

# COMPANY PROFILE

## Why Dunmar? What makes Dunmar different?

### Your Safety is our Concern!

- 📍 We care for the **safety** of your **family, business** and **valuables**.
- 📍 We perform our tasks with **honour** and **integrity**.
- 📍 We offer **“umbrella security solutions”** through an extensive range of products and services.
- 📍 We present our clients with effective **pro-active** security services, ranging from patrols to investigations.
- 📍 Dedicated Pro-Active Armed Response Services – vehicles stay in their demarcated areas to service a specific area only
- 📍 We **care** for the **spiritual and physical well-being** of people in our community structures through **community upliftment and development programmes**.
- 📍 Our **experience and expertise** in the security industry. We are **available** on **senior management** level 24/7.
- 📍 We **investigate** all burglaries, attempted burglaries and robberies and present you with a **detailed report**, including photographs containing the actual facts.
- 📍 We do regular **site visits** on **senior management** level.
- 📍 We place a high premium on **discipline, integrity** and **loyalty**.
- 📍 We offer our clients other **specialized services** ranging from financial planning to estate Management, to cash – flow forecasts, to counselling.



## COMPANY INFORMATION

### HEAD OFFICE

- 📍 **Physical Address** 91 Honeyball Street  
Discovery  
Roodepoort, 1709
- 📍 **Postal Address** PO Box 21021  
Helderkruijn, 1724

### CONTACT DETAILS

- 📍 **Control Room** 0860 103 832 (24 Hours)
- 📍 **Telephone** (011) 472 4155 / 472 4162 or 472 4192
- 📍 **Facsimile** 086 502 6289 or 086 502 4021
- 📍 **Cell** 082 443 9556 and 082 398 8083
- 📍 **E-Mail Addresses** [dunmar@tiscali.co.za](mailto:dunmar@tiscali.co.za)  
[accounts.dunmar@tiscali.co.za](mailto:accounts.dunmar@tiscali.co.za)
- 📍 **Web Site** [www.dunmarsecurity.co.za](http://www.dunmarsecurity.co.za)



## INTRODUCTION

*Dunmar Protection and Security* was established in 1996 as a result of various, yet specific demands in the Industry. These demands were identified by the members, based on their extensive research and involvement in the Property Industry in South Africa.



*Dunmar Protection and Security* operates as a **one-stop** security company offering “umbrella” security solutions and services – all under one roof.

*Dunmar Protection and Security* discovered that many problems and compromising situations arose from insufficient and often incorrect exchange of information regarding the requirements or needs of the client in relation to the abilities or qualifications of the service provider.

The security industry has become very competitive over the past years and very often, companies are guided by cost alone, while neglecting to consider the importance of the service required. It often happens, particularly in residential properties, that vandalism, squatting, theft and other forms of malicious damage occur. These practices could have been prevented if qualified and alert security officers were deployed.



*Dunmar Protection and Security* offer the best possible service at the best rates negotiated with our clients and based on their specific requirements and needs. Experience has proven, without doubt, that security services to owners of residential and commercial properties are more effective in scenarios where only one dedicated security company is utilised instead of several.

## MISSION, VISION AND VALUES

### OUR MISSION

- 1 To provide peace of mind for our clients, with the knowledge that they are in capable hands.
- 2 To provide a service which will not only differentiate us from other Security Service Providers, but will prove our professionalism, dedication and loyalty in all aspects.
- 3 To form and continue to build long-term business relations with clients, contractors and property development companies through effective communication and efficient service, providing an efficient, professional and effective security service in all aspects.

### OUR VISION

- 1 To extend our services nationally and become the top preferred security service provider.
- 2 To form strategic alliances with business partners that share our vision., i.e.
  - 3 Service deliverables
  - 3 Product knowledge
  - 3 Community development
  - 3 Community Participation.

### OUR VALUES

- 1 **Loyalty, Integrity, Honesty and Commitment**
- 2 To instill security, safety and peace of mind with our clients
- 3 To at all times provide clients with correct and honest advice
- 3 To ensure the discipline demanded of all our staff and their total commitment to their respective positions is of the highest standard at all times.
- 3 To ensure that **Dunmar** maintain a high standard of professionalism at all times
- 3 To provide up to date information and advanced technology required for the provision of their services.

## MANAGEMENT

### ELIZABETH DUNN

Mrs Elizabeth Dunn realised the need for a dedicated security company back in 1996 and initiated the close corporation to provide services in great demand.

As sole member of E Dunn Security cc, trading as Dunmar Protection and Security is actively involved in the business of Dunmar on a day to day basis.

Mrs Dunn is highly qualified in all aspects of the security field and has extensive experience in the operations and management of a security service entity. Mrs Dunn manages and supervises the Administration Division.

Mrs Dunn is the responsible person for ensuring that statutory requirements, firearm permit regulations are adhered to, maintaining strict control over Armed Response Officers and the issuing of firearms for their respective shifts. Mrs Dunn is extensively involved in Community and Social Responsibility Projects.



All meetings with the statutory entities are attended by Mrs Dunn.

### HARRY DUNN – CEO

Mr Harry Dunn, CEO of Dunmar, is a qualified Fire Engineer with many years of service in this particular field. Harry Dunn is available, to provide valuable expertise and information to Construction disciplines and to be supportive from conceptual stage, up to and including the final stages and handover of any construction site.



With experience attained, Mr Dunn acts in a training capacity for security officers employed by Dunmar, with specific focus on fire fighting, crowd management and control.

As **Fire, Safety and Security Consultants**, every aspect of projects will be surveyed and monitored by Mr Dunn personally. From initial meetings, discussing proposed building plans, to finality, including the security aspects relative to such buildings or projects.



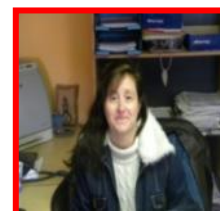
### STELLA AGGENBACH – TECHNICAL MANAGER

Stella has a degree in HR and Psychology – using this to the advantage of the business, structuring, managing and ensuring an efficient and professional image for Dunmar.

Stella has over 17 years experience in the field of management, office administration, HR, marketing, sales and accounting. Stella manages the day to day requirements, liaises with clients on a daily basis, setting up the required appointments and ensuring that the technical team are prepared and equipped for each project.

Stella manages the bills of quantities for each project, ordering and allocation of all spares, supplies and equipment. Stella further manages the accounting and admin side.

With the vast knowledge of all the technicalities of the business, Stella understands and knows each piece of equipment which includes all access control equipment, monitoring equipment, alarms and gate automation equipment.



## SECURITY MANAGEMENT PHILOSOPHY

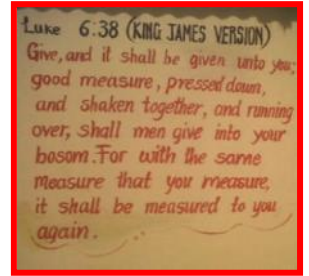
The increasing crime rate in South Africa creates a dangerous and threatening environment for commercial, industrial and residential property owners in South Africa.

Each property portfolio has its unique requirements which can be broadly classified as follows:

- |                          |   |
|--------------------------|---|
| ● Access Control         | ● Liaison & Support                     |
| ● Bomb Threats           | ● Logistics                             |
| ● Conflict Management    | ● Patrols                               |
| ● Crisis Control         | ● Presence                              |
| ● Customer/Client/Tenant | ● Regulation reports                    |
| ● Information            | ● Safeguarding property (On & Off site) |
| ● Inspections            | ● Tenant Support                        |

**Dunmar** not only operates a full supervisory team on a 24-hour basis in the Business District of broader Johannesburg, in particular the West and North Rand, but also across other regions in the Gauteng Province...

Staff are registered and trained as per the Security Act. PSIRA (Public Security Industry Regulatory Authority) the watchdog for the industry, have very strict requirements, monitoring the employment of security officers, adherence to standards laid down and ensuring the fair treatment of all its members. Personnel employed in the security industry are not permitted to perform security services without having followed the correct procedures through PSIRA – screening, fingerprinting, certification and membership.



Technical installations carried out by Technical division are in accordance with requirements set down by SAIDSA (South African Intruder Detection Services Association, regulatory body for the Industry, ensuring correct procedure, legal installations of alarms, armed response by-laws are strictly adhered to. Service Providers who are not members should not be installing alarms or any other security equipment. Many insurance companies require the service provider to be SAIDSA registered or they will not pay out claims to clients.

