

The Thorburner

Dec 2017
Festive edition



Message from the Chief Operating Officer



We have reached the end of another year – action packed with many challenges and difficult trading conditions influenced by the impact of government activities on the economy, and a general lack of confidence in the country. However, at Thorburn we kept focusing on our business standards, our staff, and business retention through our service levels.

This year saw the last of our three-year industry wage increase cycle with major changes to Grade D wages becoming equal to Grade C wages, and a reduction in the wage areas from 3 to 2. A challenge in 2018 will be the implementation of the **Minimum Wage Act** which could see minimum wages in the industry rising, resulting in an impact on the private security industry and the consumers of security.

2017, as our second year as a **Tsebo Solutions Group** subsidiary, was exciting and integration into the Tsebo Solutions Group is taking shape. Exciting opportunities entering the markets of sister divisions in cleaning, catering and facilities management prevail. Whilst our focus is on national expansion, African expansion is on the cards in the not too distant future.

I am very grateful for the contribution made by our security teams in 2017 – it is never easy, and the criminal onslaught has become more militant, executed by armed gangs endangering the lives of our personnel. Operational successes prevailed and improved in the past year. Many an efficiency has been exploited and the streamlining of our time and attendance with biometric systems allowed us to capture more accurate attendance data, with live status reporting. In the latter part of 2017, a strategic decision was taken to aggressively drive the provision of **intelligence driven integrated security solutions** – a concept which you will hear about and see early in 2018. The year also saw many a Security Officer being developed to higher levels and enrolled in internal Management Development Programs (bridging course) under the auspices of the Tsebo Skills Academy, with the intent of a national rollout in 2018. The Thorburn participation in the external *GIBBS* Management Development Program has tripled compared to 2016.

A major improvement in our service offering is our philosophy of “**One Company, One Brand and One Solution**” which means that we create opportunities for our clients to have one point of contact for our solutions offering. It is more especially technical solutions which has integrated into our security solution operations, that underpins the one solution concept. As part of a Tsebo Solutions offering, security will integrate into the broader FM concept, with the one point of contact developing in that sphere as well. A **truly integrated solution** harmonising all solutions into one.

Our focal points for the year ahead include:

- **Safety focus elevated to the next level, namely to Participation-Based Safety and the aim of achieving ISO 45 001 standard later in 2018**
- **Roll out of the Intelligence Driven Integrated Security Solutions concept**
- **Business retention strategies**
- **Improvement of efficiencies**
- **Innovative technology applications**
- **Online (App based) training programs for security officers**

We wish you all a **safe** and **joyous** festive season, and a prosperous 2018!

Dolf Scheepers

We retain our Level 1 B-BBEE status

Thorburn has retained Level 1 B-BBEE contributor status (on the **NEW** codes) for 2018. We boast with a 51% Black ownership (44% Black female-owned), with a 135% Procurement recognition. By using Thorburn's services, our clientele stands to benefit by improving their own scorecard.

Stay SAFE these holidays

A few tips on how to safeguard your property during the December break:

- ◆ If you are staying put for the holidays, pay attention to barking dogs
- ◆ Inform your neighbours if you are going away
- ◆ Double-check that all doors, windows and gates are secured
- ◆ Check / test your alarm system
- ◆ Fit suitable locks to sliding doors
- ◆ Don't leave keys on the inside of doors or under doormats
- ◆ Don't leave tools in the garden
- ◆ Have good exterior lighting, preferably on a timer
- ◆ Be extra careful with your wallet & cellphone when shopping



Ethics at the heart of our business

We are a fully transparent partner to our clients and promote the highest standards of ethical behaviour.

