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Marc Cheminais—CEO

FROM THE DESK OF THE CEO

As I'm sure you are all aware of the many changes that have taken place at Alexa over the last couple of months and as we head towards the last quarter of 2011 I want

you to know that I'm extremely excited about our future.

As management our intention is to continue to build a solid foundation on which Alexa can continue to grow, we will strive to offer greater value to our clients and to our staff, to build a company that you are proud to work for.

We as management will be spending a lot more time going round to sites and spending time with our staff and clients, we will continue to build on our brand so that we can all be proud to say that we work for Alexa Security Solutions Keep up the good work.



Alexa Security Solutions has a proud record in the local security industry for service excellence and in particular within the upper- end residential estates. It was thus with great pride that Alexa commenced its security contract at zero hundred hours on 1 April 2011 at the V&A Waterfront Marina Residential Estate. Unfortunately at that appointed hour it was discovered that parts of the access control system had malfunctioned and as the day progressed the full extent of the initial damage to the system became evident. Although the Marina-HOA General Manager, Simon Zar, had been on site, together with a shadow Alexa team since 08:00 the previous day, he was unable to resolve all of the problems being encountered. It would be weeks before the real extent of the damage could be determined and the system finally collapsed in

totality on 26 April 2011.

The cause of the malfunctioning of the system could not immediately be determined, but was suspected to be an unauthorized manipulation thereof in an endeavor to discredit Alexa as the new service provider to the Marina. Alexa, naturally, was accused of incompetence and there were calls for our dismissal from the site due to the chaos caused by the malfunctioning system. Residents would arrive at the entrance/egress gates and were unable to enter or leave as their remotes, tags and access cards were not recognized by the system and thus did not function. It was later discovered that most of the prominent and influential residents on the estate had been the target of this manipulation of the system data. The Marina-HOA General Manager was the first of many victims, his remote having been programmed to cease functioning at midnight on 31 March 2011.

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QUINTON SAMUELS
ASSISTANT MANAGER



SAMUAL PILLAY
SHIFT SUPERVISOR



MARLIN UYS
SHIFT SUPERVISOR



MARIUS CAMPHER
SHIFT SUPERVISOR

The Alexa Security Solutions Vision: Through the continued development of talent and investment into our staff culture, in an environment where mutual respect, trust and integrity are paramount, we continuously strive to be the preferred security service provider and employer of choice.

The Alexa Security Solutions Mission: That Alexa Security Solutions be known as a trustworthy brand with a commitment to performance excellence.

Outstanding Performances

M A R I N A
RESIDENTIAL

Continued

Four months into the contract Alexa was still busy, virtually on a daily basis, trying to repair the damage done to our good name, due to the erroneous perception that Alexa was to blame for all the security access control problems being encountered. The Marina-HOA did not immediately inform all the residents that the collapse of the system was due to suspected manipulation

thereof and this tended to reinforce the perception of most of the residents that it was Alexa's incompetence that was in fact solely to blame for the considerable disruption which they were experiencing on a daily basis.

The V&A Waterfront Marina Residential Estate was launched in 1999 and the first show apartments went on sale in 2000 which were to provide prime accommodation with a unique lifestyle which was to be relaxed, yet cosmopolitan. It was unashamedly designed for the world's most affluent to produce one of the world's foremost marina developments, and today it is considered one of the most successful Waterfront developments in the world, offering residents and visitors alike a lifestyle and entertainment hub unlike any other.

The Marina Residential Estate is now considered to be Cape Town's premier residential address, consisting of 515 dwelling units and 200 boat moorings. All units on the Bluff are on the canal water's edge, while the units on the Peninsula are both on the canal and the yacht basin water's edge. The penthouses on the estate are valued at approximately R50 million each. One penthouse is currently in the market for sale at an advertised price of R 65 million. The whole Lawhill apartment block consisting of some 30 apartments was purchased by one person for R 245m at an average of R 8,16m each.

Over the past ten years the Estate has been advertised as having a state of the art security system, which is a major feature of the development, with full perimeter security, electric fencing and CCTV (over 250 cameras), as well as extensive access control at the three main security entrances. Video monitoring of the three main entrances and of the estate foyers and lobbies is a feature of each apartment.

