

# INTEGRITAS

Omega Risk Solutions Ω Security with Integrity Ω December 2019 Ω ISSUE 26



*From the Desk of the CEO*

# INTEGRITAS



By now you have all noticed that the name of our Company Magazine has changed to INTEGRITAS. Whilst the name SETHAGA has served the magazine well for many years, it is time to accommodate our colleagues in the other countries where Omega also have significant presence. Sethaga mainly relates to South Africa and therefore excludes countries like Mozambique, Namibia, Angola, Zambia, Nigeria and Ghana.

## **Why INTEGRITAS?**

Omega's slogan "Security with integrity" is quite appropriate as it remains one of our important core values and reflects our promise to our clients. A slogan is a short, punchy phrase that is an inherent part of our brand identity. Our slogan is a powerful and elegant way to tell our customers why they should do business with

Omega. Integrity derives from the Latin word *Integritas*, which means "intact" or "whole". In the Oxford Dictionary, integrity is defined as "The quality of being honest and having strong moral principles – the state of being whole and not divided". People who are different from the inside as from the outside is not "whole" and therefore lack integrity. They have "duality" instead of integrity.

We have discussed integrity in a previous issue of *Sethaga* where we came to the conclusion that "doing the right things right, even if nobody is watching" might describe integrity best. We all can benefit from integrity as it involves moral judgment, character, honesty and values. Individuals who show integrity in the workplace, not only understand right from wrong, but they practice it in all they do. This is where Omega claims its competitive edge in whichever country the company has presence.

By naming our magazine *Integritas*, reflects not only our slogan, but also our values, principles and morals. Let us revisit our slogan and refresh our commitment to provide security with integrity:

- Work when you are supposed to and save socializing, snacking and personal phone calls for break time.
- Show respect to colleagues.
- Adhere to company policies and procedures.
- Be responsible.
- Do what you say you will do.
- Work together as a team. This builds trust and shows integrity.
- If anybody asks you to do something against your personal code of conduct, refuse.
- Show up on time, every time.
- Write down the things you have been requested to do, then do it and let your manager or client who made the request know it has been done.

- Keep all promises.
- Focus on performance.
- Be transparent.
- Do not cover up bad news. Rather come up with a solution.
- Fix processes rather than blame people.
- Be disciplined.
- Maintain an open-door policy.
- Work through channels rather than around channels to maintain the integrity of the system.
- Admit mistakes and use mistakes as an opportunity for improvement. Do not make the same mistake twice.
- Insist on honesty in all dealings.
- Remain true to your spouse or partner.
- Do not let someone else take the blame for something you did.

I would like to conclude with the following quotes on integrity:

“Have the courage to say no. Have the courage to face the truth. Do the right thing because it is right. These are the magic keys to living your life with integrity.”

*W. Clement Stone*

“Real integrity is doing the right thing, knowing that nobody’s going to know whether you did it or not.”

*Oprah Winfrey*

“Perhaps the surest test of an individual’s integrity is his refusal to do or say anything that would damage his self-respect.”

*Thomas S. Monson*

“One of the truest tests of integrity is its blunt refusal to be compromised.”

*Chinua Achebe*

“You are in integrity when the life you are living on the outside matches who you are on the inside.”

*Alan Cohen*



# Contents

## ANGOLA

GRUPO BOA VIDA	6
PREVENTATIVE MAINTENANCE	
CONTRACT AWARD AT ENANA	7
FORMAÇÃO NA OMEGA ÁFRICA DO SUL	7

## GHANA

COCA COLA REWARDS	
OMEGA GHANA	8
CIMENTS DE LAFRIQUE	9
CALVYN LUDIK	9
OLDEST EMPLOYEE	10



## MOZAMBIQUE

FIRE ALARM INSTALLATION	11
DHL MOZAMBIQUE	11
ARKHÊ VOLTA A MERECEER CONFIANÇA DAS NAÇÕES UNIDAS	12
NEW BUSINESS IN TETE	12
KONOIKE CONSTRUCTION	13



## NAMIBIA

GAME STORE OPENING	14
COLAS NAMIBIA	15
NAMIBIAN INSTITUTE OF MINING AND TECHNOLOGY	15
GREENCRISP FARM	16
LANGER HEINRICH MINE	16
RETIREMENT HOMES	17
COCA-COLA AFRICA REWARD	17
SOFT SERVICE TRAINING	18
ORANO MINE SAFETY DAY	18
HILTON HOTEL	19
HANGANA HAKE RUN	20
SPONSORING OKAHANJA	20



## NIGERIA

EXCEPTIONAL PERFORMANCE	21
COMMENDATION	21

## SOUTH AFRICA

PSIRA AWARDS	22
CENTURION MALL SUPERMAN	23
NEW CLYDESDALE COLLIERY	25
OUTSTANDING WORK	25
DENEL VEHICLE SYSTEMS CONTRACT	26
ETHICS COMPETITION	26
UNITED BREWERIES	27



MPUMULEZO DAMANE	29
10 YEARS LONG SERVICE AWARDS	29
PMR.AFRICA AWARDS	30
CONRAAD KROUKAM	31
GIVING THEM WINGS FOUNDATION	32
AFRICAN YOUTH CELEBRATION	32
KIDNAPPING	33
OMEGA TRAINING ACADEMY	34
MANDELA DAY	35

## ZAMBIA

OMEGA ZAMBIA	36
COCA-COLA ZAMBIA	37
MPONGWE MILLING KITWE	37
ELEPHANT CHARGE	38
CHARLES FUCHS	38



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RapidTrac-Compact "Auto locating of nearest response vehicle"  
Awarded by Hi-Tech Security Solutions SA on Monday 14 January 2019

### PRODUCT OF THE YEAR 2015

SmartTrac-5 "Tracking objects for 5 years"  
Awarded by Hi-Tech Security Solutions SA on Monday 11 January 2016

### PRODUCT OF THE YEAR 2014

AIMSS "Analytical Intelligent Management Security Solutions"  
Awarded by Hi-Tech Security Solutions SA on Monday 12 January 2015

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RapidCam-101 Jacket



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# GRUPO BOA VIDA



ANGOLA



Mr. Tomasz Dowbor (PCA) – Grupo Boa Vida

Omega Risk Solutions (Angola) Lda was awarded the Grupo Boa Vida contract at Urbanização Boa Vida in Luanda, effective September 1, 2019.

The Security Services contract was approved by Mr. Tomasz Dowbor (PCA) Chairman of Grupo Boa Vida and Wouteck Dowbor (PCE) Chairman of the Group Executive Board.

Boa Vida Group is a company in Angola with over 20 years of experience in project implementation and investment management.

The history of Grupo Boa Vida in Angola began in 1995 through an unexpected first trip to Angola by Mr. Tomasz Dowbor to Luanda, the capital of Angola. He identified Angola as an excellent opportunity to invest and grow business in Angola.

Grupo Boa Vida has been operating for more than 20 years in Angola based on innovation and transparent management. The vision was to explore the economy and to help re-build the country and add value to local production. Areas of focus are real estate development, agro-industry, mining, education, health and wellness, entertainment, tourism and communication.

The Security contract will develop in three phases:

**Phase 1** saw the deployment of security services at the main entrance and Condominium 2 with a total of 39 security officers.

**Phase 2** started off on 1 November 2019 with an additional 93 security officers mainly for security services in Condominium 3, the commercial area, various guard towers on the perimeter wall and the service gate for heavy trucks and construction material.

**Phase 3** will commence on 1 December 2019 with an additional complement of 31 security officers at the warehouse, granite plant and Condominium 5.

Urbanização Boa Vida will host 5 Condominiums, International School, Hotel and Business Centre.

Omega Risk Solutions long-term vision is to maintain the security services after completion of the project.



Main entrance

## Preventative Maintenance Contract Award at ENANA

The General Manager of Omega Risk Solutions (Angola) Lda, Mr. Licinio dias dos Santos signed a "preventative maintenance" agreement with Empresa Nacional de Exploração de Aeroportos e Navegação Aérea E.P (ENANA) in September 2019.

The first phase of the service will focus on preventative maintenance of existing scanner equipment at "Quatro de Fevereiro" International Airport in the capital city of Angola.

The current X-ray Equipment in use and unserviceable equipment on site will be analysed in terms of the level of serviceability, parts required and service intervals determined.

Omega Risk Solutions is in process of recruitment and appointment of the required technical staff.

Training will be done in the United Kingdom through Gladius Integrated Solutions and provided by Rapiscan systems:

- Maintenance training for Rapiscan model 600 AT2. 5 Days duration.
- Maintenance training for Rapiscan Model 600 XR. 5 Days duration.

Management of the group of technicians, planning and liaison with ENANA management will be done by a member that formed an integral part of the Omega team in the successful negotiation of the contract agreement.

The medium to long-term goal is to extend the preventative maintenance service contract to the other airports within Angola.

