



Dear reader

Thank you for taking an interest in Pre Secure Security. Pre secure is one of Zambia's oldest security companies, operating since 1972. Over these 45 years, we have build up a reputation as one of the most tried and trusted companies on the market.

Since adopting a change of management in 2016, Pre Secure has been driving hard to build on its past successes and continue to position the business as the preferred choice for security in Zambia. Join the numerous top ranking organisations in Zambia who currently leave their security in our hands.



Please take the time to read through the following pages detailing our company. By the end of this profile, we are sure you will be confident that we can meet your security needs, whatever the scale. Should you still be left with any unanswered questions, please don't hesitate to get in touch.

Joshua Mallon  
Managing Director

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## 1. Company overview

**Mission statement:** To be the number one choice for quality and reliable security solutions throughout Zambia by 2020

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 three main departments. These are;

- Security services
- Response, alarms and technology
- Engineering

Running throughout all these departments, customer service is at the core of our business. Our training, supervision, management and ability to provide a range of integrated security solutions completely setting us apart from our competitors.

Our skills and services cover a broad spectrum for commercial, non commercial, government and NGO clients. Our client base is made up of some of the biggest names in Zambia, including; The Swedish Embassy, The Embassy of Finland, The Embassy of Japan, The Ghanaian Embassy, MRI Seed, Saro Agro Industrial Ltd, Tiger Animal Feeds, Xerox, Stanbic bank, Barclays bank, Unilever, R&G and the Deli.

We work on the principle that, as your security company, we are the subject experts and as such, we are responsible for ensuring all your security needs are dealt with quickly and in a professional, efficient and reliable manner. Our goal is to remove the worry and the hassle of security from your life altogether.

We currently have over two-thousand posts protected by electronic and physical security systems in Lusaka. Our Guard force is supported by a large, expertly trained and well equipped rapid response service. Pre Secure are proud installers of the internationally recognised IDS and Stafix security systems as well as holding the appointment as Zambia's official distributor for Xpanda security doors.



## 2. Security services

Pre Secure Security Services department are able to provide a range of security solutions which include:

- Guarding (manned / armed / dogs and handlers)
- Protection and escort services
- Event security
- Security consultancy and project execution
- Investigations

### 2.1 Security services department leadership structure

Pre Secure currently have a guard force of over 1000 officers in Lusaka. To manage these men and women, and ensure that we provide the right levels of service, we operate a strong financial, logistical and administrative back end operation.

#### Managing Director

Responsible for all policies related to contracts and our achievement of them. Responsible for the profitable and professional conduct of the department and ensuring that the resources needed are available. The Managing Director 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 a contract.

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

#### Operations Manager

Responsible to the Managing Director for the efficient performance of a contract, and in particular the supervisory routines and the provision of resources, 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 direct any resources required to fulfil the contract without referral to higher authority

#### Supervisor

A site will be checked minimum twice daily by the allocated 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 to ensure their full understanding of their role, and on site training and refresher training is implemented / scheduled as necessary.

#### Control Room Officer

Responsible for the timely reporting daily, weekly and monthly to the Operations Manager and the Managing Director in relation to all alarm response calls and any guard patrol reports from the guard monitoring system. A control room officer is present 24 hours a day, 365 days a year.



## Training Commander

Responsible to the Operations Manager for the selection (with HR), training, and records for all staff working on a given contract. He will also ensure that training is standardised and run with specific requirements to your contract if necessary.

He will be responsible for the development of additional training to that laid down in basic training to address identified requirements at a given contract. This additional training will take place on site or at Pre Secure Headquarters where appropriate.

## **2.2 Guarding**

Serving homes and business around Lusaka for over 45 years means we have had the time to perfect our guarding services. By combining our rich experience and heritage with fresh, new management techniques, we drive a standard of quality and service delivery that not only we as company can be proud of, but you as a client should demand.

### **2.2.1 Recruitment, selection and training**

Applications to work as a guard at Pre Secure are approved based on a background check, their age, qualifications and references. Before passing out of training, every guard is interviewed by a member of top management, not only to ensure the right calibre of individual is being brought into the company, but to ensure talented officers are spotted early and placed in the right positions with the greatest promotional opportunities.

Applicants 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. Roll and site specific training is given to officers where required.

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.

### **2.2.2 Uniform stores and equipment issue**

Pre Secure operate on a one month stock reserve as the re-order level for uniforms and equipment.

