



# AWL & AWL HOLDINGS SECURITY SERVICES

*Safe. Secure. Professional.*

# BUSINESS PLAN

RISK MANAGEMENT | ARMED & UNARMED GUARDING  
TACTICAL RESPONSE | EVENT SECURITY | VIP PROTECTION  
ACCESS CONTROL | SURVEILLANCE SOLUTIONS

#### PREPARED FOR:

Partners | Stakeholders | Investors | Communities



#### PROTECTING PEOPLE AND ASSETS

Delivering trusted security solutions with integrity.



#### PROFESSIONAL. RELIABLE. RESPONSIVE.

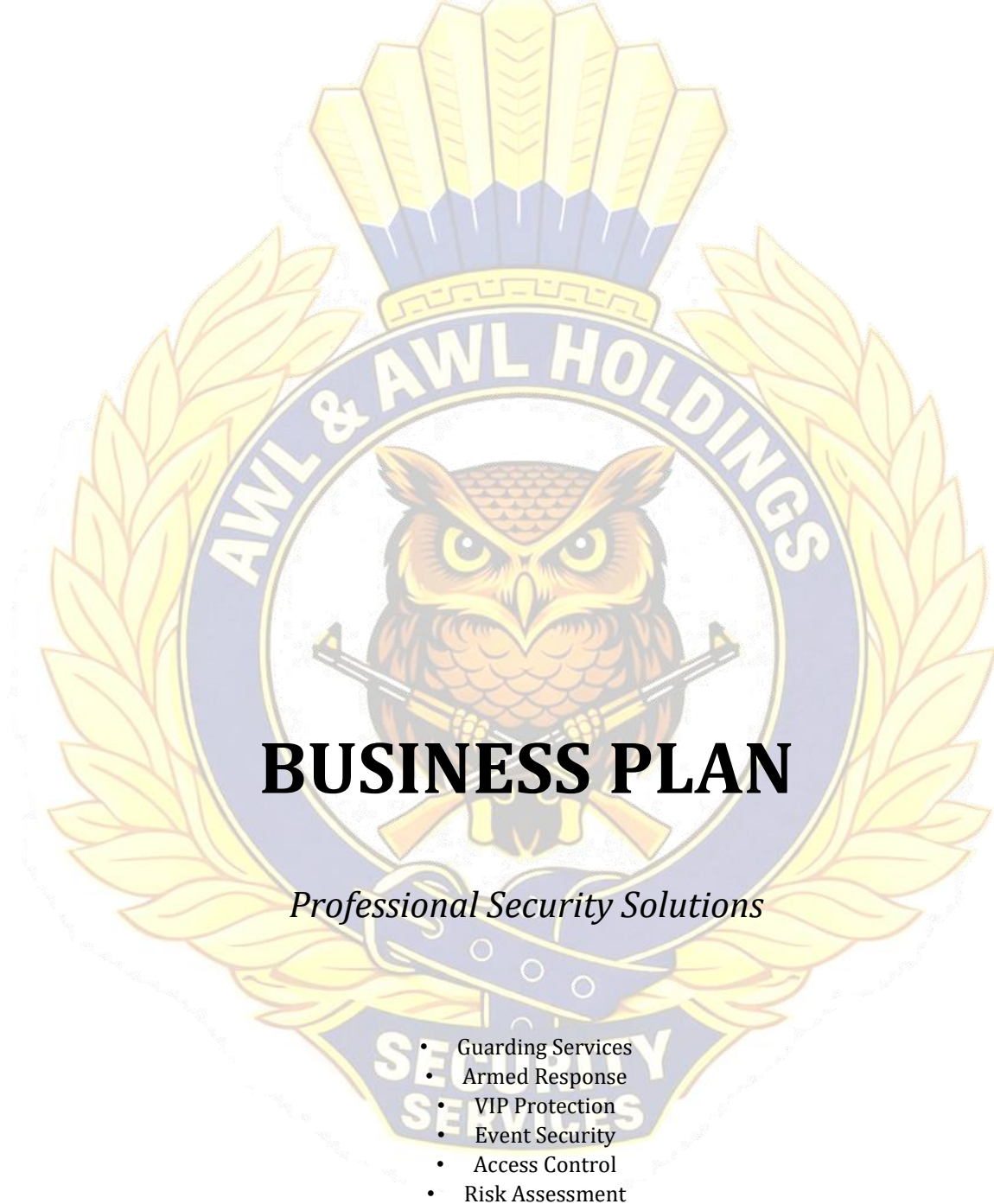
Advanced security services tailored to your needs.