## Formação na Omega África do Sul

Elsa António, da Omega Risk Solutions Angola, viajou recentemente para a África do Sul para a formação de recursos humanos. Leon Smith, que se aposentou em 2017 e trabalha atualmente como consultor da Omega Business Trust conduziu o treinamento.

Elsa: *"O Auditor Sr. Leon Smith (um verdadeiro acervo de conhecimento), tornou a minha jornada de aprendizado sobre os processos e procedimentos para a gestão dos recursos humanos implementados na Omega Risk Solutions (South Africa) bastante fluida e agradável."*

*Certamente a uniformização destes procedimentos, permitirá ao Site Omega Angola, adotar processos mais eficientes para a gestão de pessoal, o recrutamento, selecção e formação do pessoal e na organização dos processos individuais.*

*Foi uma experiência única porque teve com finalidade aumentar e adequar os meus conhecimento e as minhas habilidades como colaboradora desta instituição e com isto melhorar as minhas competências e contribuir assim para o crescimento da nossa organização. A Omega Risk Solutions vai os meus sinceros agradecimentos."*

### Omega Training in South Africa

Elsa António, from Omega Risk Solutions Angola, recently travelled to South-Africa for human resources training. Leon Smith, who retired in 2017 and is currently working as a consultant for Omega Business Trust conducted the training.

From Elsa : *"Mr. Leon Smith (a true collection of knowledge) has made my learning journey on the processes and procedures for managing human resources implemented at Omega Risk Solutions (South Africa) very fluid and enjoyable."*

*Certainly the standardization of these procedures will allow Omega Angola to adopt more efficient processes for personnel management, recruitment, selection and training of staff and the organization of individual processes.*

*It was a unique experience because it aimed to increase and adapt my knowledge and skills as a collaborator of this institution and thus contribute to the growth of our organization. Thank you to Omega Risk Solutions."*



Elsa António (Directora dos Recursos Humanos da Omega Risk Solutions Angola)

# Coca Cola Rewards Omega Ghana



**GHANA**

During July 2019 the quality system department of Coca Cola conducted training of 47 Omega security officers deployed at the main plant. The purpose of the training was to educate the security team on food safety culture. The following topics were discussed:

1. TCCBCGL security and asset protection
2. QSE/Food safety culture introduction
3. The role of the security personnel in building a strong safety culture
4. Occupational safety culture

Shortly after the training the Coca Cola management awarded the 47 Omega security officers at the main plant for good work with a cash bonus and a total of 123 cases of Coca Cola products of assorted drinks.

Omega Ghana is the proud security service provider of Coca Cola Ghana at the main bottling plant in Accra as well as sites in Takoradi, Cape Coast and Koforidua for the past 6 years. The on-site health & safety training and acknowledgement granted to the team is highly appreciated.

On behalf of Omega and our security team our sincere appreciation to Coca Cola for the opportunity of on-site training to improve our security focus. Every officer highly appreciated the pleasant surprise, and are well aware that a continuous high standard of security is expected.



From left to right: PM Patrick Nfuke, PM Francis Xavier Dongi, PM Samuel Buabeng, PM Joseph Osuo, PM Prince Larbi and S/PM Michael Ofori



The Omega Ghana team received health and safety training by Coca Cola



## New Business: Ciments de l'Afrique (CIMAF Ghana Ltd)

As the sole Moroccan investment in Ghana, Moroccan cement producer CimentsAfrique (CIMAF) is a cement plant with a fixed production capacity of 1 million tons yearly. CIMAF is located in the industrial zone in Tema.

Omega is the proud security provider of CIMAF with a manpower of 15 officers since July 2019.



CIMAF Production



From left to right: Ellis McCarthy (Tema Area Manager), S/PM Silvanos, S/PM Nicholas Gordon, S/PM Oduro Erick, S/PM Philip Manu, S/PM Fredrick Fiester Tetteh, S/PM Bortey Nelson and Henry Eklu-Cimaf (Client Coordinator)

## Calvyn Ludik

Calvyn Ludik, area manager of Omega Security Services in Namibia, visited Omega Ghana for the period 2 October to 4 November 2019. The aim of his visit was to audit the security operations primarily in Accra and Tema.

Calvyn is a well experienced Omega manager who worked in several African countries of which a period of more than 20 years in Angola. Valuable security knowledge was shared with the Omega Ghana managers at a final workshop. The passion of Calvyn was appreciated by the management team.



From left to right: Chris Everts (Country Manager), Augustine Atutey (Accra Breweries Ltd Contract Manager), Jonathan Vandyk (Emergency Response Supervisor), Abanga Salifu (Takoradi Supervisor), Godwin Awuku (Emergency Response Supervisor), Stephen Agormetu (LCM Shoprite), Michael Akonor (Trainer), Ellis McCarthy (Tema Area Manager), Commander Mohammed Zakaria, Edward Ansa (Accra Area Manager), Francis Yevuybor (Emergency Response Supervisor), Nana Tabiri (Kumasi Supervisor), Manuel Tamakloe (Emergency Response Supervisor), Alfred Obuo (Coca Cola Contract Manager) and Calvyn Ludik

## Our Proud Oldest Employee in Ghana

On 23 July 2019 Omega Risk Solutions Ghana celebrated the 90th birthday of Christopher Blewuada the logistics clerk of the company. Christopher started working at the company on 1 September 2010.

He is married and the proud father of 15 children and 29 grandchildren. Christopher never smoked or drank any alcohol. His diet excludes meat and he only eats fish. His advice to the younger generation is to look after their health as it is too precious to neglect.

Christopher is certainly the oldest member of Omega Ghana, and still one of the fittest and healthiest members in the company. We are proud and blessed to have him in the ranks of Omega Ghana.



Joana Dennis (HR) assisting Christopher to cut his birthday cake



From left to right: Francis Agbavor (Assistant Trainer), Michael Akonor (Trainer), Joana Dennis (HR), Joyce Oforiwaa (Cleaner), Christopher Blewuada (Logistic Clerk), Chris Everts (Country Manager), Charles Dzisenu (Accountant), Commander Mohammed Zakari, Ghandi Lotsu (Driver), Edward Ansah (Area Manager) and Jerry Dotsu (Accounts Clerk)

# GHANA

## FIRE ALARM INSTALLATION AT USAID IN THE JAT BUILDING



The USAID fire system was not working satisfactorily at the JAT building in Mozambique. A decision to upgrade the whole fire system was made and approved. This was also due to an inspection and the fire system did not conform to standards required.

Arkhe's technical team installed the new Analogue Addressable Main control panel and 290 smoke detectors. All manual fire call points and sirens were replaced.

With the new fire detection system, the client can identify exactly which smoke detector is causing the alarm. This new fire system also has the ability to monitor all detectors for any faults on the system. The fire panel now conforms to the standards required.

The building has 8 floors and several offices and conference rooms on each floor. The Arkhe team worked for 4 weeks to install the fire system including rewiring the detectors on all the floors.

This installation is one of many fire detection systems installed in Mozambique by the Arkhe technician team, other sites where the team installed systems include the Irish embassy, Netherlands embassy, ABInBev Breweries Nampula and Coca Cola.



From left to right: Raimondo Chadraque (USAID) and Tommy Klopper (Electronic Systems Manager Arkhe Risk Solutions)

## DHL Mozambique



After Arkhe Risk Solutions was awarded the DHL contract, operations started on the 1st of April 2019 just after Cyclone Idai.

Arkhe provides a 1st World service to DHL-Mozambique by covering bond/inbound store protection, high value cage inspections & protection, outbound shipment protection and clients & visitors access control.

Arkhe Risk Solutions also manages the electronic security systems, do alarm system monitoring and maintenance and repairs of the current systems. Services are rendered in the cities of Maputo, Beira and Pemba.

All Arkhe Risk Solutions security officers have been properly screened, trained and post inducted, with the objective of providing a high-quality standard service to this world recognized client.

Arkhe area managers, have monthly client meetings with DHL operational country manager where service quality performance assessments are conducted. So far Arkhe Risk Solutions has accomplished a high-quality service provision, exceeding client expectations.



## Arkhê volta a merecer confiança das Nações Unidas

As Nações Unidas voltaram a confiar a segurança da sua vasta rede de organizações baseadas em Moçambique à empresa de segurança Arkhê Risk Solutions.

A empresa sente-se bastante honrada pela confiança depositada em si, sobretudo, porque concorreu com várias empresas, e promete tudo fazer para prover serviços de segurança da mais alta categoria. O novo acordo estará em vigor até o dia 31 de Agosto de 2022.

O gestor Leonardo Chamussa é o responsável pela segurança (ponto focal) de toda a cadeia das Nações Unidas.

### Arkhê once again wins the United Nations trust

The United Nations has once again entrusted the security of its vast network of Mozambique-based organizations to Arkhê Risk Solutions.

The company is honored by the trust that it has gained from the UN, more specifically because the

bidding process involved a number of companies. The new agreement will run until 31 August 2022.

Mr Leonardo Chamussa is the security focal point of the entire UN contract.