Uniforms are either drawn direct from stores by the guards during the week or delivered to the guard by his/her supervisor. Uniforms have a usage life and we closely monitor the condition of uniform to ensure that those in the field are replaced as and when needed. Our 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*

- Cap
- 2 Shirts
- Whistle
- Trousers
- Belt
- Shoes or Boots
- Rain coat
- Radio (Site specific)

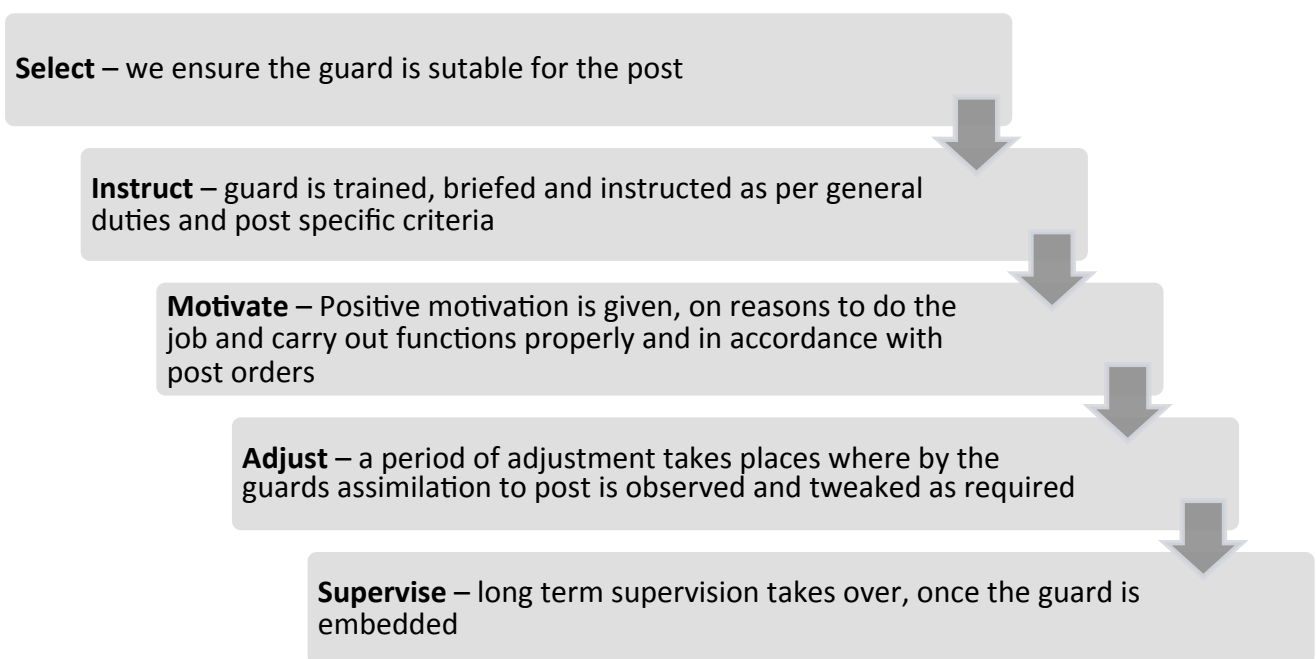
- I.D. Card
- Pepper Spray
- Baton Stick
- Handcuffs

### 2.2.3 Fleet 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 a vehicle's down time will have a negative impact on operational performance.

### 2.2.4 Performance enhancement and site instruction

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



### 2.2.5 Continued supervision

Once we are happy that the guard is correct, properly equipped and is fully confident with his general site instructions, we ensure this standard is maintained. 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
Armed Response / TSU checks	At control request
Radio checks	3

## 2.3 Pre Secure Investigations

The Investigations department is 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 (counter and anti)
- Security consulting and surveys

## 2.4 Protection and escort

Pre Secure specialise in both VIP and high value goods protection and escort through our Tactical Support Unit. The aim of this specialist protection unit is to ensure the safety of persons and goods which may be under a general or specific threat. Operating country wide, we are able to mitigate the risk of targeted threats, hijacking and kidnapping while ensuring VIP's avoid danger flash points through a network of live situational monitoring and intelligence gathering.

Through preliminary consultation, we are able to provide a customised package that is tailored towards the needs of the client and the assessed threat level.