RIGOROUS GOVERNANCE AND ETHICAL COMPLIANCE DELIVERS ASSURANCE

WE PUT A SPOTLIGHT ON
ETHICAL MISCONDUCT
AND CORPORATE RISKS

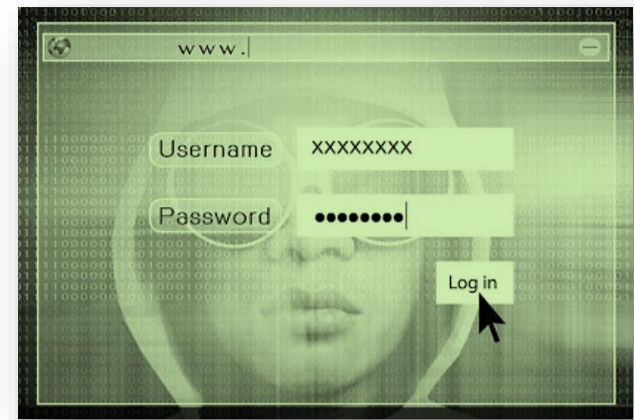


Your most valued asset for thieves - your ID

With all the data breaches, you should expect to be the target of identity theft - and you should be taking protective action. Identity theft is the crime of getting the personal or financial information of someone so that the criminal can be approved for credit or make purchases in that person's name. **ALL** South Africans are at risk, don't be a victim of fraud! While we have tools to protect ourselves in the physical world, in the digital world we aren't as aware of the dangers to which we're exposed.

GOLDEN RULES FOR GUARDING YOUR IDENTITY:

1. Don't leave your ID lying around or give it to someone
2. Don't respond to requests to update your personal info over the phone
3. You have NOT won the prize, ever!
4. Don't be rushed into parting with personal information
5. Don't click on links you haven't initiated. Your bank will never send you an e-mail or an SMS asking you to click on a link to access your online banking platform!



Private Security in South Africa today

It is widely known that SA is one of the most unsafe and dangerous countries, which has given rise to one of the biggest private security force in the world. The latest numbers from PSIRA show that SA currently has **500,000 active Security Officers**, with over 1.5 million registered Officers. This is far higher than the SAP and the military, combined.

The number of security providers in SA has increased from **8,830** in 2016 to **8,995** in 2017 – an addition of 165 new service providers.



Metrorail fined heftily for Security Contraventions

The commuter rail service company has fallen foul of the private security industry regulatory authority (PSIRA), which regulates the private security industry and ensures that security service providers act in the public and national interest, in the interest of the private security industry itself.

It is alleged 80% of Metrorail security staff are not PSIRA registered. According to the Security Industry Regulation Act, no person or security company may render a security service for remuneration, reward, a fee or benefit, unless such a person or company is registered as a security service provider in terms of the Act. All companies or individuals who work in the private security sector must be registered with PSIRA. Many users of security are not aware of this or the implication which could lead to prosecution and/or fines,



Estates cannot issue traffic fines or curfews

Private estates may not enforce road traffic law. This was the finding of the KZN High Court, bringing to an end the long-held view of private residential estates that they may set speed limits and erect road signs without abiding by the restrictions of the National Road Traffic Act. It also ensures that enforcement can only be carried out by a traffic officer who is authorised by law to do so. The roads within the majority of gated communities fall directly within the definition of a 'public road' and only duly authorised persons and/or bodies may erect road traffic signs. Where a private estate wishes to erect its own road traffic signs, authorisation may only be granted by the Minister of Transport, the MEC, or a person who is delegated such powers by the Minister or the MEC.



Nobody gets hurt today!

Safety remains a challenge in the Security Industry

Our industry deploys 40,000 vehicles (driving 120mil km's); consumes 24mil liters of fuel; uses 40,000 boxes of paper; 30,000 pens; pays R140mil in wages and contributes more than R5,6mil (all monthly) to the Workmen's Compensation Fund. Add to this 500,000 potential safety risks. Conversely that means 500,000 people that could potentially save businesses from 500,000 potential safety incidents by hazard identification each month.