Leonardo Chamussa (Maputo Area Operations Manager)

## New business in Tete

### Tete Junction

The Tete Junction mall was the first mall in Matema (Tete) and has been in operation since 2014. Arkhê has taken over the mall security as from 06 September 2019. Tete Junction houses all the major retailers including Shoprite and has a casino located in the mall.

The mall is situated on the main road and caters not only for the local market but also for travellers going to Malawi and Zambia.



From left to right: PM FD Jorge and PM L Junior at Tete Junction

## New business in Tete Continued...

### Zambezi Mall

Zambezi Mall is one of three malls currently operating in the Tete city area and is strategically placed in the Canagola area which feeds the main routes to Songo and Zimbabwe. The Zambezi Mall was opened in 2016 and Arkhê took over the security on 06 September 2019. The Zambezi Mall was named after the Zambezi River that runs nearby.

The Zambezi Mall contains all the major retailers, including Shoprite. There is also a filling station on the premises for the convenience of long-distance travellers on a one stop express.

Arkhê now provides security in all three malls situated in the Tete city area. This is not just a



From left to right: PM A Miclasse and PM A Campo at Zambezi Mall

testimony of the service levels Arkhê provides but also an excellent advertisement for the company.

## KONOIKE Construction Company

Konoike is a Japanese company, currently operating by repairing and building bridges between Macomia and Mocimboã da Praia. The bridges were damaged by Cyclone Kenneth earlier this year and some bridges are damaged by overloaded trucks transporting goods on the route between Tanzania and Nacala.

Arkhê Risk Solutions was recently awarded the contract to provide security services to the client protecting their Construction Camp Base Site situated in a village named Mlangueleua in the Muidumbe District. The base is situated next to the road 52km from Macomia in the direction of Palma. The distance from

Pemba is 252km. This area is classified as a High-Risk zone due to various insurgent attacks since October 2017 in Cabo Delgado Province.

This contract commenced on 19 October 2019 and is controlled by an Arkhê Contract Manager based in the Arkhê tented base camp at Konoike camp.

The Arkhê team consists of 1 x Contract Manager and 1 x 24 hour Supervisor, 4 x 24 Hr security officers protecting the perimeter of Konoike base camp and 2 x 24 Hr security officers doing access control at the main entrance of Konoike base camp.



Arkhê shift A with Mr. Takajuki Wakamatsu (Konoike Project Manager)



Arkhê Tented Base Camp

# GAME store opening in Walvis Bay



**NAMIBIA**

On 27 June 2019 at 08h00, Game Stores opened a store in Walvis Bay. Omega Security Services Namibia was contracted by Game to be their security service provider. The store was officially opened when the Mayor of Walvis Bay, Alderman Immanuel Wilfred, to the cheering of the waiting customers, cut the ribbon. The new store is located at Dunes Mall in Walvis Bay. Mrs Selma Frans, the first customer, who had been waiting in line since 04h00, said: "We've waited so long for a Game store in Walvis Bay. I can't wait for all the sale specials they have every month. It's what will keep me coming back".

Stringent crowd control measures by Omega ensured that the opening of the new Game at the Dunes Mall in Walvis Bay went smoothly. With very good opening specials, people unfortunately had to wait in a long line to enter the new shop. However, the strict access control ensured that customers inside could finish their business without pressing crowds. Contractors finished the new wing of the Dunes Mall less than a week before the opening.

**Sonja Lowings (Facebook comment on 27 June translated from Afrikaans to English) wrote:** "Our Game opens today! Just see how well-behaved is Walvis Bay residents! I am so proud of my town! No doors damaged or unruly behaviour! Good-mannered and civilized people! Well done to Omega Security."



Game store personnel being briefed by the Omega Area Manager, Calvyn Ludik and Games Store Manager, Elmar De Jager, regarding in-store security measures



Walvis Bay Mayor, Alderman Immanuel Wilfred cutting the ribbon



From left to right: Clarence Jahrs (Dunes Mall Security Manager), Elmar de Jager (Game Store Manager) and PM Hilifari Khodiseb

# Colas Namibia

Omega Security Services started providing services to Colas at Okahandja from 01 July 2019. Our main duties are: Access control, key control of trucks, record keeping of visitors & staff, searching of people leaving the premises, inspection of fuel levels & loads of trucks leaving the premises. The Sefeko Patrol Monitoring System is used on the site.

## Some History of the Colas in Namibia:

*Colas: We Open The Way*



Back row from left to right: B. Musambani (Colas Safety Officer), PM M. Livingi, Sup I. Tjaronda, PM M. Paulus and M. Mwoonde (Colas Plant Manager)  
Front row from left to right: PM D. Shipena, PM M.E. Orette and PM S.B. Van Wyk

Colas Namibia started as a depot in Keetmanshoop in the early 1960's. After which they moved to Okahandja where they started with the manufacturing of bituminous emulsions.

Colas Namibia is affiliated with Colas France, which has links to the Bouques Group – the world-wide leader in road construction and different binders for road construction. This connection enables Colas to introduce a whole range of high tech products into the Namibian market of which Compomac is the latest introduction.

Colas, together with other local businesses, were involved with the upgrades of the streets in Okahandja. Some major projects Colas undertook since 2000 includes the 210km road between Kongola and Katima Mulilo, as well as the 210km road between Gobabis and Otjinene.

## NAMIBIAN INSTITUTE OF MINING AND TECHNOLOGY

The Namibian Institute of Mining and Technology (NIMT) is a technical vocational training institute in Arandis, Namibia, established in 1991. The objective of the Institute is to equip Namibians with the skills and knowledge that will enable them to take up positions as artisans within the mining, engineering, building and civil industries. Training is provided in: fitting & turning (including machining), boiler making/plating/welding, diesel-/petrol mechanics, electrical,

instrumentation, bricklaying/plastering, carpentry/joinery, plumbing/sheet metalwork, refrigeration/air-conditioning and clothing production.

Omega Security Services was approached in April 2019 for sundry guarding services and in August 2019, NIMT decided to sign a contract with Omega for permanent guarding services.



# GREENCRISP FARM – OKAHANDJA

Omega Security Services started providing a security service to Greencrisp Farm next to the road between Okahandja & Gross Barmen about 6 km's from Okahandja on 1 March 2019.

Omega Security Services has started with the second phase of the project on 1 October 2019, which

includes a patrol officer on a quad bike. The patrol officer is monitored by the Sefeko patrol monitoring system.

The greenhouse project development is a first for Namibia and Omega Security Services is excited to be part of it.



Greenhouse Project – Greencrisp Farm



PM F Shikombero

# LANGER HEINRICH URANIUM MINE

Johan Roux, CEO Langer Heinrich Uranium mine, recently congratulated Patrolman Hiskia Katjehe and Supervisor Fillemon Shaanika for exceptional services rendered at the mine and Supervisor Terence Unanisa for good shift reporting. The officers received appreciation gifts from the CEO.



From left to right: Johan Roux (LHU CEO) and Sup Fillemon Shaanika



From left to right: Sup Terence Unanisa, PM Hiskia Tjivikua and Johan Roux (LHU CEO)



## OLD AGE AND RETIREMENT HOMES IN OKAHANJA

### HUIS SONDER SORGE

Omega Security Services started providing a service to our client, Huis Sonder Sorge old age home, on 01 December 2018. The old age home has 150 residences on the premises. Our security officer's main duties involve access control measures and searching of staff leaving the premises. A Sefeko patrol monitoring system monitors the security officers patrolling the outer perimeter fence (electric fence) during night time.



From left to right Mr. Cobus Cloete (Manager of Huis Sonder Sorge) and PM Eliphaz Tjazamo

### ABENDFRIEDEN RETIREMENT VILLAGE

Omega Security Services commenced duties on 1 December 2018 in providing a security service to our client, Abendfrieden Retirement Village. The village accommodates between 80 to 90 elderly people in 65 residential units. Security services include access control, controlling and searching of staff members. The Sefeko patrol monitoring system is also used at this premises to monitor the patrolling officer's patrols along the outer perimeter fence during night patrols and over weekends.



From left to right: Mr Hendrik Van den Heever (Manager of Abendfrieden Retirement Village) and PM Dignan Gornusab

## Coca-Cola Beverages Africa Reward



From left to right: Andre Duvenhage (Omega Team Leader), Marchello Korner (CCBA Warehouse Manager), Sup Andreas Johannes, and Albertho Reinecke (Omega Contract Manager)

Omega Security Services started the contract at Coca-Cola Beverages Lafrenz on 1 February 2017. We have since build a successful business relationship with our client. The Coca-Cola Beverages Africa, Lafrenz representative, Mr Korner, handed over a Certificate for Outstanding work to the Omega Site Supervisor for the successful apprehension of a suspect inside the Coca-Cola premises that resulted in the prevention of stock losses to the company.



# SOFT SERVICE TRAINING: THE GROVE MALL NAMIBIA

On 21 October 2019 our client, The Grove Mall of Namibia, presented a Soft Service training workshop. All the tenants and Omega Security Services officers participated in the training workshop and received training certificates.