Our close ties with law enforcement, the high standard of our protection officers training and equipment, our live risk monitoring and advanced planning make our unit the preferred choice for protection and escort services through the country.

## 2.5 Events security

We allow event organisers to ensure their main focus is making sure the event is running smoothly, not worrying about security. By combining the resources of a number of our departments, Pre Secure are able to deploy a full range of security capabilities to your event, no matter the size. Pre Secure are regularly trusted and contracted by R&G events, Stanbic Bank, Agritech and private individuals to provide a specialised security solution tailored to safeguard your event. Specialist areas include:

- Car Park management
- Perimeter security
- Crowd barrier separation and access control
- Artist & VIP protection services (2.4)
- Entrance and exit security
- Crowd management and public order maintenance
- Security searching

Pre Secure provide experienced management as standard to all events to ensure that the security solution is flexible and can adapt to the inevitable changes which occur throughout the course of an event. Our pre deployment surveys to all sites ensure the package you are offered has been tailored to your specific needs.





## 2.6 Project security consultancy and execution

If your project requires a more complex security solution then Pre Secure can build you one that's fully customised. Pre Secure are able to develop integrated solutions combining a number of technological, engineered and manned systems. We understand how time and resources intensive running large operations can be and that having to dedicate high levels of these limited resources to security can be a real barrier to progression. Removing this worry and letting the experts handle your security gives you more time to focus on the next steps, keeping your project on track. We can help with:

- Processes implementation and enforcement
- Procedure write up
- Security solution proposals
- Large scale project security
- High value asset protection
- Coordination of different agencies

## 2.7 Public order

Under the direction of the TSU and trained management, Pre Secure are able to deploy trained teams to conduct public order maintenance duties. These teams can be deployed to maintain order in scenarios where high tensions or despites have the potential to boil over into a full breach in public order. Public order teams can be used to protect commercial property from large scale looting and vandalism.





### 3. Alarms, Technology and Response

Pre Secure Alarms was formed in 1978 as a division of Pre Secure (Pvt) Ltd. Over the last 30 years, this department has built up a wealth of experience in securing both homes and businesses throughout Zambia with a range of technical security solutions, backed up by a strong response service. The department follows its own strict quality control standards to ensure the customer is always provided with a fast, concise and customised security solution that has been individually tailored to meet both the clients needs and budget. The alarms and technology department are able to provide:

- Full alarm and panic systems
- Rapid response
- Tactical Support Unit (TSU)
- CCTV
- Access control
- Integrated systems solutions

#### 3.1 Alarms, technology and response department structure

Pre secure alarms, technology and response currently provides response services to over 1000 residential and commercial sites throughout Lusaka. The department consists of a technical department, a dispatch control room, alarms operations management and an Armed Response division.

##### Alarms and Technical Manager

The alarms and technical manager is responsible for the overall running of the department and is the decision maker when it comes to both departmental direction and day to day decisions. He ensures the department is running in a manner which is both sustainable and profitable, while providing the best service to both existing and potential customers. He is responsible for your technical and alarm account.

##### Alarms Operations Manager

The alarms operations manager is responsible for the smooth scheduling of the technical team's work as well as handling all inbound issues with faults and servicing. The alarms operations manager works to ensure that all customers needs are attended to in the quickest and most efficient way possible. His job is to ensure work is done right the first time around.

##### Response commander

The rapid response commander is responsible for ensuring the rapid response fleet is maintained to the highest of standards set by Pre Secure. He is responsible for ensuring the men, their equipment and the vehicle are presentable and in full working order. He is responsible for fuel allocation and vehicle maintenance rostering to ensure the fleet is fully serviceable with the minimum possible down days.

The response commander is also responsible for attending clients following an incident which involves a response activation to ensure the response has followed the correct SOP's as well as ensure the client is advised on how to prevent further issues.

##### Control room manager

The control room manager is responsible for all individual control room officers. He ensures that the team are rotated properly as well as following all SOP's. It is the control room managers responsibility to ensure that the control room acts as a professional and disciplined section of the company which is able to perform their important tasks, including the important emergency dispatch, to the best of their ability.

### **3.2 Technical team**

Trained to high standard and equipped to cover all technological and alarm installations and servicing, Pre Secure technical team is an important element of the department and as such, is well looked after. Uniform, vehicles and technical equipment are all serviced and replaced regularly to ensure they are able to perform their jobs with minimum issues and interference.

