



# The Staff Thorburn

Thorburn Security Solutions (Northern Region)'s Newsletter

December 2013

## Message from the Managing Director:



I would sincerely like to thank each and every one of our employees for their loyalty and dedication to making a difference at Thorburn in 2013. In Gauteng our operations have grown with a few new contracts but our business was under pressure due to a very price sensitive market. Our competitors have cut their prices which have put us under pressure. The price sensitive market does not always value the cost of our staff benefits and our investment in communities. However, we survived and we are still in business and we are all still employed - the biggest blessing we can have in a country of unemployment and job losses.

Many of our staff went through hardship the past year - some have lost loved ones, some of our staff passed on during the year, some got divorced, some got infected with HIV Aids, some have been robbed and some have been terminated for misconduct. There have been many negatives which impacted on our staff, our families and our business - we have lost nine employees who passed on during the year.

On the positive side there had been many joyous moments - promotions, babies, marriages, bonuses, Scratch Card winners, lucky draw winners, 5 year service bonuses, 5 year service medical aid and many positive aspects that make 2013 an absolute success for all of us - a year to be thankful. There are security officers in our industry that work under difficult circumstances in non-caring companies.

2014 will be a challenging year - every year it is more difficult to stay in business and to stay on top of business is a challenge and can only be achieved in a company where there is a winning attitude. Let the winning characteristics comes to the fore in every Thorburn security officer in 2014. Let us add to job creation through new business growth, improved education through our training courses in Thorburn and help to build a better SA.

We are now a few days away from the biggest event in the history of the Christian Kingdom - the birth of Jesus! Christians all over the world celebrate this day that brings joy, peace and the hope of prosperity for Christian employees. Many of our Thorburn Security officers will work on this Christmas day - almost all of our staff will work between now and New Year which is our most difficult time. We call this the *Thorburn Responsible Period* where others call it the *Silly Period*. Let us be extra observant, extra strict on procedures and let honesty prevail making it a real Thorburn Responsible Period.

*I wish all our staff and their loved ones a blessed and peaceful Festive Season.*

## NEWS AND STORIES

### We launch "Thorburn Technology Solutions (North)"

On 1 November 2013 we welcomed Bradley Bell and David Simpson into the Thorburn group of companies. Managing Directors respectively for Thorburn Technology Solutions (North) and Thorburn Time and Access Management, they will focus on electronic security and time and attendance management systems. Based in Gauteng, both are specialists in electronic security, time & access management, data connectivity and information technology.



#### Electronic Security

CCTV/ alarms/ access control/ fire systems/ control room

#### Connectivity

Fibre/ ADSL/ diginet/ satellite comms/ IT networks

#### Time & Access Management

Web based/ remote site/ and mobile solutions

#### Remote Monitoring

Remote surveillance monitoring/ alarm or event monitoring/ proactive security monitoring



### We don't just develop our people, we empower them on all levels.

Thorburn promoted **246** Security Officers in our region this year! That amounts to 18% of our workforce. You will understand why we cannot mention each one by name, but "Well done!" to everyone involved, on their well-deserved promotion.

A few promotions which we would like to tell you about are:



- ✓ **Ellence Monyela**, promoted to HR Manager
- ✓ **Petros Maheso**, promoted to Security Manager at Midas Group
- ✓ **David Krouwkamp**, promoted to Security Manager at Sanlam Hyde Park
- ✓ **Danie Oosthuizen**, promoted to Security Manager at Mercedes-Benz
- ✓ **Edward Moloinyane**, promoted to Contract Manager at David Brown Gear
- ✓ **Frans Masetla**, promoted to Assistant Manager at Tshikondeni Mine
- ✓ **Benford Thobojane**, promoted to Security manager in Secunda
- ✓ **Mark Swarts**, promoted to Security Manager
- ✓ **Adam Molefe**, Promoted to Security Manager at Sasol Secunda
- ✓ **Abednigo Ngomane**, promoted to Receptionist at Phalaborwa Mining Company
- ✓ **Lukhele Ntobikayise**, promoted to CCTV Supervisor at Nkomati Mine

In 2014 we are going to focus strongly on identifying potential in our employees and developing that potential in order to provide more opportunities for growth within the company.

