



WESRIC SECURITY COMPANY PORTFOLIO

www.wesric.co.za



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WESRIC
SECURITY SERVICE

WESRIC SECURITY SERVICES (Pty) Ltd.

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1619

Dear Potential Client

RE: COMPANY INTRODUCTION

We would like to thank you, for affording Wesric Security, the opportunity to introduce our company to you, and for allowing us to help assess your particular security needs.

Wesric have been operating for the past 10 years, specialising in Industrial Guarding and Internal Warehouse Security as a core product with In-house technical support for existing customers in order to provide total satisfaction in all areas of security. Wesric service a number of blue chip client's such as DB Schenker, DHL, Dawn Distribution, Parker Hannifin and Osram amongst others.

Wesric strategy is always "Against the Grain", which means that processes that have not and are currently not working have to be shelved and the industry norm can no longer be followed. Wesric relies on the valuable information we gather from our experiences as well as our clients. We continually access this information, to re-assess the situation of what was happening on the ground with regards to crime related incidents, as well as what our competitors are doing. Service in the current environment, in all areas of security, is of the utmost importance and massive changes are necessary.

The "same old" structures on the ground no longer work, risk needs to be urgently reduced and operationally what happens out in the field must change.

Wesric is incredibly passionate about what we do. **We continually strive to ensure that the service we provide is a cut above the rest. We have called upon our capital intellect to ensure that going forward, how we operate is unique and professional,** that the operations structure is flexible, and most importantly, **that it will produce on going results consistently.** The industry for many years has been structured in a certain way and when it comes to the management of sites, after the infrastructure has been deployed on the ground, in time consistency suffers, particularly on weekend days and nights as these are the times when the majority of situations arise. Our task is to ensure that, going forward all our sites are covered operationally 24/7 from a management perspective, and that all sites are managed professionally, that strong relations are built and that issues are timeously addressed.

There is no doubt that with the proper procedures, strong Service and Operations management in place and constant management support from Senior managers, that your site can be managed effectively. Wesric have the necessary experience and personnel to do just this.

Wesric Security Services believes that with experience and hands on personalised service, we build partnerships with our clients rather than just being security providers. We would like to develop that partnership with your company, and trust that the information provided meets with your approval.

Should you require any further information or clarity, please do not hesitate to contact me. We look forward to hearing from you at your earliest convenience.

