



# SAFEGUARD SECURITY (PVT) LTD

A member of Safeguard Security Group

Branches Nationwide

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QUALITY CERTIFIED

12 July 2017

Company:

I received a great deal of feedback in response to my mail a few weeks back. There were some excellent suggestions for improvement, and a general request for more information on the response service.

**A quick update on our response service here** – all are STANDARD connections for our alarm and panic systems, so if you do not have them all in place and want them activated (and it makes sense to do so) give us a call and we will activate for you.

Standard response covers 5 main areas – Panic, Intruder, Fire, Medical, and Roadside assistance

**Panic** - a high priority alarm in response to a panic button pressed on site. Can be audible or silent.

**Intruder alarms** – when a fence or property/building alarm is activated. Received in the control room and will show where the alarm has activated (back door/garage /fence etc)

**Fire Alarms** – can be triggered by pressing the FIRE button on your keypad if activated, striking a fire alarm button or on activation of a fire or smoke alarm in the building. We have a direct Link to the Fire Brigade for call out, and our experience with them has been good.

**Road Side assistance** – as standard on all systems you have a cell phone panic. This allows you to call for help when AWAY from home. You can activate this emergency panic and receive assistance anywhere in cell phone range countrywide. Commonly used to summon assistance at the scene of an accident or breakdown intercity.

**Medical emergency**- via mobile or fixed panic button or by pressing the MEDICAL button on your keypad if activated. All response team leaders are first aid trained. We link to EMRAS and ACE ambulance service for further support. The ACE link covers ambulance recovery and full life support whilst en route for ANYONE on your property if linked through Safeguard. This really is a wonderful service!

All signals can be routed to your cell phones so that you can be aware of alerts

We also have a host of response services for commercial premises including the monitoring of open and closing times, and DURESS alarms.

If you would like to get more details give one of us a call direct- either Reason Chitiva 0772 133 317, Warren King 0772 215 781 or Andrew Mallon 0772 422 679

## Signage Update

We will be checking and replacing old signs in the coming months. If you need a sign, or have a definite place that you would like us to fix a sign outside of the standard positioning, please drop me a line and I will arrange it.

## Holiday Preparations

Just around the corner now, so please start to think about your security now, and call us early if needed.

Thank you for using Safeguard.

Andrew Mallon

## Chief Executive

andy@safeguard.co.zw

## BREAK IN REPORT - JUNE 2017

On 5/6/17 at 02:45 hrs in Town, intruders forced open a window at the top of a high-rise building and entered the shop. **The alarm triggered and they ran away with a few items they grabbed and left the other items scattered on the floor.**

On 6/6/17 at 01:26 hrs in Highlands, intruders jumped over the durawall and entered the yard, proceeded to the house, removed four window louvers, cut burglar bars using a bolt cutter and got into the house. **The client was woken up by the noise and pressed his panic button, the alarm triggered and they ran away.** Property has a durawall and burglar bars.

On 12/6/17 at 04:04 hrs in Greystone Park, intruders gained entry into the yard by jumping over a small perimeter fence, went to the house, forced open a kitchen window, cut burglar bars and entered the house. **The client heard the noise and pressed his panic button, the alarm triggered and they ran away.** Property has perimeter fence and burglar bars.

On 13/6/17 at 02:45 hrs in Greystone Park, intruders cut 3 strands of electric fence and razor wire, **the fence alarm triggered and they ran away.** Property has a durawall, electric fence and razor wire.

On 14/6/17 at 01:36 hrs in Milton Park, intruders cut razor wire, jumped over the durawall and entered the yard. They forced open the front door but failed to open the metal screen door, **the alarm triggered and they ran away.** Property has a durawall, razor wire and burglar bars.

On 15/6/17 at 02:85 hrs in Town, intruders broke the front entrance glass door and entered the shop, **the alarm triggered and the reaction team arrived in time and confronted the intruders when they were leaving the shop with stolen goods.** The intruders escaped in a vehicle which was parked close to the shop. All goods were recovered as the intruders dropped the items when they were running towards their vehicle.

On 15/6/17 at 0255 hrs in Greystone Park, intruders cut electric fence, jumped over the durawall and entered the yard. The fence alarm was not on. **They proceeded to the house and forced open the kitchen door, the alarm triggered and they ran away.** Property has a durawall, electric fence and burglar bars.

On 15/6/17 our client from Glen Lorne called at 07:54 hrs reporting that there was a break in the night before. Client advised that his gardener had informed him of the break in as he was out of the country. The gardener noticed the break in after checking right round the house and spotted the kitchen door wide open and one of the kitchen windows was broken. **The alarm was not armed by the client.**

On 17/6/17 at 00:18 hrs in Hoggerty Hill, intruders cut razor wire, jumped over the durawall and entered the yard. **The outside alarm triggered and they ran away.**

On 25/6/17 at 0205 hrs in Pomona, intruders cut five strands of electric fence to gain access into the property. **The fence alarm triggered** and a private guard spotted the intruders and confronted them, they ran away.

On 29/6/17 at 1142 hrs in Southerton, intruders broke palisade fencing to gain access into the Base Station intending to steal fuel, **the alarm triggered and they ran away.**

### **BULAWAYO**

On 29/6/17 at 23:40hrs **we received an alarm from a residential premise** and upon checking we discovered that the client had left door open and gone out of town. Thieves may have tried to gain entry but failed as reaction quickly attended. We protected the premises until the clients return after a day. CB was opened for a guard and the client was exceptionally happy as he found all his property intact.

### **MUTARE**

On the 01/06/2017 an alarm activated at one booster. Our response team was dispatched. On arrival, they recovered 7 x 25 litres container filled with diesel. **It is suspected the intruders ran away on seeing the response vehicle approaching.**

On the 02/06/2017 an alarm activated at a booster response team was dispatched. On arrival, they noted that the generator was tampered with and the razor wire pulled down. Nothing was stolen. **It is suspected the intruders ran away on seeing the response vehicle approaching.**

On the 09/06/2017 an alarm activated at one shop in the industrial area. Response team was dispatched. On arrival, they met the guard on duty who advised that there was a break in at the liquor section. They recovered six crates of beer. **It is suspected the intruders ran away on hearing the alarm sounding.**

On the 12/06/2016 at 08:34 hours we received a telephone call from one of our clients reporting that there was a break in and theft from her shop. **On checking the alarm history, we noticed that the alarm was disarmed at night and later armed.** We suspect that someone who knows the client's code went in stole the item and stage managed the break in.

### **MIDLANDS PROVINCE**

On the 25/06/2017, an unknown number of intruders broke into the house located in the low-density Nashville and stole valuables worth close to \$6000. This happened whilst the family was attending a church service. **The property has no alarm system for protection against intrusion.**

On the 27/06/2017 in broad day light, intruders broke into the house located in the low density suburb of Northlea in Gweru and stole an undisclosed amount of cash while the occupant was at work. **The house has no alarm system for intruder detection.**

On the night of 27/06/2017, intruders broke into one property located in Nothlea and stole vegetables from the garden before proceeding to the main house. **The alarm triggered and scared the intruders away.**

One night of 28/06/2017, intruders pounced on one property manned by a small local security company in Gweru Light industrial site and tied the guard to a pole before stealing cash from an office. **The guard had no communication or panic baton for emergency.**

**SAFEGUARD BREAK-IN REPORT JUNE 2017**