#### VIGILANT. PREPARED. COMMITTED.

24/7 dedication to your safety and peace of mind.

# **AWL & AWL HOLDINGS SECURITY SERVICES PTY LTD**



**Excellence • Integrity • Protection**

## Executive Summary

AWL & AWL Holdings Security Services provides professional security solutions across South Africa. Our company focuses on protecting people, property and assets through trained personnel, reliable operations and customer-focused service. AWL & AWL Holdings Security Services (Pty) Ltd is a South African private security company committed to protecting people, property, infrastructure and assets through professional security personnel, experienced supervision and modern operational systems.

The company provides integrated security services to government departments, municipalities, commercial organisations, industrial facilities, residential estates and private clients.

Our goal is to become one of South Africa's most respected security companies by delivering reliable, ethical and customer focused security solutions.

## Vision

"To be the leading security services provider in South Africa, synonymous with trust, excellence, and social responsibility, empowering communities through inclusive employment practices and innovative security solutions."

## Mission Statement

"Our mission is to provide top-notch security services, prioritizing people, integrity, and professionalism, while fostering a culture of inclusivity, growth, and development for our employees and the communities we serve."

## Objectives

- Deliver exceptional security services that exceed client expectations
- Create equal employment opportunities for all, with a focus on women and marginalized groups
- Provide ongoing training and development for employees to enhance skills and career growth
- Foster strong partnerships with clients, stakeholders, and the community
- Maintain a high standard of operational excellence and financial sustainability

Target customers include businesses, residential estates, schools, shopping centres, construction sites, warehouses, government departments and event organisers. Competitive advantages are rapid response, disciplined staff, quality uniforms and visible branding.

## CORE VALUES

Integrity

Professionalism

Accountability

Discipline

Respect

Loyalty

Confidentiality

Teamwork

Excellence

Customer Satisfaction



## OUR SERVICES

### 1. Armed Response

24-hour armed response officers equipped to respond rapidly to alarms, emergencies and security threats.

### 2. Residential Security

Professional guarding for:

Houses

Residential Estates

Townhouses

Apartment Complexes

Farms

Holiday Homes

Special weekend and holiday guarding services are available for homeowners travelling away.

### 3. Commercial Security

Security solutions for:

Office Buildings

Warehouses

Retail Stores

Shopping Centers

Business Parks

Banks

Manufacturing Facilities

### 4. Construction Site Security

Protection against theft, vandalism and unauthorized access at construction sites and newly built developments.

### 5. Event Security

Security management for:

Stadiums

Sporting Events



Conferences

Concerts

Exhibitions

Weddings

Corporate Functions

Political Events

#### 6. VIP Protection

Professional close protection officers for:

Executives

Politicians

Celebrities

Diplomats

Business Leaders

High-profile Individuals

#### 7. Escort Services

Secure escort services for:

Valuable Goods

Cash Escorts

Executive Transport

VIP Movements

#### 8. K9 Security Services

Highly trained K9 teams provide:

Patrol Services

Intruder Detection

Building Searches

Crowd Control Support

Perimeter Security

#### 9. Industrial Security



Security for:

Factories

Mines

Refineries

Distribution Centers

Manufacturing Plants

10. Patrol Services

Marked patrol vehicles conduct scheduled and random patrols to deter crime and respond to incidents

## **WHY CHOOSE AWL & AWL?**

Professionally trained security officers.

Experienced management and supervisors.

24-hour operational support.

Rapid emergency response.

Reliable communication systems.

