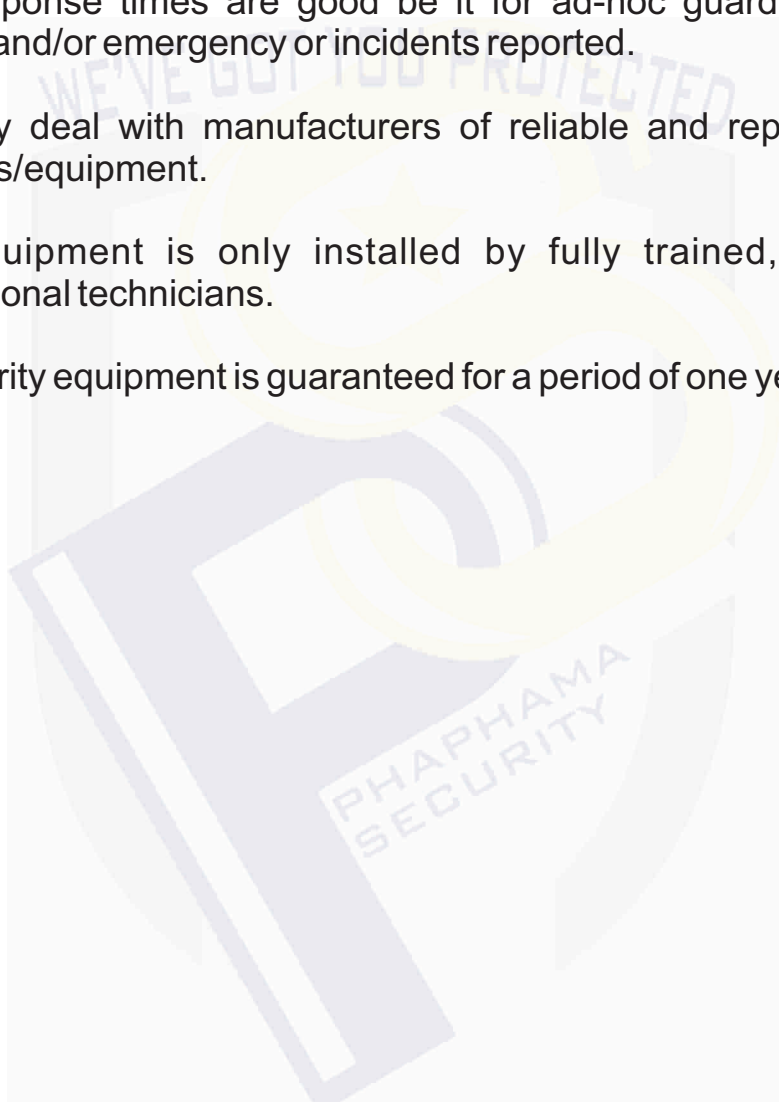
**Electronic / other
equipment**

- | | |
|--|--------------------------------|
| * Access control | * Guard monitoring system |
| * Patrols | * Analogue and digital CCTV |
| * Crowd room Operations | * Access control systems |
| * Crowd control and special events | * Intruder alarm installations |
| * Mobile patrolling | * Gate automation |
| * On-site armed response | * Electric Fencing |
| * Site managers | * Palisade Fencing |
| * Undercover agents | |
| * Plain-clothed security officers
(armed and unarmed) | |
| * Armed escorts/van assistants | |
| * Dispatching/receiving good | |



Details of our 8-Step service approach

- * Our guards are linked to a 24 hour control centre.
- * Our guards are registered with PSIRA and put through extensive recruitment procedures, screening and training.
- * Our guards report for duty on-time, neatly and appropriately dressed.
- * Our response times are good be it for ad-hoc guards, replacement guards and/or emergency or incidents reported.
- * We only deal with manufacturers of reliable and reputable security products/equipment.
- * Our equipment is only installed by fully trained, experienced, professional technicians.
- * All security equipment is guaranteed for a period of one year.





Annexure A

GRADE DEFINITIONS

*** Grade D**

A Grade D's main function is access control. The guard...

- performs any or all of the duties of a Grade E guard.
- is able to monitor and search persons, goods and vehicles entering and leaving the premises.
- may restrain persons if necessary.

*** Grade C**

A Grade C's main function is supervision. The guard...

- performs any or all of the duties of a Grade D guard.
- supervises Grade D and Grade E guards.
- may drive a vehicle.

*** Grade B**

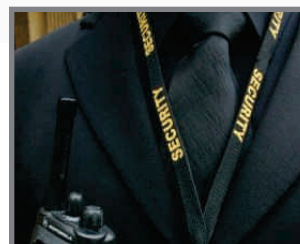
A Grade B's main function is site management. The guard...

- performs any or all of the duties of a Grade C guard.
- inspects and evaluates the current security system that is in place -
- ensures the effective utilization of personnel in the event of an emergency.

*** Grade A**

A Grade A's main function is management of more than one site. The officer...

- performs any or all of the duties of a Grade B guard.
- controls and reduces crime at premises through investigation of incidents, maintenance of records and delivery of credible evidence in court.
- can be entrusted with drawing money or cheques or taking possession of negotiable documents
- trains Grade E to Grade B guards.



18. SUMMARY

We trust that this document has highlighted Phaphama Vuselela Security (Pty) Limited versatile approach to the management of your security requirements. We strive for security solutions that are practical, flexible and cost-effective.

We look forward to getting to know you and your company better, in order to add value to YOUR security investment.

We are “serious about security!”
If you are serious about your security, put us to the test.

Contacts:
Cell: 082 506-8996 / 072 567-1813
Tel: 011 614 0512 / 011 614-7332
Fax: 011 614 0492

	<p>Our vision To be a global provider of innovative, integrated and diversified security solutions</p>		<p>Our values Ethical behaviour Mutual respect Integrity Accountability</p>
<p>Our philosophy</p>	<p>Conduct our business from an ethical base</p>	<p>Encourage entrepreneurial and innovative thinking in every employee</p>	<p>Create a working environment that is stable, secure and cost conscious</p>
<p>Corporate profile</p>	<p>Protect the future of the organisation by being progressive and keeping pace with the latest trends and regulatory requirements</p>	<p>Commit to a progressive transformation policy for the group</p>	<p>Develop mutual beneficial relationships with all our stakeholders</p>

“Driven by serious commitment”