*"Whatever the mind of man can conceive and believe, it can achieve" - Napoleon Hill*

### Annual Security Industry Association (SIA) Awards

Three Thorburn Security Officers received special "hero" awards for their contribution to service excellence in the private security industry at the annual Bravery Awards function hosted by the Security Industry Alliance (SIA) in November. Only 45 well-deserving security officers from various companies were selected out of 360 nominees, to receive these industry awards. Thorburn was proud to have both category Gold and Bronze recipients in the guarding category, and we salute the fine work our dedicated personnel deliver. Our customers who nominated these Officers were Evraz Highveld Steel and Palaborwa Copper respectively.

**Chandre Klaase (Palaborwa Copper) flanked by Officers Masuku & Shayi**



**Security Officer Rankoane as a Gold Class recipient with Mr Douw de Leeuw from Evraz Highveld Steel & Vanadium**



### Did you know . . . . ?

The name "*Thorburn*" is derived from a Swedish family name, meaning BRAVE





## Thorburn protects the Rugby World Cup Trophy

Thorburn was honoured to provide the official protection of the rugby world cup trophy at the end of October this year, as it was taken for display to various points in Gauteng before being flown to England in the care of DHL (the official logistical sponsor). We were tasked with keeping the trophy safe from its arrival at the airport, the journey to Ellis Park Stadium and to various other venues, up until its departure from OR Thambo.

Joost van der Westhuizen was present at the display ceremony at Ellis Park, along with Grant Fox from New Zealand who has escorted the trophy to the winning countries. It started out in New Zealand after which it went to Australia and then South Africa. Footage of this momentous occasion was aired on Supersport's "Boots and All".

**Joost vd Westhuizen holding the trophy & on the bottom step (far right) is Grant Fox from New Zealand. Regional Manager Reinardt Rall and Operations Manager Menno Mare hold the trophy at the bottom:**



## Renewed focus on Health & Safety

2013 has been a focus year for Health & Safety awareness, and we introduced numerous initiatives to drive this very important issue forward.

- ✓ Thorburn became a member of the SA Institute of Occupational Health and Safety
- ✓ The controversial but dangerous Fatigue concept is addressed with a Fatigue Management Policy
- ✓ The MD conducts an annual Safety Review highlighting safety risks and practices
- ✓ Vehicle speed limits been brought down to 100 km/h. Speed and driving techniques are monitored electronically and an improved vehicle tracking system introduced
- ✓ Safety boots are top of the range

## Protecting our biggest asset (our employees)

This year again we placed a strong focus on caring for our employees. We launched an internal project which we called the **Thorburn Ice Breaker** – a winter warmer initiative by which we sought to improve the conditions of our employees during a brutal winter. We issued all staff with thermal underwear, warm gloves and topped it up with thermal mugs to keep hot drinks warm. Thorburn provided these practical items free of charge to employees, demonstrating how important the wellbeing of our staff is to us.



Earlier this year, in another safety drive, we provided all our valued employees with a safety bag in which to carry their personal protective equipment to and from work.



## 2013 AIDS Day



The annual **World Aids Day 2013** kicked off this year with awareness posters being put up at all our sites, to emphasize this very important issue. We continue to lose our people to AIDS and cannot stress enough the urgency with which we ask you all to be aware of the dangers and the means by which AIDS can be transmitted. So many children are left orphaned by AIDS, and so many of them living with this disease passed on to them by their parents!

**AIDS Day water bottles were given to all staff to mark this noteworthy day and to serve as a constant awareness reminder.**



At Lulekani home based care centre Thorburn supplied food staples in the form of maize. We used the opportunity to mark Aids Day by providing water bottles to 100 children.



At one of the weekly feeding points of the Good Shepard Parish in the east of Pretoria, we provided food supplies for the feeding scheme in addition to the water bottles and treats for the children.



## OTHER NOTEWORTHY NEWS

### Madiba Day 2013

**We believe that South Africans should focus more on Madiba's purpose and significance in our day-to-day conduct, rather than material efforts only once a year on Madiba Day.**

Whilst our organisation is of the belief that everyday should be Madiba Day, a few random and planned monthly social support events in mining areas where we conduct business, were rearranged to fit in with the Madiba Day festivities.

Thorburn joined the world in celebrating **Madiba's 95th birthday** along with scores of other companies who are benefactors to local communities, on this special day 18 July 2013. Our "making a difference" campaign started early morning when all Thorburn operational areas received a text message reminding them of this



special day and recognition to Madiba for his contribution to a better South Africa.

Regional Manager, Reinardt Rall and a team from the Northern Regional Office added warmth to 100 under privileged children at Highlands Park in Eersterus (Pretoria). Whilst the Anglican Church Good Sheppard Parish in Eersterus offered these children a hot meal, the Thorburn team handed out beanie hats and gloves for the winter.