All 17 apartment blocks on the estate are named after well-known ships dating back to the late 1800's. About 250 apartments are available for short term letting (3 months or less) and a further 100 for long term letting. This translates to only 150/160 owners actually living permanently on the estate. Most of the long and short term rental apartments are let through accredited letting agencies. The majority of the rental apartments are fully serviced by letting agency housekeeping and maintenance staff members or via their sub-contracted housekeepers and maintenance operators. Some of these staff members are permitted access to all buildings, while others are restricted to particular buildings.

The Marina is a very complex estate to manage from a security point of view. Unlike most estates where access control is confined to the entrance/egress gates, at the Marina security is responsible for the management of access control to all buildings on the estate. Access cards and tags must be issued to each visitor or holiday guest entering the estate and need to be programmed to limit access to authorized buildings and designated parking areas. Access periods vary between a single day and three months. All holiday guests must be photographed and all data must be captured on the access control data system immediately upon entry to the Marina. As one can imagine the security officers need to be computer literate to effectively operate the many security systems in place on the estate.

Alexa has been confronted by many thefts from apartments. One of the 17 apartment blocks, consisting of thirty apartments, is run as a quasi-hotel type of holiday accommodation, and has been the target of many thefts. It has taken some four months of intense investigation by Alexa security staff on site to resolve all the theft cases at this particular building. It eventually resulted in the dismissal of a number of, both in-house and subcontractor, housekeeping and maintenance staff. In most instances the stolen items were recovered, with the exception being cash, both foreign and local, which was quickly disposed after having been stolen. The Alexa security officers and their supervisors soon earned a good reputation for fast reaction to any reported crime at the Marina by quickly questioning all staff, resulting in speedily resolving most cases.

One particular letting agency has had more than their fair share of thefts out of locked safes in their rental apartments. As can be imagined this has been cause for great concern and the very active Marina-HOA Security Committee has given all its attention to reviewing access control and other security measures in an endeavor to solve these theft cases. On 26 August 2011 another theft case was reported, this time the theft of a whole safe from a penthouse apartment on the fourth floor of a building a mere 100 meters from an entrance gate. This resulted in the biggest investigation yet undertaken and it consequently resulted in the questioning of literally dozens of contractors on the site that day. A major review of all video footage was conducted. All persons with access to that particular building were identified via their access cards usage to gain access to the building and were eventually eliminated as possible suspects. A week into the review of the video footage, the assistant security manager, Quinton Samuels, was responsible for a major breakthrough, when he discovered footage of an accredited housekeeper from another building gaining - Continue on page 3

Outstanding Performances



S/O Henry Jaar

On Saturday 2011-09-03 at approx 13:00 Supervisor Henry Jaar called me to inform me that he had seen one of the top 10 House breaking/robbery suspects in this area hanging around no A 08 Smallville.

On Tuesday last week I gave all the Alexa Supervisors copies of SAPS photos of wanted suspects in the Bothasig/ Burgundy area. As a result of this when he saw the suspect he recognised him from the photo.

Burgundy Estate

I instructed him to pull in all of his security officers to stand on the corners of the complex until SAPS arrived to apprehend the suspect. When SAPS arrived Mr Jaar pointed out the suspect to them and said suspect was immediately taken into custody.

Arrested person is known to all here as Johan (Pitty) Van Tonder of several addresses in the Bothasig area.

Bothasig SAPS CAS 283/08/2011 Common Robbery refers.

This is the same suspect who ran out of the Bothasig charge office late last week.

LT/COL P Jacobs has already extended his thanks and gratitude in this regard for a job well done by Alexa Personnel.

Regards Peter Allen



Continued

access through stealth to the building where the theft had taken place. This important discovery was the turning point in the investigation. The change in focus to this particular individual led to the questioning of a further nine people and the police were called in and the main suspect arrested for the theft. A number of other people were detained by the police for further questioning and with the considerable help of Steven Ford, from Quest (polygraph specialists); we were eventually able to eliminate most of those questioned as suspects. The thief has in the meantime appeared in court and has confessed to the theft of the safe. We are currently attempting to identify any accomplices to this theft, either before or after the fact.

This successful investigation has gone a long way to restoring faith in Alexa security staff in their ability to persevere and to deliver on the service excellence we promised the client from the outset. It remains our goal to become the best and most successful Alexa contract in the company and with the dedication of our staff we strive to become a little better each day. We are rightfully proud of our current Alexa complement at the Marina and very much appreciate the considerable head office managerial support we have received over the past six months.