### **3.3 24/7 technical support and servicing**

We strive to attend all faults and services within 24 hours of being reported, with a maximum waiting period of 48 hours. Once reported to the control room, details of the fault are ascertained, loaded onto our CRM system and assigned to the Alarms operations manager. The fault is then prioritised so that an allocated faults and service technical team will attend the site within the time frame stipulated above.

Each week there is a duty technician assigned to be on call 24/7 for any urgent faults which cannot wait for normal working hours. Technical support is also available on our website.

### **3.4 Full alarm and panic system functionality**

Pre Secure technical team can install and program a range of IDS and Paradox systems. Following a consultation with an alarm system qualified member of the Pre Secure team and acceptance of the quote, alarm installation can commence. Alarms are installed to the highest of standard and aesthetic, security level and end user considerations are all taken into account prior to and during installation.

#### **3.4.1 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 was despatched, when the vehicle arrived on site, a record of site inspection and when the vehicle left site.

#### **3.4.2 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 response team to react to the exact place of intrusion, thereby reducing delays. This radio also helps the technicians in resolving false alarms as they can go to site knowing which zone is giving problems.

#### **3.4.3 Open And Close Reporting**

Among other alarm signals we also install and monitor open and close signals. This helps monitor 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 attempt to call the client to verify what is going on and can send a reaction team.

#### **3.4.4 Duress Code**

We can program and monitor duress codes into your alarm system or onto your account. These are special codes used to disarm the alarm or cancel a response under duress. For example, if the bank manager is forced to disarm the alarm to the vault at gun point they can do so using a secondary duress code. Once we receive this code, we can mobilise an armed Police reaction unit to react alongside our team.

### 3.5 Technology and technological functionality

Offering a range of CCTV and access control solutions, our technicians are able to cater for both commercial and private projects. Our team is on hand to guide you through every step of the process to ensure a fast, concise and customised technical security solution.

#### 3.5.1 CCTV

CCTV offers you a flexible range of security capabilities; whether you want to monitor who comes in and out of your property or maintain an overview of commercial activities in warehouses, we provide a range of CCTV solutions to suit your needs. From the date the installation is completed, Pre Secure CCTV systems have a 12 month warranty (excluding power surges or 'acts of god') and comes with a free first service.

Our CCTV can be used for live-time monitoring of activities or for playback to gather information following an incident. Pre Secure is able to provide a range of additional functionality, including:

- Remote viewing
- Full integration into your alarm system
- Customer facing monitors
- Motion triggered recording
- Long duration recording
- Full commercial and industrial set ups
- Split back up recording



#### 3.5.2 Access control

Pre Secure access control allows you to restrict who has access to all or certain areas of your site, while offering minimal inconvenience. Pre Secure is able to provide a range of access control solutions depending on your individual requirements.

Our technical team are able to provide everything from basic single door systems right up to complex, multi door and multifunctional fully integrated commercial solutions. We can install an entry level system, or one that can provide a detailed record of people's movements throughout your site. Our team will consult you on your requirements and guide you through the whole process. This ensures you are provided with the best security solution at a highly competitive price.

Pre Secure access systems can operate using either:

- Code
- Biometric
- Tagging
- Photo ID card reading

### 3.6 Technological systems integration and smart home

Pre Secure system integration ensures that individual technology security solutions are not soloed in a way which limits their overall capacity. If your system's are working independently from one-another, both in terms of processes and programming, Pre Secure are able to integrate them. Access control, alarms, lighting, CCTV and other security solutions are all tied together from both a technical and operational function. This provides the end user with a much more effective and powerful overall solution. We allow you to get more out of your systems by helping all your different systems support each other.

Our technical team can do an assessment of your existing systems or advise you what needs to be added in order to provide you with a multifunctional integrated system that can be accessed and controlled through a variety of platforms.



### **3.7 Dispatch**

Pre Secure response operates a dispatch section within the Pre Secure control room. These officers are responsible for receiving alarm and panic activations and dispatching vehicles and motorbikes to respond. They follow strict SOP's which have been perfected over many years of providing a reactionary security service to those in need.

Controllers go through quarterly refresher training to ensure they are maintaining the standards set for what is a very important role within the organisation. Dispatch times are closely monitored and a shift rotor with forced rest and shorter shifts is in place to ensure officers maintain concentration. Control officers are also responsible for receiving inbound customer enquiries and reports outside of normal office hours.

