



The Thorburn Newsletter

July 2018



Message from the COO

The first half of 2018 has been a whirlwind of activity and hard work, bringing with it, a fair share of challenges and opportunities. We are grateful for each time our strengths are tested and brought to the fore, and for valuable lessons learned along the way. As we forge ahead with the full support of the Tsebo Group, our focus is fixed firmly on customer retention and business growth through the maintenance of standards, the introduction of new and innovative products/services, organic growth and strategic acquisitions.

In line with this strategy, we introduced the market to our **Crime Intelligence** product, which will become the cornerstone of effective, proactive security. In addition, we launched the inclusion of **Drone Technology** into our basket of capabilities, which demonstrates our investment of technology of the future. We are fully on-board with the provision of the security of tomorrow, **today**, as our focus is firmly in line with business trends, digitisation and analytics. There are a few exciting developments on the horizon – we believe in staying firmly in touch with the space in which we conduct our business and we are in the process of launching a Security App for managers, a client App and eventually an employee App. Our vision for the near future, is that our staff will be able apply for leave from their cell phones, or at least confirm leave application with, for example, a OTP on the phone. They will also be able to receive their pay slip via cell phone. Intelligence is a future focus area for us, and a predictive dashboard tailored for our clients is currently being developed. With spring around the corner our energy levels are rising as we prepare for the latter half of 2018.

Dolf Scheepers

Mid-year Highlights

We successfully rolled out the PRP Biometric Time & Attendance system countrywide, providing us with a head-start on improving Efficiencies.



The new standard in crime reporting



Thorburn becomes the first, and only security service provider in SA to offer the Topicworx Crime Intelligence reporting service, enabling our clients to be on the up-and-up with daily consolidated crime risk intelligence reports.

The Group emerged as winners at the SABPP Employment Equity, Diversity & Transformation Awards, scooping Achievement awards for 2 categories.



Tsebo Group wins the Transformation Award at the 2018 Annual Toyota SA Supplier Awards. We provide both catering & security to Toyota, and this is the 2nd consecutive year that we have been recipients of supplier awards.



Junior and middle management participants in the GIBS management development programs graduate. We enroll our future leaders at the University of Pretoria's GIBS campus to develop leadership capability, harness talent and create opportunities for career development. In recent years this initiative, in addition to the MDP training, has brightened the future of over 40 talented Thorburn employees.



Key Appointments/Promotions

- ◆ **Christo Pretorius** to Managing Director (Northern)
- ◆ **Jan-Louis Grobbelaar** as Director for Electronic Solutions
- ◆ **Reggie Griggs** as National Sales / Key Account Director
- ◆ **Reuben Muller** as National Projects Manager (Electronic Solutions)
- ◆ **Mandla Tatana** as National HR Director
- ◆ **Jonathan Boucher** as MD for the Southern Region
- ◆ **Vic Marnewick** as Crime Intelligence Manager
- ◆ **Bongeka Gasa** as HR Manager for Eastern

Thorburn & Technology

Technology plays a significant role in the delivery of a holistic security solution and is a vital support to the manned guarding function. It also improves efficiency and is a safety management tool. What the market needs is a trusted partner who specialises in understanding and providing **scalable end-to-end solutions**, with finance options, to accommodate the ever-changing demands of their businesses.

Thorburn has the expertise to design an **integrated solution** and offers a wide range of suitable services



Latest on the National Minimum Wage Implementation

On 27th July, employer bodies and organised labour (majority) signed a 12-month wage agreement on 6.7% increase for both Areas 1 and 2/3 (all grades) for 1 September 2018. Area 3 Premiums of R60 will be abolished. This will bring the eventual implemented Minimum Wage Act condition of R20-00 min wage per hour in line with the Area 1 wages (anytime from 1 October).

There may well be a second round of contractor/ consumer fee negotiations or immediate implementation when the higher R20-00 per hour Minimum Wage for Grade C's is implemented, as the 6.7% is almost 18% lower than what the Area 2/3 minimum wage will be, when implemented. There will be no impact in Area 1 following the 6.7% increase.



SASA issues stern warning regarding non-compliance

The Security Association of South Africa (SASA) has issued a warning to companies that may be entering into contracts with non-compliant security providers. SASA has appealed to these establishments to ensure that they are not being party to illegal and unethical practices and employee exploitation. Very few consumers of security services are aware of the implications of contracting to a non-compliant entity: Clause 38(3)(g) of the PSIRA Act stipulates: **“Any person who knowingly or without exercise of reasonable care, contracts for the rendering of security services contrary to a provision of this Act, is guilty of an offence, and on a conviction of a contravention, is liable to a fine or to imprisonment for a period not exceeding 24 months, or to both a fine and such imprisonment”**.

Thorburn is a SASA Gold Member, which demonstrates compliance to stringent industry criteria.



There's an APP for that!

Technology has already changed the security industry in major ways, but it's only getting started. As technology gets smaller and devices become more universally connected to cloud services and the Internet at large, the industry will become more concerned with monthly subscription revenue, information assurance, and consolidation. Smart phone apps are nothing new, but even the guarding industry is starting to see its own industry specific apps coming onto the market. These include everything from reporting apps, checklists, emergency apps, PTT, and CCTV reviewing. Physical security, once a separate process, grows more networked with other services and interaction across the Internet of Things (IoT) connections. Top of the “wish list” entails Smart and Big Data (the impact of emerging artificial intelligence, augmented reality and machine learning), and the evolution of risk management to encompass physical and logical security in proactive and predictive risk management analysis. The IoT is proliferating new challenges and capabilities to the physical security and risk management sectors, the result of which is predictive analysis and complete situational awareness from top to bottom, and the ability to deliver a more personalized experience to all users.



