

INTELLIGENT PROTECTION



a **TSEBO** solution



PREMIUM RISK PARTNER

What we do

Proactive risk management.

What we stand for

Safe and secure environments.

Our mission

To safeguard your future
by applying leading-edge
intelligence, products, insight
and action.

Our vision

To be a partner of choice for
pioneering intelligence-driven
risk solutions across Africa
Middle East.



OUR BUSINESS

Thorburn Security Solutions is a responsible, ethical and fully compliant partner that takes pride in delivering premium risk and security services across South Africa and Africa.

In a business environment where increasing risk can affect your bottom line, you need to consider how a leading security provider can positively impact and mitigate business risk. We aspire to transform traditional security services into integrated, intelligence-driven operations that add value to our clients. Our ability to design fit-for-purpose risk and security solutions puts us at the forefront of our industry.

As a proud member of the Tsebo Solutions Group we acknowledge that developing and empowering our people is the foundation of delivering on our promise to our customers.

OUR UNIQUENESS

Through our fit-for-purpose approach to risk and security solutions, and our uncompromising attitude to quality, we are the partner of choice to deliver unsurpassed protection of your people, buildings and assets.

Our sustainable risk partnerships embody the development of people and communities, underpinned by a culture of health and safety, which translates into the highest degree of confidence and customer satisfaction.

OUR MEMBERSHIPS AND AFFILIATIONS



Our **GOLD CLASS SASA** membership demonstrates our full compliance with all criteria relating to our industry.



ISO 9001 Quality Management
ISO 14001 Environmental Management
ISO 45001 Occupational Health & Safety

OUR SECTORS



MINING



MANUFACTURING



ESTATES



EDUCATION



HOSPITALITY



CORPORATE



GOVERNMENT



ENERGY



DISTRIBUTION



COMMUNICATION



TRANSPORT



FINANCE



AGRICULTURE



CONSTRUCTION



RETAIL

TOTAL PROTECTION SOLUTIONS

PHYSICAL SOLUTIONS



- Manned Guarding
- Dedicated Armed Reaction
- Electric Fencing
- Tactical Services
- Access Control

REMOTE MONITORING CENTRE AND INTEGRATED SOLUTIONS



- National Monitoring Centre
- Integrated Technological Solutions
- Guard-to-Tech Monitoring
- CCTV and Thermal Imaging
- Guard Tower
- Facial Recognition
- Cyber Intelligence Information Management System (CiiMS)

ESTATE LIVING AND COMMERCIAL DENSITY SOLUTIONS



- Estate Management
- Commercial Density
- Localised Residential Schemes Management
- Educational Risk and Security
- Property and People Care

SMART BUILDING SOLUTIONS



- Vacant Property
- Internet of Things (IoT)
- Heat Mapping
- Servicing and Maintenance
- Network and Wireless

FIRE AND SERVICING SOLUTIONS



- Fire Products
- Fire System
- Fire Detection
- Fire Suppression
- Firefighting training
- Foam (Mining)
- Equipment Servicing and Maintenance
- Bespoke firefighting vehicles and personnel

SPECIALISED SERVICES



- Event Management
- Medical Services
- Risk Consulting
- Risk Management
- Specialised Training

PHYSICAL SOLUTIONS

Manned Guarding

Every day over 6 500 Thorburn Security Officers head to work, prepared to protect businesses, assets and people. These highly trained officers are professional and friendly and enhance our clients' brands through their conduct and service. We provide:

- Permanent and sundry security officers
- Specialised services
- Protection of valuables
- Canine services

Dedicated Armed Reaction

Your safety and security come first. That's why we combine highly trained response personnel equipped with high-tech solutions to safeguard you, your people and your assets.

- Patrolling vehicles
- Rapid response
- 24-hour alarm monitoring
- 24-hour off-site CCTV monitoring
- Alarm installations and monitoring

Services are monitored 24/7 by the Thorburn National Monitoring Centre.