Dunmar are committed to obeying and following laid down by-laws and statutory requirements and do advise any clients that under no circumstances should any installations be carried out by any service provider who is not a member of SAIDA and duly registered with them.

The following basic management support is provided to our clients:

- Free survey of sites
- Free advice on the current security system in place and advice on upgrading of security
- On being nominated as the preferred service provider in the case of Complexes, Residential Estates, residents receive security tips, suggestions and recommendations
- 1 to 2 site visits per week by Dunmar management
- At least 1 structured client visit per month
- Immediate reaction to client queries and requests
- Incident reports to Client or nominated person/authority within 24 hours of the incident.
- The provision of a 24-hour contact number, allowing clients to contact us 24/7



## CRIME STATISTICS

The table below outlines some alarming crime statistics for the greater Gauteng Province:

Crime Category	% Increase
● Common Assault	17%
● Robbery with aggravating circumstances	85%
● Indecent Assault	28%
● Neglect and ill-treatment of children	52%
● House robbery	70%
● Malicious damage to Property	48%
● Illegal possession of Fire Arms	68%
● Driving under the influence of Alcohol	19%

## SOCIAL RESPONSIBILITY

Dunmar Protection and Security are proud to be in the business of serving our community.

We believe in interaction and wherever the need arises, we will provide the best service and assistance that we can. Our pledge to provide such service to our community is not a business core for us, but one of obligation and giving back to the community.

Dunmar are concerned about the community and to this end, established their Social Responsibility Centre – “Dunmar Helping Hands - Ray of Hope...” which is involved in the collection of any items, ranging from food to even furniture for the underprivileged – Mainly that of mission houses and distributing same to these entities.



Entity	Description of Services	Approximate Amount (p/a)
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<i>The Gateway Society</i>	<p><i>Free Security Officers for the guarding of the home (handicapped persons)</i></p> <ul style="list-style-type: none"> <li>• <i>Night Shift Security Officers (2)</i></li> <li>• <i>Day Shift Security Officers (1)</i></li> </ul>	<i>R295 000.00</i>
<i>Florida High School</i>	<i>Dunmar provide all Armed Response and security, car watch services to the school for free. Normally 4 Armed Response vehicles and Officers on standby at the event, 6 Supervisors and in the region of 10 guards for major events.</i>	<i>R85 000.00</i>
<p><i>Churches:</i></p> <ul style="list-style-type: none"> <li>- <i>NG Kerk Florida</i></li> <li>- <i>Various other churches</i></li> </ul>	<i>The services provided for the churches are by means of car watch for the services of the day. We utilise approximately 3 guards per service per church every Sunday and for special services</i>	<i>R49 000.00</i>
<i>University of JHB</i>	<p><i>Athletics and sports events</i></p> <p><i>Services in the form of Armed Response, Armed Guards at gates and supervisors and security officers for the duration of the events.</i></p>	<i>R20 000.00</i>
<i>Destiny Harvest Church</i>	<i>The services provided to this entity are by means of donations, support and skills training and assistance with their transportation costs etc.</i>	<i>R480 000.00</i>
<i>Little Falls Christian Centre – Mission House</i>	<i>A contribution is made by Dunmar each month to pay for their rental and to assist with necessities for the persons residing at the Mission House</i>	<i>R36 000.00</i>
<i>Gustav Preller Primary Florida Primary School</i>	<i>Dunmar provide security for their events. Dunmar are also very involved (Harry Dunn) with providing training/instruction in cricket, rugby, hockey for the scholars. Dunmar also provide donations for special outings or away sports days in the form of clothing, etc</i>	<i>R41 000.00</i>

*Dunmar are involved with many community projects not listed here but details thereof are available on request.*

# UNIFORMS

*Dunmar uphold the trend of “personal”.*



*Provides Clients/Visitors with the feeling –  
“This belongs to us”.*

*Adds that extra “personal” touch*

*Portrays client’s individuality and image.*



*Guarding  
Armed Response  
Pro-Active Armed  
Response Services  
Supervisors  
Estates/Complexes  
Retail, Commercial*



## OUR SERVICES / OPERATIONS

### PHYSICAL GUARDING

- 24-Hour Guarding
- Residential
- Retail / Commercial / Industrial
- Construction Site guarding/Monitoring
- Estates/Complexes

### SPECIAL SERVICES

- Body Guarding / Undercover Guarding
- VIP Protection Services
- Special Events Guarding and Crowd Control

### RESPONSE AND MONITORING

- On / Off Site Armed Response
- Control Room Facility
- Alarm Response and Monitoring

### STRATEGIC RESPONSE UNIT

- A dedicated Task Force Team
- Undercover / Private Investigations

### DEDICATED PRO-ACTIVE ARMED RESPONSE SERVICES

- Community Policing Forums
- Estates / Complexes
- Area Designated Forum

### TECHNICAL DIVISION

- On/Off site Armed Response
- Alarm System and Installations
- Electric Fence
- Maintenance / Installations
- Intercoms and Gate Motors
- CCTV and Alarm Systems

### TRAINING DIVISION

- On site and off site training for security officers
- Training in all aspects of the security industry

# OUR SERVICES / OPERATIONS

## FUNCTION AND ROLE OF DIVISIONS

### 1 FUNCTION OF MANAGEMENT

- 1 To be actively involved with the day to day management of its employees.
- 2 Ensure professionalism, loyalty in carrying out duties and smooth running of projects.
- 3 Liaise with Client and provide professional reporting structure
- 4 To fulfil functions of Operation Managers, each controlling their own team of supervisory staff.

### 2 GENERAL MANAGER

- 1 Oversees the management of all guarding and armed response responsibilities.
- 2 Ensures smooth running of entire operation and that all personnel adhere to client requirements
- 3 Availability 24 hours standby, providing backup/support for client and officers involved.
- 4 Handle situations/incidents, carrying out necessary investigations.
- 5 Provide a reporting line to Management and the Client.

### 3 OPERATIONS MANAGER

- 1 **Responsible for the placing of the security officers in their respective posts.**
- 2 **To ensure Area Supervisors are trained to manage security officers**
- 3 To ensure that all officers have complete knowledge of the rules and regulations stipulated in the contract between the Client and Dunmar Protection and Security.

### 4 AREA SUPERVISORS

- 1 To manage security officers and provide on-site training to the security officers where necessary.
- 2 To ensure security officers are in complete uniforms, neat and tidy.
- 3 To check/test all equipment on site is in place and in good working order.
- 4 To ensure All stationery, i.e. Incident/ Occurrence/Pocket Books are checked on a regular basis to ensure security officers carry out duties laid down in their job descriptions and as required by the Client.

### 5 CONTROL ROOM MANAGER / OPERATORS

- 1 The Control Room serves as the main core / hub of the business – operational 24/7, 365 days a year.
- 2 The operators are all fully trained to handle any situation.
- 3 To receive notification of Alarm Activations/ emergencies and to dispatch Armed Response Officers
- 4 To ensure all incidents are correctly recorded and reported.
- 5 To provide assistance to Armed Response officer with addresses, incident and nature of call
- 6 To contact the respective emergency contact numbers (Client) to advise of any incidents.

### 6 ARMED RESPONSE OFFICERS

- 1 To respond to any panic activation timeously and professionally.
- 2 To provide back up for the security officers on sites.
- 3 To be visible at all times and alert for any incidents that seem suspicious.
- 4 To carry out any patrols in accordance with the instructions provided by the client.
- 5 To provide back up in the case of aggravating circumstances, i.e. removal of persons not obeying the regulations as laid down by the client, emergencies.

### 7 SECURITY OFFICERS

- 1 Security officers elected receive on-site training to facilitate professionalism, knowledge of the requirements of the client.
- 2 To ensure all instructions are carried out in accordance with the set down job description.
- 3 To guard and protect the property, assets and employees of the Client.
- 4 To complete documentation correctly and submit reports in a professional manner.
- 5 Security officers have back up to ensure the ability to perform duties in the most effective and professional manner.
- 6 To obey all instructions given to him his superiors.
- 7 To ensure that all emergency numbers are on hand in the case of emergencies.



