



SAFEGUARD SECURITY SERVICES (PVT)LTD

A member of Safeguard Security Group

Branches Nationwide

36 Telford Road, Graniteside, Harare P O Box 66006 Kopje

Telephone 751395-9, 771084 (all hours) Fax: 770351

Email: info@safeguard.co.zw

Website: www.safeguard.co.zw



QUALITY CERTIFIED MANAGEMENT SYSTEMS

11 December 2020

Company:

Another year is almost done, and a big **thank you** for the support this past year in what has been I think one of the most challenging we have all experienced for some time.

We recorded a number of real successes this year, and have once again been recognised as the preferred security services supplier in Zimbabwe : First in the Customer Service Awards 2020, First for Innovation in the Megafest Business Awards 2020, and recognised as a Superbrand in Zimbabwe.

The feedback we have had has been excellent- advice, good constructive criticism, and praise when due. I would like to thank in particular those of you that took the time to jot me a note or call me about our service.

We work hard to get things right, and I am very proud of the team we have at Safeguard, but inevitably we stray from our task and get it wrong on occasion; quick and constructive feedback really does help us to do better. Please keep it coming!

Christmas is just around the corner, and with it the predictable increase in crime, so don't forget about your security plan for the holidays. I know you have heard it all before but here is a quick list to think about

- 1. Test your systems** – test panic buttons, and your fence and property alarms. Make sure you have good power back up and fences and external sensors are clean and clear of foliage .If not sure then call for a quick service .many technical issues are power or user related, and do NOT need technical support. We have a few videos and FAQs on the website so look here first for a quick fix and maybe save yourself a call out fee
False alarms – if you have an alarm that is giving you trouble please get it sorted out before you go. Nuisance alarms really disrupt our response teams *and take time away from real emergencies-* they also will drive your neighbours mad!
- 2. Out of sight out of mind** – If going away remove valuables from sight and remove the temptation. There are great options at the new storage mart (www.storagemart.co.zw) for short and longer term storage for more valuable items if you are not getting a guard , or don't have adequate alarm system coverage with response .
- 3. Cash** – It is a number 1 target, so be as sensible as possible.
- 4. Credit card fraud-** we all use cards. Watch out for unsolicited advice/close queueing at ATMs and POS. No one should take your card away for payments.

Directors: A.E. Mallon (Chief Executive), *R. Chitiva, L. Magaya, B.S. Nhepera, M. Griffiths
*Non-Executive



5. **SOS App for travel**- if you are NOT registered then download it from the App store. It is free for safeguard response customers. **This allows you to call for help if you run into trouble anywhere in Zimbabwe in cell phone range**– breakdown/accident etc.
6. **Vehicle security**- break in of vehicles in public areas is a real problem. **Don't leave valuables in your vehicle,** and make sure your vehicle is locked.
7. **Additional security needs** – call and book early please.

If you need any assistance or advice, please just pick up the phone and give us a call. We are available 24 hours.

Have a great holiday

Thank you for using Safeguard!



Andrew Mallon

Chief Executive