

Message from the Managing Director



We are halfway into 2019 and the winter is indeed upon us!

Thorburn, as with all other businesses in SA, is feeling the economic pinch. Margins are tight, costs are on the increase, retention of existing business is essential, and quality of service remains a key driver. At Thorburn we have a team of dedicated managers working with committed employees to ensure that we move forward with confidence in offering our services and products to existing and future customers. It is within this environment that Thorburn continues to rely on all its employees to maintain and grow the business.

In the December 2018 newsletter we identified the below building blocks as focus areas for 2019 to achieve our Thorburn growth objectives:

OPERATIONAL EXCELLENCE	PREMIUM CUSTOMER RELATIONS & CARE	INNOVATIVE SOLUTIONS & SERVICE OFFERINGS
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Measuring ourselves now against these set objectives, we find that more positive feedback on our levels of operational excellence, customer relations and care is being received. This is supported by quantitative data received from independent researchers used by Tsebo Solutions Group, our holding company. The data, however, shows that more emphasis is required on innovative solutions and service offerings – these areas will receive renewed focus moving forward. Even though the economy remains challenging, we, at Thorburn, remain positive. We believe in our service and products, our management and employees and in the support and guidance we receive from Tsebo. Thorburn will therefore continue to provide, and exceed, the services and products expected by our valued customers – this, together with our people, is our competitive advantage and we will continue to build on this!

Stephan Botha

Half-year highlights

We successfully rolled out our Tactical Response Division in the Northern Cape and are proud to boast the addition of four new armed response vehicles. Our vehicles have been fitted with state-of-the art camera's, installed both inside and externally on top of the vehicles, GPS live tracking systems and advanced communication systems, linking the vehicles to our National control room. The branding of the vehicles is fresh and ensures high visibility, as an additional deterrent. Uniforms of the Tactical Response Team were upgraded to blue camouflage, in line with the visible policing approach.



We Open a Branch on the West Coast

Thorburn opened a **new branch in Saldanha Bay**, ahead of the anticipated R3 billion Saldanha Bay Industrial Development Zone development (IDZ). This signals a significant start to the establishment of new industrial value-chains in and around the Port of Saldanha and developing it into a world-class offshore and maritime hub, all of which will contribute to the development of small business in the region.

Thorburn has a well-established footprint on the West Coast (particularly in Langebaan, Saldanha Bay and Vredenburg), which will now be supported by a local office and infra-structure.

Thorburn launches Specialised Services as a division

- Services include:
- Special event protection
 - Crime Intelligence
 - Risk assessments and consulting
 - VIP protection / mobile escorts
 - Technical surveillance counter-measures (de-bugging)
 - Voice stress analysis & polygraphs
 - Criminal checks
 - Due Diligence profiling
 - Crowd facilitation / riot control
 - Emergency executive evacuation
 - Paramedical Response
 - Mobile surveillance trailers
 - Surveillance drones
 - Covert operatives & camera systems

Tsebo Wins Gold at SAFMA Awards

Our holding company, Tsebo Solutions Group, won gold at the **2019 SAFMA** awards for excellence in facilities management.



The award recognises efforts made in Facilities Management, from researchers through to facility operators who have made a positive contribution to the knowledge, practical application and communication of strategies to improve the workplace environment and sustainable performance of their facilities.



Non-compliant Security Providers are a Threat to Consumers and Security Officers

The Security Association of South Africa (SASA) has renewed its call for consumers to report non-compliant security service providers. There is a concern about companies who mislead consumers by undercutting prices and then delivering sub-standard services. By accepting low price, consumers invariably compromise their security, since it means that Security Officers are being underpaid, are working longer hours than legislated and are being deprived of benefits.

Most consumers are unaware of the PSIRA Act which states that any person who “*knowingly or without the exercise of reasonable care contracts a non-compliant service provider*” is guilty of an offence and is liable to a fine or imprisonment. With fines which can be imposed ranging from R10 000 per count to R1 million, it is critical that consumers of security ensure that their current and future security service providers have valid proof of compliance in respect of PSIRA, SARS, COIDA and the PSSPF (Provident Fund). **Thorburn Security Solutions is a SASA Gold Member**, which demonstrates our compliance with all the above, and more.