## CONTROL ROOM OPERATIONS

*The Control Room serves as a central hub, operating 24/7, 365 days a year.*

*The Control Room operators are trained in all aspects of the security business - from reception through to the dispatch of armed response officers to any call which is received.*

*Many forms of activations are monitored here – electric fence, beams, panic, alarm and emergency activations. All calls are monitored and the Control Room Operators are stationed at computers which monitor the activations and alarm systems of the clients.*

*Information is stored via Intelligent Monitoring System which is a "foot print" system whereby all clients' information is stored and alarms and panics are linked to this system. Information, statistics and dates cannot be duplicated, interfered with or changed in any manner.*

*This provides the client with the assurance that all Activity Reports produced by the system are authentic with complete details of each occurrence during an incident.*



*The control Room Operator maintains contact with the Armed Response Officers at all times during their investigation and will ensure that back up is provided in need.*

*Full reports from the Armed Response Officers are captured by the Control Room Operators for processing by the Operations Division.*



*The Armed response Vehicles are on 24/7 monitoring and tracking in order for the Controllers to be in contact with the armed response officers and the vehicles at all times. All incidents are strictly monitored and noted for investigation purposes.*

*The Control Room Operators are further trained to monitor and control any activities between our guarding section, armed response and the off/on site monitoring teams. All communication is via radio as well as via our sms services.*

*The Control Room operator has all contactable numbers in the case of emergencies and will automatically liaise with the Emergency Services, Fire Department or the South African Police Services in need, providing them with full details and addresses where necessary.*



# ARMED RESPONSE DIVISION

## Success .....

**Only achievable when the circle is complete and strong– no weak links. Not broken, fragmented or split.**

These officers are the forefront of our response activities and often experience great dangers when approaching criminal/perpetrators for apprehension or investigations.

The Dunmar Armed Response/ Strategic Response Teams represent that circle. Achieving success through their absolute–

- 👤 Teamwork
- 👤 Loyalty
- 👤 Dedication
- 👤 Motivation
- 👤 Professionalism
- 👤 Trustworthiness
- 👤 Love of their responsibility - **YOU and YOURS**

The Armed Response division is a formidable team comprising :

- 👤 Reaction Manager
- 👤 Reaction Commander
- 👤 Senior Armed Response Inspectors
- 👤 Armed Response Officers

These officers are selected for their specific abilities and talents

- 👤 Honesty
- 👤 Highly skilled and trained
- 👤 Dedication
- 👤 Commitment
- 👤 Loyalty

Officers receive training on an on-going basis and are required to go for competency certificates at regular intervals. All officers are trained in medical response as well. Officers are monitored 24/7 with tracking on their vehicles to ensure their positions and to provide immediate backup in need.

These officers converge on any crime scene when necessary and also provide armed response services for any event.



**They are at your service 24/7 –  
Dedicated and Committed to serving  
YOU – Our Client**



# STRATEGIC RESPONSE UNIT

**The Strategic Response Team is a dedicated unit, Committed to their field of expertise..... Serving and Protecting our Community.**

With the increase in crime and the modus operandi of perpetrators, Dunmar Protection and Security found it necessary to implement a Strategic Response Unit.



The members of the Strategic Response Unit were hand-picked from a list of many candidates. These officers are highly trained in all aspects of combat, armory, weapons, tactical responses and undercover operations.



The Strategic Response Unit was formed after several serious incidents of armed robbery experienced at various sites where the criminal element was extremely dominant. This unit was then utilised to provide a security undercover operation as well as a force that monitored and maintained guard over several of these complexes and estates.

This force ensures total protection for the workers inside the property and also maintains a high level of visibility and peace of mind for the management and staff having to deal with these situations.



Success was obtained after many long nights of watching and waiting.

We are proud to announce that these brave young men were instrumental in not only arresting the criminals but their actions became well known and spread amongst would be perpetrators who constantly harassed specific complexes time and time again, **often up to 3 times in the day.** This has now thankfully stopped but our brave and dedicated men are still out there.



The Strategic Response Unit members are also utilised during events held by the schools, churches and other functions where they perform crowd control, specifically trained to be on the lookout for any persons who could harm the onlookers or the management of the events.

Schools are also protected in this fashion during strikes and especially in industrial sites where our clients have lock outs and strikes by their workers



## DEDICATED PRO-ACTIVE ARMED RESPONSE SERVICES

The Dunmar Armed Response and Pro-Active Response Teams are chosen for their strengths:

- ④ Teamwork
- ④ Loyalty
- ④ Dedication
- ④ Motivation
- ④ Professionalism
- ④ Trustworthiness
- ④ Love of their responsibility – Protecting You and Yours



### PURPOSE OF SERVICES PROVIDED

- ④ To further enhance current services provided by the security services provider
- ④ To make the community safer and more secure
- ④ To provide visibility/assurance to the residents
- ④ To ensure quicker response for the members of the Pro-active Armed Response Services
- ④ To provide support and back up to the community

### ADVANTAGE OF THIS SERVICE

- ④ Immediate response / Support for Members
- ④ Quicker Response Time to activations or alarms
- ④ Members provided with dedicated cell number
- ④ Back up – Dunmar External Response will converge on site in need
- ④ Visibility – A message to Criminals : Beware !
- ④ Officers : Noting suspicious activities, vehicles
- ④ Officer is trained to handle security or life threatening situation
- ④ Vehicle Fully Equipped : Radio, cellphone and vehicle constantly monitored and tracked
- ④ Vehicle never leaves designated area
- ④ Members benefit from membership:
  - Option to move personal alarms to Dunmar – reduced fees for members.
  - Alarms linked to professionally manned and equipped Control Room
  - Lower fees for Members signed up
  - Increased safety on all surrounding borders
- ④ Increased Pro-Active Vehicles/patrols within Areas
- ④ Combined efforts – back up for each CPF
- ④ Additional support – Dunmar Armed Response

## PHYSICAL SECURITY

*Dunmar has been successfully protecting and guarding several complexes, many of these are long standing Clients.*



*We have enjoyed great success rates in preventing break ins, arresting of perpetrators and most importantly, working together with Management companies, portfolio managers, body Corporate, trustees and Home Owners Associations – building relationships and trust.*

*Dunmar provide guarding services in many forms and the quotations for services can be mixed to suit the client's requirements*



- ④ *On site guarding – day and night shift services*
- ④ *On site guarding – weekend shifts*
- ④ *Adhoc guarding – where a client specifically needs the services of a security officer to protect a wall or electric fence for a limited period of time*
- ④ *Events guarding – where clients require car minders and security patrol officers during the course of their events*
- ④ *Armed guarding – these officers are all fire arm trained, registered and have competency certificates.*
- ④ *Undercover guarding – a specialised service which requires a more highly skilled officer to carry out these duties.*



*All officers are required to have completed their training as required by statutory law and by PSIRA (Private Security Industry Regulatory Authority) and now by the new regulations implemented by SASSETA (South African Security Services Education and Training Authority).*

*Training is now compulsory at NQF levels (National Qualification).*

*There are many rules and regulations on a site which is adapted to suit the client and which must be strictly adhered to.*



*The security officers are well versed in access control, management of domestics/gardeners and the control of contractors and sub contractors on site. Training is an ongoing requirement on site to ensure that all officers follow the correct procedures at all times and that they understand the requirements of the complex/estate and the rules and regulations of that specific entity.*

*All movements are recorded by officers in the Occurrence Books and Pocket Books so that the Area Supervisor can assess the situation on any site at any given time.*

*On site inspections are carried out on an adhoc basis – no security officer will know when his superior is going to be calling on him.*



*All officers sign a Confidentiality Agreement and a Code of Conduct document in order to protect our clients, their belongings and interests.*

# TECHNICAL DIVISION

## BACKGROUND

*It is with great pride that we look back over the years and see the growth that has taken place within F&S Consultants and the experience that has been gained by the thorough and continuous training and input from all our personnel.*

*We have committed ourselves to providing services that far exceed the normal requirements of any business, standing together to ensure that clients that utilise our services receive the benefit of our experience and knowledge.*

## TECHNICAL TEAM

*The Technical Team is a dedicated team, completely au fait with all aspects of installations, programming and with extensive product knowledge on all system.*

## SERVICES OFFERED

### GATE & GARAGE AUTOMATION

- Sliding gate / Swing Gates / Gate Motors
- Remotes and Receivers – Standard and Long Range
- Gate Beams

### ACCESS CONTROL SYSTEMS

- Tag Systems
- Biometric Readers – Finger Print Systems
- Access Control Keypads (Various)
- Entrance Systems (Door entry System and Counters)

### INTERCOM SYSTEMS

- Video and Audio Door Phones
- BPT Intercoms
- TPT Intercoms (Resident opens with cell)
- Mircom Systems
- MK2 Systems
- G2 Systems
- B1000 Systems

### ELECTRIC FENCING

- In-line earth loops
- Fencing Poles (Wall Top) (Freestanding)

## TRAINING

Training is a core function for Dunmar Protection and Security personnel and it is a given that all personnel attend our In-House Training, even though they have received their training through accredited training providers.