### **3.8 Response**

Pre Secure response is regarded as one of the highest, most efficient, well equipped and well trained reaction units in Zambia. Pre Secure operate a fleet of new response vehicles which are crewed by trained firearms officers. Along side this, Pre Secure response also operate a fleet of first response motorbikes (manned by TSU), able to tackle the heavy Lusaka traffic. This ensures we get assets on site much quicker than a vehicle only based response service. All first responders are supported by the main armed response fleet.

Whenever you press your panic button or an alarm sensor in your property picks up movement, a signal is sent via our control room to your nearest Armed Response unit. The response team will arrive, verify the cause of the signal and ensure all occupants and property are safe and secure.

#### **3.8.1 Selection and training**

Response officers are selected from the existing Pre Secure guard force to become either vehicle commanders or vehicle crew members. From this pool of response officers, the Tactical Support Unit (TSU) (3.9) who man the motorbike first response fleet are chosen. All applicants have to pass a written test, an interview with the Alarms manager and a training and selection program in order to be accepted into the response division.

Vehicle crew and commanders receive firearms training from both the Police and from Pre Secure firearms instructors as well as additional training in the use of handcuffs, batons, pepper spray, public relations, radio vp, use of force and first aid. Refresher training is run twice a year to ensure that officers have maintained the required standard. SOP training is also conducted upon initial training as well as featuring in refresher training throughout the year. Officers must also pass fitness and medical tests to ensure they are meeting the required physical condition.

First Response officers go through a more advanced training and selection course as part of their TSU training, which covers in further detail; self defence, use of specialist equipment, public relations, radio vp, the law and use of force, first aid, advanced motorbike training and incident scene management. At the end of this course they must pass a number of scenario based tests to ensure they are capable of operating independently in difficult environments.

#### **3.8.2 Equipment**

All response vehicles are equipped with

- Ladder
- Torches
- Primary weapon system (shotgun)
- Pepper spray / PAVA
- Short baton / ASP
- Base radio
- First aid kit
- Handcuffs

### 3.8.3 Fleet maintenance

Our response fleet, both vehicles and motorbikes, follow a deployment roster which ensures they receive regular inspection and maintenance to keep them in peak condition. Field inspections of the vehicles are done daily with handover checklists completed at each change of shift. A full inspection is carried out twice per month with servicing being carried out at regular intervals (or earlier when needed, based on the findings of a full inspection). All vehicle servicing is done externally by trusted contractors.

All our response teams are linked to vehicle GPS tracking software, with their locations constantly displayed on a dedicated screen in our control room.

### 3.8.4 Response SOP's

Response follow their own set of SOP's which have been perfected through both application in the field as well as consultancy from external parties. Response SOP's outline the 'action's on' for a variety of situations with close reference to techniques covered in initial training. Officers are instructed to follow these SOP's based upon their best judgement and experience. Officers are also trained to follow the 'National decision making model', as used by the British (and other western) Police forces. This technique, combined with strong 'action's on' SOP's allows officers to make the best calls in the field for any scenario.

All officers are issued a tactical guide which helps them stay refreshed on the SOP's, as well as other aspects of the role covered in training. SOP's are continuously being reviewed, rewritten and reimplemented as the situation on the ground changes.

## 3.9 Tactical Support Unit (TSU)

The Tactical support unit is a group of specialised, multi functional and multi skilled officers which come under Pre Secure response division. Their advanced and specialist training enables them to carry out a multitude of tasks and their rank within the organisations reflects this ability. The primary day to day function for the TSU is to man the first response bikes throughout Lusaka, but their training and responsibilities cover public order, close protection, trianing, specialist site support, counter / anti surveillance and incident management. All TSU officers started out in response before receiving additional training and scenario based assessments.



## 4. Engineering

Pre Secure engineering was started in 2016 to provide a fixed security solution that combined traditional engineering skills with specialist security knowledge. Pre Secure engineering department has been developed with security at the core of what we fabricate and install. By insourcing a lot of metal work and other skilled labourer jobs, we have been able to complement and reinforce our other service with fixed asset solutions that maintain our set standard. Despite being the newest of the departments, engineering has been granted the rights to all Xpanda products in Zambia, as well as fitting a variety of other leading brands such as boomgate and centurion products. Pre Secure engineering does not only focus on the aesthetic elements of engineered security products. We focus on the reliability and durability of products which you can count on when you need them the most. We currently stock and install:

- Fencing
- Xpanda
- Automated vehicle access barriers
- Centurion gate motors

### 4.1 Engineering structure

Despite being its own department, engineering currently falls under the administrative umbrella of alarms, technology and response. The department is overseen by the alarms and technical manager, who supervises the head of engineering. Working for the head of engineering are the engineers themselves, who manufacture, assemble and fit the different types of solutions we offer.