Electric Fencing

We offer a range of integrated and versatile fencing solutions. By forming an intimidating physical barrier, perimeter fencing is vital in the detection, deterrence and delay of potential intruders from accessing your property. Our solutions offer:

- Design and ease of installation
- Fewer maintenance costs
- Safety compliance





Tactical Services

We provide carefully recruited, professional tactical teams to protect people and property. Continual training and evaluation are provided by our Training Academy, which has International Firearms Training Academy (IFTA) and Professional Firearms Trainers Council (PFTC) accredited training provider status. Access to indoor and outdoor shooting facilities, quality equipment, world-class training materials and methodologies, and experienced instructors, ensure that Thorburn tactical teams are a cut above the rest.



Access Control

Thorburn's comprehensive range of access-control solutions ensure that all vehicles and pedestrians entering a premises are scanned and that their details, including entrance and exit times, are recorded. Services and other suppliers are vetted before entrance is allowed and their access to the property is monitored. Access is controlled by boom entrance or biometric terminals and can include touch-free temperature screening solutions.

REMOTE MONITORING CENTRE AND INTEGRATED SOLUTIONS

National Monitoring Centre

Our state-of-the-art National Monitoring Centre has changed the way in which services are delivered. Our highly trained controllers patrol and monitor:

- CCTV
- Gate automation
- Alarms
- Electric fences
- Cold-storage facilities
- Vehicle tracking and off-premises recording of incidents
- Activation of lights, alarm systems, pepper or smoke canisters
- Security officers and other integrated products
- Collation of cyber intelligence
- Smoke alarms and detection

Integrated Technological Solutions

Thorburn provides an array of intruder detection systems, from system design to installation, maintenance and monitoring. Our dedicated controllers monitor these systems 24/7:

- Perimeter CCTV
- Alarms
- Intruder beams
- Electric fencing

Guard-to-Tech Monitoring

Guard-to-Tech solutions use centralised monitoring and response management units to optimise reaction to incidents and risks:

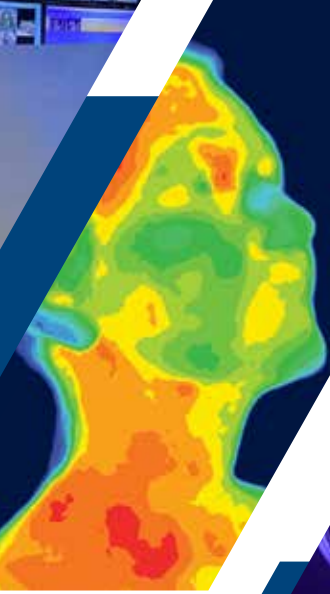
- Stand-alone unit with CCTV cameras
- Safe zones – stand-alone unit with secure bi-directional communication and CCTV
- Basic AI solutions replace guards at specific posts and allow remote-access management, human or vehicle detection, remote control of on/off of lights
- Alarm image verification for remote guard posts





CCTV and Thermal Imaging

The dense, fast-paced populations found in urban areas create a quick way for disease to spread. Thorburn has an innovative product to enhance preventative measures through the use of touchless technology, temperature detection, thermal imaging, facial recognition and social-distancing solutions. By comparing the differences in Infra-red (IR) intensity between objects or people, thermal cameras make invisible IR 'visible' through the use of heat-zone imagery.



Guard Tower

Guard Tower is a fully integrated rapid-deployment CCTV tower, with monitoring from a central control centre. It is the most advanced solution for remote and vacant property sites. By monitoring and managing incident and response, we can mitigate potential risks in the most effective way. The surveillance tower has a solar-powered energy source and battery backup, wireless connectivity, signalling and is long range.



Facial Recognition

Facial recognition terminals use integrated facial recognition technology to manage door, boom and gate access for opening and closing. The terminal registers a person's most unique physical features and expressions and uses these as digital identifiers that are interpreted through software to identify persons registered on a data base.

