



PRE SECURE PVT LTD

Thursday 2nd June 2016

On Behalf of Pre Secure, I would like to thank you for your interest in our company. With Over 40 Years of experience in the Security Industry we are confident in our ability to provide you with a quality and effective security service.

Should this company profile leave you with any unanswered questions, please feel free to contact me directly.

Kind Regards

Joshua Mallon
General Manager Pre Secure
josh@presecure.co.zm

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1. Company Profile.

Formed in 1972 Pre Secure was started as a manned guarding company, with a vision to provide a full range of security services throughout Zambia. Over the years, and through a process of organic growth and acquisition, the business has expanded to become one of the leading providers of security in Lusaka.

The business consists of two divisions in the form of Pre Secure Guarding, and Pre Secure Alarms. Customer service is at the core of our business- our training, supervision, management, and ability to provide a range of security solutions and support, completely sets us apart from our competitors.

Our skills and services cover the broad spectrum of business and home security and amongst our customers are the likes of: First Alliance Bank, Stanbic Bank, Swedish Embassy, Embassy of Finland, Embassy of Japan, Ghanain Embassy, MRI Seed, Saro Agro Industrial Ltd, and Tiger Animal Feeds, to name but a few!

We have over 1000 posts in Lusaka protected by electronic and physical security systems, supported by a large and efficient rapid response service.

Pre Secure are proud installers of internationally recognised IDS and Stafix security systems, in addition to this we are privileged to have been appointed as Zambia's official distributor for Xpanda Security Doors.

We are confident that we can meet your security needs and cordially invite you to visit our premises to see for yourself the support and service we can provide.

2. Overview Of Operations

We have included below an overview of: Guarding, Investigations, Alarms and Response Operations. The guarding systems apply across the board to all areas, but additional information is included specific to rapid response.

2.1 Pre Secure Guarding

Pre Secure currently have a guard force and staff of over 900 in Lusaka. To manage these men and women and ensure that we provide the right levels of service we have a good financial, logistical and administrative base.

General Manager – Joshua Mallon

Responsible for all policies related to contracts and our achievement of them. Responsible for the profitable and professional conduct of the contract and ensuring that the resources needed are available. The General manager is the nominated representative for resolution of problems should they need to be escalated with the client should a failure occur. He is responsible overall for the performance of the contract.

He will ensure daily communication with the Operations Manager directly responsible for your contract, and is responsible for the running of the day to day Guarding operation in Lusaka. He is responsible to the Chief Executive Officer for the operational performance of the contract. He will attend all performance reviews and ensure monitoring of the weekly and monthly performance reports for the contract.

Operations Manager- Vincent Machisa (Directly Responsible to Your Contract)

Responsible to the General Manager for the efficient performance at the contract, and in particular the supervisory routines and the provision of resources, correct manpower planning for site, and timely payment of wages for the area.

As the Manager responsible for the provision of direct support to the contract he has the authority to request direct any resources required in terms of the contract without referral to higher authority

Supervisor.

The site will be checked twice daily by the supervisor who using a checklist will make sure the guards on site are correctly dressed, have the correct equipment and that said equipment is in working order, Checks will be carried on the guards understanding of their role, and on site training implemented/ scheduled as necessary.

As the supervisor in charge of the contract he will be able to request direct from any department any resources required in terms of the contract without referral to higher authority if the situation demands.

Control Room Officer

Responsible for the timely reporting daily, weekly, monthly to the Operations Manager and the General Manager in relation to all alarm response calls, and any guard patrol fail reports from the guard monitoring system.

Training Commander

Responsible to the Operations Manager for the selection, training, and records for all staff working at the contract, he will also ensure that training is standardised and run to program for your contract.

He will be responsible for the development of training in addition to that laid down, to address identified additional training needs that are raised during the course of review of performance. This additional training will take place on site or at Pre Secure Headquarters where appropriate.

Applications to work as a guard at Pre Secure are approved based on a background check, their age, qualifications and references. Applicants then go through 80hrs of Training including but not limited to: Drill, Fitness, Report Writing, Self Defence, Company policies, Patrolling, Radio Handling, Operating Procedures, Rank and Effective Communication.