All personnel employed by Dunmar Protection and Security are selected with utmost care with all personnel screened by Management. All documentation, i.e. certificates, PSIRA documentation, Identity documents are thoroughly scrutinised and checked for authenticity. Personnel are selected specifically for their function and trained accordingly but we advise that it may be necessary to adopt different training procedures in terms of equipment available on each site.

## CORE COMPETENCIES AND SKILLS

All personnel employed by Dunmar Protection and Security are thoroughly checked to ensure that they understand their core competencies and skills required to carry out their jobs effectively, professionally and in accordance with requirements set down by Dunmar Protection and Security, the Client and PSIRA.

These core competencies and skills are set out hereunder:

- ④ Guarding and patrolling
- ④ Access control (ingress and Egress)
- ④ Monitoring of alarms and CCTV cameras
- ④ Health and Safety knowledge
- ④ Safety and security procedures
- ④ Incident and Occurrence Reports
- ④ Reporting to Client

## BEHAVIOURAL SKILLS

All personnel are required to adhere to the company's Basic Guidelines and Job Descriptions. These skills are included in the In-House training provided to each employee. Some of these pertain to:

- ④ Leadership quality
- ④ Alertness and observing
- ④ Motivation and loyalty
- ④ Neatness
- ④ Sense of responsibility and initiative
- ④ Client and customer focussed
- ④ Attention to detail
- ④ Communication skills (both written and oral)
- ④ Attention to detail

## ON SITE TRAINING

- ④ On site training would be provided by the Site Supervisor / Roaming Supervisor on site to all personnel.
- ④ This is an on-going form of training and will require that 1 staff member be trained extensively at intervals where a replacement guard will be provided for the duration of that training

## EMERGENCY SUPPORT TRAINING

- ④ Executive Director Harry Dunn was in the Fire Department at top level for over 20 years. Mr Dunn was involved with all training aspects and statutory requirements in terms of emergency support, i.e. Fire Drills, Disaster Management, Floor Marshall Training and Emergency Procedures.
- ④ Armed Response managers, supervisors and senior management are fully trained to handle disasters or accidents.
- ④ Certain grades within the security industry to have completed First Aid, Fire Fighting and firearm competency courses.
- ④ We draw your attention to the fact that we will, once notification has been received of short listing prepare all personnel specifically selected for these projects, immediately with any additional courses required.

## **IN-HOUSE COURSES PROVIDED BY DUNMAR**

### **Module 1 : You and Your Image**

- 1 Introduction To Dunmar Protection And Security
- 2 Background Of Dunmar
- 3 Dunmar Mission, Vision And Values
- 4 You And Your Personal Image
- 5 Punctuality
- 6 Personal Grooming
- 7 Your Dress Style
- 8 Body Language
- 9 Confidence / Your Attitude
- 10 Communication
- 11 Management, Staff And Colleagues
- 12 The Client And Visitors
- 13 Telephone Etiquette
- 14 Time For Reflection, Questions And Answers

### **Module 2 : Dunmar Management and Procedures**

- 1 Management Expectations / Structure And Organisation
- 2 The Chain Of Command - What Is Required Of You?
- 3 Basic Company Policy And Guidelines
- 4 Basic Job Description
- 5 Disciplinary Procedures
- 6 Patrol Duties
- 7 Access Control Procedures
- 8 Hawkers / Traders / Residents / Owners / Tenants
- 9 Visitors (Friends And Family Of Residents)
- 10 Suppliers And Service Providers / Building Contractors
- 11 Domestic / Gardeners

### **Module 3 : Dunmar Management and Procedures**

- 1 Equipment
- 2 Personal Equipment / Armed Response Equipment
- 3 Documentation And Reporting
- 4 HR And Payroll Forms
- 5 Attendance Registers
- 6 Your Personal Pocket Book
- 7 Security Incident Report / Occurrence Book Reports
- 8 Access Control Registers
- 9 Handing Over Schedules / Vehicle Inspection Sheets
- 10 Guard Duty Rosters
- 11 Contractor ID Forms / Domestic / Gardeners
- 12 Correct Completion Of Forms And Reporting

### **Module 4 : Management of Incidents and Occurrences**

- 1 Responding To Incidents/Occurrences
- 2 Scenarios of Incidents and Occurrences
- 3 Response
- 4 Role Play

## CLIENT DOCUMENTATION/INFORMATION

### SUGGESTIONS / RECOMMENDATIONS

On appointment, Dunmar will take the time to discuss the Rules and Regulations of the Complex/ Estate with the authorised persons and will endeavour at all times to look after the best interests of the client in every aspect.

We pride ourselves on not just taking on a complex/estate, but going the extra mile at each turn, attempting to provide the client with cost saving ideas, better security for their residents inside the complex/estate and to this end, set out here under some suggestions for the client's consideration.

#### These being:

#### PERSONAL SECURITY FOR THE COMPLEX AND RESIDENTS

- ④ We encourage the client to ensure that the property is secure – no loopholes or weak points.
- ④ Ensure that the electric fences are working and that in need, these be checked and repaired as quickly as possible.
- ④ It is suggested and highly recommended that clients remember **"Safety begins at Home"**.
- ④ Insurance companies are hesitant in paying claims if the correct procedures and precautions have not been taken.
- ④ Every resident should ensure that he/she has an alarm system or a panic button system (**Sherlo Mimic Panel system which is only effective if day and night guards are on duty**) connected to the guardhouse if this is in place and their personal alarms linked to an armed response service provider.

#### COMPLEX / ESTATE RESIDENTS

**Dunmar have several options available for complex and estate residents:**

- ④ **Linking up to an armed response and monitoring service provider:**
  - Residents can benefit from the fact that their armed response and monitoring costs can almost be halved
  - If residents sign up within a complex, the security measures are stronger as everyone within the complex has an alarm, is linked to a service provider and response time is minimal – Time is Crucial in any incident.
  - Prices per resident can be as low as R85.00 (dependant on numbers and signing of a 2 year contract).
- ④ **Dedicated Pro-active Response Services:**
  - Beneficial to all – as many complexes/estates as possible sign up (including residents) as a forum
  - Dedicated Pro-active Vehicle allocated to designated area (never leaves area and carrying out patrols 24/7).
  - Full Details on this specific type of savings is attached under Our Services.

#### ELECTRIC FENCING

- ④ Recommended electric fence is linked to Dunmar Head Office Control Room, although Response will be on-site.
- ④ Would be perpetrators gain access over live electric fences by short circuiting the electric fence with insulated twigs and other implements.
- ④ Loops to be installed along perimeter electric fence to prevent perpetrators from obtaining access.
- ④ The loop connection from the Energizer should be configured to ensure a live top and bottom wire.
- ④ It is suggested that due to the vastness of the estate that beams be installed along the wall which will also alleviate the possibility of perpetrators gaining access over the electric fence.

#### BEAMS

- ④ Beams are an effective way of deterring would be criminals.
- ④ Although expensive, it is advisable that only the best be installed.
- ④ The effectiveness of the beam depends on the positioning of these items, the surrounding brush, trees, and birds in the garden or lots of greenery.

#### LIGHTING

- ④ The entrance to the Complex/Estate should be extremely well lit.
- ④ The electric fence can be zoned with Strobe lights to increase security. Should the fence be activated, it will be easier to detect the area where the fence was activated.
- ④ Floodlights can be fitted along fence – this will minimize the potential risk of unauthorized access to the complex.
- ④ Floodlights have proven to be a good security deterrent at potentially weak points along the perimeter.

## REMOTES FOR ALARM SYSTEMS

- 1 Many residents are still using their panels to arm and disarm their alarms systems.
- 2 This often causes false alarm activations due to the time set to allow you to arm and exit or enter and then disarm.
- 3 We strongly suggest that clients look at different remotes for this function. Most remotes now come with multiple buttons – Arm, disarm, Panic and the others may be connected to your motorized gate to ensure that you are safe in your vehicle and do not have to get out to open any gates. The gate can then be closed safely behind your vehicle when you are behind the gates.
- 4 The remote can also be kept close at hand when you are in the garden, entertaining outside – by simply pressing the panic button, you will alert the armed response to come to your aid.

## PANIC BUTTON SYSTEM LINKED TO DUNMAR

- 1 A panic button system can be linked to Armed Reaction at a once-off cost and a monthly monitoring fee.
- 2 This ensures that the Guard on duty has some sort of back-up in the form of Armed Response.