Cyber Intelligence Information Management System (Ciims)

Ciims integrated security management system is a centralised electronic platform that manages day-to-day events, incidents and exceptions that are experienced and reported. Ciims is POPI compliant and adds value to any business through:

- Trend analysis
- Predictive analysis
- Integration with 3rd party security and fleet systems
- Client dashboards
- Exception and escalation management
- Paperless recording of all incidents and events
- Reporting tool



ESTATE LIVING AND COMMERCIAL DENSITY SOLUTIONS

Estate Management

When it comes to estate living we provide a holistic and innovative, yet ultra-flexible solution that offers an array of security management options. Our Estate Living team is committed to providing a quality, caring and safe community environment, coupled with consistently high levels of service. Thorburn's tailor-made solutions encapsulate every element and security strategy, from planning to mobilisation to the ongoing provision of security services at an estate.



Commercial Density

Thorburn designs tailored integrated solutions that include dedicated services within a commercial geography. Our interventions involve the local CPF and SAPS to provide physical protection and remote monitoring for early detection, warning and avoidance of crime. Commercial density initiatives lower costs, provide holistic community solutions and a CiiMS unique to Thorburn clients. Our density mapping, skilled operations and technical teams design, develop and manage safer business environments, lower risk and improve sustainable commercial viability.



Localised Residential Schemes Management

Thorburn provides tailored community protection solutions to residential estates. Our integrated network of joint operations include tactical armed response, 24hr monitoring and auto dispatching, linked to remote CCTV and access control tools, together with joint operation centres. We protect the largest estates in South Africa and Africa. We are leaders in our chosen market and deliver tailored solutions with proven track records and case studies.



A photograph of educational supplies on a green chalkboard. In the foreground, there is a stack of colorful books, a red apple, and a small container of colored pencils. On the chalkboard, there is a drawing of a rocket ship and some other faint sketches.

Educational Risk and Security

We ensure the safety of teachers, learners and school staff by identifying potential risks inherent in their environment and implementing measures to mitigate these risks through a holistic approach of solutions. Thorburn secures renowned learning institutions across the country, from primary schools to universities. Our priority is to support educational institutions with innovative new products and services.

A photograph showing a person's hand hovering over a glowing house icon on a dark surface, possibly a tablet or screen. The hand is positioned as if about to interact with the icon. The background is dark and out of focus.

Property and People Care

Thorburn Security Solutions provides holistic end-to-end protection services. Our property care offering encompasses vacant property, occupied property and people-management solutions. Highly trained and qualified personnel deliver a tailored solution to meet your business requirements. Manned-guarding solutions are backed by leading-edge technology systems, best suited for the property care environment.

SMART BUILDING SOLUTIONS

Vacant Property

Thorburn provides a holistic suite of property care solutions to secure and maintain your vacant property. Our highly trained and qualified personnel will not only deliver on a variety of specialised solutions, but also provide a human presence at your vacant property. Our property care solutions include:

- Physical and electronic security
- Building cleaning and maintenance
- Garden care
- Pest control
- Hygiene
- Electrical and engineering maintenance and services
- Customised reporting



