

Security Solutions **alex**a THE INFORMANT

Points of Interest

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Consultative Workplace Committee

1 Below is the committee hard at work at their first meeting, from front left is S/O Jacobs
3 (CCID), S/O Breda (Steenberg), MD Harry White, S/O Ngavula (Bayside), S/O Moses
4 (Foschini), S/O Human (Table bay), HR Manager Megan Britz, S/O Beukes (The Cliffs),
4 Insp Maya (HQ).



THE INFORMANT Alexa Security Solutions Newsletter

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On Thursday 11 February 2010 we as a country celebrated the 20th anniversary of Mr Nelson Mandela's release from prison, and fittingly we at Alexa also made history by having our very first Consultative Workplace Committee meeting at our head office the next day.

This newsletter was the result of us as management identifying the need to communicate to you as employees. We wanted to create an additional forum where the majority interests and issues effecting both employer and employee are brought to our attention for discussion.

What our MD says about the Consultative Workplace Committee meeting:

"I could not believe the positive and constructive manner in which this Committee meeting was conducted and I felt a real eagerness from all those present to not only bring to the table matters that concern the employee, but also that of the employer. With this type of initiative we will most certainly eliminate a lot of potential problems and ensure that Alexa Security have a happy workforce that is proud of their company."

This Consultative Work- jority of you, and it was this place Committee was spe- purpose which influenced cifically established for the the way we selected our purpose of reaching and appealing to the larger ma-

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.

Consultative Workplace Committee (CWC)

Alexa cares about YOU. Together, we can be better.

committee members. The members of this committee are all aware, and have agreed not to discuss matters in this forum that relate to themselves or their specific sites, but to bring to the table for discussion and resolve matters that pertain to the entire Alexa security workforce.

These members are not “shop stewards” and will not be representing the interests of individuals, so please do not take to them your personal problems. If you have a personal problem, complete a grievance form and submit this to your manager. Or, if you have a pay query, submit a pay query form to the regional secretaries.

Matters discussed this month in the Consultative Workplace Committee meeting were:

1. Absenteeism and the negative impact this is having on both the employees and the employer

After extensive discussion, it was agreed that an extensive and far reaching absenteeism policy would be put in place. This policy will undoubtedly make those who make themselves guilty of this unacceptable practice think twice before staying away from work. Both employees and employer concur that this problem needs to be resolved once and for all.

2. Information displayed on the new pay slips

After discussion it was agreed that we will remove from the pay slips confidential information such as ID numbers, Date of Birth and bank account details and include in the inside section, leave days accumulated.

3. Uniforms Issues

The issue of new uniforms was raised, and it was felt that employees are under the impression that they must pay for their uniform. It was confirmed by management that employees are entitled to one set of uniform every year. After discussion in the meeting, manage-

ment confirmed that should officers choose to select more expensive items than what is standard issue, the officer will be expected to pay the difference between the standard issue item and the more expensive item.

4. Promises made to staff and not kept

Some members felt that employees are being promised things which do not get sorted out, or are not given feedback with their queries. Guilty parties are managers, controllers and inspectors who promise to sort out things like, shifts, pay queries, double shift monies, travel monies etc. Management indicated that this is not acceptable and encouraged members of the committee to convey to their fellow

From one of the Committee Members: “I’m honored to be a part of the team. Our first meeting was really interesting and I can’t wait for the next one. The topics we touched was something that I’m sure everyone in the company is interested in.”

employees that they must not hesitate to contact the seniors of those who make these empty promises, and if they get no results then they are welcome to contact the Managing Director himself. Employees must just be made aware that if they choose to contact senior management, they must ensure that they have followed the correct protocols and have exhausted their normal channel of command. They must also not contact management at unreasonable hours to discuss matters.

5. R20 double shift food allowance

The matter of whether the R20 food allowance for those who agree to work a

If you have suggestions for the CWC to discuss, please forward them to: The Chairman, The Consultative Workplace Committee, Alexa Head Office, 7 Foundry Road, Salt River.