## GUARD MONITORING SYSTEM

- 1 A 5-point Guard Monitoring System can be implemented at the complex to ensure proper and effective patrolling of the guards in the Complex. If a Guard fails to visit a specific guarding point, a failure signal will be sent to Dunmar's Control Room and Dunmar's on-site Guard will investigate immediately.
- 2 The fixed panic button on the Guard Monitoring System can be pressed in case of an emergency and Dunmar Armed Reaction will respond immediately.

## STICKER SYSTEM

- 1 Stickers are only for the use of Resident's vehicles in order to prohibit unauthorised entry. All other vehicles (visitors, deliveries, etc) are required to sign in the Access Control book.
- 2 The guards will ensure that each vehicle is identified before letting a vehicle enter or exit the complex.
- 3 Guards will identify occupants of each vehicle before opening the gate.



## **GENERAL LETTER TO RESIDENTS (ON APPOINTMENT OF DUNMAR)**

### All Residents

Dear Valued Client

We have pleasure in announcing our appointment as the security service provider for your complex and thank you for entrusting us with your security needs. We assure all residents that our primary objective at ..... is to provide professional security services, with a safer and more secure environment for all.

We are sure that each and every resident is very proud of this very beautiful and well managed Complex and we would like to be a part of keeping it beautiful and well managed. Each resident has the right to privacy, quiet and peaceful surroundings and most of all, consideration from his/her neighbour. To this end, we would appreciate your co-operation and support in the carrying out of our duties.

With effect from ....., Dunmar Security will be implementing stricter access control and enforcing the rules and regulations of the Complex as laid down by the Body Corporate. Below are several points which will be implemented with immediate effect:

- The security Officers in service will be under strict orders to comply with instructions that they are given.
- Under no circumstances will the Security Officer follow instructions from any other person except instructions directly given by the Chairperson, a Trustee or the Caretaker of the complex.
- Security will not be permitted to open the gate for any resident or visitor. All residents are required to utilise their remotes for access/exit of the complex.
- Should you not have your remote with you, it will be necessary for you to sign the Access Control Book.
- Should a visitor arrive at the gate to see you and you are not available, Security has strict instructions not to permit entrance. The ruling – NO AUTHORITY – NO ACCESS. There will be no exception to the rule for any resident, visitor or contractor.
- Contractors/Deliveries: No access will be granted without the Resident's Authority. Residents must notify the Security before hand of any impending deliveries or work to be carried out.
- Domestic/Housekeepers – The pedestrian access/exit gate is to be utilised for this function.
- Residents not utilising their vehicles to exit the property must please use the pedestrian access and not open the boom and gates with their remotes. This is for your own safety.
- Residents must not just open the gate if they receive a call but ensure that the person is in fact visiting them and them only.
- Residents/Visitors entering/leaving the complex are to please keep their music in their vehicles down.
- All Residents/Visitors must follow the ruling and speed limit inside the Complex. Any person found exceeding the limit or revving their vehicle, will be warned and if this occurs again, a fine will be implemented.
- Residents expecting more than 10 visitors at any time must notify Security and the Body Corporate for authorization.
- Residents/Visitors parking in areas not demarcated for parking must note that this is not acceptable. A notice will be left on the windscreen of the intention to clamp the wheels of the vehicle. The offender will pay a fine to remove the clamps.
- Loud Music/Disturbances: This will no longer be tolerated. Security will ensure the peace and tranquility of the Complex.
- No loud music and drinking in common property area. Fines will be imposed on residents who fail to adhere to the rules.
- Security has been instructed to switch off the power of the unit causing disturbances until the rules are adhered to.
- The Security Officers will contact Dunmar Armed Response Division and the SAPS for back up, in need.
- Residents to please advise their visitors of the rules and regulations as fines will be imposed on offenders.
- Offers are not permitted to carry out work in the Complex for any Resident. They are employed as Security Officers and are there to maintain a secure and safe environment.

We are proud to be part of ..... and look forward to being of service to you,

**Our valued client.**

Dunmar are Committed and Dedicated to serving and protecting the community.

## SUGGESTIONS AND RECOMMENDATIONS

### SECURITY TIPS

With the safety of our clients, their families, assets and belongings as our major concern and with the increase in crime in our community, we would like to assist our clients with a few tips on security to assist you further in protecting your family, belongings and assets.

**Remember!! Your Safety is our Concern!**

#### Some hints and tips:

- 1 **Do Not** open your door to any person.
- 2 **Stand away** from your security gate if you have to talk to strangers at the door. - *well back* and talk to them.
- 3 Advise your *domestic/gardeners- they are not permitted* to open for anyone. Above procedure to be followed.
- 4 Should it be necessary for any sub-contractor/workmen to come to your residence, please notify security timeously so they are aware and can escort the service provider if necessary.
- 5 **Under no circumstances** should your domestic/gardener *advise of your whereabouts and comings and goings.*
- 6 Ensure you have a "peep eye" in your door. You could go the extra mile and get CCTV linked to a computer.
- 7 Should you be alone and a stranger approaches your door – it is wise to make as though there are other people in the house with you – call out to the fictitious person. If the person is up to no good – he will run away.
- 8 Make sure *all windows, doors/sliding doors* are secured before leaving your premises or retiring at night - this does include your bathroom/toilet windows.
- 9 **Do not leave personal belongings** on any tables, shelves close to any windows or doors. If necessary take them upstairs to your bedroom (if upstairs applies to your residence)
- 10 Be aware of *all movements* around you - especially when coming out of your home/garage. The latest - they will "tailgate" you at entrance to your property and then attack you. **BE AWARE**
- 11 **Question any unknown persons** walking around or report this urgently to your security provider or if you are at a complex – immediately advise the security personnel at the guardhouse
- 12 Keep your *security provider's contact numbers* close at hand.
- 13 Are you *afraid to enter your home* late at night - do you live alone and fear going into your home? - Request that your security provider assist with an escort service. **Remember Dunmar's escort service is part of the deal - call the guardhouse, share this with them and let them go with you to your property and ensure your safety.**
- 14 If you are going to be away from home for any length of time - **PLEASE - PLEASE** tell your Security Provider, advise your service provider's Control Room
- 15 Get your service provider to do *extra patrols* for you and ensure your belongs are safe until you return.
- 16 Do not allow any service provider to just leave a slip. They must advise you of all the details.
- 17 If you **do not have an alarm** - **GET ONE. DO NOT DELAY.** Phone a service provider immediately and get yourself armed and ready to keep the perpetrators out.
- 18 Make sure that the service provider is SAIDSA approved before installing any systems. Insurance companies will not pay out any claims if they are not SAIDSA approved.
- 19 Make sure that all *valuables are safely locked away.* **GET A SAFE.**
- 20 Get full details of any domestics or gardeners working for you. Ensure that you have the correct documentation - make and keep copies. If necessary provide this information to your Body Corporate or service provider.
- 21 Do not *give passwords* out unnecessarily. This is private information and could be used against you.
- 22 Stay **alert at all times** - do not hesitate to **raise an alarm.** You have a right to protect you and yours. **SOUND THE ALARM!** Call Security at the gate! Contact your service provider **24/7!** They are there to assist you.
- 23 If you are outside in your garden - **keep your remote at hand.** Should you not have a portable panic remote – **GET ONE.** Use the panic button on the remote to activate the alarm. This can save your life.
- 24 Link your alarm up to the Guardhouse and be sure that you are better protected with our armed response.
- 25 Look at possibility of outdoor passives to alert you to intruders long before they can get into your home.
- 26 Establish good relationships with your Neighbours – Look after each other – Stand together.

#### FOR OUR LADIES AND OUR SENIOR CITIZENS...

**PLEASE: LOOK AFTER YOURSELVES.**

LOOK AT THE POSSIBILITY OF OBTAINING A PEPPER SPRAY OR A SHOCK STICK (IN THE GUISE OF A TORCH) AND KEEP IT ON YOU!

If you are driving keep one on your lap

Going to the ATM or shopping? - Keep one in your hand

**Do Not Hesitate** to use the spray or the Shock Stick - This may just save your life.

The spray will blind the perpetrator, giving you sufficient time to get away or raise an alarm (**turn your head away as the spray may blow towards you**).

The Shock Stick looks like a torch - keep this on a wrist strap and use it – this will put the perpetrator down and allow you sufficient time to get away and raise an alarm.