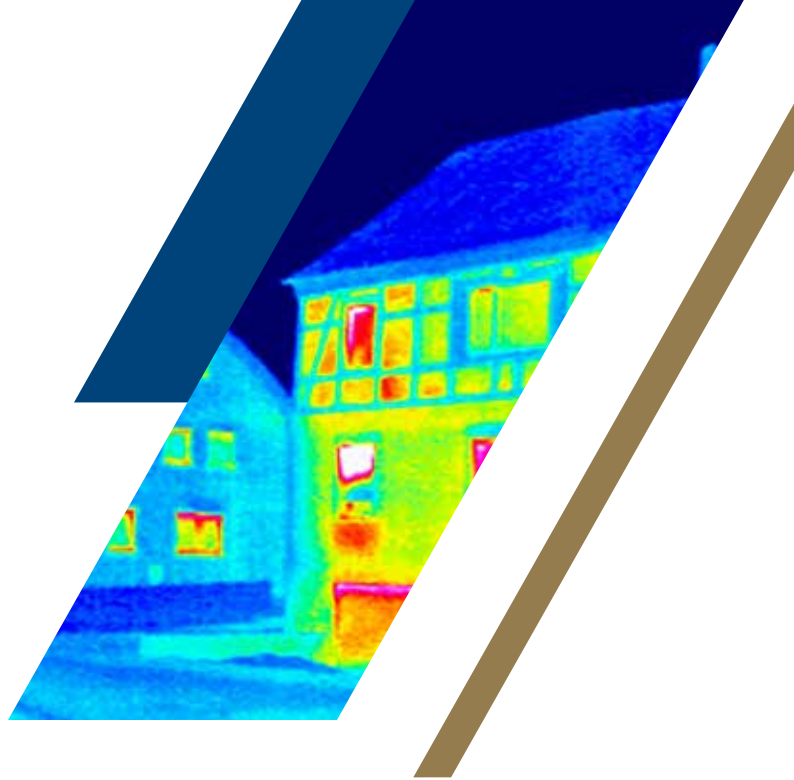
Internet of Things (IoT)

IoT has become an integral part of our daily lives and includes things like consumer and related devices, home automation, wearable technology and connected appliances - all with remote monitoring capabilities. We can monitor IoT devices from our National Control Centre to detect triggers to escalate and report any issues.



Heat Mapping

Through the use of heat mapping Thorburn generates graphic representations of data through a range of colours to create an overview of an area. Heat mapping is used to track a high concentration of movement using AI technology.



Servicing and Maintenance

We specialise in providing technical support and maintenance services to a wide range of sectors.



Network and Wireless

We design, implement and maintain wired and wireless networks.



FIREFIGHTING AND SERVICING SOLUTIONS

Firefighting Products

- Dry chemical powder fire extinguishers
- Carbon dioxide fire extinguishers
- Other fire extinguishers
- Trolley units
- Hose reels
- Lay-flat hoses
- Covers and hydrants
- Valves
- Steel and fibreglass cabinets
- Vehicle brackets
- Branch pipes
- Angus fire
- Symbol safety signs
- Marine fire solutions

Firefighting Systems

Planning for fire protection involves an integrated approach in which we analyse building components as a total package, identify and assess fire hazards, and map key processes. In the design process, the aim of fire-protection systems is to save lives and property and ensure business continuity.

Fire Detection

Thorburn makes use of the best available technology in fire detection.

- Automatic fire detection
- 24/7 Monitoring (off-site monitoring of alarms)
- Aspirating detection systems
- Stand-alone battery operated smoke detection
- Fire detection beams
- Optical linear cables



Fire Suppression

Provision of fire detection, suppression and management systems, firefighting equipment and vehicles:

- Portable extinguishing equipment
- Fixed extinguishing equipment and systems
- Gaseous suppression systems
- Sprinkler systems
- Deluge systems
- Foam systems
- Wet and dry risers



Foam (Mining)

The nature of mining means that it is not always possible to employ regular firefighting measures. In the event that firefighters can't access an area under fire due to heat, smoke or hazardous conditions, high-expansion foam can be deployed remotely.



Equipment Servicing and Maintenance

- Provide expert advice to minimise fire risk
- Manage servicing and of firefighting equipment
- Inspection and auditing of equipment at required intervals
- Record keeping of registers (all firefighting equipment inspected on site)
- Quarterly fire-risk assessment evaluation
- Provision of bespoke firefighting vehicles
- Provision of highly trained and experienced fire management personnel
- Firefighting training



SPECIALISED SERVICES

Event Management

When it comes to events, whether its sporting, entertainment, private or corporate events to mention but a few, you'll wonder how you ever managed without Thorburn Specialised Services.

