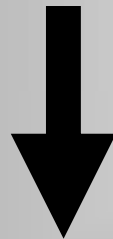




Quality and Assurance on Optimal Service Delivery Plan



Management and  
Support

On Site Procedure  
and compliance

Accounts and HR  
Support & Clarity

Value Added  
Services

**Definitions:  
"KRA"**

Key Results Area



**Definitions:  
"KPA"**

Key Performance  
Area  
Individuals and  
department.

**Usizo Security and Facilities Solutions make use of an integrated Quality Assurance Program**

**Internal Self assessment  
and Audits:**

- Employee
- Compliance
- H&S
- Management

**Internal KRA's with the  
KPA's for each  
department:**

- HR & Employee
- Management  
& Supervision
- Support Services
- Client Feedback

**Client and Employee  
Satisfaction:**

- Client satisfaction and  
added Value
- Employee satisfaction  
and opportunity

Client Satisfaction



Employee/Client Log In for Feedback, Incident Reports and Anonymous Grievances

# USIZO

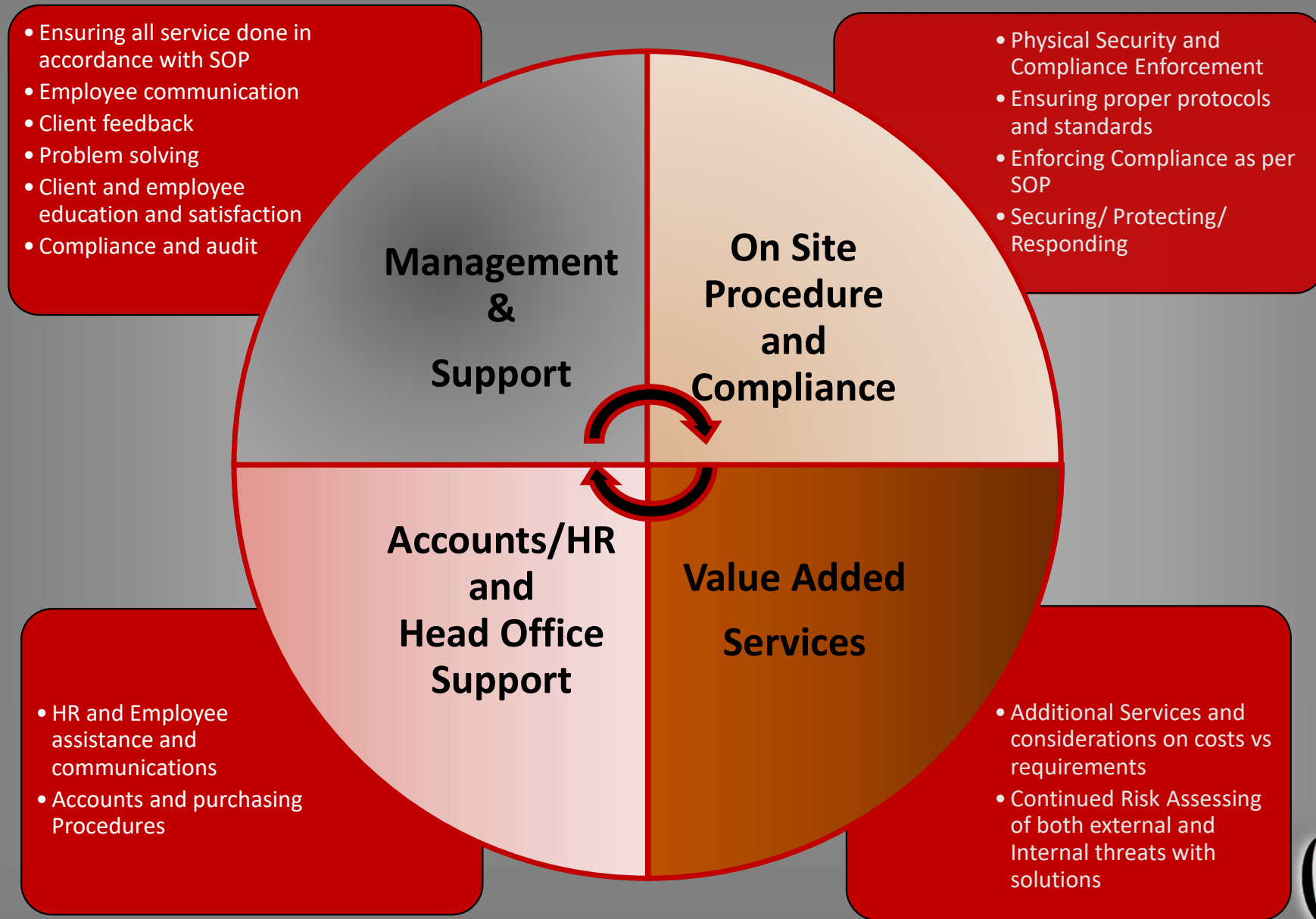
## ONE STOP SOLUTION

Gauteng | KwaZulu-Natal | Western Cape | Gqeberha

► PHYSICAL SECURITY ► INTEGRATED TECHNOLOGY

Employee Satisfaction

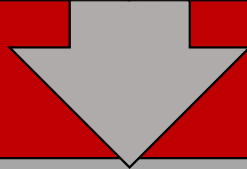




# Management & Support

Senior Operations Manager

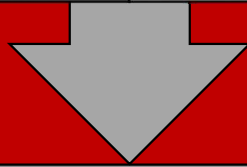
Divisional Supervisors



## On Site Implementations

Document Control and Problem Resolution

Training, Compliance, support



## Client Feedback and Value Add

Remove all Security risk and responsibility away from client

Reporting on any matters that effect the client and site



# **Site Procedures and Compliance**

- Ensuring Compliance of all rules and regulations as set out in Site Operating Procedures
- Awareness of any risks and dangers that may occur and take action according to training and required response
- Follow all lawful instructions as communicated by management and the clients designated contact person
- Report on any irregularities or situations that appear to be out of the ordinary
- A security officer is expected to stay independent and neutral from any and all interactions with client and their employees
- Following rules and regulations as per their training is crucial and for the safety and protection of all employees, visitors and contractors on site.
- Security Officers are to be neat and clean, dressed in complete uniform and PPE at all times. Identification and accreditation to be available/visible to ensure credibility and compliance
- As Security Officers are often alone on sites the importance of alertness and an awareness of all H&S requirements, hazards that may cause structural or product damage, maintenance issues and security threats.
- The ability to assist and communicate with anyone that enters the site is essential and strict but polite guidance is important and a representation of the Company and the client.
- Emergency and Incident procedure are to be studied and drilled into memory to ensure action taken in times of crisis is strictly according to training and protocol.
- A thorough knowledge of the client, the premises and the product is essential and security officers should always be aware of any changes or situations that they deem out of standard routine.
- All situations, queries and incidents must be reported through the channels that are in place for the site.