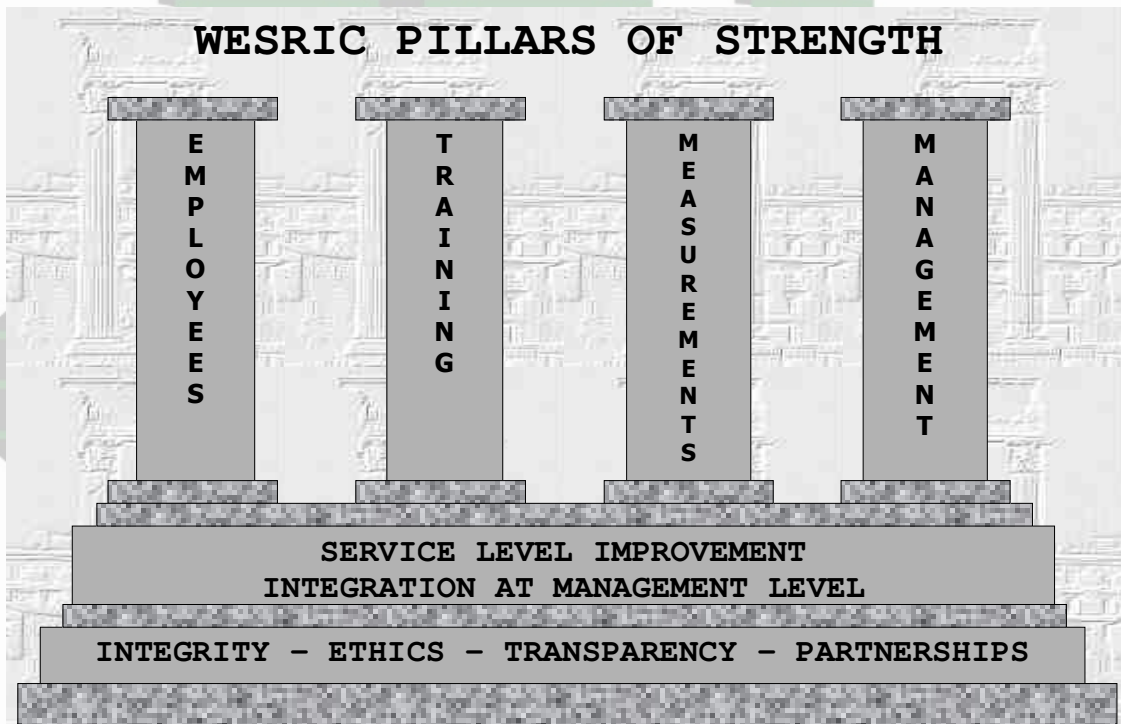
Your Industrial Guarding Specialists

Yours sincerely

Glenda Gibhard
Business Development Manager
(071)355-4634

Gavin Marshall
Marketing Director
(082)807-1233





WESRIC HAVE A PROVEN TRACK RECORD

- Strategic partners, not merely a service provider
- Reliability
 - Strong After Service Management
 - High levels of client retention
- Accountability - processes and procedures
- Personal attention and commitment through:
 - Strong Service & Operations Management
 - Flexible management practices
 - In-house Technical support
- Competitive pricing
- Higher service standards
- Reputation – Attracts top talent on all levels



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A. GENERAL COMPANY OVERVIEW

1. INTRODUCTION

The conventional approach to security and merely understanding the markets is no longer sufficient. With criminal activity and the threat it poses to business becoming increasingly sophisticated, we realise that the only way to manage and minimise risk, is by being proactive in anticipating future losses and designing systems to counter these losses.

Wesric regards itself as a specialist industrial guarding company. We have recognised the need to develop more specialised teams who would have the advantage of understanding a niche market sector, thereby making them more effective in their service delivery. This is one of the many reasons, that we are making huge inroads in a very competitive environment.

We are dedicated to providing safe, reliable and efficient means of protecting people and property. One of the foundations upon which we have built our business is our commitment to service excellence and our customers' needs are our highest priority.

Wesric has a network that has been built from the ground up. We are renowned for enhancing the growth of our client's business by minimizing the potential collusion factor within the workforce, as well as drastically reducing their shrinkage through the implementation of a jointly approved solution.

With the endemic growth rate in crime throughout Africa, and the expertise and knowledge we have gained over the past 10 years, we believe we can handle the challenge that South Africa presents.

2. BACKGROUND HISTORY

- 1999 Wesric Security Services was founded by Gerhard Janse Van Rensburg. Wesric established a reputation predominantly within the industrial and warehousing sector, where we were fortunate to service Cargo Carriers, Exel and 3M amongst others.
- 2005 Negotiations were concluded with a second partner and Wesric became a (Pty) Ltd, and to date we have a guarding complement of over 450 security officers in our employ.
Gavin Marshall was appointed to the board of directors bringing in 10 years of Expertise in General Management and Marketing.
Wesric's technical division was born, Thus enabling Wesric to provide technical support to our existing customers through new installations, repairs and maintenance agreements, Strategic alliances have been put in place on CCTV and Off Site monitoring solutions. All services put together, no doubt enables Wesric to give the client total security solutions.
- 2008



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B. OPERATIONS

1. OUTSTANDING SERVICE THAT SELLS

At Wesric, we see ourselves as business partners, not merely service providers. Client Service is one of the core values of our company. It's what gives us our cutting edge and a measurable point of difference. Our Operations and Management teams are the leaders driving the overall performance of our team.

All Wesric staff assigned to our client's sites is fully trained to fulfil a vital role in the service required by our client. They have knowledge of specific security needs as well as internal and external risks within a company.

On investigation of discussions we recommend conducting a detailed risk analysis at the customer site. This will enable us to assess whether all areas of potential risk have been identified, whether the manpower allocation is sufficient and whether any additional, integrated equipment or services are required, which will enable us to present ourselves with a decisive solution.

Prior to commencing our service, we will liaise with the client to identify and discuss individual needs. These will be incorporated into comprehensive, site specific procedures. These site procedures are laid out in a standard format and pre commencement training is done with our security officers during a site induction.

This SOP remains in the security office on site and the officer's receive feedback to ensure they are complying with their specific duties. Our supervisory and operational management teams monitor ongoing compliance with these procedures.

PERSONALISED SERVICE

Wesric has made a conscious and deliberate decision at Senior Management level, to provide hands on personalised service through our Service and Operations Management which is unique to Wesric and proving to be the key to success in managing sites effectively. There is a tendency within the industry for service providers to grow, while the service levels tend to wane. This is often due to the sheer number of personnel involved, and not having easy access to the decision makers within the organisation.