Submitted by the Site Security Manager, Marina Residential Estate, M.F. Kennedy



SS/O Alexander and S/O Nqweniso



On Monday 05/09/2011, Senior Supervisor Ricardo Alexander and Shift Supervisor Sydney Nqweniso was busy with a theft investigation regarding wine which went missing from the F&B Department.

Alexander & Nqweniso caught four of the Hotel associates where two of their contracts had been terminated and the other two still under investigation. During the questioning of those four associates, Alexander & Nqweniso searched the Banqueting department areas and they discovered some liquor which was hid away underneath a desk inside the Audio and Visual Room. The liquor was removed and handed back to the Finance Manager of the hotel.



Security around visits of this nature is always a priority and this visit was no exception with more than sixty Special Agents from the Secret Service, Special Ops and numerous Police units deployed in the hotel.

Our hotel security team was put through their paces by these special agents by having to adopt and adapt to security protocols that were vastly different to what we are normally accustomed to when foreign delegations visit us. My team's ability to professionally react and rise to these challenges not only shows the passion and dedication that each officer has towards the hotel, but the overwhelming success of the First Lady's visit also showcases the Table Bay Hotel security and ability to host any international visit.

My team are also special agents, Special Table Bay Security Agents and I'm proud of them.

WELL DONE TEAM!

By Cronin Cherry



S S/O Charles Slinger received the Employee of the Month Award for August at the

Mount Nelson Hotel for his excellent work. His prize includes a night's stay in a superior room with a partner including a R1000, 00 in cash.



S S/O Slinger



SS/O Southgate

PROTEA HOTEL PRESIDENT

I just wanted to drop you a mail to say thank you very much for sending my Jacket back to me. The whole process started out a bit of a nightmare with no one returning my call and me having to explain the situation to so many people over and over again.

As soon as I dealt with Kevin – it was just a pleasure. He called back when he said he would – he kept me updated all the time and I received my jacket back on the Tuesday morning after the weekend. It was a pleasure to deal with Kevin who is professional and friendly.

I swore to myself that I would not return to your hotel because of some of the people I had to deal with in lost and found, however I changed my mind as soon as I was helped by Kevin, I will return to your hotel because of the him.

Thanks so much and take care, Claire Westfeling

On Wednesday 2011-09-14 at about 13:42, SS/O Hendricks and S/O Sonkobongela went on patrol at King David Golf Club. They notice 2 suspects on the course and apprehended them. Stolen property was founded on them. A Case of trespassing and theft was opened. I would like to take the opportunity to thank these members for the



S/O Sonkobongela and SS/O Hendricks

dedications and hard work. Regards, Juan Du Plessis; Area Manager - Region 2

Employment Times Are From 07h30 to 11h00 Tuesdays & Thursdays

The Recruitment Process:

Every person who brings in their CV, a copy of ID or work permit and PSIRA certificate during the Employment times (07h30—11h00) is eligible to follow our recruitment process. The process begins with an aptitude test and successful candidates will be interviewed by the recruitment consultants and managers and then sent for a criminal test.

Essential Requirements:

- PSIRA certification,
- fluency in English,
- presentable and
- self motivated.

Fire fighting, First Aid, Drivers license, computer literate, hotel experience advantageous.

Some vacancies have specific criteria and job requirements; please contact the Recruitment Officer, Mandy Croy, at Head Office to find out more information and apply for them.

UPPER EASTSIDE LIVE WORK PLAY

I would like to commend security officer Mars for a job well done. He is always friendly but still stands his ground and does not allow people to bully him into transgressing the rules. I've been witness on more than one occasion where people are rude and abrupt with him when he requests them to sign in but he still stands his ground with a friendly smile on his face and for this more than one visitor and tenant at UES have complimented him. Well done Mr. Mars. Kind Regards, Allie Moos



S/O Mars

ANNUAL LEAVE

Staff are reminded that no one will be allowed to purchase their leave days from the company. By law, this is not allowed. No exceptions will be made under any circumstances. All staff are hereby informed not to forward such request to management.

The Palms décor and lifestyle centre



S/O Andreas; SS/O Breda and S/O Kalolo

Excellent team work was demonstrated by them. I would like to thank these members for their dedication and hard work. Regards, Juan Du Plessis, Area Manager-Region 2

On 2011-08-23 Alexa Security Team Arrested two suspect for theft. SS/O Breda made his way to Wetherlys, The Palms and notice a person being suspicious. His Team namely, S/O (f) Andreas and S/O Kalolo assisted him in arresting the 2 suspects.