Our holistic service offering and experienced events team make planning and managing an event easy and convenient. We have an end-to-end solution that provides significant cost savings including:

- Event planning and management
- Cleaning and waste disposal
- Hygiene
- Catering
- Medical
- Security
- Health and safety and Covid-19 compliance

Other services include:

- Marketing and sales
- Contractor sourcing and management
- Venue preparation and build
- Sound and lighting
- Traffic management
- Fire risk management
- Permit applications and compliance

Medical Services

We offer a fully accredited end-to-end solution which includes:

- Medical threat assessment
- Emergency response and evacuation planning
- Medical staff
- Temporary and permanent primary care facilities
- Bespoke ambulance and medical-support vehicles
- Equipment and supplies
- Training



Risk Consulting

Conducting business in today's ever-changing commercial and political landscape is fraught with risk. Our experienced team of Africa Middle East experts combine industry leading intelligence with unrivalled responsiveness and client service, enabling clients to mitigate their risk and successfully achieve their business objectives.

Risk Management

Doing business can be daunting and filled with risk. Our local teams have the knowledge and experience to assist clients to prepare for and manage employee unrest (crowd control and strike action). We provide a wide range of secure cargo movement and related support services to ensure operational continuity.

Specialised Training

Conducting business or travelling in politically volatile areas or rural environments with strained critical infrastructure can be dangerous. Our Specialised Training department combines expert knowledge with extensive experience of Africa to provide a range of specialised training courses that equip private individuals, corporates and governments for these challenges.





OUR SYSTEMS

Our state-of-the-art systems has changed the way in which services are delivered.



OUR SAFETY



OUR TRAINING

Training is a critical differentiator for our business not only in terms of job creation, but also retention and development. Training is conducted at PSIRA registered and SASSETA accredited Thorburn training facilities across the country. Our qualified training moderators conduct on-site and on-the-job refresher training. Personnel are developed for next-level positions within Thorburn and follow a training and development plan. Our staff aim to enhance your brand through their professional appearance and conduct.

OUR PEOPLE

Developing our people is the foundation of our purpose and the key to your success.

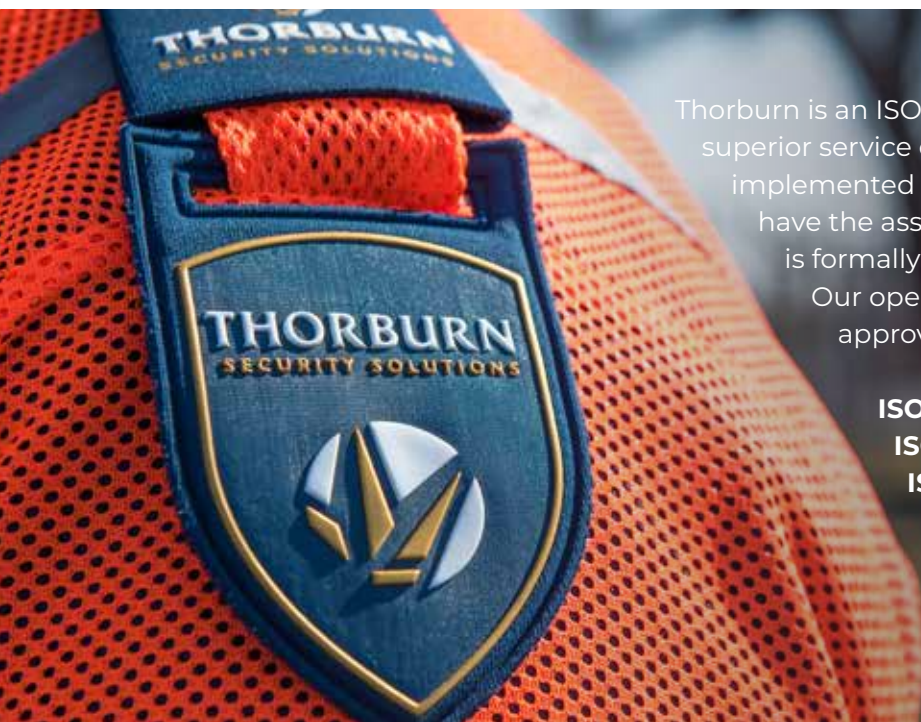
OUR RECRUITMENT

Great care is taken by our dedicated HR department during the selection and recruitment process to ensure that we not only recruit the best possible candidates, but retain our valued employees.