# OPERATIONAL DOCUMENTATION GUARDING

## JOB DESCRIPTION

### STAY ALERT – BE AWARE – BE VIGILANT BE CONSCIOUS OF ALL MOVEMENTS OF VISITORS / RESIDENTS

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1. The following incidents must be noted in the Occurrence Book, together with an Incident Report setting out full details of the incident:
  - (a) Loud noise: Music, vehicles, screaming and parties
  - (b) Vehicles hooting / Vehicles exceeding the speed limit in the complex
  - (c) Visitors/residents vehicles parked in incorrect bay – Vehicles wheels to be clamped immediately and reported to the Security Trustee (in order for fine to be imposed).
  - (d) Rubbish, bottles and papers being thrown about
  - (e) Children kicking/throwing balls and other items against vehicles.
  - (f) Vehicles unlocked or vehicles with open windows
  - (g) Damage to vehicles involved in accidents/incidents through the day
  - (h) Any person urinating or drinking alcohol where vehicles are parked
  - (i) Lights not working in Complex (Report to be provided to Security Trustee on a weekly basis).
2. Guards **must** report for duty at least **10 minutes before start of shift** in **full uniform**. Failure to comply will result in disciplinary action being taken against you.
3. **No** radios, heaters or improper reading material allowed whilst on duty.
4. You are **not permitted** to leave your post/**talk to anyone outside** the gate whilst on duty.
5. Guards must be **professional** and **friendly** to all residents and visitors.
6. Guards may only be seated when out of the public eye. You **must** be standing or walking, when approached by any vehicle or person.
7. Greet the public in a **friendly/professional** manner. Be **courteous** to all at all times.
8. **No visitors** allowed onto the complex if residents being visited are not in.
9. **Identify** all vehicles/pedestrians personally **before opening** the gate for ingress/egress.
10. The company cell phone must be with the Guard and **switched on** at all times.
11. **No private calls** are to be received on the cell phone.
12. **Answer** the company cell phone **professionally** at all times. Greet the caller (Good day, Dunmar Security – State your name - How may I help you?). End your call by greeting the caller (Thank you for calling).
13. Should you hear any vehicles starting or car alarms activating, **investigate immediately**.
14. Copy of the Incident Report must be handed to the responsible person the next morning.
15. Guards **not to hide in dark areas** or in between vehicles whilst on duty. You are required to **be visible** at all times to render **assistance** for **the safety** of residents and visitors.

**GUARDS FAILING TO ADHERE TO THE ABOVE RULES WILL BE FINED**

**By order: DUNMAR MANAGEMENT**

## GUARDING DOCUMENTATION

### BASIC POLICY AND GUIDELINES

#### DISCIPLINE

- 1 Supervisors, Management and Clients must be addressed correctly.
- 2 It is your duty to greet these people first and to greet them **professionally**. (Meneer/Sir)
- 3 Show respect for Supervisors, Management, Clients and in fact, all those you come in contact with
- 4 Stand to attention when addressing/speaking to Supervisors, Management and Clients.
- 5 Remember: the client pays your salary. It is important that their instructions are followed correctly.
- 6 **Never argue** with the client, management (including your Supervisor).
- 7 You are required to maintain a standard of professionalism at all times.
- 8 Your colleagues are there to support you. The same professional attitude should be extended to them.
- 9 Insubordination of any kind is a dismissible offence.
- 10 You will personally be responsible for any damages to company or client equipment, assets or belongings.

#### UNIFORM AND DRESS CODE

- 1 All guards are expected to wear their complete uniform when on duty
- 2 All uniforms to be clean and tidy. Shoes must be polished and shiny
- 3 Guards are to be clean shaven before commencing their shift
- 4 No private jackets, jerseys or caps may be worn with your uniform whilst you are on duty
- 5 Any guard without a full uniform or who has old / torn uniforms must present his ID and call at Head Office at 08h00, Mondays to Fridays in order to arrange for uniforms. No uniforms will be issued after 08h00.
- 6 Should you not be off on these days, please hand your original ID document to your Supervisor on a Friday morning before 08h00 (**no exceptions**) and the Supervisor will arrange for uniforms.
- 7 All officers are to attend the offices of Dunmar in full and complete uniform.
- 8 No officer is permitted to dress at the client's premises.
- 9 Should you know that you are not in full uniform, it is your duty to request a full uniform to maintain the standards laid down by Dunmar Protection and Security.

#### PERSONAL INFORMATION

- 1 It is the officer's responsibility to ensure details provided are correct at all times (personal details).
- 2 In the case of changes to address, contact number or addition to family, this information must be handed in to the Supervisor in order for the HR records to be correctly maintained.
- 3 In the case of a death, especially in terms of spouses, provide details to HR for Provident Fund.

#### ATTENDANCE REGISTER

- 1 Guards must note exact time on and off duty. Incorrect information will be taken as a fraudulent entry and disciplinary steps will be taken.
- 2 Every guard is required to provide his bank and bank account number personally and to sign for this himself.
- 3 Guards must sign for transport every month, whether they utilise the transport or not.
- 4 This is important if you should wish to utilise the company transport at a later date.
- 5 Transport costs will not be deducted from salary if you do not indicate in correct block.
- 6 If the bank details are not indicated on Attendance Register, you will not be paid.
- 7 No pieces of paper will be accepted at all. Officers not to phone in bank changes. This is unacceptable.
- 8 Under no circumstances will late attendance registers be processed. Late time sheets will result in your pay being paid in the next pay roll run.

## ABSENCE FROM WORK

- ④ Guards who do not report for duty shall be placed under disciplinary action.
- ④ No Written Warning will be provided in this instance. **No exceptions.**
- ④ Guards must advise their Supervisor or the Control Room well in advance if they cannot report for duty. Failure to carry out this instruction will result in disciplinary action.
- ④ Absent for 3 shifts without having reported to their Supervisors or the Control Room are to report to Head Office with his reasons before he will be allowed to continue to work.
- ④ Dunmar will not accept any clinic notes (i.e. indicating the guard was at a clinic) as a medical note and the guard will not be paid under these circumstances.
- ④ Guards absent due to illness must produce a doctor's note which sets out the ailment or the nature of the illness. This information is highly confidential and will be treated as such by HR.
- ④ Guards to ensure they utilise day off for medical appointments and not the date that they are to be present on site. This causes disruption. Not always possible to have standby guard available.
- ④ Compassionate Leave is limited to 5 working days. In the case of death, a certificate or proof of the need for compassionate leave must be provided to HR before payment will be made.

## TIMES – ON AND OFF DUTY

- ④ The Security Rules clearly state that all Guards are expected to be at their post 10 minutes before their shift. Namely: 05h50 in the mornings and 17h50 in the evenings.
- ④ No guard is permitted to leave his post unless relieved by the next shift or before completing his shift.  
**For example:** The guard for night shift at a specific post can only relieve the day shift guard or report for duty by no later than 06h00. Failure to comply will be noted as desertion of post which is a dismissible offence.
- ④ Should there be 2 night shift guards on duty, the Day Shift Guard may not leave his post until the 2<sup>nd</sup> guard has reported for duty. It is essential that the Estates ensure the application of these rules

## SHIFTS

- ④ All guards are required to work according to the Employment Act 75 of 1997 stipulations.
- ④ Guards may not work any other days except as reflected on his Duty Roster.
- ④ No changing of rosters by officers without the express permission of Management.

## PROVIDENT FUND

- ④ Guards employed for a period of 6 months are to obtain forms from the relevant Supervisor.
- ④ You must complete the form, attaching copies of necessary documentation. Return to HR as soon as possible.
- ④ Guards who do not comply will not be entitled to any of the benefits from the Fund.