Throwing the book at Qualification fraud

Qualification fraud has featured significantly in media reports in the last few years as high-ranking individuals from the corporate and public sectors were found to have doctored their CVs to secure positions for which they may not have been eligible. Until now, qualification fraud has not been punishable by law. However, this is set to change with the introduction of the National Qualifications Amendment Bill, which will become law once signed by the president. The bill aims to create grounds for punishment of individuals who fabricate their qualifications, with up to five years of jail time. The bill will also hold institutes accountable if found misrepresenting qualifications or issuing unregistered qualifications.

As a **provider of screening services (part of our Specialised Services offering)**, Thorburn welcomes the introduction of the bill which will reap positive results for SA. The foreseeable benefits of this proposed policy are immeasurable as the standardisation of CV verification will ensure accuracy and no room for deviation, in both the public and private sectors. In a country that is reeling from mismanagement, it is reassuring to know that deterrents are being put in place to prevent inappropriate and unqualified individuals from securing unsuitable positions.



Two new legal cases South Africans living in estates or complexes should know about

The issue of whether or not a Home Owners' Association has a responsibility to protect a resident's property was recently raised in a legal case. It was held that a HOA is **merely a vehicle** by which the estate homeowners elect to achieve common goals. In the absence of a specific agreement between the HOA and its members as to the liability of the association to protect those residing on the estate, the court found no basis that the HOA had a duty to protect the homeowners or that the law required that they should have such a duty. Therefore, a HOA can only be held liable for the safety and security of its homeowners where it is specifically obligated to do so in its memorandum of incorporation or it has been **contractually agreed to** by the HOA with a homeowner.

In the 2nd case, a recent landmark ruling by the Supreme Court of Appeal (SCA) found that private estates in SA are entitled to establish and enforce their own traffic rules and issue traffic fines, as roads within the estate are not public roads, but form part of a private township.

Digital transformation in South Africa

Digitalisation is reshaping businesses, industries and sectors and while it's one thing to recognise it, making digital transformation a reality, is quite another and many businesses are grappling with the changes and challenges it can present. A recent *Forrester* survey shows that executives believe that within five years, as much as 50% of their revenue will be driven by digital changes to their businesses. **So where are SA businesses in their digital transformation journeys?**

A recent poll shows that 76% of respondents believe that their company is on the right path for digital transformation, 64% are proactively working on their digital strategy, while 20% are interested in making the transformation and only 16% indicated that they do not have any digital strategy in place. While the term 'digital transformation' has become a catchphrase, it is the sum of more than just the adoption of technology – it's a **new way of thinking** that embraces technology to drive innovation and new processes.

Organisations oftentimes gravitate too quickly to cut costs without calibrating their digital transformation strategy against customer and business expectations and needs, but this need not be the case with the technology and solution options that are offered by Thorburn today. Our products provide convenient, on-demand access for scalability – offering businesses new ways to improve efficiency, reduce costs or rebalance Capex expenditure. Talk to us about our resources that report to and collate into an intelligence database. We welcome the opportunity to share our various digitized “apps”, including electronic incident reporting, electronic security inspections with video and photographic capabilities, safety inspections and other digitalized communication abilities. The result is a consolidated dashboard reflecting (for example), manpower coverage, equipment serviceability, achievement of KPI's, patrol compliance, and more.



PSIRA to Implement Policies Regarding Technology

Regarding evolving technology, PSIRA is going to unpack the minimum acceptable conduct for the players in the CCTV installer, distributor and service provider technology sector. By analysing the risk that can affect members of the public and the users, they will draft the conduct that CCTV installers must abide by, which will include frequent vetting and confidentiality management. The Authority has just completed research on electronic security and we will start crafting policies that seek to drive the regulation of this sector without creating unnecessary barriers to entry by over-regulation. It is their vision to ensure that we have a professional security industry, one that keeps pace with technology and digital transformation. The Internet of Things (IoT) offers huge advantages for our sector and by utilising technology, we can improve efficiencies and drive down costs, without compromising jobs. The **Fourth Industrial Revolution** requires innovative Security Officers who are au fait with the IoT.



LABOUR LAW

DISMISSAL FOR A POSITIVE CANNABIS TEST IS FAIR SAYS THE CCMA



The Constitutional Court may have declared private use of cannabis legal, but what is the impact of this on the workplace, and how does it impact on employer rights?