Top Physical Security Trends: The 2018 Vision for Security

A survey of benchmarks, trends and best practices was conducted by the Security Industry Association (SIA), which yielded the following:

- Security system integration is a top 2018 goal
- Actionable event data (AI and analytics) can help reduce security breach exposure
- 2018/2019 will be a big year for adoption of new cloud technologies
- Digitisation

THE BEST PRACTICES TO EVALUATE NEW SECURITY SOLUTIONS include formulating analysis, understanding technological trends, and cross-departmental collaboration

TOP BARRIERS TO TECHNOLOGY ADOPTION are lack of budget to invest in physical security technology, and getting diverse client teams to understand, participate, and take operations to the next level through technology.

Companies with the tools and **culture to embrace digitization** and put technology to work for real **business enablement**, will perform better than those that don't.



Police numbers vs Private Security Officers

There are 102,059 employed visible policing officers in South Africa, at last count. In addition, there are 39,069 people employed in the 'Detective Service', 9,153 people employed in 'Crime Intelligence', and 6,595 employed in 'Protection and Security Services'. According to PSIRA, there are currently **2.36 million security officers** registered in SA – of which over 498,435 are employed by just over 9,000 registered and active security businesses. This means that there are close to five security officers to every police officer. Over the last 17 years, the number of registered and employed security officers grew by 157%.



Aspen Pharmacare Contract Start-up

We mobilized the new Aspen contract in PE and East London with much planning, training and logistics to ensure another seamless transition. We welcome Aspen to the Thorburn family!



Major Achievement Announcement

Thorburn celebrates "200 lost time injury free days" with Tshipi Borwa Mine in the Northern Cape.



Snakes alive!

These beauties were caught at The Rest Nature Estate in Nelspruit. Our Officers receive training in snake identification and handling, so they are equipped to safely remove snakes from populated areas.



Annual Blanket Donations

This winter we will donate hundreds of blankets to the community.



We celebrate 3 incident-free years

The Thorburn security team at The Rest Nature Estate in Nelspruit celebrated 3 years of no major incidents at the estate. In today's crime climate, that is no mean feat. Congratulations to Pieter Otto and the team.



Awards at V&A Waterfront in Cape Town

Thorburn Officers received excellence awards in recognition of consistently excelling at their duties with a high quality of performance. They have all played critical roles in crime prevention by being vigilant and observant. Each officer was given a cash reward for their good work. Thorburn thumbs up for giving security a GOOD name!



Officer receives running shoes for the Comrades

The staff at New Frontiers Tours in KZN (Eris Properties) recently took up a collection in order to provide the Thorburn Officer deployed at their property, with running shoes, a goodie box and entrance to the Comrades Marathon. Thorburn is privileged to have clients that are so generous of spirit.



De Zalze Commends Officer

Management at the De Zalze Estate in Stellenbosch, presented two dedicated Thorburn Security Officers with a gift vouchers in appreciation of excellent work performance. Having received many compliments about his helpful and friendly disposition, Thorburn is proud to employ the very best personnel



Every day over 6500 Thorburn Security Officers head to work, prepared to **care for** and **secure** the businesses and people in our communities

Safety Hazard System winner at Nkomati Mine

Thorburn Supervisor Nicholus Mnisi, deployed at our Nkomati Mine JV contract, received 2nd price for his quality safety hazard identification report. His quick thinking upon observing smoke emitting from a motor and reporting it to the control room, averted a fire. He was rewarded with R5,000.



KZN Officer shines

Officer Brian Ngubane is an outstanding Officer and a true ambassador for Thorburn and La Lucia Mall alike. On numerous occasions in the past three months, irrespective of where he is posted, he gets compliments from customers for his outstanding customer relations and friendliness. La Lucia Mall Centre Management constantly praise this Officer for his unique and outstanding work performance, resulting in him being recognized and commended by District Manager, Teddy Krishna.



Limpopo Special Ops Successes

The Thorburn Special Ops Team deserve a mention for their excellent performance in the last 6 months. They were on a roll, literally arresting suspects on a daily basis, and being responsible for a substantial amount of copper recovery. Well done team, you give security a GOOD name!



Security Star of the Month at Val de Vie

Officer Emma Linders received well deserved recognition for exceptional work performance in the form of "Star of the Month" at Val de Vie Estate. Spending five months posted at temporary gates, in rain, wind and shine, she consistently delivered excellence service with a smile.



ELEVATING
GOOD
CORPORATE
GOVERNANCE
AND
BUSINESS
ETHICS



Caring for our communities

Winter
Warmer
Project

Our annual Winter Warmer Project kicked off in the Northern Cape this year, where blankets were donated to the impoverished Groenwater community in the greater Postmasburg area.



New home for the Southern Region



We've
Moved!

Find us at:

Fedics Terraces
Fairway Close
Parow, Western Cape
(012) 595 8300

New contract at SASOL

We commence services in Rustenburg for SASOL Nitro.