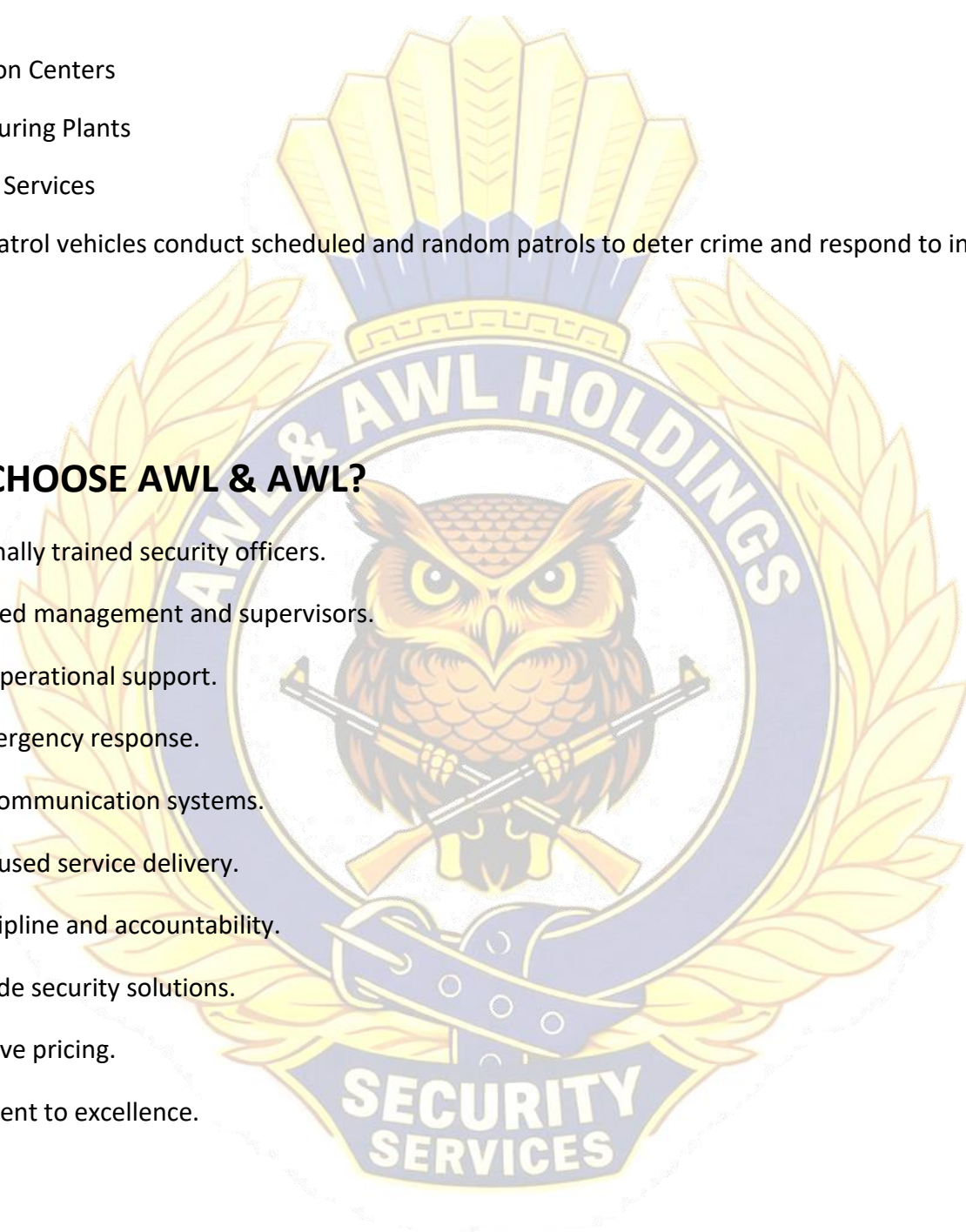
Client-focused service delivery.

Strict discipline and accountability.

Tailor-made security solutions.

Competitive pricing.

Commitment to excellence.



## Marketing

- Develop a strong brand identity that reflects our values and mission
- Utilize digital marketing strategies to reach a wider audience
- Leverage social media to engage with clients, employees, and the community
- Offer tailored security solutions that meet specific client needs

## Recruiting System

- Utilize online platforms and social media to attract diverse candidates
- Implement a blind hiring process to ensure equal opportunities
- Conduct thorough background checks and skills assessments
- Provide clear job descriptions and expectations

### Hiring:

- Prioritize candidates from marginalized groups and women
- Ensure equal pay for equal work
- Offer competitive salaries and benefits packages
- Provide ongoing training and development opportunities

This is just a sample, and you can adjust it according to your specific needs and goals.