SASA Gold Membership criteria:

- CIPC Registration certificate
- Valid PSIRA registration certificate
- Valid PSIRA letter of good standing
- Valid SARS Tax Clearance document
- Valid COID letter of good standing
- Valid Private Security Sector Provident Fund (PSSPF) compliance certificate
- Signed declaration by the applicant member that they do not employ the use of labour brokers, independent contractors, or co-operatives
- Valid BEE Certificate
- Proof of submission of Employment Equity Plan to the Department of Labour
- Registered with the NBCPSS



Thorburn is an ISO 9001:2015 certified company, ensuring superior service delivery processes are designed and implemented throughout our operations. Our clients have the assurance that their service delivery is formally audited and managed proactively. Our operational blueprint is based on an ISO approved Product Realisation Model.

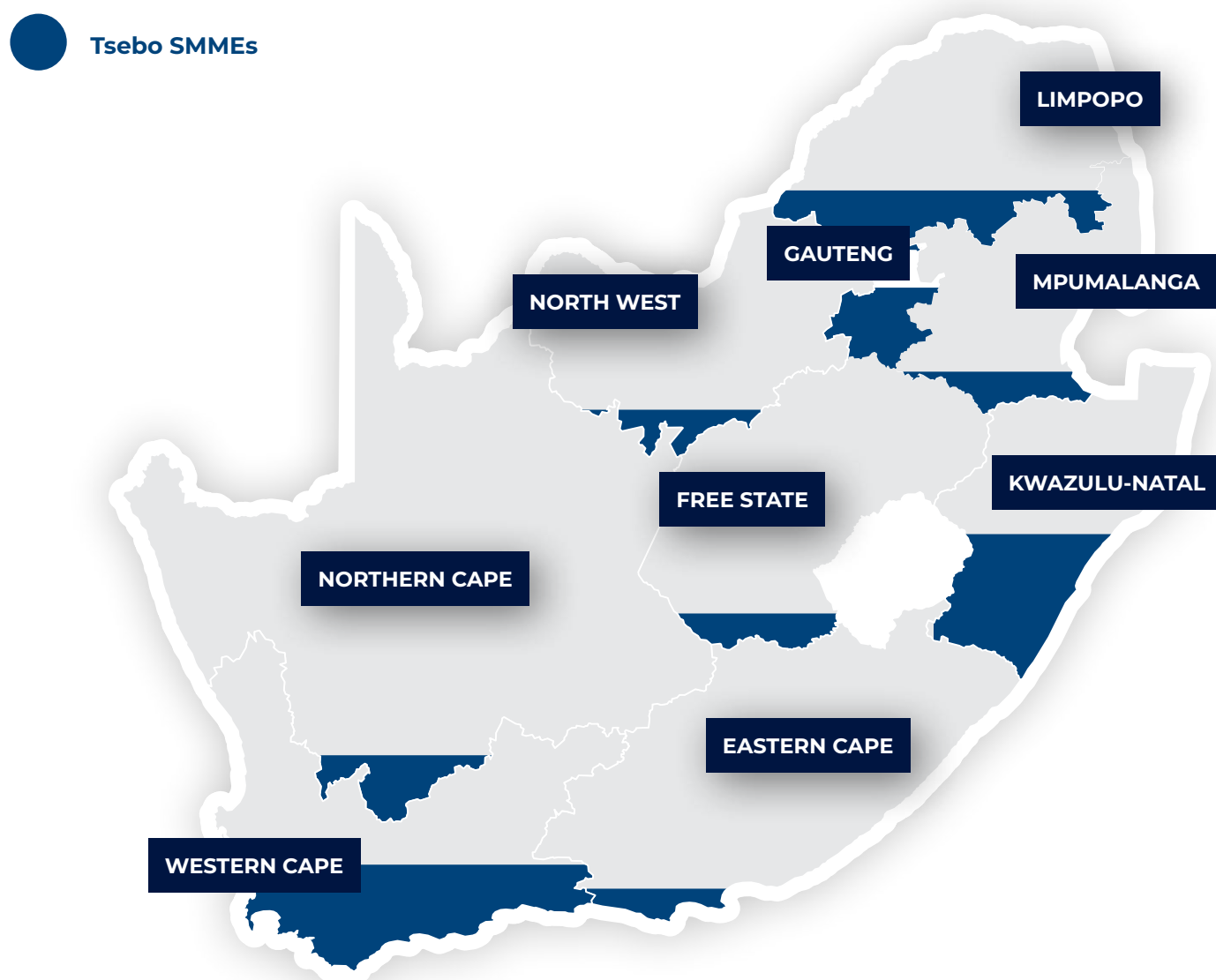
ISO 9001 Quality Management
ISO 14001 Environmental Management
ISO 45001 Occupational Health & Safety