#### Head of engineering

The head of engineering is responsible for the overall performance of the engineering department. They are tasked with the driving of new business, managing process and work flows, ensuring stock levels are accurate, supervising the work of the engineers and ensuring work carried out goes from start to finish with minimum complications. The head of engineering will be your point of contact for all engineering based products and services.

#### Engineering team

The engineering team are skilled in a variety of crafts, including welding, metal work, product assembly and fitting. They have been trained to South African security standards and receive regular refresher training and assessments to ensure their products are built and assembled to high security specifications.

## 4.2 Fencing

Pre Secure are able to install a number of fencing systems, all of which have been designed for not just aesthetic appealing but also to provide the maximum protection for what is often the first line of defence.

### 4.2.1 Electric fencing

Electric fences act as both a deterrent and an early warning system for any potential intruders attempting to gain access to your home and business. They can be used as stand alone deterrents or linked, via an alarm system, to the Pre Secure response service. Our engineering department is able to install both wall top electric fencing as well as large scale commercial game fencing. Electric fencing can be installed as a stand alone system or combined with razor fencing, below.

### 4.2.2 Razor fencing

Razor fencing is a more economical, yet highly effective, way of boosting the security of an existing perimeter wall. Pre Secure engineering is able to install a number of different styles of razor fencing depending on the security needs of the property.



### 4.3 Xpanda products

Pre Secure have the distribution rights for all Xpanda products throughout Zambia. The raw products are manufactured in Durban, South Africa, before being shipped to our engineering department's warehouse. All products are assembled and fitted to a high standard by Xpanda trained engineers.

### 4.4 Automated vehicle access barriers & centurion gate motors

Pre Secure engineering are able to install a number of automated physical access control barriers, including Centurion products and Boomgate. From a simple automatic gate opener for a residential home to a fully customised commercial vehicle access control system, our engineering department can deliver a high quality finished product that has been build and installed to last.

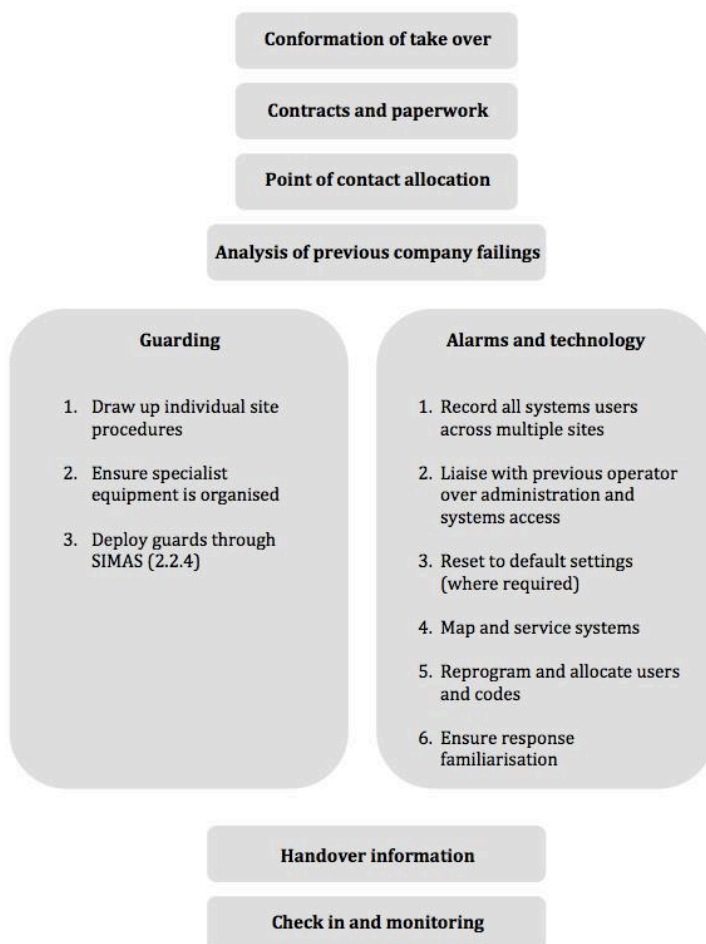
All access control systems can either be integrated with our manned security solutions or linked to a range of remote technical systems. Both options allow for quick, reliable and hassle free access to your premises while maintaining the required security. See technological system integration (3.5) for more details.