From left to right: Sup Fernando, PM Ditunga, Mrs H Truter, PM Nicodemus and PM Shindjeni



From left to right: SL Makamba, SL Hangula, Mrs H Truter, Sup Mundjele and PM Katubezi



From left to right: Mrs Hannelie Truter (Training Facilitator, The Grove Mall) and, Chika Sanyambe (Grove Mall Security Manager)

## ORANO MINE SAFETY DAY

On the 10th of October 2019, ORANO mine in Arandis, Namibia, celebrated 7 years of zero loss time injuries (LTI). To celebrate this day all employees and contractors decided to give different demonstrations on safety. Omega Security Namibia demonstrated the fire hydrant.

ORANO Mine demonstrated the fire truck, fire extinguisher, water tanker and first aid. Activities started at 09H00 and were completed at 10H15. All employees and contractors received gifts from ORANO MINING NAMIBIA as appreciation for their contributions throughout the years. Mr. Jacques van Wyk (Acting Mine Captain) also gave a safety speech and the speech was concluded with a lunch for all. The event was highly successful and the client congratulated Omega with the excellent execution of their tasks and the professional manner in which they conduct their tasks. Security Manager, Christo Sitler, was extremely happy with his officers' performance.



From left to right standing: PM T. Anghuwo, SL C. Muyambango, PM U. Korukuve, PM D. Tjihenua, and Sup P. Shatyohamba. From left to right sitting: Sup A. Hitikua, PM M. Tumbireeko, Sup I. Goseb, PM E. Namiseb and PM J. Tjetjoo



From left to right: George Coetzee (ORANO), Sup A. Hitikua, PM C. Muyambango, PM U. Korukuve, PM M. Tumbireeko, Sup I. Goseb, PM E. Namiseb, PM T. Anghuwo, C. Sitler (Security Manager) and PM D. Tjihenua



From left to right: PM T. Anghuwo, PM E. Namiseb and PM U. Korukuve

## HILTON HOTEL – GUEST RELATIONS

Omega Security Services provides our client, Hilton Hotel Windhoek, with security and guest relation services since March 2014. On arrival, the Hilton Hotel guests are welcomed by a security officer and escorted to their rooms. Our security officers therefore ensure that the guests experience a friendly, safe and secure environment by our visibility and presence.



PW E Ampundja



PW K Benjamin



## HILTON HOTEL – REWARDS AND AWARDS

“Catch me at my best” pamphlets are given to guests on arrival and upon leaving the Hilton Hotel, where guest writes exceptional service on a paper, which is then handed in at Reception. Hilton Hotel Man-

agement review the feedback “Catch me at my best” papers that were received. Our security officer PW H Kalumbu was rewarded for providing exceptional guest relation services to guests in this manner.



From left to right: M Khomaobeb (Security Manager), PM P Siwombe and S/Sup Mandume



PW H Kalumbu



From left to right: PW E Ampundja and Mr. M Voskamp (Hilton Hotel General Manager)

The Omega security officer of the month certificate and N\$100.00 voucher was received by PMP Siwombe.

Security officers at the Hilton Hotel received Safety and Security Recognition Certificates - Keeping Us Safe which is done once a year at the Hilton Hotel safety and security department. Hilton Hotel General Manager, Mr M Voskamp handed over the certificates. A special cake was made by Hilton Hotel to celebrate the occasion.



Back from left to right: PW K Benjamin, PM E Nampala, PM E Haimhabo and SL D Doeseb  
Front from left to right: PW S Tjimbanda, PM P Siwombe, PM P Shapumba and S/Sup M Mandume

## HANGANA HAKE RUN: Saturday, 5 October 2019: Walvis Bay

The Hangana Hake Run & Ride, hosted by Hangana Seafood since 2017, is one of the oldest road running events in Namibia. The marathon is a favourite amongst local and international athletes as the race follows the unique and scenic route between the coastal towns of Swakopmund and Walvis Bay. This allows participants to enjoy the sea breeze of the cold Atlantic Ocean on their one side, while admiring the majestic sand dunes of the oldest desert in the world, the Namib Desert, on the other side. The marathon serves as a qualifier for the renowned Two Oceans and Comrades marathons in South Africa. The Hangana Hake Run & Ride also offers a half marathon and 10km fun run.

Omega Security Services manned a water point 4 km from Langstrand in the direction to Swakopmund. Bottled water and coke was given to marathon runners as they passed the Omega water point and Omega kept the runners' spirits high.



From left to right: Tracer Visser (Quality Manager), Clarence Jahrs (Security Manager) and Bennie Burger (Security Manager)



## SPONSORING OKAHANJA NEIGHBOURHOOD WATCH



From left to right: Piet Fourie (Area Manager Okahandja) and Charl (Okahandja Neighbourhood Watch Commander)

A bullet proof vest from Omega Security Services that sponsors the Okahandja Neighbourhood Watch was handed to Mr C Coetzee, the Okahandja Neighbourhood Watch Commander.

As from 1 October 2019, Omega Security Services also sponsors the fuel on a monthly basis with the local Engen Garage at Okahandja. The Neighbour-



From left to right: Mr. Hendrik Van den Heever (Captain of the Okahandja Neighbourhood Watch) and Piet Fourie (Area Manager Okahandja)

hood Watch fuel contribution is towards the public protection services they provide to the Okahandja community which is done on a voluntary basis by the public. There are three hundred (300) members in the Neighbourhood Watch unit, which is a non profitable organization that provides a service in protecting the public.

# Exceptional Performance

Over the last four and a half years Leon du Plessis (Risk and Security Manager to Game Nigeria), had been involved in shrinkage and compliance management assisting our client in achieving great results and maintaining the high standards we strive for as derived from our Vision, Mission and Values.

Mr. Sarel Badenhorst, National Asset Protection Manager MASSDISCOUNTERS, t/a Game and DionWired, summed up the services and work ethic which Leon provides to our valued client as follows:

*"The work that Leon is doing for Massmart and MassDiscounters has a very wide scope that includes:*

- *Risk assessments and risks mitigation recommendations. This includes Stores, Shopping Malls and residences.*
- *Journey Management for Walmart/Massmart/MDD Employees and contractors. This includes the full scoping and tasking for the Journey Management. All liaison with Pilgrims and instructions to them as specialist vendor is also done by Leon.*
- *Risk/Asset Protection audits and verifications are done on a daily basis and Leon must ensure his teams are correctly equipped and trained for these tasks.*
- *Direct representation and liaison with the USA Embassy and SA Embassy on risk assessments and mitigation plans (including evacuations) on my behalf.*
- *Audit and monitoring of the Logistics System from the Epupa Port to the Stores per Massmart standards.*
- *Direct involvement with preventative and remedial actions for stocktake results. The current results confirms the dedication and application of process, procedures and structure.*

*The above functions are executed by Leon du Plessis for Walmart/Massmart on an exceptional standard as clearly illustrated in the results. His ability to facilitate and collaborate with this wide scale of groups is highly appreciated.*

*Walmart/Massmart/MDD would like to thank Leon du Plessis for the sterling work ethics and management of his team to assist Walmart/Massmart to achieve our result."*

Leon, we thank you for your dedication and all-round professionalism in which you consistently exceed our expectations and ensuring customer satisfaction throughout.



From left to right: Sarel Badenhorst (National Asset Protection Manager MASSDISCOUNTERS, t/a Game and DionWired) and Leon du Plessis (Omega Risk and Security Manager to Game Nigeria)

## Commendation – Outstanding Performance



From left to right: Tanko Solomon Obiorah (Olode Loss Control Manager for Game Novare Lekki Mall) and Leon du Plessis (Omega Risk and Security Manager to Game Nigeria)

Mr. Tanko Solomon Obiorah was employed in 2010 as a pioneer staff in Game Palms Mall Lagos Nigeria.

In 2011, due to his good working attitude, he was promoted and transferred to Game Enugu Polo Park Mall as a Site Commander (Supervisor).

In 2014 he was promoted to the rank of a Loss Control Manager (LCM) and transferred to Game Ado Bayero Mall in Kano where he became the first implant Loss Control Manager provided to Game Nigeria.

He was transferred back to Lagos in 2016 as a Loss Control Manager when Game in Novare Mall Lekki was opened.

In all the stores he worked, Mr. Solomon Tanko Obiorah has performed EXCELLENT.

He maintained an above normal shrinkage level management and an above average performance. He has also been responsible for the training of his subordinates in loss control and compliance aspects at all the Game branches where he was the LCM.

Well done Tanko !!!



# PSIRA Bravery and Crime Prevention Awards

*This year PSIRA took over the role of hosting the annual Private Security Industry's bravery and crime prevention awards. The main sponsors of these awards were the three employers' organisations, SASA, SANSEA and TAPSOSA.*

Omega Risk Solutions (ORS) is proud to announce that 37 of its security officers were recognised on Tuesday, 5 November 2019 for their outstanding contribution towards crime prevention. PSIRA used this annual awards evening, hosted at the Gallagher Estate Midrand, to pay tribute to those security officers that demonstrated exceptional service and outstanding bravery.