## GENERAL

- ④ Guards are not permitted to borrow money from a Client or resident.
- ④ Guards must direct any questions or problems to their Supervisor and not to Mr Dunn directly.
- ④ Any guard found guilty of this will be reprimanded and charged.
- ④ The "Channels of Command" must be followed at all times, without exception to the rule.
- ④ Loans will also be done through your Supervisor. No loans will be handled at Head Office.
- ④ Guards are not permitted to sit in guardhouses unless they are eating, writing their reports or if it is raining extremely hard. Cold weather is not an excuse to sit in the guardhouse.
- ④ Guards using the toilets must make an appropriate comment in the Occurrence Book to ensure that if the Client enquires as to his whereabouts, he can look at the Occurrence Book and know why you are not at your post at that specific time.
- ④ Guards must clearly stipulate all incidents/occurrences in the OB. This includes any strange visits to a unit several times during shift, dogs barking, strange vehicles, etc. Should incident occur and there are no such records, the guard on duty will be held responsible for the damages incurred by the client.
- ④ **No heaters, newspapers, magazines and FM/AM radios are permitted on duty. Our company has a service to offer and the Client pays us to deliver this service.**
- ④ **Guards are not to discuss company policy, uniforms, salaries or benefits with the Client. Should you be found guilty of this offence, disciplinary action will be taken against you.**
- ④ Correct and proper hand over must be adhered to between night shift guards and day shift guards. Both guards' signatures to be placed on hand over sheets.
- ④ Each Supervisor has his own group of guards reporting directly and only to him. Guard must approach his Supervisor for any requirements and not any other Supervisors.
- ④ Guards reporting for duty to read Job Description and Standing Instructions prior to signing for duty.
- ④ All guards working at Estates must report that they are at their posts by no later than 06h00 (day shift) and 18h00 (night shift). This must be reported by the Sergeants at the different posts.
- ④ All guards are to note that if they are **found sleeping on duty that they will be dismissed** as this is placing the site and the residents thereon in jeopardy.
- ④ **Guards discussing Dunmar's internal affairs or any affairs of the company will be dismissed immediately. This includes pay dates, pay rates, non- payment for any reason whatsoever or any other matter which is and forms part of the Company Policy.**

### **Please Note:**

- ④ All guards are required to sign this letter.

## IMPLEMENTATION OF SERVICES

*On acceptance by the Client of our quotation and our nomination as the preferred service provider, Dunmar will provide the client with certain documentation to ensure a smooth transition from one service provider to another.*

*These documents form part of a contract and we believe it is important to get it right the first time around – before we commence with our duties.*

*We provide this information to ensure a good Client/Service Provider relationship from the very first moment.*

*These steps are as follows:*

- 1 Communication Plan*
- 2 Operational Plan*
- 3 Contingency Planning*

## COMMUNICATION PLAN

*In terms of communication, we set hereunder the summarised outline of a basic communication plan devised to ensure correct procedures are followed and maintained.*

*We have found that the utilisation of a communication plan eliminates problems which may arise due to lack of or incorrectly interpreted information from either side.*

## MANAGEMENT

*Management are responsible for ensuring that the communication channels are strictly adhered to. Management provide a management support to clients, i.e.:*

- 1 At least 1 structured client visit per week*
- 2 Immediate reaction to client queries and requests*
- 3 The provision of a 24-hour contact number allowing our clients to contact us 24/7.*

## CONTACT DETAILS / EMERGENCIES NUMBERS

- 1 Client to be provided with full contact numbers, i.e. Management, Supervisors, Control Room Armed Response and Area Supervisors.*
- 2 Client to provide Dunmar with full contact details of all senior management, persons on actual sites and site managers and security managers.*
- 3 Client to provide Dunmar with after hour emergency numbers of all respective personnel members.*
- 4 Each site to be provided with schedule depicting contact details and all emergency numbers displayed in the guard room.*
- 5 Each Security Officer will be given a list of contact numbers and the persons to be contacted in the case of any incidents.*
- 6 All emergency numbers, i.e. Netcare 911, the Police station for that Sector, Fire Station and Ambulances will be displayed in the Guard Room.*
- 7 Area Supervisors to ensure that all contact details for the security officers are at hand and available to Pickup Management and personnel in charge of security.*
- 8 The Security Officer is to be provided with the Area Manager's contact details which is to be dialled into his cellphone in the case of emergencies*

## ALARMS AND PANIC BUTTONS

- 1 Each site equipped with an alarm, electric fence or panic button system will be linked to Dunmar Control Room.
- 2 On the activation of these facilities, Control will receive the activations on the computer.
- 3 Control will comply with requirements set down by the Client and the procedures in place for the incident.
- 4 Control will dispatch the designated Armed Response officer to the site.
- 5 Control to contact the relevant persons from the client's side to advise of the situation.
- 6 The Security Officer will be immediately contacted to advise of back up.
- 7 Incidents to be written in the Occurrence Book.

## METHODS OF COMMUNICATION

Dunmar will ensure that the correct communication equipment is available at all times. The following equipment will be utilised for communication purposes:

- 1 Radios – this will be communication between the security officers on site and the guardhouse
- 2 Cellphones – Security officers are provided with a cellphone which allows them to sms their Control Room, their area supervisors and management in need
- 3 Panic Buttons – These will be linked to the Dunmar Control room for Monitoring
- 4 Electric Fence alarms – The electric fences will be linked directly to the Dunmar control Room.
- 5 Site Visits by management, Supervisors, Armed Response – All telephonically
- 6 The Control Room is comprehensively equipped and manned to ensure that communications are acted on immediately and staff dispatched timeously.
- 7 Armed Response Officers are all equipped with Radios directly linked to the Control Room and with each other and are also provided with Cellphones for communication should they need to.

## REPORTING

Dunmar have strict guidelines/procedures in place in the event of any problems which may occur at any site.

- 1 All personnel employed by Dunmar are fully trained in the reporting of any incidents (in fact all incidents) in the Occurrence Book or the Incident Report Book.
- 2 Occurrence/incident books are checked daily by the Supervisors who sign off each shift and its events individually.
- 3 These books include the signing on of guards/ shift change and a report on patrols every hour or as stipulated
- 4 The reports are written in the book and where there are problems are referred to Head Office.
- 5 Problems/incidents are automatically escalated to Management at Head Office for investigation.
- 6 Reports are produced within 48 hours of occurrence and escalated to Client for comments and attention.
- 7 Dunmar Management carries out investigations into all incidents.
- 8 Dunmar Management reports produced for the client will include the summary of events, investigation outcome, recommendations or suggestions and finally the conclusion.

## CONTINGENCY PLAN

*In the case of any emergencies the following contingency plan will be put in place:*

- ④ *Dunmar will ensure that stand-by personnel are available at all times.*
- ④ *In the case of any emergency, peak periods or unrest, including industrial action (strikes, etc). Dunmar will undertake to have personnel on call at any given time.*
- ④ *The normal turn-around time for requesting additional or ad hoc guards is a minimum of 5 hours.*
- ④ *In the case of evening or weekend and holiday requirements, Dunmar would be prepared and able to provide any additional requirements necessary.*

## ADDITIONAL OFFICERS FOR SITES

- ④ *Client to advise Dunmar Management of need for additional security officers.*
- ④ *Client to allow 24 hour notice time in order for additional security officers to be recruited or placed on site*
- ④ *Dunmar will undertake to provide additional officers on condition the stipulated notice time is taken into consideration*
- ④ *All requirements for additional services must be provided in writing to Dunmar. This could be by fax or e-mail. No verbal instructions will be followed.*

## EQUIPMENT

- ④ *Equipment will be available after receipt of advice from Management*
- ④ *In the case of equipment failing on site, the Security Officer will contact Area Supervisor or the Control Room and they will in turn provide the security officer with equipment to replace the faulty equipment*

## EVENTS AND SPECIAL OCCASIONS

- ④ *Client to provide event plan/comprehensive details i.e. crowd management, vehicle watch, patrols, etc*
- ④ *Exact dates and details/addresses of events to be provided*
- ④ *Dunmar to provide the extra manpower*

## FORCE MAJEURE

- ④ *In the event of incidents beyond the control of Dunmar or the Client, after a meeting held to assess the situation, a plan to be set in motion to ensure the Client's property and personnel are secure*
- ④ *Manpower will be put in place to deal with the situation arising*
- ④ *Dunmar to advise SAP.*

## FAULTY ELECTRIC FENCES OR PANIC BUTTONS

- ④ *Dunmar will times endeavour to provide the Client with the quickest turnaround time in the case of any power failures, malicious damage or deterioration to equipment due to wear and tear*
- ④ *The Client to undertake to pay the necessary callout fees for such cases if needs be.*
- ④ *In the case of strategic and busy sites, Dunmar will undertake to place a security officer on duty at the site to ensure the site is fully secure until the gate, fence or electric fencing is operational.*

# PROJECT EXECUTION PLAN

Assuming that Dunmar are nominated and that sufficient lead time will be given to Dunmar (approximately 1 month), it is envisaged that the project will be executed in the following manner:

## NOTIFICATION TO DUNMAR OF NOMINATION AS SERVICE PROVIDER

- 1 On receipt of notification, Dunmar and Client to meet to establish date for commencement of services
- 2 Contractual documentation to be provided and signed between the parties