The CCMA recently held that employers are none the less entitled to discipline employees under the influence of cannabis during working hours. There is a major safety implication that accompanies operating under the influence of the drug. Most employers have policies dealing with alcohol and drug abuse and depending on the industry and the nature of the employees' duties, the employer's approach to drug abuse and the sanction imposed may vary. Employers, however, generally adopt a zero-tolerance approach to the use of illegal drugs.

There are a number of ways to test for cannabis, including urine, hair and blood analysis. Traces of cannabis can be detected for up to 10 days to six months after use.

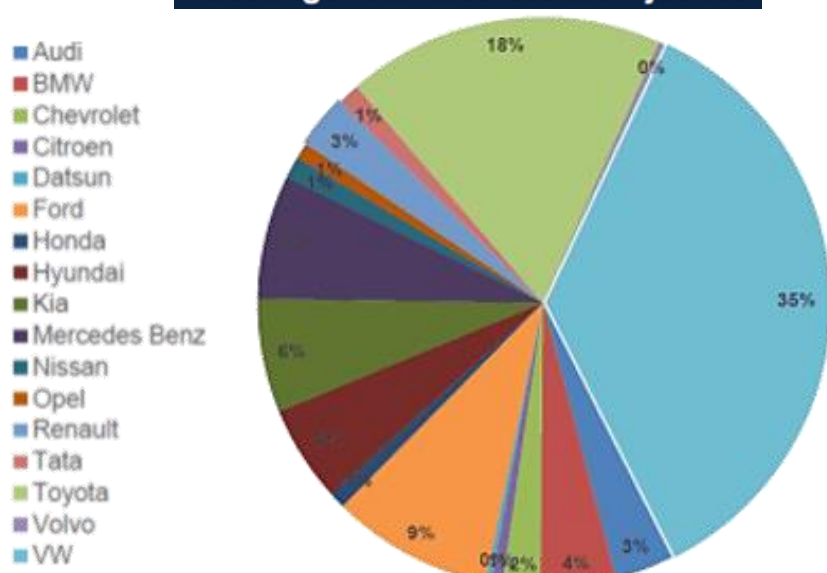
Ask us about our range of drug testing equipment.

Gauteng still SA's Hijacking Capital

Gauteng remains the hijacking capital of South Africa – and these crimes are becoming more violent. Latest statistics released by the SAPS have shown that **16 325** vehicle hijackings were reported between March and April 2019, with the bulk of these incidents occurring in Gauteng. It has the highest number of reported hijackings per day compared to any region in the country, with 23 incidents a day.

This is followed by KZN with 7 per day, the Western Cape with 6 a day, Mpumalanga and Limpopo with 2 a day, and North West, Free State and Northern Cape with 1 a day each. The figures reflect that there is a hijacking every 32 minutes in the country, with most hijackings occurring in home driveways. The most hijacked vehicles are Volkswagen, followed by Toyota and Ford.

Passenger Vehicles Stolen/Hijacked



Did you know? . . .

According to the latest 2018/2019 report by the Private Security Industry Regulatory Authority (PSIRA), as many as **2.36 million Security Officers are registered in South Africa** – with 498,435 currently 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 in SA. Most of these security businesses are in Gauteng (42%), followed by KwaZulu-Natal (39%), and the Western Cape.

Proposed New Gun Legislation

A proposed amendment to the Private Security Industry Regulation Act aimed to remove high-caliber weapons from public spaces, has been drafted. The proposal would limit security companies' use of weapons to only shotguns or handguns. Use of semi-automatic weapons would be allowed only in the transportation of cash or assets. Criminal adversaries have vast arsenals, including automatic weapons which fire several rounds of ammunition at once and the regulations could put security staff and the public's lives at risk.



There is also a discrepancy around school security. One part of the draft says a security company can use a firearm at a school if that was explicit in the contract between the parties. In the same draft it says it is an offence for a Security Officer to carry a gun at a school. It is not known when the President will sign off on the proposed amendments.