Employment final recruitment and selection criteria

Employment Final Recruitment and Selection Criteria:

### 1. Job Requirements:

- Relevant qualifications and experience    - Security clearance (if applicable)
- - Physical and mental fitness for the role

## 2. Skills and Competencies:

- Communication and teamwork skills
- Problem-solving and adaptability
- Attention to detail and analytical thinking
- Leadership and supervisory skills (for senior roles)

## 3. Assessment Process:

- Initial screening and shortlisting
- Interviews (panel or individual)
- Psychometric testing (if applicable)
- Reference checks

## 4. Selection Criteria:

- Merit-based selection
- Equal opportunities for all candidates
- Alignment with company values and mission

## 5. Pre-Employment Checks:

- Background verification
- Medical fitness assessment (if applicable)
- Security clearance (if applicable)

## Equal Opportunities Employer:

- We welcome applications from all qualified candidates, regardless of race, gender, age, disability, or any other protected characteristic.
- We are committed to creating a diverse and inclusive workforce.



This is just a sample, and you should tailor it to your specific business needs and comply with South African labour laws and regulations.

#### Criminal Check System and Fitness:

##### 1. Criminal Record Check:

- All successful candidates will undergo a criminal record check through the South African Police Service (SAPS) or a reputable background screening company.
- Candidates with a criminal record may be disqualified from employment, depending on the nature of the offense and the job requirements.

##### 2. Fitness Assessment:

- Candidates for physically demanding roles (e.g., security guards, reaction officers) will undergo a medical fitness assessment by a registered medical practitioner.
- The assessment will evaluate the candidate's physical ability to perform the job requirements.

##### 3. Disclosure:

- Candidates are required to disclose any medical conditions or criminal convictions that may impact their ability to perform the job.
- Failure to disclose relevant information may result in termination of employment.

#### Fitness Standards:

- Candidates must meet the minimum fitness standards for the role, which may include:
- Physical fitness tests (e.g., running, lifting, etc.)
- Medical assessment of overall health and fitness
- Other job-specific requirements

#### Verification:

- The company reserves the right to verify the accuracy of the information provided by the candidate.

- Candidates who provide false or misleading information may be disqualified from employment.

This is just a sample, and you should consult with a legal expert or HR professional to ensure compliance with South African labor laws and regulations.

Mental assessment and counselling to a need workers

Mental Assessment and Counselling:

1. Employee Assistance Program (EAP):

- All employees have access to confidential counselling services for personal and work-related issues.

EAP services include mental health support, stress management, and wellness programs. 2. Mental Health Assessment:

- Employees may undergo mental health assessments as part of the recruitment process or as required.
- Assessments will be conducted by a registered mental health professional.

3. Counselling Services:

- Employees can access counselling services for issues such as:
- Stress and anxiety
- Trauma and PTSD
- Relationship issues
- Substance abuse
- Other mental health concerns

4. Confidentiality:

- All mental health information and counselling sessions are strictly confidential.
- Information will only be shared with consent from the employee.

Support for Employees:

- Regular check-ins with supervisors or HR
- Access to mental health resources and workshops
- Encouragement to prioritize self-care and mental well-being

This is just a sample, and you should consult with a mental health professional or HR expert to develop a comprehensive mental health support program for your employees.

### Grading system and promotions of our workers

#### Grading System and Promotions:

##### 1. Grading System:

- Employees will be graded based on their performance, skills, and experience.
- Grades will determine salary scales, benefits, and career progression opportunities.

##### 2. Performance Evaluation:

- Regular performance evaluations will be conducted to assess employee performance.
- Evaluations will be based on job-specific criteria, including:
  - Job knowledge and skills
  - Quality of work
  - Teamwork and communication
  - Initiative and problem-solving

##### 3. Promotion Criteria:

- Employees will be considered for promotion based on:
  - Performance and merit
  - Skills and experience
- Availability of positions



- Business needs

#### 4. Promotion Process:

- Employees will be notified of available positions and encouraged to apply.
- Applications will be assessed, and shortlisted candidates will be interviewed.
- Promotions will be based on merit and suitability for the role.

