



The Thorburn Newsletter

Christmas Edition 2018

a **TSEBO** solution

Message from the Managing Director

2018 is basically over ... uhambile ... e fetile ... igqitywe tu ... verby! From the first day I stepped into my office in October 2018, I have been impressed with the committed, proud and knowledgeable employees in the Thorburn family. This not only includes Thorburn management but also the Security Officers and support staff in the regions. I quickly understood that it is our employees who are the main reason why Thorburn is recognised and respected as a leader in its field. Thorburn has the further advantage of being part of the larger Tsebo Group, which enables us to work with our colleagues in other divisions – facilities management, catering, cleaning – to offer tailor-made, one-stop solutions and services. It also expands the base of available resources to enrich our offerings to our clients. As we all know the economy is under pressure and unemployment has reached record highs. To this end 2019 will be a challenging year for all businesses with growth objectives, and Thorburn is no exception. It is, however, commonly accepted that organisations which have been able to survive the current climate, have what it takes to look to the future with a certain degree of confidence. **The following building blocks will be the focus areas for 2019** for growth achievement and ensuring that Thorburn can provide the services our customers expect, boost our business and drive our expansion strategy into the future:

Operational excellence

Premium customer relations and care

Innovative solutions and service offerings

Lastly, I would like to thank all our clients and suppliers for their loyalty and commitment in 2018 and wish you all a blessed festive season. If you are travelling, please drive safely.

Stephan Botha

Half-year highlights

We successfully rolled out and started the largest contract in Thorburn's history of 16 years, the **ADvTECH Schools national contract**, in tandem with Tsebo Facilities Management. The ADvTECH brand includes Crawford, Vega, Varsity, Abbots, Trinity House, ADvTECH Academies, Capsicum, Centurus, Charterhouse, Maragon, Rosebank, Founders Hill, Glenwood House, Junior College.



It's all "APPening" at Thorburn. Thorburn developed an in-house security App for use on a mobile phone. Designed internally and implemented by Tsebo Solutions Group IT Division, the App is the first phase of digitalizing the Thorburn Quality System. With many advantages, the App will ultimately integrate with employee and client apps and can be tailored for operationally specific applications on long term contracts. Apps in the Thorburn world will integrate in our futuristic dashboard systems, eventually forming part of the predictive nature of reporting.

Key appointments/promotions

- ◆ **Stephan Botha** to Managing Director, at the helm of Thorburn Security Solutions
- ◆ **Joseph Phiri** as National Contract Manager for the SARS contract
- ◆ **Sipho Madonsela** from SHEQ Manager to National Compliance Manager
- ◆ **Prince Loliwane** from Area Manager to Operations Manager at TFG in the Western Cape
- ◆ **Roelof Visser** as Senior Technical Specialist
- ◆ **Ellence Monyela** from HR Manager to Regional Manager in the Northern Region
- ◆ **Stephlin Augustine** from Area Manager to Operations Manager at V&A Waterfront
- ◆ **David Goosen** to Area Manager West Coast

Out with old . . . in with the new

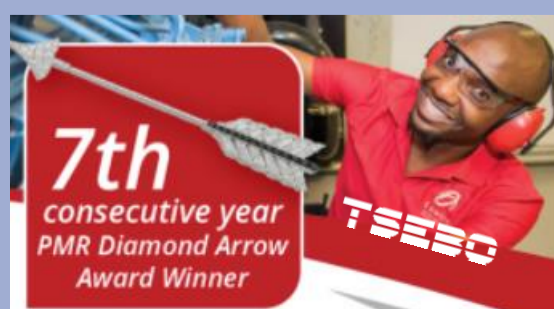
Our holding company, **Tsebo Solutions Group**, has taken a fresh approach to its brand identity. With many years of building the Tsebo brand across the African continent, the exciting new look and feel was revealed at a rebranding launch recently.



Tsebo Cleaning & Tsebo Facilities Solutions (TFS) emerged as winners of the PMR Diamond Arrow Awards for the seventh consecutive year.

The coveted Diamond Arrow Awards are considered a benchmark for companies who deliver outstanding service in the industries they serve.

Well done to both businesses. These awards are a true testament to the hard work of all those who strive to deliver high quality services to clients, daily.