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2. POSTING OF SECURITY OFFICERS

All security officers are posted according to the computerised "Easy Roster" system. This allocates guards their positions and shift times, at the beginning of each working month. The guards are given their roster a week before the end of each month, so as to avoid complications and to make amendments where necessary. The security officer's leave and the relievers for the specific sites are taken into account in this roster.

In our experience, self-posting is more effective, as it produces a guard with improved morale and integrity, due to easy access to his family.

Should a guard not register within the required time frame, the control room is notified and a vehicle within the area, transports relievers to the site to fill the position.

3. ROTATION OF SECURITY OFFICERS

Rotation of guards can be discussed if a renewal process is required, whereby the guards are rotated as agreed. However, this policy may differ on sites where a fair degree of product knowledge is required, by the security officer to fulfil his job description. In certain cases, clients would prefer the existing complement to remain, until further notification.

4. GUARD MONITORING

The guard monitoring is managed by Wesric internally. Clients can have access to all weekly patrols reports through our website www.wesric.co.za

5. FIELD MANAGERS

Wesric has a policy of Field Managers who operate 24hrs a day 7 days a week which ensures that each site is visited at least once in a 24hr period by a Manager. These Field managers are in direct contact with our on site control room to ensure that any issues reported by sites are reported directly to the managers on duty and that the problem is sorted out timeously and professionally. All operational issues on a site are handled directly by the field Managers, be it day or night and comprehensive reports as to these issues and the outcome have to be supplied to the Operations Manager on a daily basis.

6. OPERATIONAL CONTROL MEASURES

These disciplines are applied on your site on a monthly basis, to ensure effective control and management of the site. Once these measures have been implemented, they will be maintained and reported on

REPORTS

Mag Touch Report:

Managed by Wesric and available on the Website.

Incident Reports:

An original copy of the incident report is forwarded to the client. These reports may also include recommendations for security improvements by the liaison officer.



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	Standard Operating Procedure:	<p>The Standard Operating Procedure will contain:</p> <ul style="list-style-type: none"> • Contract Information • Emergency Procedures • General Site Procedures • Specific Site Instructions • Annexure – e.g. Signature Specimens, Key List, Site Plan etc
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CONTRACT MAINTENANCE	Client Monthly Meetings:	A scheduled client meeting will take place where SOP and Service Level Improvement log will be discussed
	Supervisory Visits Record:	A record is kept of all supervisory visits, which is recorded in the Occurrence Book (OB). The supervisors will visit the site at least once per shift, and they are responsible for the on going training of the guards too avoid complacency, as well as completing a daily check list on site.
	Hand Over Instructions:	Specific instructions to be carried over from dayshift to nightshift will be recorded in the Occurrence Book. It is the Site Managers & Supervisors responsibility to ensure that they are carried out.
	Documentary Controls:	<p>A sample of all documents are compiled, along with the authorised signatures for the guard to make the necessary comparisons e.g.</p> <ul style="list-style-type: none"> • Gate Passes • Authorising signatures • ID Tags for staff etc

CONTRACT ACCEPTANCE & START-UP	Roll Out Plan:	<p>The agreed start up date of the contract will determine the roll out schedule. A start up lead-time of 3 weeks is preferred to ensure that the contract commences with the optimum Quality of Service and efficiency. It will include:</p> <ul style="list-style-type: none"> • Manpower & Training • In-house Procedures • Draft – Standard operating procedures (SOP) • Approved- Standard operating procedures (SOP) • Site Equipment & Stationary
	Manpower Selection:	<p>Our selection procedures include an initial interview and the applicant's success depends on the satisfactory completion of the following:</p> <ul style="list-style-type: none"> • An interview • Reference checks • A crime free record
	Training:	In addition to the normal Security Officers Board (SOB) requirements, the guards are trained to meet the specific requirements of their individual Job Descriptions and Standard Operating Procedures (SOP).

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C. TRAINING AND STAFF DEVELOPMENT

1. PRE-EMPLOYMENT CONTROLS

One of the biggest problems facing the security industry is the low level of entry for security officers. Therefore the potential collusion factor is on the increase. For this reason we believe in subjecting all applicants to the strictest form of pre-screening thereby minimising the potential collusion factor.

Following our policy of transparency, if the Client so chooses, he may be involved in the selection procedure of the security officers for the site. We find this system enhances the relationship between the client and the security officers.

Depending on the requirements of the position, specific tests can be conducted to identify certain skills of an individual needed for the position.

- Individual interview
- Written consent from the applicant that he/she voluntary consents to take part in the assessment process.
- Criminal record check at the Criminal Record Centre of the South African Police Service or the African country, if they have a criminal record centre.