The Honourable Deputy Minister of Police, Mr Cassel Charlie Mathale during his keynote address, thanked the industry for taking the time to honour our brave and dedicated men and women, often invisible, who went above and beyond the call of duty by keeping South Africa safe, day after day, night after night, often in adverse weather conditions and dangerous circumstances.

Keep in mind that there are, as at the end of October 2019, 8,890 registered and active security businesses in South Africa and 540,655 registered and active security officers, the greatest majority being in the guarding, armed response and assets in transit sectors. The industry honoured a total of **375 security officers** that were nominated in the following categories:

**GOLD AWARDS**, to those who exercised extreme bravery in the performance of their security duties, some even seriously wounded in the process, often against overwhelming odds and fire, way in excess of expectations. In this category a total of **56 awards** were handed out. We are proud to mention that our own **Nicollas Mabunele** received a gold award.



From left to right: Mr Jones Maphalaphathwa (President of TAPSOSA), Sup Nicollas Mabunele and Ms Marchel Coetzee (Chairperson: SASA and ORS National HR Manager / Omega Training Academy)

**SILVER AWARDS**, to those whose performance was above expectations, but who carried out their duties above and beyond expectations, under extremely difficult conditions, some even without effective backup. In this category **48 awards** were handed out. Congratulations to **Tebogo Hans Thobejane** from Omega that received a silver award.



From left to right: Mr Arthur Gibson (Divisional Managing Executive – Cash Solutions FADT), SL Tebogo Thobejane (Omega) and Ms Keitumetse Nkanyani (Regional HR Manager for the North Region - G4S Secure Solutions)

**BRONZE AWARDS**, to those who performed their security duties at levels way above what could be expected of any individual. A total of **105 bronze awards** were handed out. Well done to the 8 Omega employees that received awards in this category. **Daniel Mahlangu, Rhulani Casper Hlongwane, George Mahlangu, Thivhashavhi Sikhitha, Peter Sekele, Tshepo Dhlamini, Dennis Nyathi** and **Gezani Baloyi**.



Front row from left to right: Sr Insp George Mahlangu and SL Thivhashavhi Sikhitha. Back row from left to right: Sr Insp Daniel Mahlangu, Gezani Baloyi (Dog Handler), Sup Peter Sekele, Mr Daniel Lengosane (Vice Chairman Omega Risk Solutions), Sup Rhulani Casper Hlongwane and Sup Dennis Nyathi.

**MERIT AWARDS**, for security officers whose level of service and dedication towards their employers

and clients exceeded what their job descriptions specified, many of whom being nominated by members of the public for their efficiency and friendliness. A total of **27 Omega employees** received merit awards and we are equally proud of all of them.

Sadly in addition there were also **34 POSTHUMUS AWARDS** presented to the next-of-kin of those security officers who were killed in the performance of their duties during the past year.

The PSIRA Bravery and Crime Prevention Award Recipients from ORS were joined by the Omega Risk Solutions Senior Management team, including Daniel Lengosane (Vice Chairman), Ockie Fourie (Managing Director) Marchél Coetzee (National Human Resources Manager) and other members from the senior operational management team - who each thanked and congratulated every security officer for their exceptional achievements.

Some of our clients that wanted to show their gratitude and respect for what our security officers did also joined us on the occasion. Thank you to Andre Klopper and Rikus Lamprecht from Redefine as well as Christo Venter from Lombardy for attending this important occasion.

## ***CENTURION MALL SUPERMAN***

On 18 July 2019, Nicollas Mabunele, a tactical officer working for Omega Risk Solutions was confronted with a tremendous situation at Centurion Mall.

On this day, whilst on his way to the Control Room, Nicollas found himself in the middle of an armed robbery in progress. Nicollas immediately noticed that something was not right as his attention was drawn towards two suspicious looking men making their way towards the entrance door where he was coming from.

Noticing the behaviour of the two men Nicollas turned to look behind him and discovered that a third armed suspect, also part of the suspect

group, was walking behind him.

It was at that moment that the third suspect ran towards Nicollas in an attempt to disarm him to allow his accomplices to have a clear route out of the mall. Nicollas ducked as the suspect jumped him from behind and the ensuing struggle led to multiple gunshots being fired. Further investigations showed that the suspect shot Nicollas multiple times in the struggle to take his firearm from him. Nicollas, already being injured at this point, still managed to return fire and render the suspect out of action.

Nicollas barely regained his balance when a second



Photo taken for Nicollas Mabunele whilst he was in hospital. Centurion Mall Clients, Omega Security Management and Control Room Management at Centurion Mall

armed suspect jumped on him from the front also attempting to disarm him. More gunshots followed as Nicollas fell to the ground but not before managing to return fire. The wounding of the second suspect later led to his arrest as he attempted to hi-jack a bystander outside the mall.

During a hospital visit to Nicollas following the incident, it was discovered that he was shot four times by the two armed suspects. Due to Nicollas's quick reaction and bravery in the face of danger, the suspects did not manage to get away with any stolen property and one armed suspect was arrested.

Centurion Mall is extremely grateful and proud for the way in which Nicollas handled the situation. He put himself in the line of fire which prevented members from the public from being injured. Many compliments were received from various members of Centurion Mall, surrounding businesses and members from the public expressing their gratitude for what Nicollas had done in the effort to make Centurion Mall a safe shopping environment for everyone.

Nicollas has made a speedy recovery and we hope to have him in the employment of Omega Risk Solutions for many years to come.



Management visit to Nicollas Mabunele in hospital  
From left to right: GD van Loggerenberg (Site Manager), Nicollas Mabunele (Tactical Response Officer), Dayne Devenier (Contract Manager)



Back: Dayne Devenier (Contract Manager: Centurion Mall)  
Front from left to right: Siya Xengagan (Tactical Response Officer), Nicollas Mabunele (Tactical Response Officer), Given Sikhau (Tactical Response Officer)



## MPUMALANGA REGION STARTS SECURITY CONTRACT AT NEW CLYDESDALE COLLIERY (NCC)

In line with the strategic vision of Omega Risk Solutions (Pty) Ltd (ORS) to expand its market share within the mining industry, Mpumalanga Region started with the security contract at NCC on the 1st of June 2019.

According to Mr. Chris Silver (GM: NCC), ASX-listed Universal Coal, NCC located approximately 34 km south of eMalahleni in Mpumalanga Province, has supplied its first coal to Eskom, after restarting operations at the colliery in September 2016.

NCC is one of the oldest coal mines in South Africa, having been in production sporadically since 1949. It was acquired by Universal from Exxaro Resources in 2015 when it was on a care and maintenance basis. Universal returned the colliery to operations in September 2016.

The three, (3) year security contract was awarded to ORS after a rigorous and thorough tender process was followed.

We welcome Universal Coal's New Clydesdale Colliery as part of the Omega Risk Solutions family.



From left to right: Chris Silver (General Manager: NCC) and Pierre Pelsler (Regional Manager: Omega Risk Solutions Mpumalanga)



Omega Risk Solutions dog trailer in use at NCC

## Outstanding work and Honesty: Security Officer Thulani

On the 30th of September 2019 PM Thulani Nyengane was on duty at Sunridge Shopping centre, Port Elizabeth. While he was doing patrols he noticed a handbag hanging from a SPAR trolley. Thulani took the bag and enquired in the area regarding the owner of the handbag. He then went to the CCTV control room to review on who the bag might belong to. He went to see if the customer was still inside SPAR but she could not be found. Later the customer returned to the centre asking if someone has handed in a bag. Thulani recognised the customer from the CCTV footage and informed her that he handed her bag in at SPAR. Ms Vogel was given her handbag with all the belongings still inside and she thanked the officer for the outstanding work and honesty.

Later the day Mrs Vogel posted an article on Facebook on the group: # I'm staying. Within two days there was 18 000 likes and 1 500 shares.



From left to right: Anton Terblanche (Operations Manager), Suzanne Fincham (Centre Manager Sunridge Village), PM Thulani Nyengane and Elizabeth Vogel (Customer)

## Omega Risk Solutions awarded the Denel Vehicle Systems contract



Omega Risk Solutions expanded their services portfolio with Denel SOC Ltd. Omega has been in a partnership with Denel for many years, rendering security services at Denel Dynamics in the Lyttelton area.

The expansion of the portfolio with Denel is done through a Joint Venture with Wise Business and Risk Solution Services. The newly formed joint venture bears the name of Omega Wise, with its own insignia displayed on the uniform. Further to the joint venture, a partnership has also been formed with the military veterans in providing security services. This allows for SMME's to be further developed in providing security services to larger Blue Chip companies such as Denel.

Denel Vehicle Systems based in Benoni and Denel Land Systems based in Centurion, were added to the responsibility of providing security services by Omega Wise.