Traditional Healers Practice

It has come to the attention of the HR department that many employees submits sick certificates which they have obtained from a Traditional Healer. The Act is very clear that such practice must be recognised by companies pending that they are registered under this Act.

“Traditional health practitioner” means a person registered under Act 22/2007 in one or more categories of the traditional health practitioners. As per the BCEA under



HR MANAGER HARRY DUFFY

section 23 (2)“Proof of incapacity” it states the following – “The medical certificate must be issued and signed by a medical practitioner or any other person who is certified to diagnose and treat patients and who is registered with a professional council

established by an Act of Parliament”. This meaning that no traditional healer is authorised to book employees off sick from work for a number of days, as in terms of statutory health professions counsel regulations and as at present there is nothing in place for traditional healers.

We therefore encourage staff to make sure that the traditional healers they attend are registered as all certificates handed in will be scrutinized.

TRAINING & DEVELOPMENT



IMPORTANT NOTICE: CHANGING OF TRAINING STANDARDS

This will have a significant impact on the security industry to both employers and employees, as existing PSIRA accreditations will fall away and be replaced by SASSETA accredited training programs. All training programs are aligned to the National Qualifications Framework (NQF) and according to SASSETA accredited unit standards, Skills Programs and qualifications.

Conversion process

The process of converting from PSIRA to SASSETA accreditation will be phased in over a period of time. The phases are based on the various categories of security industry personnel.

However, any training conducted after the 1st November 2009 will inline with the SASSETA accreditations. So the old Grade E – A has fallen away and been replaced with Skills Programs 1 – 5.

The two points that are going to have the most significant and immediate effect is

Phase 1 which must within a period of 180 days from the promulgation of these regulations, comply with the training requirements in terms of these regulations.

Phase 2 within a period of 360 days from the date of promulgation of these regulations, comply with the training requirement contemplated in these regulations, or vacate the aforesaid position.

Any person who contravenes or fails to comply with the provisions of these regulations is guilty of an offence and on conviction liable to a fine or to imprisonment for a period not exceeding 6 months or to both a fine and imprisonment.

Contact "US" for a comparison on the new PSIRA-SASSETA grading structure, This chart indicates the new training regulations which are equivalent to the old PSIRA grading and will also be available to view at our offices.

HEALTH & SAFETY

ALEXA is registered with SASSETA and DoL, also with The Emergency Care & Safety Institute to top that we are associated with the American College of Emergency Physicians.

As a result all our First Aid courses are Internationally recognized.

Fire Fighting

The Basic Fire Fighting Techniques course prepares attendees well to identify fire hazards, as well as different classes of fire and to select the correct type of extinguisher. It includes practical component where attendees physically use a hand held extinguisher and a hose reel to put out a real fire.

First Aid - Level 1 to 3

Level 1: The focus of this course is basic life support and first aid in emergencies. The program covers theoretical as well as practical skill, preparing the student to deal with CPR, Bleeding, Choking, Fractures, Shock, Cardiac Arrest etc.

Level 2-3: This course revises the theory and practical skills learnt in Level 1 & 2 and then focus on more in-depth knowledge of emergency first aid. Functional aspects of human anatomy in the primary emergency care arena forms part of this course and continues to concentrate on emergency childbirth and water related emergencies.

Health & Safety - Representative -

The OHS Act requires any employer employing more than 20 people to appoint a OHS Representative. It is the function of this Representative to review the effectiveness of Health and Safety measures. This course is aimed at equipping the a newly appointed Safety Representative with the required knowledge and skill to enable him to identify, eliminate, report and manage hazards in the workplace while also functioning effectively as a representative and member of the OHS Committee.

ALEXA's Accreditations: PSIRA - Accr Nr: 1-086-144 / ETDPSSETA & HW SETA - Accr Nr: MOU with S.D.T.A
ECSEI - Accr Nr: USE / Int / 030410 / SASSETA Accr Nr: 1119-9969-1928 / DoL - Accr Nr: CI671

ALEXA Facilitator Accr: PSIRA - Nr: 588-586 / ECSEI - Nr: USE / Int / 030410 / SASSETA - Nr: 19A-2889-0605 / 19M-7810-1272 / ETDPSSETA -
Nr: ADE 57722 / DoL [CI619-1,2,3-2009.08.05] - Nr: CI671-1,2,3-2010.12.20 / AKP / 2009.03.05] - Nr: 38523 / IFTA - Nr: 44295