Everything you need to know about the Minimum Wage Bill (NMWA) before it comes into effect 1 Jan

- Every worker will be entitled to payment of a wage not less than the national minimum wage (**R20.00** per hour)
- An employer's unilateral change of wages, hours of work or other conditions of employment in connection with the implementation of the NMWA will be regarded as an **unfair labour practice**
- A worker is entitled to receive minimum wage for the number of hours worked on any day. An employee who works for less than four hours on any day must be paid for four hours on that day, which is applicable to workers earning less than the **earnings threshold**
- Any deduction made from the remuneration of a worker must not exceed one quarter of a worker's remuneration
- An employer may apply for exemption from paying the national minimum wage, if the authority is satisfied that the employer cannot afford to pay the minimum wage, and every representative trade union has been meaningfully consulted
- **Farm workers, domestic workers**, and workers employed on an expanded public works program are, however, entitled to a minimum wage of **R18.00, R15.00, and R11.00** per hour respectively

Did you know that the weather has an impact on crime patterns?

New studies show that violent crimes **increased by 50%** on hot days, compared to very cold days. The Department of Geography, Geoinformatics and Meteorology at the University of Pretoria, says there is a strong association between **crime and climate!** Their findings show that as temperatures climb, so too does crime.

Violent and sexual crimes decreased on high-rainfall days, according to the study which looked at more than 1.36million crimes reported over a 5-year period. Sexual crimes increased by 41% and property crimes by 12% when the temperatures soared. The results aid the police to better understand how **weather impacts crime patterns** and could potentially assist with the development of appropriate crime prevention measures.



CCTV and the PoPI Act

The PoPI Act is concerned with transparency and accountability in how an individual's personal data can be used, and who can access that data. While the Act gives individuals rights over their personal information (including the right to request access to, or have that information destroyed), that right is not directly affected by CCTV surveillance operations. Nor is the right to privacy, which allows surveillance in certain places and under specific circumstances, as long as cameras are clearly visible and there are clear notices informing the public as such.

There is a level of concern in the security industry that the rights granted to individuals over their information will have a hampering effect on surveillance operations, but this is a misdirected concern. While the Act is likely to impact how video footage records are stored and processed, it is unlikely to prevent entities from using CCTV surveillance in their place of operation for the purpose of law enforcement and post-incident security management.

Individuals, businesses and state entities that have CCTV cameras in operation, will have to examine their cybersecurity, hosting, storage and data access, retention and destruction policies to bring them in line with the Act. They will have one year to do so.



Going away for the holidays?

Safety & security tips for holiday-makers

- Crime increases in areas where large crowds gather. Shopping malls have recently been the target of bomb threats
- Gang-related crime /activity is rife, steer clear of isolated areas at night
- Be vigilant in and around the airport. Incidents involving foreigners being followed from the airport to their destinations and then robbed, often at gunpoint, occur frequently
- Beach conditions vary throughout the coastline and every year there are too many drownings due to strong sea currents. Avoid isolated beaches and walking alone, especially after dark
- Cape Town's Table Mountain is notorious for attacks on hikers. Avoid quieter areas of the Park, especially early in the morning or just before the Park closes
- Vehicle hi-jacking and robbery are commonplace at traffic lights / junctions. Keep to main roads and park in well-lit areas. Keep doors locked
- Keep money, jewelry, cameras and phones out of sight. Don't change or withdraw large sums of money in busy public areas including foreign exchange facilities or ATMs.



ADvTECH contract start-up

There wasn't much time for celebrating the award of such a large and prestigious contract, as much planning, training, logistics, late nights and early mornings were required to ensure another seamless transition. We welcome all the ADvTECH schools and colleges to the Thorburn family!



Inkosi Albert Luthuli Central Hospital contract award

Through our sister company, Tsebo Facilities Solutions, we were awarded the security part of the Albert Luthuli Hospital contract in Durban. We are proud to welcome such an exceptional institution to our family.



Security personnel underwent formal Induction Training at the hospital prior to start-up of the contract. Kudo's to the KZN team.

Cape Town International Convention Centre (CTICC) contract start-up

Our Southern Region was thrilled to have been awarded the coveted CTICC contract. It wasn't long before one of our star Supervisors received a Reward & Recognition award for service excellence!