At Vaalkop we made a tangible difference to many under-privileged children by providing them with warm blankets, beanies and gloves to see them through the winter.



### Campaign on No Violence Against Women and Children



The 16 Days of Activism for **No Violence Against Women and Children** is an international campaign which takes place every year from 25 November (International Day for the Elimination of Violence Against Women) to 10 December (International Human Rights Day). This includes Children's Day and World AIDS Day. The campaign is to make people aware of the negative impact of violence on women and children and to act against abuse. We at Thorburn are firmly committed to this effort and encourage our employees to adopt a non-negotiable stance against this kind of violence every day of the year, not only during this period.

South Africa is still home to high levels of violence against its women and children, despite our strong Constitution and a legislation that safeguards women's and children's rights.



#### What can YOU do?

- ✓ Speak out against woman & child abuse
- ✓ Encourage silent female victims to challenge abuse, and ensure that they get help
- ✓ Report child abuse to the police immediately. Encourage children to report bullying behaviour to school authorities
- ✓ Men are critical partners in the fight against the abuse of women and children
- ✓ Families must stick together to create a safe environment for women and children
- ✓ Parents and adults can make sure that children are not exposed to sexual and violent material such as pornography
- ✓ Volunteer some of your time and energy in support of a community group working in your area to help abused women and children
- ✓ Seek help if you are emotionally, physically or sexually abusive to your partner and/or children
- ✓ Report illegal guns to the police - women are three times more likely to die violently if there is a gun in the home
- ✓ Be aware of the Thorburn policy against sexual harassment

**Call the Stop Gender Based Violence helpline on 0800 150 150**

## MARKETING & EVENTS

### New Website

*Have you seen our website's new look?*



www.thorburn.co.za

### Annual Business Relay

The annual National Business Relay was held in Pretoria and Thorburn once again entered two teams in this event – a management team and a Security Officer team, each participant ran 7 km for a total team distance of 42km. This was the third official event this year where our employees have participated in a road race. *Below is Security Manager Obed Nonyane on completion of the race*



### Trail run 1<sup>st</sup> for Thorburn in North West

The Lebone II College (Royal Bafokeng) hosted the **Lebone Mathaithai 5km Trail Run** in August 2013 at the college in Phokeng near Rustenburg. A Thorburn team proudly participated in this event, as our 1<sup>st</sup> trail run event arranged by one of our clients. The run route was a scenic one along the mountain fences of the college and through the campus. Employee Sipho Mdonyelwa placed 3rd overall in the 5km trail run and a proud 1<sup>st</sup> in the Thorburn team.



Sipho also came 3<sup>rd</sup> in the Silver Crossing **Race for Faith** event in Pretoria in June this year.

### Soccer Tournaments

Heritage Day once again saw Thorburn soccer players participating in the **Kasie 7's** tournament in Atteridgeville near Pretoria. For the past 5 years Thorburn has entered teams in the competition, and this year two teams from Pretoria and Johannesburg participated in the event.

#### **Thorburn management and participants at the Kasie 7's Tournament**



Earlier this year on Workers Day, Thorburn teams participated in the Jabu Jabu tournament in Mamelodi near Pretoria.



In Steelpoort a team of Thorburn security officers from the Eastern Chrome Mines participated in an “informal inter security company” competition where companies regularly challenge each other. Team Thorburn were recently equipped with new soccer kit.



### Rugby

The Buffels Rugby Club, representing the geographical areas of Eerstegeluk, Tubatse, Steelpoort, Burgersfort, Maandagshoek and adjacent areas in the Limpopo Province, received a moral boost in February 2013 when Steelpoort based **Thorburn Security Solutions** presented them with new rugby kits for the season. We also gifted them with flags and pole protectors.

#### MD Dolf Scheepers with the players



#### Thorburn has branding at Newlands!



### Golf

Thorburn's hosting of the 2013 Community Golf Day at the Tubatse Chrome was also an opportunity for the caddies to show their skills - by playing. We equipped the four club caddies with clothing. Our idea of a caddie academy is fast becoming a reality. Teams from local schools, mines and a community team also participated.

We also sponsored the Super Shongwe Memorial charity golf day at the Pretoria Club.