The Denel Vehicle Systems contract started in June 2019. Denel Vehicle Systems is situated in Barnsley road within the Industrial district of Benoni. DVS is at the forefront of the developing and manufacturing of Military based combat vehicles such as the Main Battle Tank like the Olifant, Heavy Wheeled Armoured

Vehicles (such as the Rooikat Armoured Car and the weapon platform for the G-6 SP Howitzer), Light Armoured Vehicles (RG-32M Mine-hardened Patrol Vehicle). Mine-protected Vehicles (such as Mamba, RG21, RG-31, RG35, RG41) and Police and Security Vehicles (such as RG-12 Nyala).

The Denel Land Systems contract started in July 2019. Denel Land Systems is situated in Selbourne road Lyttelton Manor and was previously known as Lyttelton Engineering Works. Denel Land Systems, a division of Denel SOC Ltd, is a diversified high-tech industrial group registered under the South African Companies Act, with the State as the sole shareholder. Denel Group was formed in 1992 when most of the subsidiaries of Armscor, the State armaments procurement agent, were regrouped into a commercial company. In 2012, Mechem was incorporated into Denel Land Systems, also a division of Denel SOC Ltd. Today, Denel operates according to sound business principles. Denel's activities encompass defence systems, aviation, commercial products and information technology.

Omega Risk Solutions is proud to announce the growth in the partnership with Denel and we are looking forward to a fruitful future business relationship.

## WINNER OF THE ETHICS COMPETITION



From left to right: Gavin Sehume (Area Manager) handing over the voucher to Tumi Madubanye (Depot Supervisor at Devland Depot)

Depot Supervisor of Devland Depot Joyce "Tumi" Madubanye, entered into the Omega Ethics competition in April 2019. Participants in the competition have to answer questions on the policy and the participant with the most correct answers was rewarded with a gift voucher. Well Done Tumi!

She was very surprised to hear that she has won the competition and was rewarded a voucher for her effort. Tumi is someone who is very dedicated to her responsibilities and a hard worker who is always willing to go an extra mile. She is very passionate in her work and runs the depot like her own business with a hands on approach. Tumi took over Devland depot in September 2018, which is the biggest depot in the United National Breweries contract. Her performance is outstanding and she is truly leading by example. Area Manager Gavin Sehume who is responsible for Tlokwe Central (Free State, Northern Cape, North West and part of Gauteng) handed the voucher over to her at Devland Depot.

## The second anniversary of the United Breweries Contract (UNB)

The 1st of December 2019 is the second anniversary of the United National Breweries (SA) (UNB) contract. UNB is the leading manufacturer of Traditional African Sorghum Beer (Umqombothi) in South Africa. It produces and distributes Umqombothi from 2 breweries situated in Pretoria and Potchefstroom to numerous distribution depots strategically situated throughout South Africa. UNB, as the market leader in this category, holds the major South African Umqombothi brands in its stable and has also recently added an alcoholic Ginger Beer beverage to its range. UNB is compelled to champion the cause of Umqombothi and strives to uphold the image of this amazing product in all of its endeavors of producing and taking it to market.

The Omega management team under the leadership of Andre Eckard, General Manager Specialized Services and Johan Rothman, National Operations Manager manage the depots on behalf of United National Breweries, supply the depot personnel in the form of depot supervisors, cashiers, stock controllers

as well as forklift drivers. A typical day at the depots will start with an opening stock take to ensure that all stock balances from the previous day. During this stock take the stock codes which are based on the Julian code (day of the year) will be recorded and the stock rotated to ensure that the FIFO system is followed. It is crucial that the mature beer 4 days and older must be sold first to ensure that the product does not expire on the floor.

On average between 17 and 20 million liters of beer is sold on a monthly basis at the depots throughout South Africa. Needless to say operations are extremely challenging and risks must constantly be identified and assessed to determine the best course of action in order to mitigate the risk. A new electronic stock management system is being developed and implemented to replace the manual excel spreadsheets currently in use. Due to the uniqueness of the product the software for these systems need to be developed from scratch in order to integrate with the other systems currently in use.



UNB Products from left to right: Ijuba Blue, Leopard, Chinuku Tropical Flavour, Kalahari Ginger Beer, Chibuku Banana, Ijuba Special & Traditional Chibuku. The containers vary from 20 Liter drums, 1 liter and 2 liters



Stock Controller Mxolisi Madonsela busy loading beer at Alrode Depot

# South Africa



With over 55 years of combined experience we can offer an unmatched and detailed turnkey package to suite our clients landscaping and horticultural requirements. The upgrade and maintenance of horticultural infrastructure can be detailed to suit your budget, the seasons or your level of aesthetic requirement. We provide specialised services to the following sectors:

- Retail/ Shopping Centres
- Mining
- Hotel & Leisure
- Manufacturing
- Wholesale
- Healthcare
- Education
- Automotive
- Industrial
- Commercial
- Energy
- Stadiums
- Residential
- Aviation
- Financial

## Our services include

- Grounds and garden maintenance
- Sports turf maintenance
- A tree care and arborist service
- Road and hard surface maintenance
- Water feature and commercial pool maintenance
- Planting of focal point plants and annual colour plants
- Green waste removal
- Control of invasive species
- Installation and maintenance of irrigation systems
- Landscape design and installations



**For more information on our services:**

Tel: 0861 44 00 00 • Fax: 012 816 8461 • E-mail: [info@quatro.co.za](mailto:info@quatro.co.za)

**Our office:**

Libertas Office Park, Block E, Cnr The Highway & Libertas Roads, Equestria, Pretoria

## MPUMULEZO DAMANE PROTEA ATHLETE: WORLD TRANSPLANT GAMES

On the 3rd of August 2019 Omega Risk Solutions security officer, Mpumulezo Damane, received his Protea blazer to participate in the World Transplant Games in England from 16 to 24 August 2019. Damane had a message stating that he is grateful to be part of the team and will perform at his best level for SA and his donor and make new friends. Mpumulezo's motto is: "Keep fit, stay in training and celebrate my New Life, I had a kidney transplant in 2016".

South Africa was placed 5th overall in the 2019 World Transplant Games with a total of 22 gold, 23 silver and 22 bronze medals. The total of 67 medals were won by 57 athletes, of which 13 came from the Eastern Cape. Mpumulezo received bronze in the 400 meters and set a new South African record. He also received bronze in Double Petanque bowling.

Well done Mpumulezo, you have done us proud.



PM Mpumulezo Damane



Back row from left to right: Anton Terblanche (ORS Operation Manager), Johann van Greunen (Protea's Coach), Hannes Dürr (ORS Manager) and Danie Lotter (General Manager ORS)  
Front row from left to right: PM Mpumulezo Damane (Protea athlete) and Richard Hedderwick (SRCC Eastern Cape)

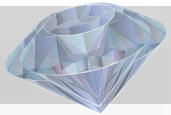
## 10 YEARS LONG SERVICE AWARDS: PORT ELIZABETH



Back row: Anton Terblanche (Operations Manager) and Danie Lotter (General Manager)  
Front row: PM Nkosinathi, SI Constance Heraeus, PM Mthembu Aberdare Cable and Lana Plaatjies (HR Clerk)

On the 17th of September 2019 the Port Elizabeth region of ORS held a ceremony to honour its employees for their dedicated service to the company.

The employees received awards for their loyalty and dedication to the company for the past 10 years.



## NOTHING SHINES LIKE A DIAMOND!



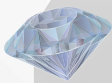
Based on the survey on the Eastern Cape Province conducted during February and March 2019, Omega Risk Solutions received the following awards:

### **Omega Risk Solutions (Pty) Ltd (Coastal Division) claimed Diamond Arrow Award victory in 2 categories**



1. In the BUSINESS SECTOR: Security companies in the Eastern Cape Province.  
Omega Risk Solutions is highest rated on an overall rating of 4.20 out of a possible 5.00, and received the Diamond Arrow Award. (highest rated award in the sector).
2. In the BUSINESS CATEGORY: Companies/institutions doing most to fight crime in the Eastern Cape Province.  
Omega Risk Solutions is highest rated on an overall rating of 4.11 out of a possible 5.00, and received the Diamond Arrow Award. (highest rated award in category)

The ratings are based on the perceptions of the respondents (corporates and senior government officials based in the Eastern Cape Province).



### **This is the second consecutive year that Omega Risk Solutions (Pty) Ltd shone the brightest in the province in both security categories**

*We would like to thank our dedicated employees who made this possible.*

#### **Background**

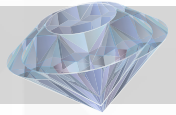
PMR.africa is a division of C.J. Hattingh & Sons, a consultancy and research company based in South Africa and publishes a business journal and Online version at [www.pmr.africa.com](http://www.pmr.africa.com)  
The purpose of the journal is to serve as a platform in which the results of PMR.africa's surveys can be published.

It is PMR.africa's objective to brand the companies and institutions identified in these surveys as entities with huge potential and to promote a company or institution as a UNIQUE entity for existing and potential business and to recognize excellence across all industry sectors.

#### **PMR.africa Business Leaders Functions**

The purpose of PMR.africa's functions is to create an opportunity and platform where PMR.africa's coveted Diamond, Gold, Silver and Bronze awards can be handed over to companies, institutions and individuals that have excelled.