Safety - Lifesaving Rules

Lifesaving Rules provide employees with the ability to protect themselves and their colleagues from fatalities, they bring us home to our families safely each day. In line with accepted safety practices, Thorburn designed a tailored set of Lifesaving Rules which we would like to share with you:

	Aways adhere to procedures		Be present in the moment. Focus
	Always wear your PPE		No braziers, hotplates or fires in the workplace
	Say NO to unsafe work		Monitor high-risk operations
	Prohibit alcohol & drugs at work		No work without a risk assessment conducted
	Obey traffic rules. Drivers & vehicles should exceed safety standards		
	No using cell phones when driving		
	Correct handling of hazardous materials		
	All incidents or injuries must be reported		

Remote Monitoring Centre Upgrade

Our National Remote Monitoring Centre underwent a recent revamp and relocation. Now housed within the Southern Region's corporate offices in Bellville, the state-of-the-art monitoring facility has been upgraded to include cutting edge technology.



Improving Our ISO Listings

Moving in line with the Tsebo Solutions Group ISO listings, Thorburn is preparing for an external audit from SGS, Tsebo's verification and accreditation company. The successful completion of the audit will add ISO 14 000 and ISO 45 000 to the ISO 9001 accreditation for Thorburn. The process is driven by internal Quality Manager **Abigail Damon**, supported by the external Auditor as per rating requirements. The process is expected to be completed by November this year.

New Solar Energy Business

We started a new guarding contract at **KaXu Solar One** in the Northern Cape. The 100-megawatt concentrated solar thermal plant located near Pofadder, covers an area of 1,100 hectares. Our client, **Abengoa**, is one with whom we have a long history of success.

Thorburn Electronic Security Solutions was awarded a technical installation at the new **Zeerust Solar Plant** in the North West, which they completed in record time. The installation at the yet undeveloped site involved booms, turnstiles, access card and biometric readers.



New Group Deals

Cross-selling opportunities arise within the group divisions, where we are awarded contracts for bundled services. **T-Systems** is one such recent start-up, as part of the greater Tsebo FM contract.



Global giant **WPP** has combined the Analytics teams from its data insight company **Kantar** and media investment business **GroupM** to form one entity to better serve clients. Thorburn was awarded the **GroupM Kantar** security contract in Gauteng, along with Tsebo Cleaning & Tsebo Catering.

Landmark Hotel Signs Up with Thorburn

The **Balmoral Hotel** has been a historic and stately feature of Durban's Golden Mile beachfront for decades.

Fully restored to its former glory, we are pleased to enhance its iconic image with the deployment of dedicated and enthusiastic Thorburn hospitality security personnel.



We Welcome John Deere to the Thorburn Family

John Deere has been in operation for 175 years! We are extremely proud to welcome them to the Thorburn family, as a valued client.



First of its Kind Compliance Audit Team

Thorburn formed a compliance team especially for the Advtech contract. Headed up by **Henriette Swarts** and **Jeffrey Mphahlele**, the team visits each campus, conducting compliance audits to ensure top service Delivery. They have been instrumental in identifying gaps in training, even providing on-the-job instruction as the need arises.



Operational Training

In recent months, Thorburn has placed a renewed focus on **Back-to-Basics** operational refresher courses through training, mentorship and operational initiatives. The initiative kicked off in Gauteng and rolled out as countrywide "**Thorburn Operations LITE**" training course. The course has provided the senior management team with a valuable overview and insight into further intense training requirements. To ensure impetus is not lost, a follow-up course "**Operational Execution the Thorburn Way**" has been developed.



Safety is part of our culture. It's in our DNA



Star performers at Western Cape contracts

Congratulations to the top performing Security Officers at **Val de Vie & Pearl Valley Estates**, who were both recognised as Officer of the Month.



Eastern Region Community Participation

The Hillcrest Community Policing Forum (CPF) showed their appreciation on National Police Day by sprucing up their local Police station. Watercrest Mall, **Fedics (Tsebo)**, **Thorburn Security** and SACCW put their weight behind the project. The CPF painted the prisoner holding cells, cleaned up the garden and repaired the gate to the police station.



Creating Opportunities for Graduates

Tsebo initiated career opportunities for ten Sales and Marketing graduates, exposing them to a structured learning program as well as practical experience facilitated by seasoned Sales guru's across the divisions.



Once their internship has been completed, the interns will be considered for vacant Business Development positions across Tsebo Catering, Cleaning, Facilities Management and Thorburn.

Excellence Awards

A recognition and rewards function was held for Thorburn employees at The Foschini Group (TFG) Campus in Parow. These officers portray a very high level of discipline, commitment and loyalty to Thorburn and the TFG contract.