2. TRAINING

We believe that training is the cornerstone of our service delivery as it not only improves skills, but also promotes healthy interaction which builds and motivates the entire staff complement in a competent pro-active unit.

Training of our personnel is as important as the selection process and is ongoing. The Field Managers are responsible for the initial SOP training of new Security Officers on a site. They are also responsible for the ongoing training of guards to prevent complacency and to ensure that they perform in line with their SOP's, and job descriptions so as to provide continuity in service.

Our On-site Trainer will continue with on-the-job training, by means of mini-lectures covering topics like:

- Discipline and Dress Code
- Public relations and telephone procedures
- Duties towards clients and other employees

The On-Site Trainer will also conduct ongoing assessments of staff, to determine any further training requirements.

Monthly planning will be done in conjunction with the client to establish a training program to improve the skills of the security officers.



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3. PROMOTION FROM WITHIN

Wesric engages in a strict internal promotion policy, advancing existing loyal employees. Should employees show commitment, competence, and ability, we provide them with the opportunity and means to advance into management positions within the company. This enable Wesric to provide our Client's with guards that have a proven track record within our organization, as well as within the security industry.

4. MANNING OF TELEPHONES AFTER HOURS

All security officers are trained in general etiquette during their diploma course. Part of the general etiquette training is the answering of telephones as required by the client. However, they would be specifically trained up to meet your particular standards.

5. HYGIENE STANDARDS

Basic hygiene maintenance is included in the training curriculum of the guards, and is monitored along with the guards' dress code as part of the Monthly Site Assessment. Guardrooms must remain tidy at all times, with all the necessary documentation filed correctly. We believe that the image of Wesric is reflected not only in our uniforms, but also in the presentation of our guardrooms.

6. OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENT

Health, Safety and Environmental issues are part of the many corporate responsibilities that we, as the Employer, acknowledge. We accept that it is part of the total function embracing our many responsibilities.

Wesric Security Services is committed to provide and maintain a working environment that is safe and provides for the health and safety of people at work, as defined by the OHS Act in particular, in terms of Section 8.

The identification of hazards that are attached to any work which is performed, produced, processed, used, handled, stored or transported, and any plant or machinery which is used in our business.

The provision of such information, instructions, training and supervision as may be necessary to ensure every employee is conversant with the hazards to his health and safety attached to any work he/she has to perform.

- The safe provision and maintenance of systems of work, plant and machinery.
- The elimination or mitigation of any hazard or potential hazard to the safety or health of all our employees.
- The compliance of the OHS Act by all employees.
- The enforcing of such measures as may be necessary in the interest of health and safety.
- The informing of all employees regarding the scope of their authority.

We are committed to the appointment and active participation of all levels of management in the Health, Safety and Environmental Program. In terms of Section 14 of the Act, all employees are compelled to assume responsibility for their own safety as well as others whilst at work. In order to attain this, we believe that training is an essential to creating a healthy and safe workplace.



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7. WORKSKILLS PLAN

Skills in any organisation as we know are critical ,Wesric complies with the Sassetta work skills plans which are submitted every year and are dedicated to Internal and external training throughout the year ,and continually identify areas where we can better our staff skills which are beneficial to you as a client. Training and employment equity is carried out in conjunction with the Training and Equity committee in order to identify our needs and meet our targets.

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D. HUMAN RESOURCES

1. EMPLOYMENT EQUITY POLICY

As part of Wesric's total commitment to equity and transformation we set levels of excellence for training and development of personnel in order to enhance business performance and competitiveness.

These are based on four principles

- Commitment – Wesric is fully committed to developing its people in order to achieve its aims and objectives
- Planning – a planned approach is set out for business objectives and how we can achieve them.
- Action – Wesric develops their personnel in order to improve their efficiency and overall performance on client's sites.
- Evaluation – Wesric's investment in its personnel is directly proportional to their delivery of service.

Wesric regards our personnel as our most important resource and is dedicated to the development and empowerment of all our personnel through the alignment of our personnel and organisational goals.

Targets are set for a five year period, which are monitored, measured, reviewed and adjusted annually, taking ever changing business circumstances into account. The company obligates itself to focus more attention on the short term rather than on the long term. Targets are based on the anticipated staff turnover and growth in the following categories:

- Senior Management.
- Middle Management.
- Junior Management.
- Administrative Staff.
- Supervisory Staff
- Security Officers.