## CHANNELS FOR COMMUNICATION AND REPORTING

- 1 Meeting between Client and Dunmar to establish the means and frequency of reporting
- 2 Command structure to be finalised and put in place
- 3 Establish designated persons Dunmar will be working with in terms of this contract
- 4 Meeting between Client and Dunmar to establish the Command Channel.
- 5 Introduction of all senior/operational staff to the Client and their management

## ADMINISTRATION PROCEDURES

- 1 Dunmar to establish and agree payment terms with the client
- 2 Dunmar and Client to agree and sign the Dunmar Services Agreement/Contract
- 3 Client to advise all information and details of their accounting procedures
- 4 Client to provide Dunmar with Accounting division and payment facilitators within the Structure for easy referencing and communication
- 5 Dunmar to provide the Client with all banking details for the 3 Divisions within Dunmar
  - Guarding Services
  - Armed Response Services
  - Technical Division

## THE SITES

- 1 Client to provide complete details, i.e. addresses and areas, contact numbers of all sites
- 2 Lead times for each site operation prior to commencement
- 3 Site survey by Management to establish any lack of security or high risk areas
- 4 Establish current security measures in place at each site
- 5 Dunmar to familiarise themselves with the sites, personnel already on site and the site manager's specific requirements of the personnel to work on that specific site
- 6 Operational staff (General Manager, Ops Manager, Area Supervisors, Armed Response/Control Room Managers) to meet with Client's Security/Site Managers, and other site personnel who they will be interacting with
- 7 Specific instructions from Client to be noted/utilised in the provision of security services
- 8 Client to provide their management details for visit to site/establish working relationship
- 9 Client to provide Dunmar with all details of their vehicles which are authorised to enter the sites, i.e. registration, driver, purpose of the visit by the vehicle

## TECHNICAL SERVICES

- 1 Technical division to be advised as to which sites / facilities will be linked up with the Dunmar Control Room.
- 2 Technical Division to be provided with lead times and written instruction from the Client to proceed with installation, if necessary and connection of all alarms and panic buttons and electric fencing prior to the commencement of security services

## **CONTROL ROOM AND ARMED RESPONSE**

- ④ *Technical Division to link up all equipment, i.e. electric fencing, panic button systems with Control Room*
- ④ *Client to provide contact details/information to be provided to Control Room for the carrying out of their services*
- ④ *Dunmar to provide schedules for the Control Room, setting out:*
  - *Name of the sites*
  - *Physical addresses of each site*
  - *Authorised contact person in case of emergencies*
  - *Backup details, i.e. telephone number of the client's security manager*
- ④ *Client to provide Remotes to the necessary sites to Dunmar which will be kept under strict control*
- ④ *Armed Response to receive remotes (tagged and identifiable) for access to the premises*
- ④ *Client to advise Dunmar of Sites which do not have the need for remotes – i.e. access.*

## **SECURITY OFFICERS**

- ④ *Security officers to be elected for each site in accordance with requirements of Client and authorities*
- ④ *Identification requirements to be put in place for each officer, i.e. name tags and Dunmar laminated ID card depicting security officer's full details*
- ④ *Security officers to be made familiar with the requirements*

## **TRAINING**

- ④ *All security officers to receive on – site training - 1 day on the actual site to familiarise themselves with the requirements of the Site Manager, Security Manager and Client*
- ④ *Training in respect of all equipment on site/ provided by the Client (clocking system, computer systems)*
- ④ *Emergency procedures*
- ④ *Access control Procedures in accordance with Client instructions and requirements*
- ④ *Searching procedures – in accordance with the Client Instructions*
- ④ *Reporting channels*

## **STATIONERY AND EQUIPMENT**

- ④ *Dunmar to provide all the necessary stationery and equipment per site:*
  - *Security Officer equipment*
  - *Baton / Handcuffs / Whistle / metal detectors where necessary*
  - *Communication Equipment*
  - *Radio / Cellphone*
  - *Stationery / Pens/Pencils*
  - *Incident Report Books / Access Control Books / Occurrence Books / Pocket Books*
  - *Other schedules/documentation required by Client to be completed*

## **REPORTING STRUCTURE AND ACTUAL REPORTING**

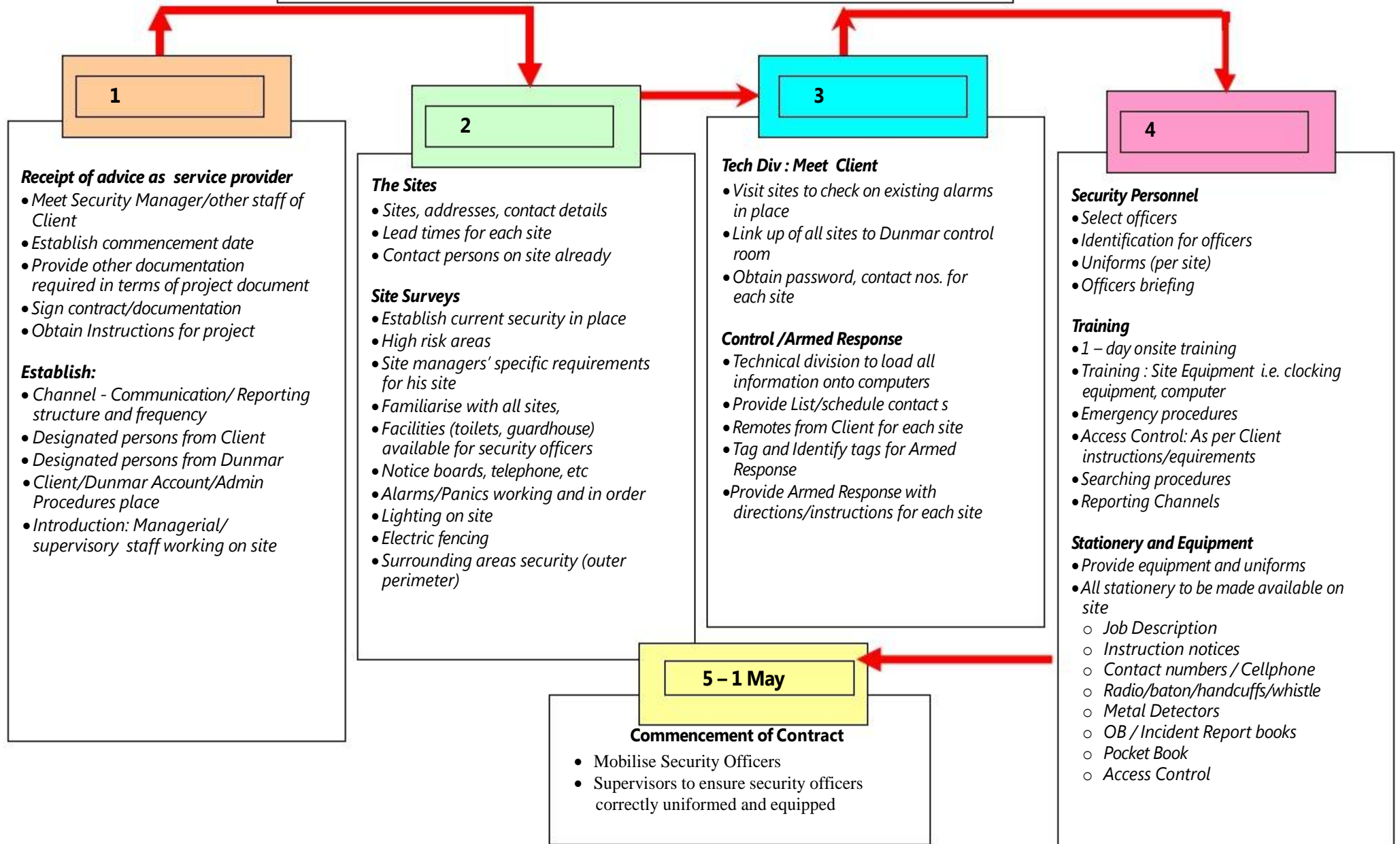
- ④ *Reporting structure to be put in place in accordance with the requirements of the Client, i.e.*
  - *Monthly Management meetings*
  - *Detailed reports from Dunmar in the case of any incidents*
  - *Activity reports from the Control room on any incident*
  - *Supervisor Activity Reports – Client Satisfaction/Complaints Report*

## **COMMENCEMENT OF CONTRACT**

- ④ *On finalisation of all the aforesaid procedures, it will then be possible to commence with the contract.*

# PROJECT EXECUTION PLAN

Imaginary Dates utilised as example



# OPERATIONAL PLAN