ENTERPRISE AND SUPPLIER DEVELOPMENT

Tsebo's development model is implemented across all divisions and is supported by an ESD specialist who has worked in ESD incubation, graduation programmes and development for more than 18 years.

With support from an implementation partner, we assess the technical, commercial and governance needs of the business and build capacity during the project lifecycle to ensure that a sustainable entrepreneur, who meets our stringent quality standards, is the result of the joint venture.

Tsebo Phakiso is a supplier development programme that focuses on providing SMMEs with the skills needed to enable growth linked to our supply chain. SMME partners receive technical training to grow profits, job opportunities and economic participation.





**Thorburn Security Solutions is proud to be
a B-BBEE Level 1 contributor**

A gold, circular seal with a serrated edge, containing the text "LEVEL 1 B-BBEE" in bold blue capital letters.

**LEVEL 1
B-BBEE**

53.7%

Black ownership

45.9%

Black Female Ownership



PREMIER VERIFICATION

Call or visit our website to receive a copy of our certificate.



Catering
Cleaning
Hygiene
Pest Control
Protection

Remote Sites
Facilities Management
Energy
Engineering
Procurement



CONTRACT NON-CORE SERVICES



PRODUCTIVITY
TRANSPARENCY
COMPLIANCE

BY INCREASING

WE IMPROVE

THE EASE OF
DOING BUSINESS,
ALLOWING THE
CLIENT TO FOCUS
ON THEIR CORE
BUSINESS

OPERATIONAL RISK
COMPLEXITY
COST

AND DECREASE

OUR DIFFERENCE

Estate Living
Oil and Gas
Mining and Resources
Corporate and Financial Services
Manufacturing
Public Sector
Healthcare
Education
Leisure and Hospitality
Retail and Wholesale



KEY SECTORS

25 Countries

5 500 Sites

50 Years

32 000 Employees

34 Offices



FOOTPRINT AND OPERATING EXPERIENCE

CUSTOMISED INTEGRATED WORKPLACE MANAGEMENT SOLUTIONS BUILT UPON OVER 50 YEARS OF EXPERIENCE



ISO 9001 **Quality Management**

We hold the internationally recognised QMS standard, a powerfully designed business quality tool ensuring continuous improvement.

ISO 9001:2000 ISO 9001:2008

ISO 14001 **Environmental Management**

We follow the specific EMS standards for handling environmental issues within an organisation.

ISO 14001:2004

ISO 22000 **Food Safety Management**

We are compliant to specific FSM standards, ensuring that all organisations in the food chain control safety up to the time of consumption.

ISO 22000:2005

ISO 45001 **Occupational Health & Safety**

We eliminate or minimise the health and safety risks of our activities for employees and other interested parties.