On completion of the 80hrs, a written exam takes place. The marks from this exam as well as the noted performance of the applicant during the training period are taken into account; those meeting the desired standards pass out as Pre Secure guards.

Provision of Equipment and Personnel from Within the Organisation

All equipment and personnel are readily available, and can be provided to site. Uniforms, Baton Sticks, Pepper Spray, Handcuffs, Radios, and Stationary Necessary. Equipment in support of the contract is always available.

Uniform Stores

Pre Secure holds stock of equipment and uniform for post.

One month of stock is our standard re-order level for uniforms and equipment. Uniforms are either drawn direct from stores by the guards during the week/ delivered to the guard by his/her supervisor.

Uniforms have a life, and we closely monitor life to ensure that our uniforms on site are replaced as needed and that our men remain in clean & serviceable order at all times the Guard Force software will remind management when uniforms are due for replacement if they have not noticed the need in advance.

Our standard for uniform and equipment includes Beret, 2 Shirts, Lanyard, Whistle, Trousers, Belt, Shoes or Boots, Rain coat, radio, I.D. Card, Pepper Spray, Baton Stick, and Handcuffs.

Vehicle Repairs and Maintenance

Our vehicles run through a set servicing schedule that is subcontracted, to ensure the quality running and life of our fleet vehicles.

We have a number of pool vehicles, and these are issued to the department if vehicle down time will have a negative impact on operational performance.

Payroll and Accounting

The timely payment of wages and salaries is one of our key tasks each month, and this falls under the direct control of our Financial Manager

- We have a dedicated wages department that deals with pay for all departments and contracts.
- Our shift systems are software driven and pay is automated and paid direct to bank accounts.
- We have a schedule for pay days each year so that our men know when to expect their pay
- We have a pay queries system that ensures problems/ queries are resolved promptly

Human Resources Department

Headed by the Human Resources Manager this is a key area for the business. They provide support for all staff and are responsible for

- Selection and Training
- All guards records of service
- Disciplinary matters referred to them
- Worker Committee and Works Council meetings

- Staff Welfare and the administration of the Staff Welfare Fund
- The right manpower levels for any given contract ensuring that we have a bank of pre trained staff for the business, and for sites with specific training requirements where necessary.

2.2 Pre Secure Investigations

Is a long standing entity at Pre Secure and has the capability to support the project. The Investigations department are used to assist and advise on investigations and incidents that may occur to our clients. They can provide the following services

- Tracing
- Background checks
- Surveillance
- Security consulting and surveys

2.3 Pre Secure Alarms

Pre Secure Alarms was formed in 1978 as a Division of Pre Secure (Pvt) Ltd, and over the last 25 years has grown into one of the largest providers of Electronic Security and Rapid Response in Lusaka.

The rapid response unit is highly trained, well equipped and uses the latest monitoring software and equipment. The following functions and services are provided by this unit.

1. Alarm Activity Reports

Sms reports are sent to the client's cellphone as soon as the alarm triggers. Periodic email reports are also sent to the client, detailing when the alarm triggered when vehicle despatched, when vehicle arrived on site, record of site inspection and when vehicle left site.

2. Cellphone Panic

We will programme your cellphone with a panic key that you can use in the event of any emergency at home or work as long as there is a cellphone network.

3. Contact ID Radios

We make use of contact ID radios on all commercial installations; these radios transmit to the control room, a signal which positively identifies the actual area or zone where the alarm has triggered e.g Warehouse or Managing Director's Office. This helps the reaction team to react to the exact place of intrusion, thereby reducing delays. This radio also helps the technicians in resolving false alarms as they go to site knowing which zone is giving problems.

4. Open And Close

Among other alarm signals we also install and monitor open and close signals. This helps in monitoring who goes in and out of the building and at what times. If the alarm is not armed, or disarmed outside the designated hours, the control room will send a reaction team and call the client to verify what is going on.