New solution at Chep SA in Durban

The KZN team prepped for the start-up of the Chep SA and Park square facilities at the beginning of November, with Induction training.



Our **Technical Team** installed a camera system, which was primarily driven by the urgent need to support health and safety in the production plant at Chep Cornubia. These cameras will help with incidents and investigations on health and safety issues in the plant, and facilitate early detection to ensure staff are wearing full PPE. A first of its kind in SA!



Awards at V&A Waterfront in Cape Town

Thorburn Security and Surveillance Officers at the V&A Waterfront in Cape Town have done exceptional work as a team, actively working together to ensure a crime-free tourist experience. These four superstars attended the annual Rewards and Recognition Ceremony held at the Waterfront head office, where appreciation was shown by the Waterfront Operations Manager. A big Thorburn thumbs up to the V&A Waterfront security team.



Accolades for an inspired officer

Officer Solwandle has become such a valued member of the Bridge House community in the Cape, and his actions have been noticed by parents who nominated him for a Bridge House feature, called **Madiba inspired moments**.

These are moments where an individual goes the extra mile for others and this proudly Thorburn Officer has done that on numerous occasions. He truly embodies the Thorburn ethos of

"We give security a GOOD name".



#madibainspired

Graduation from GIBS School of Business

Three future Thorburn leaders graduated from the GIBS Senior Manager Development Program (MDP) in the latter part of this year. The program aims to develop advanced management skills as well as analytical and creative decision-making competencies for functional and/or general managers at senior management level. The one-year course focuses on strategic thinking and leadership, transformation and change management, governance, ethics and reporting principles, as well as innovation, technology and knowledge management. Congratulations to Teffo Setshedi, Dennis Hutchinson and Menno Mare.



Snake handlers training at MBSA

Sometimes the nature of the job can be tricky, especially when it comes to removing snakes from public areas or homes within an estate. We ensure our Officers are trained and equipped to safely relocate these reptiles to a more suitable habitat.



Dog handler training in the Northern Cape



Technology upgrades

The Hyatt Regency Hotel (Rosebank Gauteng) required a vehicular flow management system that could provide a secure solution to restrict the entry of un-authorized vehicles. Our solution included vehicle booms with integrated spike motors, and overview CCTV which integrates into the existing Milestone solution, managed from the secure on-site control room.



Val de Vie Estate (Western Cape) commissioned Thorburn to rollout access control and CCTV at the new Bergriver gate, install both physical and electrified fence complete with thermal and optical PTZ cameras, to protect the newly constructed Riverclub perimeter. The gate solution included the latest megapixel cameras to ensure all views, license plates and facials are of the highest quality. The access control solution included the high-end Sigma Extreme biometric reader and a spiked vehicle barrier combination. We also upgraded the Impro system to the latest Access Portal Enterprise solution.

The Riverclub perimeter protection solution included 20 Dinion IP Thermal 8000 cameras (Bosch), ensuring constant analytic supported surveillance in all conditions. Thorburn also expanded on of the current electrified fence system, making it one of the longest in the country, protecting almost 17km's of this super estate.



We retain our LEVEL 1 B-BBEE status for 2018/2019. We boast with a 51% Black ownership, 44% Black female-owned, and a 135% Procurement recognition.

Doing our bit for cancer awareness

Hosted at the Inanda Club in Johannesburg (for the fourth consecutive year), the annual **Playing for Pink Ladies Invitational Polo 2018** was secured by Thorburn Security Solutions. Thorburn event personnel donned their specially designed pink uniform enhancements for the occasion. The event is held annually to raise funds in support of Breast Cancer Month.



Supporting the Derdepoort feeding scheme

The Derdepoort Primary School (a non-profit organisation) has been operating a nutrition project for years now, helping scholars from a disadvantaged community in Pretoria. Many of the students are from a nearby Children's Home. The School provides breakfast and lunch to 100 students. Thorburn has been a donor to this worthy cause for many years.