MOST COMMON RISKS THE INDUSTRY FACES:

- Vehicle accidents
- Attacks on security personnel
- Slip/slide injuries during patrols
- Finger pinching in doors/gates
- Being driven over (vehicle access points)
- Falling gates in motion
- Trips/falls



Be **safe**
Always wear your **PPE** **Prevent** unsafe practices
Report non-compliances
Observe at all times

New generation leaders put safety first, encourage safe practices, enforce the reduction of risk and come down sternly on unsafe practices. Leaders who care for their people make sure they are safe at all times.

ENCOURAGING SAFETY IS A MORAL SKILL.

New JV Partnership

We entered into a new **Joint Venture** with **Fitama Protection Services** for the **Toyota SA** contract in KZN. Established in 2015 as a 100% Black owned SME, they provide services at the Toyota Exhaust and Stamping Divisions at Prospecton Plant.



Awards at V&A Waterfront

Thorburn personnel attended the **Rewards and Recognition** ceremony at the Waterfront, where they were personally thanked by the V&A Waterfront Operations and Security Manager for consistently excelling at their duties and portrayal of a high standard of quality.



Individual awards and commendations for the V&A are a regular occurrence, as the Thorburn team deliver service excellence:



Arrested a bag snatcher

M. Brown, Control Room Commander – service excellence

Best Protection under the sun!



Langebaan Estate Start-up

Thorburn was awarded the security contract at this prestigious & environmentally conscious estate. Our security personnel looked resplendent in their uniforms as they reported for their first official shift.



Officer Appreciation Week

Thorburn launched Phase I of the International Security Officers Recognition Week, in appreciation of Security Officers' dedication and daily risking of their lives.



New patrol vehicles for estates

We deployed new dedicated patrol vehicles at De Zalze and Atlantic Beach.



Developmental Cross-Training

Tsebo Skills Academy & Thorburn commenced with a unique joint training initiative, involving delegates from Tsebo catering, cleaning and security.



We don't just train our people . . . We develop them at all levels

The MDP programs 1, 2 & 3 were specifically designed to develop employees to progress through the different levels of management.

Safety poster competition winner

As a service provider to Kumba Iron Ore (Sishen), Thorburn participated in their Global Safety Day poster competition, and came out a winner!



Laptop for top student at Tirelong School

Thorburn donated a laptop & all the software & accessories to the top performing matriculant at the Tirelong School, which is part of our monthly CSI food program. Isaac Mboweni, whose plan is to study scientific accounting, accepted the laptop with his proud mother in attendance.



Warming up needy communities

The annual Thorburn **WINTER WARMER PROJECT** commenced in June with the donation of blankets to the **Kgakanyane Youth** and **Orphans & Vulnerable Children Care Centre** near Steelpoort. By the end of June, we had distributed 500 blankets to the needy in the Phalaborwa, Sasolburg, Rustenburg and Kathu area.



New home for the Eastern Region



Find us at:
Block B,
1 Montgomery Drive
Mt Edgecombe Country
Estate 2, Mt Edgecombe

KZN Arrest success

Thorburn dog handlers, UIP security team & the CPF went on a manhunt in Durban North for 3 suspects who were wanted for various housebreakings. The morning of their arrest, they had dismantled a boat motor and were spotted carrying it, by a Thorburn Security Officer. A combined operation together with the SAP saw all 3 suspects arrested.



Event protection for charity event

Thorburn secured the annual **PLAYING FOR PINK** ladies' polo charity event at the Inanda Polo Club for the 2nd consecutive year. The Thorburn event team love the opportunity of donning their pink shoulder flashes and scarves in honour of the fight against breast cancer.



Mathaitshai Fundraiser Race

Thorburn Officers participated in the **Mathaitshai** annual fundraiser race at Lebone College near Rustenburg. Thorburn sponsored their race entry and t-shirts, as we encourage our staff to take part in sports events as part of the Thorburn Wellness Program.



Thorburn personnel good-heartedly donated blood during a recent blood drive by the SANBS at the Toyota Gauteng contract. This wellness initiative is undertaken by Toyota every 5 months