ISO 45001:2018

WORLD-CLASS OPERATING STANDARDS



Level 1 B-BBEE contributor:

- Procurement recognition for clients of 135%
- Black Ownership of 53.7%
- Black Woman Ownership of 45.9%

Inputs Locally Sourced Supplier Development:

- 90% Induction, Training and Development EMEs and QSEs

Training:

- + 40 000 people trained annually across the continent

Inclusivity:

- 23% Persons with Disability Workforce

TRANSFORMATION AND EMPOWERMENT

ABAC & CODE OF ETHICS

Tsebo's global standards adhere to the UK Bribery Act and the South African Prevention and Combatting of Corrupt Practices Act. In terms of our internal governance, all Tsebo employees must adhere to our anti-bribery and anti-corruption policy, our whistleblower policy and procedure, gifts and entertainment policy and our strict code of ethics and good business practice.

TIP OFFS ANONYMOUS

Tsebo operates an independent 24/7 hotline monitored by Deloitte, where suppliers, employees and customers can notify the business of any infractions which will be investigated.



ZERO TOLERANCE FOR BRIBERY & CORRUPTION

Multinational Clients

Sustainability Framework

Environmentally Responsible

Ethics and Governance

An Authentic African Company



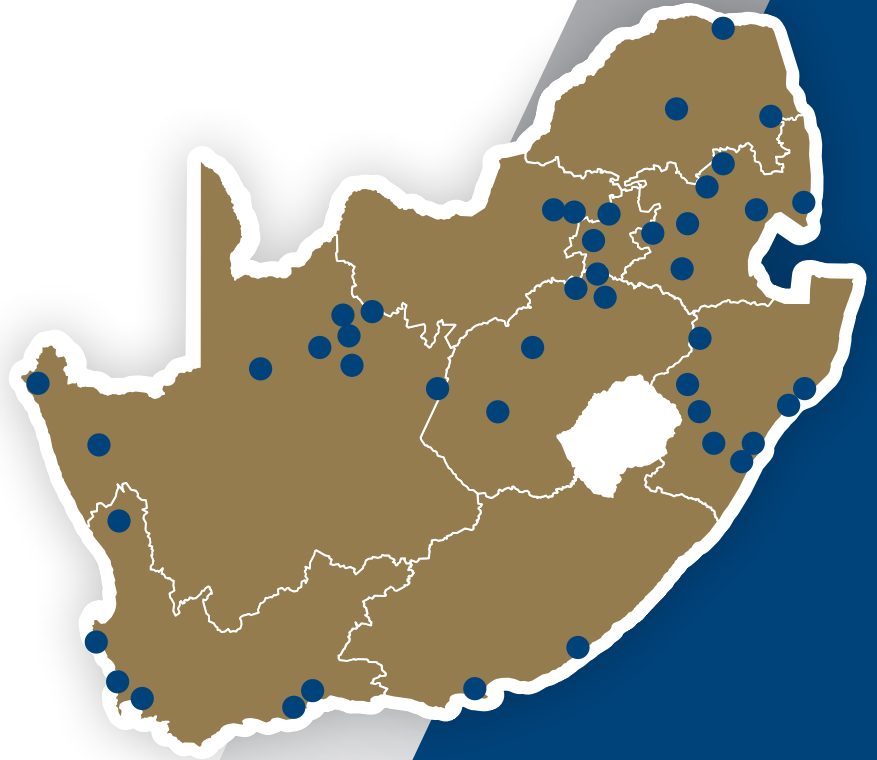
AN ETHICAL AND RESPONSIBLE CORPORATE CITIZEN

GET IN TOUCH

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OUR FOOTPRINT

OUR VALUES



We embrace highly ethical, moral and respectful behaviour, without exception.

INTEGRITY



We seek opportunity, respond rapidly, strive for continuous improvement and behave like intrapreneurs.

ENTERPRISING



We care for people, communities and the environment.

CARING



We are industrious, efficient and dependable.

DILIGENT