It is important for the company to ensure that disadvantaged groups, irrespective of race and gender are equitably represented across all categories. If necessary, policies and procedures regarding recruitment and selection criteria, and training and development procedures are reviewed, as well as performance

2. EMPLOYEE BENEFITS

Wesric ensures that our company benefits are above the legislated minimum, so as to attract and retain quality personnel. All personnel are covered by a Provident Fund which is partly subsidised by the company.



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3. PROVIDENT FUND

Wesric takes pride in their employees well being and to this end we have a provident fund in place.

4. STATUTORY WAGE DETERMINATION ACT INCREASE

Our guards are paid in accordance with the legislated Wage Determination Act, and prices are based primarily on this factor. This enables us to have more reliable personnel on the ground, which in the long term would be to our mutual benefit.

5. POLYGRAPH TESTING

Polygraph tests are carried out by an independent assessor, in liaison with the Operations Director. We believe this enables us to provide a fair assessment of the situation, irrespective of the client/security personnel involved.

6. UNIFORMS

Our personnel are fully equipped with uniforms that are suitable to your environment; i.e.: corporate clothing, protective clothing, batons, torches, stationery etc, all of which are included in the monthly charge.

We have always viewed that our security officers, as your front line image and therefore they reflect the image of our client. For this reason it is essential that they are correctly attired at all times.

7. HOURS OF WORK

In terms of the Statutory Wage Determination Act, Wesric is obligated to ensure that all employees work according to the stipulated agreement.

In order to cover a security post on a 24 hour basis on twelve hour shifts, one would require three security officers to undertake this task. These relievers are costed into the monthly rate per shift.

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E. VALUE ADDED SERVICES

1. WAREHOUSE CARGO CHECKERS:

Wesric Security currently supply a number of clients with Warehouse Cargo checkers to perform a number of different requirements to maintain the Integrity of Internal Security. All are subject to stringent pre-employment checks. Minimum qualification is a matric. All are trained in a variety of warehouse functions, which would include stock counts, verification checks, high value controls, discrepancy reports and more.

2. TECHNICAL SUPPORT:

Wesric Security provides In-house technical support and is in a position to provide new installations on Alarms, Electric Fencing, access control and CCTV, aswell as repairs to existing systems, additions to existing systems and maintenance agreements on systems.

3. RISK ASSESSMENTS:

Wesric Security have extensive knowledge in order to complete a full risk assessment of your premises in order to ensure that your premises and assets are protected through a proactive process rather than a reactive process, as so is the case in so many instances which is no doubt frustrating to most, as companies are lead to believe what they have in place is sufficient – Let us advise you- Our solutions are cost friendly and explained in detail as you are fully aware of your risk.

4. MEDICAL RESPONSE:

Wesric Security, as part of adding value to our clients, has partnered with Excalmed in the provision of medical response to any medical emergency on your site.

Excalmed medical response - is the premier medical response company. The company provides advanced life medical response throughout the Gauteng area of operation and their response vehicles provide a fast, reliable and professional service.

With the deterioration of municipal medical services, a desperate need for an alternative medical emergency service has prompted Excalmed to create a unique and innovative life saving service - Excalmed medical response. An additional charge of R250.00 / pm would be required should such a service be requested.

5. SECURITY DOGS:

Wesric can provide Dogs through the SA Dog Academy, who are S.P.C.A accredited. Quotes on dogs can be requested for separately.

6. ARMED GUARDS:

Wesric are currently not in a position to provide Armed Guards due to the new legislation around fire arm licences, whilst we have applied the period is unknown as to when our licence will be approved and such service can be provided.



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7. BUSINESS TO BUSINESS CRIME SHARING FORUM

Wesric Security are passionate about fighting business crime on a National Level – and what a better way to do it by using technology-The more we can all share the better.

This information is shared by all, your security providers, police departments, clients, staff and other Business in your area .All can only benefit by having this information and are able to react. Log onto www.wesric.co.za for more – It is time for Businesses to support each other – we cannot win this war alone.

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F. CLIENT REFERENCES

DB Schenker	(9 Sites)	Dave Fireson	(011) 9718400
DHL	(8 Sites)	Eric Basson	(011) 923-7777
Dawn Distribution	(4 Sites)	Darryl Askew	(011) 323-1111
Hitachi	(3 Sites)	Christo Marx	(011) 894-4211
Parker Hannifin	(2 Sites)	Geoff Truter	(011) 961-0700
Osram		Johan Van Pletzen	(011) 207-5600
Hellmann Worldwide		Steven Vorster	(011) 928-7184
Expeditors		Stewart Winter	(011) 976-7000
GNLD International		Albert Nkosi	(011) 409-3000



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G. CONTACT DETAILS

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