



Message from the Managing Director:



Thorburn Security Solutions (Northern Region) would sincerely like to thank all our customers, partners and suppliers for their loyalty and support in 2013, in what has been an interesting year on many levels.

Our Region has grown from strength to strength, which has enabled us in turn to create more jobs in an otherwise challenging economic climate. Not only have we been fortunate enough to add a few new blue chip customers to our stable, but we have also added new products and services to our service offering. Our region now offers electronic security systems and cleaning services, performed to the same standard of excellence that you have come to expect as the Thorburn norm.

I believe that we have truly evolved in all aspects of the business in recent years and are renowned for high standards, continuous improvement, product development and our care of communities. We are proud to have retained our Level 2 BBBEE rating and our SABS / ISO accreditation.

"We believe that with our staff's refined skills and our levels of quality in product and service delivery, we will remain one of the market leaders in the security industry."

A fresh approach to service delivery is one of Thorburn's values; how we choose to go about our business and also how the market has come to know Thorburn. Through refining our processes, procedures and people continuously, we strive to ensure the maintenance of standards, employee care and the satisfaction of our customers and ensure a safer environment for all. We are always grateful to hear from our customers about our levels of service, good or bad, as this enables us to drive our "continuous improvement" strategy. Let me know how you feel about our service.



As we enter the last phase of 2013, I urge you to be safe and cautious over this period and look forward to a successful 2014.

With best wishes for the festive season,

Dolf Scheepers

MARKET UPDATE

There are in excess of **9,360** security companies in South Africa. Of the 2 million security officers, less than a quarter of them are active. Some interesting statistics from PSIRA for 2012:

- 80,315 individual registration applications received, of which 71,397 were successfully registered. The balance were rejected
- 1,601 new security business registrations were received, of which 464 were rejected due to non-compliance
- Gauteng has the highest number of active registered security businesses (3,405)

With effect 1 Jan 2014, SASA (Security Association of SA) and SSEO (Security Services Employers Organisation) will be merging into one regulatory body.

The downturn in our economy has necessitated the creative combinations of technology and manned security. At Thorburn we have long since realised that there is no sustainability in stand-alone or bolt-on services. To this end have invested in capacity-building acquisitions which are more technology orientated, in an endeavour to broaden our service offering to customers.

NEWS AND STORIES

Thorburn acquires a majority share in Simbell technologies, and launches "Thorburn Technology Northern Region".

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 Attendance, 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.

Thorburn Technology service offering:

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



Innovation

Earlier this year Thorburn Northern Region launched its new **rapid-deployment remote, independent mobile monitoring centre or command unit** which has since been used successfully in many applications.

The custom-built unit consists of a two-screen monitoring facility, toilet facilities for the operator, four fixed cameras on the trailer, a dome camera fitted to a **telescopic mast** and two wireless remote cameras (100m range).

The unit is equipped with solar panels, battery packs and a generator.



Another innovation born of necessity, is our mobile alarm unit which can be utilized as a temporary alarm solution, until a system can be fitted. This little gem provides almost **360° movement detection cover** with a siren or sound bomb application, has power input but can also operate on battery power. It has been invaluable, following



a burglary, when the point of entry is vulnerable before repairs can be completed.

In another development an outdoor wireless system, **Videofied**, has been successfully introduced at some of our contracts.



The system provides opportunities to remotely (and on full battery power) provide motion detection supported by 10 seconds of video clip. High risk areas covered by this system allow motion detection sensors to be as far away as 300m from the control unit.

Motion detection signals and video footage (up to 10m from the device) is sent to the Thorburn Remote Monitoring Centre from where relevant notification and action procedures are initiated. In areas where reaction by personnel would take too long due to distance and terrain, sirens can be remotely activated from our Remote Monitoring Centre and we are currently honing the release of pepper gas by remote.

Annual Security Industry Association (SIA) Awards

Three Thorburn Security Officers received special "hero" awards for their contributions 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 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



NEW CONTRACTS

To our new clients – welcome to the Thorburn family! We are proud to have you as part of the Thorburn family:

- ✓ Sasol Syferfontein
- ✓ Sasol Shandoni
- ✓ Mercedes-Benz
- ✓ Candlewood Estate
- ✓ The Atrium
- ✓ Aveng
- ✓ Mpact

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. Managing Director of DHL, Hennie Heymans is on the top step far right



Introducing our new Cleaning Company in the Northern Region

Thorburn Cleaning is the specialised division of Thorburn Holdings (PTY) Ltd, focusing on the corporate, commercial, educational and retail cleaning sectors. With the launch of Thorburn Cleaning in the Northern Region this year, this division now operates on a national basis and has successful business relationships with a large number of prominent clients, including (but not limited to):

- Shopping malls & markets
- Schools
- Corporate offices
- Food processing plants
- Facilities management (Body corporates)
- Mining environments

Cleaning management have the ability and experience to operate on large sites and the skills and expertise to ensure that buildings are properly cleaned and maintained. We are hopeful that this extended service offering will be of interest to our existing customers.

Renewed focus on Health & Safety

2013 has been a focus year for Health & Safety awareness, and to this end 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

OTHER NOTEWORTHY NEWS

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



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.

Recently Thorburn joined the world in celebrating **Madiba’s 95th birthday** and hundreds of other companies benefiting 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 Thorburn 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.



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

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

Thorburn was also present at Lulekani home-based Care Centre & at the Good Shepherd church to provide food supplies, treats and water bottles to under-privileged children.



MARKETING & EVENTS

New Website

Have you seen our website's new jacket?



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 1st 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 1st 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 1st in the Thorburn team. Sipho also came 3rd in the Silver Crossing **Race for Faith** event in Pretoria in June earlier this year.

A well-organized event enjoyed by the Thorburn team and all participants



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

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.



HOME SAFETY TIPS FOR THE HOLIDAYS

- ✓ Inform your neighbours of your holiday plans so they can keep an eye on your property
- ✓ Double check that all windows, doors & gates are secured before leaving home
- ✓ Have good exterior lighting, preferably on a timer. Remember that outside lights which remain on during the day, are signs that no one is home
- ✓ Check that your alarm system is working before you go away
- ✓ Fit suitable locks & bolts to all sliding doors in order to prevent criminals from lifting the glass off its tracks
- ✓ Don't leave keys on the inside of doors, under doormats or flowerpots
- ✓ Ensure that no tools are left in the garden that could assist intruders to break into your home
- ✓ If you are staying put for the holidays, a watchdog is an early warning system. If your dogs are barking, you hear strange noises or the alarm goes off, switch on the outside lights