Through the awards, PMR.africa wants to acknowledge contributions and initiatives, strategies, effort and hard work as well as company's vision, integrity, values, competence and 'empathy' that contributes to ethical and sustainable business practices.



## Purpose of PMR.africa Awards

The purpose of the awards is to enhance competitiveness – locally and internationally, to create a global and unique marketing tool for a company, department and/or institution, to create a unique sales tool for sales teams, to enhance excellence in industry and to set a bench mark in industry and — very important— to acknowledge personnel and staff and to motivate them.



From left to right: Anton Terblanche (Operational Manager) and Danie Lötter (General Manager Coastal Division)



Back from left to right: André van Niekerk (Baywest Mall), Tim Stow (ORS), Danie Lötter (General Manager ORS), Ockie Fourie (MD ORS), Anton Terblanche (ORS) and Henriëtte Oelofse (PA - ORS). Front from left to right: Natasha Preller (The Bridge), Pamela Harker (The Bridge) and Ronel Brink (Walker Drive Shopping Centre)

## Conraad Kroukam – Pastoral Diploma



Fully Ordained Pastor on graduation day



Omega Risk Solutions is proud to announce that one of our employees, Conraad Kroukam, working on the Ford SA contract as a Chief Investigator obtained his Pastoral 3 year Diploma and is now also ordained as a full Pastor Nationally and Internationally. Pastor Conraad passed 36 subjects Cum Laude and was awarded 8 certificates, 2 diplomas, 4 trophies and the Student of the Year Award.

*"I wish to encourage all fellow employees that it is never too late to start with a new dream or to better yourself for the future, success is not how good you are but instead how interested you are. Your interest will drive you to do everything to the fullest and then you will reap the rewards."*

*"All you need is to believe in yourself and it does not matter how or when you fall it matters how you stand up"* says Pastor Conraad.

# Giving Them Wings Foundation 1<sup>st</sup> Annual Fundraiser Race in Port Elizabeth

On Sunday morning the 8th of September 2019 Omega PE supported the Giving Them Wings Foundation 1st Annual Fundraiser 5km fun run at Walker Drive Shopping Centre in in Port Elizabeth. The foundation adopts schools and creates sustainable living projects such as gardening and recycling. The foundation’s vision is to contribute to an empowered and informed

South African youth in the areas of environment, education and general leadership. The event was supported by staff members as well as family members. Most of the athletes ran and some walked the 5km.



Right back left to right: Anton Terblanche (Operations Manager), Danie Lotter (General Manager) and Daniele Lotter. Back row left to right: Marelyn Holtzhausen, Heilene Thomas, Lana Plaatjies, Lushiyano Van Tonder, Quinton van Tonder, Ronel Britz (Centre Manager Walker Drive Shopping Centre) and Roland Gasper (Algoa FM). Front row left to right: Jordan Thomas and AJ Terblanche.



## African Youth Waste Network Marine Week Celebration - Port Elizabeth

On Saturday the 12th of October 2019, an organization namely Sustainable Seas Trust, conducted an youth event with a march from Kings Beach parking lot, Humewood to Happy Valley, Summerstrand with a beach clean-up.

They are a Non-Profit Organisation (NPO) that supports and connects communities across Africa through research, education, enterprise development and growing awareness about the conservation and marine plastic waste. The event was attended by approximately 250 people and safe guarded by Omega Risk Solutions.



From left to right: Snr Insp Jamielee Carolus, Lance (dressed in plastic constructive from plastic taken from the sea) and Mariska van Eeden (ORS Ops Clerk)



Scholars who attended the cleaning up project



# Kidnapping (Silent crime in RSA)

## What is kidnapping?

The taking of a person against his / her will, from comfort of his / her place to another unfamiliar place with intention of ransom, abuse or other related illegal acts.

## What is abduction?

Taking away of a person through persuasion particularly a minor or a woman convincing the abductee of a better future ahead of him / her.

## What is ransom?

A sum of money demanded or paid for the release of a captive.

Root causes of Kidnapping:

- Poverty
- Corruption
- Unemployment
- Religion
- Greed
- Politics
- Illiteracy
- Lack of respect for State Security Organs
- Lack of fear for Judicial system
- Prisons are being perceived as holiday homes.

## Kidnapping statistics in S.A (1 April 2018 – 31 March 2019):

### Gauteng Province

- Kempton Park is the kidnapping capital of RSA , 125 cases
- Tembisa still in Kempton Park 88 cases
- Ivory Park neighbouring Kempton Park 71 cases
- Kagiso ( Mogale City) 67 cases
- Johannesburg Central – 58 cases
- Mamelodi East ( Pretoria) 56 cases
- Moroka ( Soweto) 48 cases

### Mpumalanga Provinces

- Delmas at 105 cases

### Kwa Zulu Natal Province

- Kwa Mashu East = 60 cases
- Empangeni cases = 48 cases

### Western Cape Province

- Delft cases = 50 cases

### Other Provinces had an insignificant number of kidnapping

Gauteng has the highest number of kidnapping cases, but saw a decrease of 4.8% , Kwa- Zulu Natal was the next highest and also saw a decrease of 5.1%, however the Western Cape had 4.7% increase and had had the highest number of cases. Eastern Cape saw a 29.9% more kidnapping cases this year and Mpumalanga had 22.3% more cases. This statistics were issued by Statistics South Africa.

### How to avoid kidnapping and protect yourself

Kidnapping is a silent crime, where few people report cases to the police, the above mentioned statistics can be debated but numbers will remain elusive to society in general. Most people who are victims of this obnoxious crime prefer to pay ransom and happily get their relative back and remain quiet with regard to kidnapping.

### Few Tips

- Find alternative routes
- Avoid riding with strangers
- Secure your home
- Let someone know your whereabouts
- Teach your children never talk to strangers
- If possible armed yourself with Self Defence weapon
- Build trust with your children
- Monitor your children without being an irritation
- Avoid displaying excessive wealth
- Teach your children not to talk about family wealth with friends & school mates
- Be smart with your cash flow / withdrawals especially with retail shops & banks

- Avoid shopping centres / malls with inadequate Security Monitoring Systems / CCTV
- Have photographic mind without being paranoid
- Avoid vehicle tailing specially at nights
- Avoid assisting people in distress at night rather call 10111 Emergency Services.

### Effects of Kidnapping

- Distrustful Attitude
- Withdrawal Syndrome
- Felling of emptiness or hopelessness
- Stubborn and oppositional behaviour
- Memory Impaired
- Hyper vigilance
- Numbness , fear and anxiety
- Uncontrollable anger

## OMEGA TRAINING ACADEMY

### PSiRA IMPLEMENTATION OF A SKILLS DEVELOPMENT PROGRAMME

PSiRA required on behalf of the Unemployment Insurance Fund private security training for unemployed security officers. They were appointed by the Unemployment Insurance Fund to implement and manage the project.

PSiRA required accredited training service providers to train, assess, certify and register the learners.

ORS Training Academy was awarded the tender to train 200 security officers in Grade B and Grade A.

ORS Training Academy commenced the training on the 16th September 2019 and completed the courses on the 18th October 2019.

Training took place at different venues, The Pearsons Institute of Learning in Midrand, Soweto and at Omega House in Arcadia. Drill sessions took place every morning and thereafter classes commenced.

Special uniform was designed for them and all the learners have been deployed within Omega Risk Solutions for the duration of the 6 month project.



### Active Service Excellence of South Africa

ASESA provides an independent, anonymous whistle blowing / tip off service. It is an indispensable management tool for transferring information from shop floor to management; is useful in exposing dishonesty and giving management insight into the moods of employees and suppliers.

It gives concerned individuals an opportunity to contribute to the well-being and protection of the organisation and also aids in protecting the assets and integrity of an organisation.

ASESA is able to service both large and small clients and the hotline service can be tailored to the needs of each individual customer.

#### Contact Information

Paul Smulders: 083 310 7033

Email: paul@asesa.co.za

Web: www.asesa.co.za



PSiRA Security Officers at Centurion Mall

## Mandela Day – 18 July 2019

The Nelson Mandela International Day is an annual event in honour of Mr Nelson Mandela, celebrated each year on the 18 July, his birthday.

This year, Omega Risk Solutions participated in the Mandela day by giving back to Rock of Hope Place of Safety, situated in Montana.

Rock of Hope is a registered Place of Safety Nursery and loving home for abandoned, abused and traumatised babies and toddlers under management of the Tshwane Place of Safety Association.

The children stay at the Nursery between six and eight months, depending on how long it takes them to find a new and permanent home to live in.

Rock of Hope has taken care of 125 children since April 2011, and their team consists of 3 nursing managers, 1 nanny & a domestic worker.

The time spend with them on the day was filled with laughter and some tears as well.

While the nursery manager showed us a video of how the nursery came about, the children were all so excited and shouted out their names with laughter when seeing themselves on the television.

You can really see that all the children are happy.