5. Duress Code

We install and monitor duress codes, these are special codes used to disarm the alarm under duress, for example if the bank manager is forced to disarm the alarm to the vault at gun point. Once we receive this code, we immediately mobilise armed police reaction unit to react at the same time with our team.

6. Video Alarms

For key areas, for example strong rooms or safes, we recommend our clients to install video alarms. This alarm system transmits a 10 second video clip of what caused the activation. This helps the reaction team to be prepared for the situation they will encounter on site and also quickens the mobilisation of armed police if the robbers on site are armed. The video alarm also reduces reaction to false alarms, as the control room can see what has caused the activation.

7. CCTV

CCTV is an effective layer of security that can be installed by Pre Secure. Remote Access allows clients to Log in to their CCTV system and view their premises from their personal phone/laptop/tablet. From date of completed installation Pre Secure CCTV systems have a 12 month warranty! Provided the faults are not caused by electricity or acts of God. Maintenance that we suggest takes place every 2 months generates a small call out fee.

8. Response Vehicles

Our response fleet are operational 24hrs a day, they are well maintained, and are manned by an armed commander and a driver. Commanders have all passed the police weapons handling test, and have weapons refresher training sessions every two weeks with our Response Officer.

Response vehicles are equipped with:

- 1x Shotgun
- 1x Baton Stick
- 2x Pepper Spray

- 2x Handcuffs
- 1x Base Radio
- 1x Ladder
- 2x Torches

Our response teams are dispatched by our control room who use sophisticated software to ensure signals are allocated to the closest vehicle. All our response teams are linked to vehicle GPS tracking software, their locations are consistently displayed on a dedicated screen in our control room. Controllers are always on hand to give our response vehicles directions and detours where necessary.

3. Your Management Team

General Manager Alarms : Mr Joshua Mallon

General Manager Presecure May 14th 2016 to Date.

Safeguard Security, Zimbabwe Operations Manager 2014-2016

Plymouth University UK. BA (Honours) Business Administration

Royal Military Academy Sandhurst. Military leadership MODS 1-3

British Army The 6th Rifles Regiment 2011-2014.

Operations Manager: Mr Vincent Machisa

Operations Manager Pre Secure Guarding 2006 to Date.

Control Room Manager Armcore 1995-2006.

Human Resources Manager: Mr Paul Makasela

Diploma Human Resource Management Nipaa

Member of Zambian Institute of Human Resource Management

Human Resources Manager Pre Secure Pvt Ltd 2011 to Date

Assistant Operations Manager Pre Secure Pvt Ltd 2004-2011

- Project Manager Joint Embassy
- Pre secure Project Manager UNZA

Pre Secure Duputy Rapid Response Commander 1998-2004

Pre Secure Control room supervisor. 1992-1998

4. Company Policies and Procedures

4.1 Awards, Incentives and Welfare

Our aim is to provide people with meaningful and long term employment. Guards are in a minimum wage bracket, and so making sure that they have support is important to the delivery of a good service to our customer and our general welfare responsibility.

We have outlined below our general support along with some that are unique to this contract.

Timely Payment of Wages- This sounds like a very basic requirement, and it is. In Zambia the number of businesses who do not pay their staff on time in our industry is large and due to the current economy, this statistic is growing. A number of security companies have folded in the last few years due to their inability to manage their finances and pay their men on time.

Clinic- We are registered with a local clinic close to Pre Secure HQ. It deals with all basic medical requirements for all our guards including basic generic drugs, HIV and AIDS counselling and advice on personal and family health matters.

Promotion From Within- using our guard force management system we are able to select those most qualified for post. We have a policy of promotion from within and this gives people growth. We encourage promotion from within, and make all staff aware of their promotion potential.

We try and identify those guards that have potential for promotion, and encourage them to apply for promotion posts when they are advertised.

Over (or prematurely) promoting somebody to then have to demote them because they have struggled in their new role is extremely demotivating. We work very hard to minimise this from happening, hence we have a very rigorous promotion process that involves a number of methods and layers to ensure we manage both parties' expectations upon promotion.