**Accounts and Support**



**Human Resources**



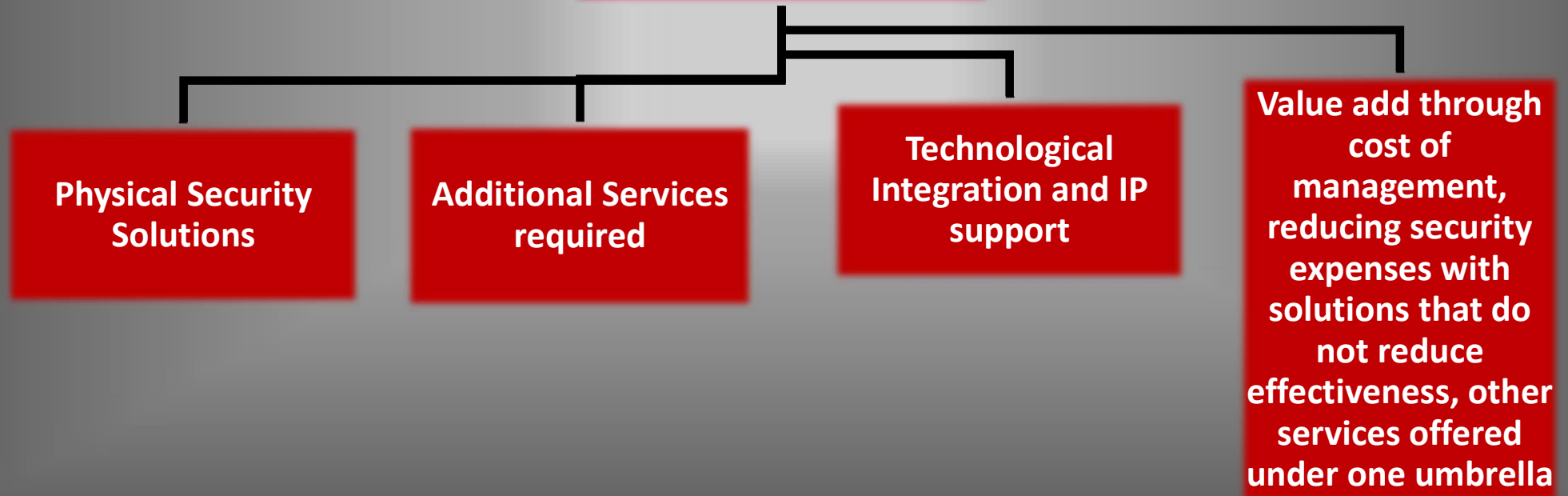
**Recruitment/Training/Discipline/Constructive  
Counselling/Queries/Complaints/Grievances/  
Upskilling/ Talent Identification/Statutory  
Compliance**



**Ensuring accurate and procedural systems in line and  
according to SLA and agreement with clients are in  
time, clear and following all processes to prevent  
frustrations and delays. Accuracy and timelines are  
crucial and always to be adhered to.**



## Value Added & Additional Offerings



## Physical Security and Additional Solutions

- Patrol Dogs and Trained Handlers
- Armed Section 21 Trained and competent Security Officers
- Non-Lethal Deterrents for perimeter enforcement or Visible policing
- First Aid and Fire Fighter trained Officers
- Complete assistance and support from arrest to prosecution
- Riot, Strike, Community unrest and political unrest Security Squads trained in the use of live or non lethal control measures.
- On Site and Off Site monitoring of CCTV with Armed Tactical Response



## Additional Services



- Security Solutions
- Facility and Maintenance
- Integrated Security Platforms
- Alarms Monitoring & Response
- Specialized Cleaning



Under Cover  
and forensic  
Investigations



Fraud and  
Syndicate  
Investigations



Community  
and Crime  
Support and  
Assistance



Armed  
Escorting and  
VIP Drivers



CPO and Body  
Guard  
Options



Polygraph  
testing and  
Information  
Verification





## Technical and IP Integration and Complete Solutions

Usizo Technical has positioned itself as a Turn Key Solutions Provider that will integrate and manage your entire Access Control, Egress, Biometrics, Facial Recognition, CCTV, Control Room, off-site or onsite monitoring, Perimeter Security, Artificial Intelligence and much more into POPI compliant networks on secure platforms that makes the ease of control on any campus at any time easy to verify, justify and control.

- Boom gates/Electric Gates/Fencing/Electric Fencing.
- Beams/ Perimeter Static CCTV/ PTZ and monitoring.
- Off the grid supply of power to all Security and Access requirements.
- Access Control with A.I for Biometrics, Facial Recognition, Skin Temperature, Tag or QR.
- Integrating Access Control with all time and attendance , rostering and shift needs.
- Full installations, maintenance, warranties and support.
- All Platform Based and Secured.