There is no better way to describe this day than the true words spoken by Nelson Mandela himself:

*“What counts in life is not the mere fact that we have lived. It is what difference we have made to the lives of others that will determine the significance of the life we lead.”*

In addition, Omega for one can say that Rock of Hope is making a difference in the children’s lives every day!



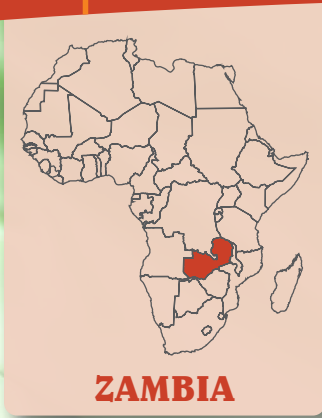
The Omega banner fascinated the children.



Donation made by Omega for some much-needed items



Group photo with the children



## OMEGA ZAMBIA



Omega Zambia started its operations on 1 September 2010 as a joint venture in Zambia with only a hand full of contracts. Omega is now 9 years in the country and continues to grow at steady pace. The growth has its challenges on infrastructure and logistics.

In September 2014 Omega had a workforce of 397 security officers and in September 2019 the workforce

has grown to just over 1000 officers. Our officers are deployed at 66 sites in 11 cities and towns in Zambia. This allows for growth into the more rural areas of Zambia and thus increasing the footprint. Omega has a footprint in the Southern Province, Central Province, Lusaka Province, Copperbelt and Western Province.

Omega sources all its uniforms, boots, shoes and equipment locally. Approximately 95% of all items used by Omega in Zambia is sourced in Zambia. Factories and suppliers are situated in Lusaka, Ndola and Kitwe.

The expanding of the business into the more technical field such as Alarms and Response, CCTV installation and monitoring, access control (biometric systems) and electrical fencing has its challenges with identifying qualified personnel and technicians. Omega is proud to have a technical team that is extremely capable in the installations and maintenance of these system.

*Thank you to the Omega team in Zambia.*



## COCA-COLA ZAMBIA

Coca-Cola started their operations in Zambia in November 2018 in Ndola. This site was a warehouse that Coca-Cola stored the stock for the Copperbelt. This warehouse was not the ideal site in Ndola but it was available in the industrial area.

Construction on the warehouse started immediately and the stock was received from the breweries in Ndola. Coca-Cola was previously manufactured and placed under the auspices of Zambian Breweries but was sold with South African Breweries in 2018.

Coca-Cola took control of their own product and is now manufactured, packed and distributed by Coca-Cola Zambia.

They have three sites in Zambia. The one is on the Copperbelt in Ndola, the second is in Lusaka at Fairy Bottling and the third is a Mahew Plant also situated in Lusaka.

The bottling plant in Lusaka is an extremely modern plant that manufactures most of the Coca-Cola products in Zambia.

Omega is involved with the guarding and lost control at the sites. The total Omega workforce at the three sites amounts to 56 officers, day and night shift as these sites are 24/7 operations. Enock Mubiana is the Contract Manager.



From left to right: Sup Flaming Dubeka and Sup Mike Hamusonde



Milling Plant & Grain storage Silos

## MPONGWE MILLING KITWE

Omega Risk Solutions commenced on the 1st of June 2019 in providing security services to yet another important facility in the country when it was given a new contract at Mpongwe Milling Limited which is a leading supplier of not only the country's staple food (maize meal) but also other grain products.

The Milling plant and Administration Offices are situated off Mutentemuko Road in Kitwe town right in the middle of the Heavy Industrial Area on the Copperbelt province of Zambia. Security services offered to the site has been outstanding by ensuring that both safety and security procedures are reinforced by a dedicated team of Omega security officers. The mill has now opened an offsite sales point that places more responsibilities of the team manning that site as large volumes stock are purchased by cash at the site. The contract has two sales points at Kasumbalesa border post on the DRC border that is approximately 120km from Kitwe, and in Solwezi town that is approximately 220km from Kitwe.

The complement of 20 security officers is currently being supervised by Supervisor Fines Muntanga whose deputized by Section Leader Moses Nkhunde. The officers are responsible for the access control to and from the site by visitors, clients (farmers) and contractors. Assisting at the two weighbridges and stock movement in the two warehouse.



From left to right: SL Moses Nkhunde, PM Zanji Namonje, PM Coaster Chibambo and Sup Fines Muntanga



## Elephant Charge

This was the second year that Omega had a vehicle in the Elephant Charge in Zambia. The elephant charge is a fund-raising event that raises funds for various wildlife conservation groups in Zambia.

This was the 11th year that this took place and over the past eleven years an amount of just over \$1 000 000 (USD) was raised. The funds are distributed to various wild life foundations. In 2019 an amount over K1 000 000-00 was raised by the 32 teams competing and the organisers.

The Omega vehicle did well and completed the course that has 10 checkpoints. The team started at 07H00 and completed the route by 14H35, 25 minutes prior to the cut off.



A not so lucky competitor.

The vehicle still had some bruises and scars of the previous race in 2018 where the team did not check in at all check points.

Omega received a late call on the Monday prior to the event to assist with the supplying of guards for the event after the regular security company withdrew at short notice. The camp and head office for the event is pitched in the bush that is not easily accessible and requires 4x4 vehicles to get to the camping site. The officers were deployed from the Wednesday until the Sunday and also pitched them a tent and camped at the site. The organisers were extremely pleased with the officers and we agreed that we will get involved at an early stage for next year's event.



Omega NP 300 Modified Hardbody

## CHARLES FUCHS

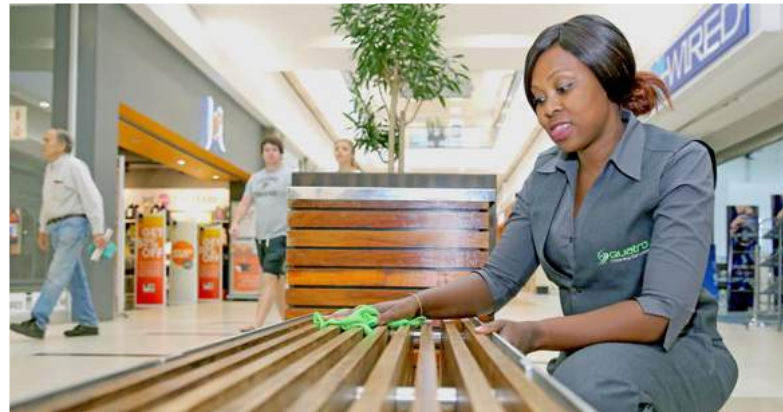
The time has passed extremely fast the past five years. I arrived on a Saturday afternoon on 11 November 2014 in Lusaka to take up the post of Country Manager Zambia. This has been a challenging time with many high points. Omega has been in the privileged position to have grown over the past five years. Our footprint has grown and we are now deployed in 11 cities and towns.

I want to thank the management team and every officer deployed within Omega that portrays a positive and proud image of the company.

I am looking forward to another 5 years in Zambia with the aim to ensure that Omega is a well know service provider throughout Zambia.



Charles Fuchs (Country Manager)



With over 60 years of combined experience in the cleaning industry our team has vast expertise of the industry. Quatro Cleaning Services has become a well-known leader in the cleaning industry through it's professional service delivery and dedication. Focus, knowledge and our consistency are critical, in terms of adding value to our clients.

- |  |  |   |  |
|--|--|---|--|
| <ul style="list-style-type: none"> <li>• Retail/ Shopping Centres</li> <li>• Mining</li> <li>• Hotel &amp; Leisure</li> <li>• Manufacturing</li> </ul> | <ul style="list-style-type: none"> <li>• Wholesale</li> <li>• Healthcare</li> <li>• Education</li> <li>• Automotive</li> </ul> | <ul style="list-style-type: none"> <li>• Industrial</li> <li>• Commercial</li> <li>• Energy</li> <li>• Stadiums and Events</li> </ul> | <ul style="list-style-type: none"> <li>• Residential</li> <li>• Aviation</li> <li>• Financial</li> </ul> |
|--|--|---|--|

## Our services include

- Contract cleaning
- Pre and post occupational cleaning
- High-level cleaning
- Specialised cleaning services
- Carpet and upholstery cleaning
- Window cleaning
- Escalator cleaning
- Deep cleaning



**For more information on our services:**

Tel: 0861 44 00 00 • Fax: 012 816 8461 • E-mail: [info@quatro.co.za](mailto:info@quatro.co.za)

**Our office:**

Libertas Office Park, Block E, Cnr The Highway & Libertas Roads, Equestria, Pretoria

## VISION

To be the most respected supplier of integrated security solutions to all blue chip clients in our target markets.

## MISSION

To provide world-class integrated security solutions to clients in our target markets by consistently exceeding customer satisfaction through operational excellence and innovation.

Our blue print solution embraces a safe and secure environment.

## VALUES

P assion  
R espect  
I ntegrity  
D iscipline  
E xcellence



SECURITY WITH INTEGRITY

**OMEGA**