### Letter of thanks from Sasol

“Dear Team

I want to thank you for all your support at the One Young World Dinner. Hosting over 100 foreigners is a daunting task and when one thinks that these are young people, who we were taking out of Johannesburg, I was incredibly nervous.

I am so grateful for the way the security team embraced this event – getting on the busses, escorting people out of Maropeng, and working late into the night, made me so much more calmer. Our wheelchair bound guests were so grateful for the extra help and I understand that you were responsible for herding a “few lost sheep.” All your efforts made for a safe incident free but memorable event. Please pass on my thanks to all involved in the event.

I feel very proud of our team and the special people who go the extra mile. Thank you.

**Pam Mudhray**



### A R20 scratch card gives big rewards

Thorburn scratch cards, which are issued to our employees for good performance can yield a lucky Officer a nifty prize in the quarterly draw. All personnel who have received scratch cards are entered into the draw. The 2013 winners were:

- **N.M Kgoete** at Phalaborwa Mining Company (PMC);
- **Ben Molokotsi**



### Wellness Awareness Program

The Thorburn Wellness Awareness program is a company initiative to promote healthy living and lifestyles amongst employees. The program aims to inform and educate our employees about illnesses like HIV/AIDS, chronic illness such as High Blood Pressure, Tuberculosis and Diabetes and provides a platform for those who may need assistance or support regarding any related topics. The program is in place for your benefit and gives you access to **Tisetso Mtomboti**, a qualified HIV counsellor, who facilitates one-on-one sessions or group sessions where you can discuss and asks questions regarding these health issues.



### Test your honesty

Can you answer “YES” to all of the below?

- ✓ *I have never participated in criminal actions*
- ✓ *I don't know of people participating in crime that are not reported*
- ✓ *I never receive bribes for covering up dishonest practices*
- ✓ *I never received money for participation in criminal activities*
- ✓ *I don't allow people to participate in dishonest or unsafe actions*



Remember, Thorburn has a toll-free **crime reporting hotline** whereby you can **ANONOMOUSLY** report criminal or suspicious activities!



**0800 – 004 - 408**

**Don't just blow the vuvuzela,  
Blow the whistle on  
Crime!**



### Employment Equity Committee (EEC)

The EEC had its final meeting for the year 2013 at the end of December. The purpose of the EEC is to ensure that fair processes are strictly adhered to in terms of recruitment, selection, advertising of vacancies, the company's recruitment policy and open opportunities when it comes to employment equity.

#### The Employment Equity Committee members present at the meeting





## Letter from an Officer to his fellow Officers

(The following are extracts of a letter received from one of our valued Security Officers, and we want to share this with you)

### PRESERVING OUR PRECIOUS SHIP "THORBURN"

Having a good captain (our MD, Mr Scheepers), our technical team (all managers) and our ships crew (all Security Officers) I am very optimistic that our ship will reach many destinations. The technical team together with crew should be supportive of our captain in order for the Thorburn ship to be operational at all times.

As Directors, Managers, Supervisors and Security Officers we are all responsible for this ship and we have the responsibility to ensure that our ship is well-maintained and functional at all times. Yes we can do that! As we all know, there are many challenges we face but together we can overcome any obstacles. During my previous journey with other ships (other security companies) I have observed certain problems that lead other big ships to **sink or lose direction**:

- For the good image and good standing of the ship we must ensure we hire **hard working, active, humble, respecting, smart, efficient, dynamic and good communicator officers**. We must not forget that all employees are **ambassadors** of the ship
- Managers and Supervisors are the backbone of the ship and must **lead, discipline, encourage, manage, coach and be examples**. Officers led in this fashion will be great Managers or Supervisors of tomorrow
- Bad attitude by crew members affects the running of the ship - **"Ones attitude determines ones altitude"**
- Ships need **working** crew members, not visitors who do not contribute. When you do not deliver what is required, **you limit the journey of the ship!**
- It is imperative to follow every instruction given by superiors in order to reach new destinations, as the more **gross negligence the ship suffers**, the more limits for **job opportunities there are for the crew**. Remember that **nothing great is ever achieved with bad attitude**
- Crew members who **approached the ship for the job** did so as a means to earn a living, **to support their family**, and therefore should treat it as a **precious gift**. (Do not be **a perpetrator of more jobs losses** as it is the big challenge we are facing in our country)

I think it's time we start working hard **focusing on our future**. Life doesn't reward you based on how many hours you work, it only rewards you based on value of the work you do. Only after building and achieving something for yourself can you expect recognition. Also bear in mind that there are many **successful academics** and **business people** out there who were security officers once, the difference is they were **determined** and **approached life with a positive attitude**. **YOU CAN TOO!**