Their dedication to their work is a cornerstone of our success at this demanding, diverse and fast paced contract.

They are true ambassadors for Thorburn and valuable assets to the TFG contract.

Special Event Protection for Advtech

Well done to our team in the Eastern Region, for another successful special event. Thorburn provided the security for Varsity College North Coast, at Wave House in Gateway.



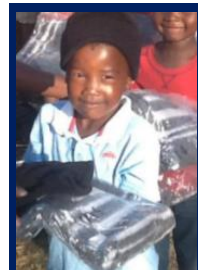
Specialised Tactical Reaction Training

Specialised tactical training was provided at our long-standing contract at Highveld Steel (Hi-Park) in Witbank.



Fire Prevention at SARS

Officer **K Mkwana** detected fire at Upper Basement Parking at SARS in Nelspruit and immediately reported it. She also assisted the fire department with extinguishing the fire and received a scratch card and letter of commendation in appreciation for her quick action.



The annual Thorburn **WINTER WARMER** project kicks off at the end of June. We are super excited to be preparing for the distribution of nearly 500 blankets to disadvantaged communities in various parts of the country. Our next newsletter will have all the details!

Every day more than **7,000 Thorburn Security Officers** head to work, prepared to care for and protect the businesses and people in our communities.



Golf Day Sponsorship

Thorburn sponsored a wet hole and 4-ball at the Durbanville Golf Club, Cape Town, in May. The Marketing team was on hand to greet the players



Team Recognition

The Thorburn team at **Mpact** in Kuilsriver recieved goodie bags from our generous client, for being named the best service provider team for the month of April.

We have the best clients and the best employees!



2019 Comrades Participation

This year we had quite a few brave employees that tackled the up run, including our HR Director, Mandla Tatana. The best time recorded by a Thorburn runner, was 7:49:07 by **Officer Maphini**. **Well done to everyone who finished the grueling marathon.**



Thorburn Quality Drive

We started off the year with renewed focus on operational quality. It has been a matter of dusting off **the basics** that made Thorburn famous, enforcing these basics and adding renewed focus to our service delivery. We identified areas of possible improvement and that is where our focus lies this year – on the basics. Intensive quality audit programs have been introduced, contract specific surveys are currently underway and managerial training intensified. We have embarked on client service assessments, which will be repeated in the 2nd half of 2019. Our focus is on external client satisfaction measurement, we encourage “being in the face of the client” and we reinforce the value of managerial after-hours visits. Innovation is a key focus as we seek contract specific innovations. In an era of price being the biggest differentiator, the Thorburn Ops teams have joined hands to change this to a **quality differentiator**.

Proud Officers at Atlantic Beach.

Our friendly personnel are an integral part of the Atlantic Beach Estate community and are loved by residents and visitors alike.

Officer **Hendrik Louw** (right), is one of our longest serving employees, with almost 17 years of service! Having joined Thorburn shortly after its establishment, he certainly deserves a shout-out for his dedication and commitment. We are proud to have such dedicated employees.



We Install New Technology at Val de Vie

Our Technical experts installed the new *MorphoWave* access scanners at Val de Vie. Fingertips cannot always be detected by standard biometric scanners, so we were happy to offer our longstanding client a solution which scans all four fingers in 3D with a simple wave of the hand. This **touchless technology** ensures that 30% more data per finger is captured, than with traditional systems and captures multiple samples of each finger as the hand passes through the capture volume.



Estate Recognises Officers Actions

Officers at “The Rest Eco Estate” receive awards for excellence in performance of duty in an emergency situation. A resident had her eyes “sprayed” by a spitting cobra and Thorburn personnel stabilised her until paramedics arrived.



Refresher Training at CAT

Officers underwent warehouse site procedural refresher training at CAT Africa, where the environment is quite different to most other environments in terms of the flow of stock (mainly engine parts, to very small parts) being controlled by security. Our Officers have forklift licenses in order to execute emergency orders after hours, when no CAT staff members are on site.



Achievement Award from SASOL



Officer Tiyo deployed at SASOL Sasolburg, was presented with a Certificate of Achievement for “*living the SASOL value of acting with respect and integrity at all times*”. We are super proud to have Siseko Tiyo as part of the Thorburn team.