#### Grading Structure:

- Grade 1: Entry-level (e.g., Security Officer)
- Grade 2: Experienced (e.g., Team Leader)
- Grade 3: Senior (e.g., Supervisor)
- Grade 4: Management (e.g., Operations Manager)

#### Salary Scales:

- Grade 1: R10,000 - R15,000 per month
- Grade 2: R15,000 - R25,000 per month
- Grade 3: R25,000 - R40,000 per month
- Grade 4: R40,000 - R60,000 per month

#### Services to Clients:

- Private Entities:
  - Personal security services (bodyguards, close protection)
  - Asset protection (cash-in-transit, valuables)
  - Event security (crowd control, access management)
- Consulting services (security risk assessments, threat analysis) - Government Entities:
  - Static guarding (government buildings, facilities)
  - Mobile patrols (government installations, infrastructure)

- Event security (VIP protection, crowd control)
- Training and capacity building (security personnel, government officials)

Client Benefits:

- Customized security solutions tailored to specific needs
- Highly trained and vetted security personnel
- State-of-the-art security equipment and technology
- Regular security assessments and threat analysis
- 24/7 monitoring and response capabilities

Government Partnerships: Collaborations with government agencies to provide security services

- Support for national events and initiatives
- Contribution to national security and development goals

This is just a sample, and you should tailor your services to meet the specific needs of your clients and the South African market.

Monitoring and evaluation of our security guards, sites and client satisfaction

- Security Guards:
  - Regular supervision and spot checks
  - Performance evaluations and feedback
  - Ongoing training and development
- Sites:
  - Regular site inspections and audits
  - CCTV monitoring and incident reporting
- Client feedback and satisfaction surveys
- Client Satisfaction:
  - Regular communication and feedback sessions

- Client satisfaction surveys and reviews
- Continuous improvement of services and response to client concerns

Key Performance Indicators (KPIs):

- Guard performance and professionalism

Site security and incident response

Client satisfaction and retention

- Incident reporting and resolution

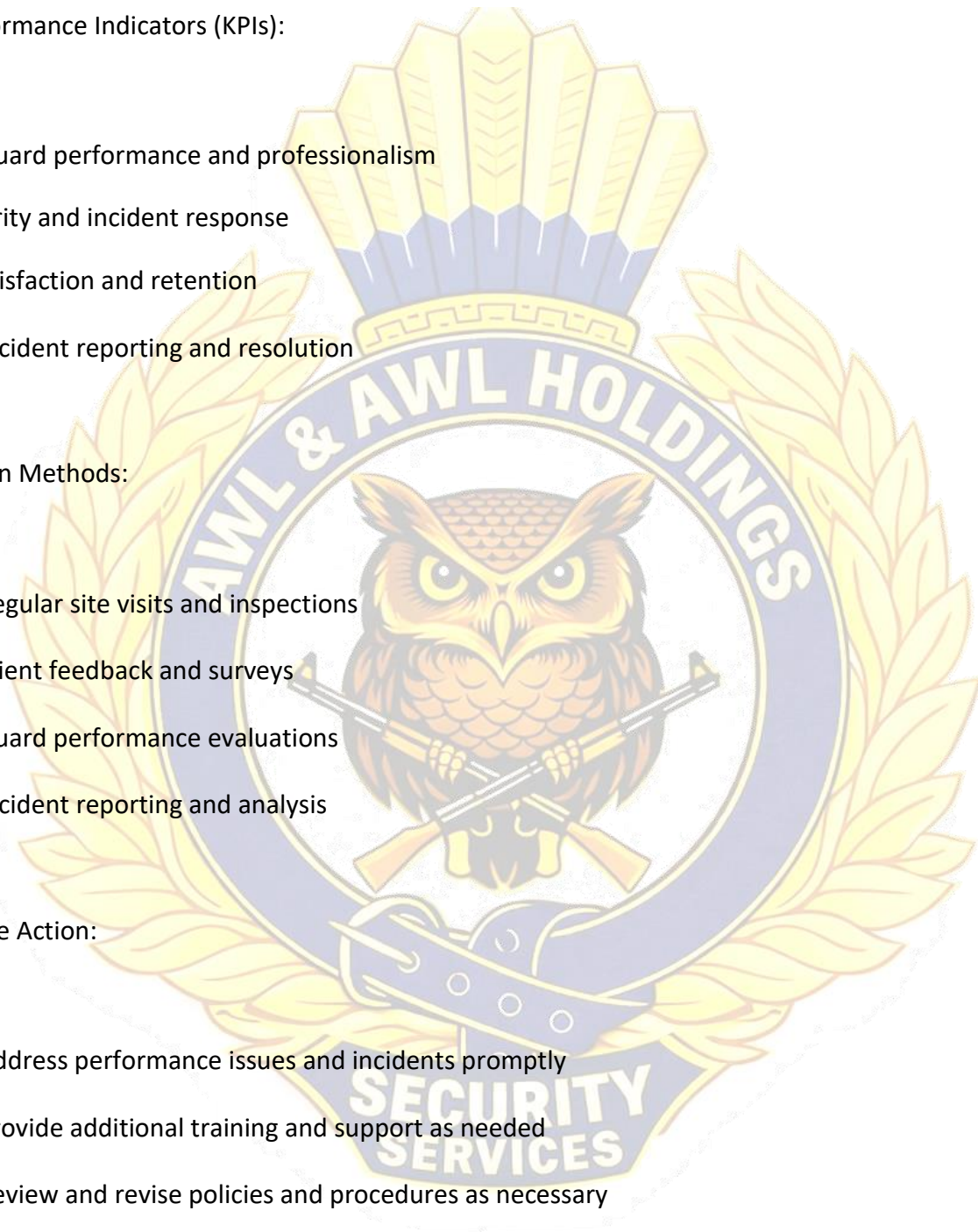
Evaluation Methods:

- Regular site visits and inspections
- Client feedback and surveys
- Guard performance evaluations
- Incident reporting and analysis

Corrective Action:

- Address performance issues and incidents promptly
- Provide additional training and support as needed
- Review and revise policies and procedures as necessary

How do you want to handle incident reporting and response? Do you want to establish a specific protocol for reporting and responding to incidents?



## Incident Reporting and Response Protocol:

### 1. Incident Reporting:

- All incidents must be reported immediately to the supervisor or designated contact.
- Incident report forms must be completed and submitted within 24 hours.

### Incidents include:

- Security breaches or suspicious activity
- Injuries or medical emergencies
- Property damage or loss - Client complaints or concerns

### 2. Response Protocol:

- Supervisor or designated contact will respond to the incident immediately.
- Assess the situation and take necessary actions to ensure safety and security.
- Notify client and relevant authorities as necessary.
- Document incident and response actions.

### 3. Investigation and Review:

- Incident will be investigated and reviewed by designated personnel.
- Root cause analysis will be conducted to identify areas for improvement.
- Corrective actions will be implemented to prevent future incidents.

### 4. Communication:

- Client will be informed of incident and response actions taken.
- Employees will be informed of incident and any necessary actions to take.
- Incident report will be maintained and available for review.

### Incident Report Form:

- Incident details (date, time, location, description)

- Parties involved (employees, clients, others)
- Response actions taken

Investigation and review findings

Corrective actions taken

## Incident Reporting and Response Protocol

### 1. Incident Reporting:

- All incidents must be reported immediately to the supervisor or designated contact.
- Incident report forms must be completed and submitted within 24 hours.
- Incidents include:
- Security breaches or suspicious activity
- Injuries or medical emergencies
- Property damage or loss
- Client complaints or concerns
- Any other unusual or suspicious activity

### 2. Response Protocol:

- Supervisor or designated contact will respond to the incident immediately.
- Assess the situation and take necessary actions to ensure safety and security.
- Notify client and relevant authorities as necessary.

Document incident and response actions.

Provide support and assistance to those affected by the incident.

### 3. Investigation and Review:

- Incident will be investigated and reviewed by designated personnel.
- Root cause analysis will be conducted to identify areas for improvement.
- Corrective actions will be implemented to prevent future incidents.

- Incident will be reviewed and discussed with the client, if necessary.

#### 4. Communication:

- Client will be informed of incident and response actions taken.
- Employees will be informed of incident and any necessary actions to take.
- Incident report will be maintained and available for review.
- Media and public statements will be handled by designated personnel only.