Guard of the Month Award – To recognise good work in each operational area These awards normally take the form of food hampers/ a cash bonus along with a certificate.

Suggestion of the Month Awards- Our policy is that “everyone is empowered for quality” and we actively encourage ideas for improvement. Those that make positive suggestions that will benefit the customer or improve efficiencies are recognised. Suggestions are sent via management or dropped in a suggestion box at base. These awards normally take the form of food hampers and certificates

Bribe Awards. Guards who turn in and report Bribes, will be rewarded up to double the monetary value of the Bribe

Confidential Hotline to General Manager- We also have an anonymous number on a social network platform, which goes direct to the General Manager – and through this guards and response personnel are encouraged to share their concerns and suggestions. This has opened an avenue for staff who may feel that their suggestions /concerns are not being forwarded properly

and also allows for those that do not come to head office to raise issues quickly and cost effectively. They also know that they will get a quick answer.

Announcements- In all cases good work is detailed and published on the notice boards, and mentioned on parades so that there is ample recognition for the work.

Disciplinary matters

A disciplinary Authority and members of the workers Committee deal with disciplinary matters. Cases are presented in the form of a docket which outlines the matter at hand, and guards are served a notice to attend hearings and be represented.

Grievances and queries from staff

Normally these will come via the workers committee to the HR manager or General Manager. They investigate, call in the people concerned, and resolve the issue. We keep records on the file of all statements and findings for future reference. We also keep a close track of all queries related to pay and track and analyse these separately.

Medical support and the reporting and investigation of accidents in the workplace

To ensure that all accidents are reported timeously, and that they are investigated .This also involves the submission of insurance documentation related to workers compensation and or personal accident related cover

The HR Manager heads up the Health and Safety committee for the business. We are in the throes of developing further training and systems to enhance this area of our business and make it more effective.

Statutory compliance and management of contracts and renewals

A large portion of staff work on contract. and the careful management of the validity of contracts, leave due, and payments due on termination all fall to this department.

Drug and Alcohol Policy

We have a Zero tolerance drug and alcohol policy when it comes to our guards on site, and do conduct random alcohol tests using an alcohol tester.

5. Ensuring That Services are Performed in Accordance With the General Site Instructions

This is initially done by ensuring that the right guard is placed on the relevant post. Not just correct rank, but also individual guard's suitability. This selection is done in accordance with our process called SIMAS.

Select – we ensure the guard is post suitable

Instruct – guard is trained, briefed and instructed as per general duties and post specific criteria

Motivate – Positive motivation is given, on reasons to do the job and carry out functions properly and in accordance with post orders

Adjust – a period of adjustment takes places where by the guards assimilation to post is observed and tweaked as required

Supervise – long term supervision takes over, once the guard is embedded

Secondly we ensure that the guard is equipped and resourced adequately, to all contract requirements as well as provision of any other items that would enhance his capabilities.

Finally, as soon as we are happy that the guard is correct, equipped and is fully conversant with his General Site Instructions the guard is constantly supervised and will be checked throughout his shift.

Type of Check	Number of Checks per 12 hour shift
Supervisor checks	2
Radio checks	3

6. Company Philosophy

1. If we look after our customers they will look after us. NO amount of marketing will overcome fundamentally bad service or products
2. Be financially prudent and ensure that we meet all our commitments. Do not put the livelihood of our business or people at risk financially
3. Measure the business rigorously to drive performance
4. Don't accept second best- we are as good as we want to be and have the people and skills to compete with the best.
5. Try new things and always be on the look-out for the next great product or service
6. Research best practice techniques and adopt them locally
7. Take every opportunity to try and enjoy yourself at work
8. Look after your people and don't expect them to do anything you would not do your self
9. Be proud of our business, people, uniform, brand and heritage. It is what has made us what we are today

7. Conclusion

We know that we have the technical expertise and experience to provide you with unrivalled service and support, we have been in this business for over 40 years and are one of the leading Security Companies in Lusaka today.