## 5. Project and site security take overs

Developed from our experience of taking over large scale security projects and contracts, Pre Secure have developed a full and comprehensive site security take over procedure. Should you wish to move over to Pre Secure from another company, we ensure that a full, comprehensive handover takes place across an agreed time frame. We ensure that procedures in place for guarding, alarms and technology systems have been handed over and staff are aware of the new way of operating and key points of contact.

We understand the complications of changing any supplier, not least security, which is why we make it as easy as possible to move over. When taking over a large scale project or operation, we follow our *take over model*, outlined below.

### 5.1 Security take over model



## **6. SES medical cover**

Pre Secure have teamed up with SES and now offer a lifesaving medical response service. If there is a life of limb threatening injury within the four walls of your premises, an SES ambulance will be dispatched to your site and take that person to a hospital free of charge. This service is built into the cost of your monthly guarding or response contract for residential sites (additional costs for commercial sites). Registration is required to benefit from our SES partnership and accounts must be kept up to date.

## **7. Accounting and payroll**

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 a guards bank account. We have a schedule for pay days each year so that our men know when to expect their pay. We maintain a pay queries system that ensures problems and queries are resolved promptly

## **8. 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 of recruits for training
- Maintaining up to date and accurate employee records of service
- Disciplinary matters
- Worker Committee and Works Council meetings
- Staff Welfare and the administration of the Staff Welfare Fund
- Maintaining the right manpower levels for any given contract and ensuring that we have a bank of pre trained staff for the business

## 9. Senior Management

### **Managing Director: Mr Joshua Mallon**

Responsible for: General running of the company

Experience:

General Manager Presecure May 2016 to August 2017  
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, University Officer Training Corps

### **Head of Security Operations: Mr George Saggars**

Responsible for: Alarms, Response, Guarding operations and the Tactical Support Unit

Experience:

Alarms Manager Pre Secure November 2016 to Date  
British Army, Royal Military Police.  
Exeter University UK. BA Business and Management  
Business development executive at Flock Marketing Transformation, London  
British Army University Officer Training Corps

### **Operations Manager: Mr Vincent Machisa**

Responsibility: Guarding Operations

Experience:

Operations Manager Pre Secure Guarding 2006 to Date.  
University of Africa. Security Management  
Control Room Manager Armcor 1995-2006.

### **Human Resources Manager: Mr Paul Makasela**

Responsibility: Running of the HR department and discipline cases

Experience:

Diploma Human Resource Management Nipa  
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 Control room supervisor. 1992-1998

### **Head Accountant: Mr Martin Kayawe**

Responsible for financial management, reporting and control

Pre Secure - Guarding section 2006 - 2008  
Pre Secure - Human resources Assistant 2009 -2010  
Pre Secure - Accountant/Financial Controller 2011 - 2018  
Pre Secure - Head Accountant & Financial controller 2018 – current



## 10. Company policies and procedures

### 10.1 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.

**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 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 our people growth opportunities. 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 subsequently demote them because they have struggled in their new role is extremely demotivating. We work very hard to minimise this from happening by ensuring the promotional process involves a number of 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 or a cash bonus, along with a certificate and photograph.

**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 head office. These awards normally take the form of food hampers and certificates.

**Bribe awards** - Guards who turn in and report bribes will be rewarded by up to double the monetary value of the bribe.

**Confidential hotline to Managing Director** - We also have an anonymous call line which goes direct to the Managing Director. 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 for those who cannot travel into head office.

**Announcements** - In all cases, good field work is detailed and published on the notice boards and parades for ample recognition for the work.

### 10.2 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.

### 10.3 Grievances and queries from staff

Normally these will come via the Workers Committee to the HR manager or Managing Director. 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 close track of all queries related to pay and analyse these separately.

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

Company policy stipulated that all accidents are to be reported timeously and that they are investigated thoroughly. 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.

#### 10.4.1 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.

### 10.5 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.

## 11. 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.