New permanent home for Thorburn Head Office and the Southern Region

WE'RE MOVING

Find us at:

142 Edward Street
Tygervalley
Bellville, Cape Town
(021) 948 0474

Crime review

Top 10 worse areas in terms of crime, per province in SA based on October 2018 Crime Statistics

Eastern Cape

Precinct	Province	Num Crimes
East London	Eastern Cape	13812
Mount Road	Eastern Cape	11635
Humewood	Eastern Cape	9947
Mthatha	Eastern Cape	9232
Bethelsdorp	Eastern Cape	8763
Cambridge	Eastern Cape	8374
Walmer	Eastern Cape	8352
Kwazakele	Eastern Cape	8333
King William's Town	Eastern Cape	7782
Gelvandale	Eastern Cape	7596
Total		93826

Free State

Precinct	Province	Num Crimes
Park Road	Free State	20454
Welkom	Free State	11187
Thabong	Free State	7869
Bethlehem	Free State	7536
Bloemspruit	Free State	6774
Phuthaditjhaba	Free State	6391
Kagisanong	Free State	6204
Zamdela	Free State	5863
Harrismith	Free State	5187
Botshabelo	Free State	5149
Total		82614

Gauteng

Precinct	Province	Num Crimes
Johannesburg Central	Gauteng	26861
Honeydew	Gauteng	23922
Pretoria Central	Gauteng	19937
Hillbrow	Gauteng	18984
Sunnyside	Gauteng	17420
Sandton	Gauteng	17282
Midrand	Gauteng	16460
Kagiso	Gauteng	15970
Dobsonville	Gauteng	15912
Temba	Gauteng	15905
Total		188653

Limpopo

Precinct	Province	Num Crimes
Seshego	Limpopo	12415
Polokwane	Limpopo	12142
Mankweng	Limpopo	11259
Thohoyandou	Limpopo	11124
Mahwelereng	Limpopo	6501
Tzaneen	Limpopo	6475
Lebowakgomo	Limpopo	5791
Westenburg	Limpopo	5632
Giyani	Limpopo	5496
Bela Bela	Limpopo	5358
Total		82193

Mpumalanga

Precinct	Province	Num Crimes
Witbank	Mpumalanga	19701
Nelspruit	Mpumalanga	13179
Middelburg (MP)	Mpumalanga	11953
Vosman	Mpumalanga	10765
Ermelo	Mpumalanga	8173
Kwamhlanga	Mpumalanga	6641
Embalenhle	Mpumalanga	5923
Piet Retief	Mpumalanga	5906
Kabokweni	Mpumalanga	5062
Standerton	Mpumalanga	4870
Total		92173

Northern Cape

Precinct	Province	Num Crimes
Kimberley	Northern Cape	13283
Galeshewe	Northern Cape	5956
Upington	Northern Cape	4418
Roodepan	Northern Cape	3803
Kuruman	Northern Cape	3760
Mothibistad	Northern Cape	3017
Kathu	Northern Cape	2634
Rosedale	Northern Cape	2607
Postmasburg	Northern Cape	2398
Hartswater	Northern Cape	1985
Total		43861

Northwest

Precinct	Province	Num Crimes
Rustenburg	North West	16722
Potchefstroom	North West	12057
Klerksdorp	North West	9471
Brits	North West	9265
Ikageng	North West	8629
Mafikeng	North West	8263
Boitekong	North West	7899
Jouberton	North West	7370
Mmabatho	North West	6178
Lichtenburg	North West	6013
Total		93867

Western Cape

Precinct	Province	Num Crimes
Cape Town Central	Western Cape	34146
Mitchells Plain	Western Cape	28676
Kraaifontein	Western Cape	20919
Nyanga	Western Cape	20757
Delft	Western Cape	17974
Stellenbosch	Western Cape	17705
Worcester	Western Cape	17531
Bellville	Western Cape	15597
Milnerton	Western Cape	14963
Mfuleni	Western Cape	14604
Total		202872

Kwazulu-Natal

Precinct	Province	Num Crimes
Durban Central	Kwazulu-Natal	25974
Pinetown	Kwazulu-Natal	16657
Phoenix	Kwazulu-Natal	16610
Umlazi	Kwazulu-Natal	16091
Plessislaer	Kwazulu-Natal	15587
Inanda	Kwazulu-Natal	14530
Chatsworth	Kwazulu-Natal	13090
Empangeni	Kwazulu-Natal	12976
Kwadukuza	Kwazulu-Natal	12831
Pietermaritzburg	Kwazulu-Natal	12239
Total		156585



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