## Long Service Awards



Maropa Aaron Mpuru  
Frederick Mashabela  
Johannes Tlou  
Thobela Mnyaka  
Shadrack Khoza  
Malose Phillimon Makgae  
Robinson Ramukhadi



Rooi Hlatywayo; Makhetha Kgwele; Lucas Mosaka; David Marabe Tshela; Legadime Viera Nkobo; Lorraine Ndlovo; Lesego Solomon Moepi; Reube Fanyana Shiburi; Flossy Mohlala; Ntombodidi Freda Ntilantila; Matome Sesera; Alarm Baloyi; Jakob Khanye; John Mokoena; Mokola Philemon Marebane; Seun Thladla; Phushwana Candy Manaka; Pebetsi Choma; Mogale Simon Mashilo; Gabriel Sfiso Mncwabe; Eunice Mahlangu; Phakiwea Jane Makunyane; Solly MafemaniNkambule; Johannes Fanyana Lubisi; Phashe Gavin Ditsepu; Siphiwe Moses Nkosi; Dina Ngazine Nkosi; Paulos Mkhonza; Lufuno Muvhali; Lindokuhle Thinti; Themba Ephraim Makhubele; Rasadi Choma; Lethabo Maditisale Talane; Zanele Mbimbi; Lengane Phineas Ratseke; Faza Ndlovu; Simon Alex Motsewa; Pfarelo Gumula; Sikhumbuzo Nkwanyana; Gladys Khumalo; Siyabonga Zwane; Sarah Makatane Makgata; Windy Marebane; Dudu Luther Risiba; Lindokuhle Bukathule Mhlongo; David Motshegisi; Busisiwe Sikhosana; James Sekono; Sboniseni Stanley Simelane; Collen Manzini; Vukile Peter Mabena; Kyd Tshuma Rampau; Selaelo thomas Mokgawa; Daniel Olyn; Joseph Thato; Petrus Paul Methula; Bheki Lucas Tshezi; Ntombifuthi Khumalo; Keitumetse Joyce Setlhodi; Maloke Thabo Maila;

Andreas Mothibedi Moalosi; Desmond Moses Sehlabela; Ribone Enoch Phosa; Goodman Mkhapheni Nxumalo; Sifiso Khumalo; Rantsholo Malefane; Neziwe Felcia Liganisa; Elliot Tukisi Maribane; Good Kumalo; Terrence Mathabela; Charles Lekalakala; James Naka; Morena Daniel Silendo; Moabi Abel Mashiane; Fhulufhelo Netshituni; Thabo Rasipai; Thomas Baloyi; Sipho Madonsela; John Horn; Simon Ngobedi; Mark Swarts; Thobile Sikhosana; Cathlee-Ann Hickson

## Gauteng Awards



## Northern Provinces Awards (Vanchem)



## Palaborwa Mining Company (PMC) Award Function





## Nkomati Mine Award Function



## Tshikondeni Award Function



*"Education is the most powerful weapon which you can use to change the world."*

*- Nelson Mandela*



## DID YOU KNOW?

### Interesting facts about Thorburn:

- In 2002 the North was handled from Cape Town
- In October 2005 the Northern Region was established
- We started off with 78 employees then
- We have more than 1350 security officers today!
- We have 43 Managers employed
- Our fleet consists of 75 vehicles
- We use more than 1000 litres of fuel per day

### Our Owners

### Tshireletso trust:

### Thabang Maropa & Leba mashao



**SABS**  
ISO 9001

Each year Thorburn is audited by the SABS in order for us to retain our ISO certification. Our quality audit will take place in February 2014 and as per standard practice, the Auditors will select certain sites which they will visit to ensure that we are following quality procedures not only in our business operation but also at our sites. We urge you to be ever-mindful of your duties in terms of following procedures and documenting them accurately and consistently. Thorburn Southern Region was audited earlier this year and have been recertified with SABS.

We would like to hear from you about ideas for our next newsletter. We would also like to hear from our brand new employees what their thoughts on Thorburn are, as we are proud of our company. Sorry that we were unable to publish every photo and name each person by name in some instances, but there is limited space available. You can send your suggestions to: [ddupreez@thorburn.co.za](mailto:ddupreez@thorburn.co.za)

*Wishing all our employees*

*A happy, peaceful*

*And safe*

*Festive season!*