#### Incident Report Form:

- Incident details (date, time, location, description)
- Parties involved (employees, clients, others)
- Response actions taken
- Investigation and review findings
- Corrective actions taken
- Supporting documentation (e.g. photos, witness statements)

#### Incident Classification:

Level 1: Minor incident (e.g. minor injury, minor damage)

Level 2: Moderate incident (e.g. significant injury, significant damage)

- Level 3: Major incident (e.g. serious injury, major damage, security breach)

#### Response Times:

- Level 1: Respond within 30 minutes
- Level 2: Respond within 15 minutes
- Level 3: Respond immediately

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Do you want to add or modify anything in this protocol?

#### Addressing Misconduct

- Security Guards:
- Failure to follow procedures or protocols
- Neglect of duties or abandonment of post
- Misconduct or unprofessional behavior - Breach of confidentiality or security protocols - Office Administrators:
- Failure to follow company policies or procedures
- Misconduct or unprofessional behavior
- Breach of confidentiality or data protection protocols
- Inaccurate or incomplete reporting - Management:
- Failure to lead by example or set clear expectations

Inadequate supervision or support of staff

Misconduct or unprofessional behaviour

- Breach of company policies or procedures

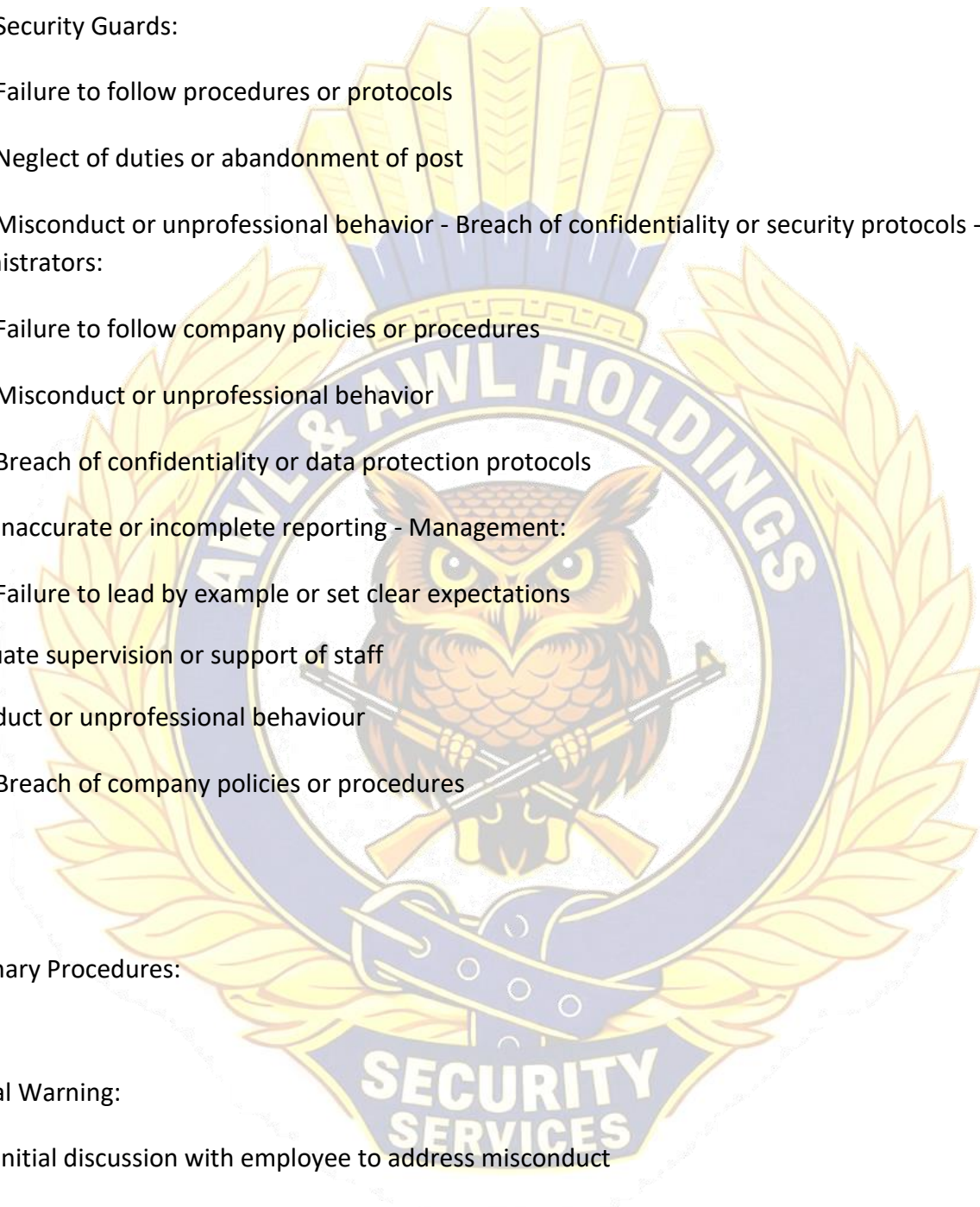
Disciplinary Procedures:

1. Verbal Warning:

- Initial discussion with employee to address misconduct
- Clear expectations and improvement plan outlined

2. Written Warning:

- Formal written warning outlining misconduct and expectations



- Improvement plan and consequences for further misconduct

### 3. Disciplinary Hearing:

- Formal hearing to investigate misconduct
- Employee has opportunity to respond and provide evidence
- Decision made on disciplinary action, up to and including termination

### 4. Termination:

- In cases of gross misconduct, termination may be immediate
- Employee will be informed of decision and reasons

### Investigations:

- All allegations of misconduct will be investigated thoroughly and promptly
- Evidence will be gathered and reviewed
- Employee will be informed of allegations and given opportunity to respond

### Remuneration and Benefits

- Salary Payments:
- Salaries will be paid on a monthly basis, by the 25th of each month
- Payments will be made via electronic funds transfer (EFT) or other approved payment methods
- Employees will receive a payslip detailing earnings and deductions - Overtime:
- Overtime will be compensated at a rate of 1.5 times the employee's normal hourly rate
- Overtime must be approved in advance by management
- Employees will be required to submit overtime claims in accordance with company procedures - Leave Pay:

- Annual leave: 15 working days per annum, accrued pro-rata
- Sick leave: 30 working days per annum, accrued pro-rata

- Family responsibility leave: 5 working days per annum, accrued pro-rata
- Leave pay will be calculated based on the employee's normal daily rate - PSIRA Requirements:
- All employees will be registered with PSIRA and contributions will be made in accordance with the Act
- Employees will be required to comply with PSIRA regulations and requirements

#### Allowances and Benefits:

- Uniform Allowance:
- Security guards will receive a uniform allowance of R500 per month
- Uniforms will be provided and maintained by the company - Meal Allowance:
- Security guards will receive a meal allowance of R50 per shift
- Meal allowances will be paid with salary - Travel Allowance:
- Employees required to travel for work will receive a travel allowance of R2.50 per km
- Travel claims must be submitted in accordance with company procedures

#### Company Progress Meeting:

- Purpose:
- Review company performance and progress
- Discuss challenges and opportunities
- Set new goals and objectives - Agenda:
- Review of previous meeting minutes
- Update on company performance and progress

Discussion of challenges and opportunities

Setting of new goals and objectives

Any other business - Frequency:

- Meetings will be held quarterly
- Additional meetings may be called as necessary

Progress Report:

- Summary of Achievements:
- Review of key performance indicators (KPIs)
- Progress towards goals and objectives - Notable successes and achievements - Challenges and Opportunities:
- Discussion of challenges and obstacles
- Identification of opportunities for growth and improvement
- Action plan for addressing challenges and capitalizing on opportunities - Goals and Objectives:
- Review of current goals and objectives
- Setting of new goals and objectives



Action plan for achieving goals and objectives



|                                                                                                                                                                                  |                                                                                                                                                                   |                                                                                                                                                        |                                                                                                                                                            |                                                                                                                                                                |
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|  <div><b>RISK ASSESSMENT</b><br/>IDENTIFY RISKS.<br/>PREVENT THREATS.<br/>PROTECT ASSETS.</div> |  <div><b>GUARDING SERVICES</b><br/>VISIBLE PRESENCE.<br/>TOTAL PROTECTION.</div> |  <div><b>EVENT SECURITY</b><br/>SAFE EVENTS.<br/>PEACE OF MIND.</div> |  <div><b>ARMED RESPONSE</b><br/>RAPID RESPONSE.<br/>REAL SECURITY.</div> |  <div><b>ACCESS CONTROL</b><br/>RESTRICTED ACCESS.<br/>TOTAL CONTROL.</div> |
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