One of the future issues up for discussion at the next CWC is the drafting of an HIV/Aids policy. If you have any ideas on how to assist with this, please submit them.

double shift in order to cover for fellow employee’s absenteeism was extensively discussed. Committee members debated on an amount that would be sufficient to ensure that the officer can feed him or herself sufficiently to ensure the maximum level of service. After taking into consideration the cost of certain foods and refreshments such as bread, cool drink, cold meats etc. the meeting came to the conclusion that R35 would be a more reasonable fee when agreeing to work a double shift.

It was stressed that working a double shift is in direct contravention of the Security Industry Sectoral determination, and that working a double shift is very onerous on employees. It is however the result of staff being absent without notifying control and is thus a problem which needs to be rooted out so that no officer will be expected to have to stand in for another and as such work a double shift.

6. Other

Members of the Committee agreed that they would give feedback to fellow employees and compile a list of matters for discussion at the next meeting to be held on Friday 12 March 2010 at 09h00.

Employees are also welcome to forward matters they would like to have discussed to: The Chairman, The Consultative Workplace Committee, 7 Foundry Road, Salt River.

Consultative Workplace Committee (CWC)

Meeting Notice:

Date: Friday 12 March 2010

Time: 09h00

Venue: Alexa HQ Boardroom

The Consultative Workplace Committee (CWC) Vision:

The purpose of the consultative workplace committee is to discuss and communicate issues of mutual interest and concern of both the employee and employer in general.

Outstanding Performances

Service Excellence at Libertas

During a Trustee meeting at Libertas Retirement Village, Alexa received much praise and thanks from a number of individuals for the quality of service that they receive.

The Manager of Libertas, Hennie du Plessis, specifically mentioned S/O Manaledi Ramagwane (right) for the exceptional manner that she conducts her work and the positive results that she achieves. S/O Ramagwane has assisted the client in many ways and regularly brings offenders to justice. She is an asset to the company and shows what high quality we have.

The client is also very impressed with the Management of their site saying “we are privileged to be working with Ilonka Du Toit (Client Relations Manager, left) and cannot thank you enough for the excellent communication and suggestions about improvement of overall security and access control at our premises.”

du Toit’s approach to her staff enables them to reach their full potential. This is noticed by the client and they commend Alexa for the quality of staff again. Libertas manager also complimented our uniforms saying “it suits your service levels”.

If your uniform is more than 12 months old, it will be replaced free of charge. If your shirt or shoes for example are less than one year old you will need to sign an Acknowledgment of Debt for the item. If you choose to purchase the more expensive shoes the company will deduct the amount of the cheaper shoes so that the employee need only pay the difference.

UNIFORM



Trident Press Trespasser Apprehended

A trespasser at Trident Press was apprehended by Security Officer Ma-awu who heard noises on the roof of the guard house while on his night shift. S/O Ma-awu chased the suspect and overpowered him in a nearby parking lot. Bringing him back to the guard house, Ma-awu alerted Alexa Control who summonsed back up from the Alexa officers working nearby for the CCID. The CCID team uplifted the perpetrator and handed him over to the SAPS.

Panic Alarms at Bayside

Security at Bayside Shopping Centre was alerted mid-morning by a panic alarm that sounded from one of the shops. S/O Pietersen and Mahlali immediately attended the scene, followed closely by Site Manager Martin Lourens. At the scene they found shouting and screaming as the shop staff fought with the suspects. The shop manager requested that security not get involved and Alexa held back. Once authorized, Alexa Security Officers escorted the three suspects to the holding cell where they were issued banning orders and escorted off the premises.



Know your Rights by Megan Britz

What elements should a ‘warning’ (as a disciplinary sanction) contain?

In conformity with one of the underlying objectives of the Labour Relations Act namely, that disciplinary action should be progressively corrective in nature, the purpose of issuing a ‘warning’ should be to try and correct a situation. It is for this reason that a warning must include certain fundamental information.

1. Identity of the party
2. Detailed nature of, date of and approximate time of offence
3. Type of warning and period of validity
4. Clear statement of what action is required of the guilty party to rectify his/her behaviour.
5. Clear statement of the consequences of the guilty party’s failure to comply with the requirements of the warning.

Recommendation: Before signing a warning, ensure that all of the aforementioned elements are included in the warning. This ensures that you understand what you are being disciplined for, and how not to repeat the same or similar offence.

Employment Equity Meeting Notice:

Date: Tuesday 16 March
Time: 14h00
Venue: Alexa HQ Boardroom

Megan Britz, below, is the Human Resources Manager and Employment Equity Chairperson.





Send your letters to the Editor, Kate Rogers, at Alexa Head Office.

Have your Say

Vacancies

Employment times are from 09h00 to 12h30 every day.

Please understand that the Recruitment Office cannot process your application outside of those times.

The Recruitment Process:

Every person who brings in their CV, a copy of ID or work permit and PSIRA certificate during the Employment times (09h00—12h30) 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.

Security Officers Grades A-C Required:

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 or her Assistant, Lucille Wilson, at Head Office to find out more information and apply for them.

* 6 x Grade C

* 2 x Grade B Drivers

* 2 x Grade D

* 1 x Grade B – Site Manager

Employment stats from 16/01/10 - 15/02/10	
African	34
Coloured / Asian	32
Whites	4
Foreigners	1
Male	59
Female	11
TOTAL	70

Appointments



Martin Lourens

Martin Lourens is the new Site Manager at Bayside Mall after taking over from Arthur de Vries in December 2009.

Martin spent the period of 1992 – 1999 in the South African Army, where after he joined the team at Nedcor. He worked in the Dog Unit and completed a Task Force course. He was then recruited by the Head of Nedcor for his new company, Odyssey Security where he worked as Area/Ops Manager and eventually Regional Manager in the Western Cape.

His goal is to make Bayside one of the safest Malls in the Western Cape with the help of his disciplined and professional team working under him.

out as Alexa's "Spare of the Month" and is pictured right with Business Manager, Jacobus Jantjies.

S/O Nyanga is always early, smartly dressed correct in full company uniform and well groomed. He has a professional attitude, communicates effectively, shows concern for others and demonstrates good manners. This is the type of officer Alexa is proud of and would like to see more of. The image of the company is projected by every individual officer and we praise S/O Nyanga as he does his bit to foster a positive public image of the company.

S/O Nyanga is currently working on a small Ad Hoc site in Camps Bay and is doing an excellent job.

INSPECTIONS/SITE VISITS by the Mr Jacobus Jantjies

When a client places his assets and his business in our hands, in our care, he has a number of expectations – and we have a number of responsibilities.

Our responsibility, as a professional security company, is simple. It is to provide protective and proactive security to our client 24 hours a day, seven days a week.

This means physical security, electronic security and procedural security must be combined to give an integrated and practical security plan. This can only be implemented by the "guards on the ground" – day shift and night shift.

These officers need, and expect, support from management and we therefore have a system of day inspection visits and night inspection visits. These are carried out in a positive and well-meaning manner in order to discuss any security concerns with the officers-on-site, ensure there are no personal issues with officers on the site as well as recognising whether there are recommendations that can improve the client's protection, the security officer's conditions and overall efficiency.

The client needs and expects reports and advice. Let us continue to give it to them through the communication link of "the guards-on-the-ground and the inspectors visit" which gives us all the opportunity to discuss matters and continue to produce a positive and proactive service.

AWOL: Please note the Memo from Human Resources stating the new Absenteeism Procedure. If you are AWOL as a result of being robbed or assaulted etc, you must go to the SAPS to report the incident and get a case number. (Note from the CWC)

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086 525 9347 OR 086 630 1672

For enquiries please call

0860 FUNDCO (Sharecall)

PLEASE NOTE: Alexa will continue to offer a maximum of R500 advance on their salary to staff who

- have not been AWOL
- have not taken an advance in the last 3 months
- are not currently paying off a Fundco loan.

Spare officer of the Month

Congratulations to Security Officer Mbongeni Eric Nyanga working on Spares at HQ who has been singled

