

*Your African Security Partner*

# CAPABILITY STATEMENT

SPECIALISED SUPPORT SERVICES AFRICA



# PREPARATION

## Security Considerations

### Middle East & Africa

The unfortunate reality today is that most of Africa and the Middle East have to be regarded as high-risk destinations.

Corporations, high profile and net worth individuals, as well as contract staff, visiting these regions, for business or pleasure, should be aware that they are at risk and need to take adequate precautions, particularly with regard to accommodation and travel.

Based in South Africa and having operated in Africa and the Middle East since 2004, we are intimately aware of the security situations in most countries.

As regional specialist service provider, S3AFRICA will access accurate and up to date information, provide consultancy and support, making best use of local manpower and resources, to ensure that clients are able to travel, live and work safely, in an uninhibited manner.

This document is provided as an introduction to operational philosophy and services provided by

### S3AFRICA & TBT EXECUTIVE SERVICES.

S3AFRICA is a fully licensed and registered security service provider in South Africa, Somalia and Malawi.

S3AFRICA seeks to address the client's requirement from the basis of two important principles:

Firstly, to identify the minimum input required from us to satisfy the client's need and take reasonable measures to ensure that services are provided in such a manner that the client is able to continue their program unhindered by third party or outside influences.

Secondly, to integrate any agreed input into the client's existing schedule, procedures and structure so as to negate risk whilst minimizing time and cost implications.

# BACKGROUND

## Company Info

### Specialised Support Services Africa & TBT Executive Services

S3AFRICA is a South African Registered Closed Corporation dedicated to providing a full range of specialist security and related services to standards that meet or exceed industry best practice.

Our core business is focused on managing the risks associated with personal, asset and infra structure protection.

We undertake tasks for clients around the globe however our real strength lies in our ability to effectively provide the full range of security and support services specifically in Africa.

To date, S3AFRICA has conducted operations in over 50 countries on 3 continents.

Established in 2002, **TBT EXECUTIVE SERVICES** and **S3AFRICA** are security service providers that have gained a reputation for their unique approach to tasks and the security industry in general.

Clients are provided with the best possible service; service that meets client needs effectively, in a cost-efficient manner without compromising safety and security. To ensure this, every task is treated as unique; planning and procedures are customised to suit the specific circumstances and individual client requirement.

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# CLIENT NETWORK

## Clients

### The Majority Of Our New Clients Are Through Referrals, This We Attribute To:

- Ethical work practise and operational philosophy
- Excellent working relationships with our clients; relationships based on mutual trust and respect. To ensure this, we bring an open and honest approach to projects and provide a far superior service at a fair price.
- A wealth of diverse experience and access to extensive national and international networks that allow us to deliver superior quality, cost efficient services; without compromising the high standards which lie at the heart of our professional reputation. S3AFRICA possesses the capability to deal with all types of conventional consultancy, security and training services, as well as non-conventional items if required. Operating not just in South Africa, but around the globe, S3AFRICA has recently conducted consultancy, security and training operations in the following countries:

Botswana	Brazil	Cameroon
Central African Rep.	Chad	China
Colombia	Czech Rep.	Denmark
DR Congo	Ethiopia	France
Gabon	Germany	Ghana
Greece	Gulf of Aden	Hong Kong
India	Italy	Israel
Jordan	Kenya	Kuwait
Liberia	Libya	Madagascar
Malawi	Malaysia	Maldives
Mali	Monaco	Morocco
Mozambique	Namibia	Netherlands
Nigeria	Rwanda	Saudi Arabia
Seychelles	Somalia	South Sudan
Sudan	Tanzania	Thailand
Turkey	UAE	Uganda
United Kingdom	Zambia	Zimbabwe
Coast-West Africa	Coast-East Africa	Med. Sea
Red Sea	Taiwan	Finland

Along with unrivalled versatility, S3AFRICA brings a perfectly suited service capability and wealth of experience to your organization. Our company meets all international standards that cover all aspects of security and training, including security risk management, security planning, operations, human resource management and related quality assurance management. S3AFRICA's clients include fortune 100 corporations, high net worth individuals, foreign states, high profile and high risk corporate and private sector companies.



# SERVICES

## Specific Services Provided

S3AFRICA provide a bespoke service, tailored to meet each client's specific needs; we do not simply provide what is available, we provide what is required.

Such a service could comprise all or elements from those listed below:

### Project Security Planning and Management

We routinely undertake a complete review of the security measures required to manage a particular project. This is based on project specific risk assessments and on current information. This includes but is not limited to:

client liaison, complete project planning, project coordination, procurement, human resource management, drafting of standard documentation, operating procedures, payroll administration, logistics and movement coordination, operations management, training, EMS and technical backup.

### Recruiting and Human Resource Management

S3AFRICA provides recruiting, human resource management and logistics services for the security and related industries such as the oil and gas sectors. S3AFRICA source, recruit, mobilise and manage all levels of contract staff for clients ensuring that clients can remain focused on their core business. S3AFRICA has provided recruiting, human resource management and logistics services throughout Africa and the Middle East.

### Close Protection

A large portion of our core business entails the provision of comprehensive protection services for national and international clients in the corporate, entertainment and private sectors. Typically, these services include security advance work and planning, residential/ hotel security and protection in transit. More importantly though, we will assist in assessing the risk to recommend a level of security that is appropriate to the real or perceived threat.

## COMMERCIAL IN CONFIDENCE

S3AFRICA has years of comprehensive experience in:

### Executive Protection

High profile individuals are more exposed to threats from criminals and other disgruntled/unstable individuals. When exposed to risks such as kidnapping, blackmail, extortion and even assassination, S3AFRICA will provide either a high profile or unobtrusive, discreet and confidential close protection team. Typically, this team will also manage, in cooperation with other personal staff, aspects such as accommodation, transportation, hospitality, VIP event coordination, leisure activities and media liaison.

### Celebrity Protection

Celebrities all over the world are tormented by paparazzi, stalkers, criminal and mentally unstable elements. S3AFRICA deploy teams to provide a protective blanket and deterrent that allows clients to concentrate on business. As in the case of executive protection, this team also assists in managing, in cooperation with other client personal staff, aspects such as transportation, hospitality, special event coordination and media liaison.

### Personal Protection Service

Where individuals or families require personal protection and where client wishes or financial constraints prevent the deployment of a close protection team, S3AFRICA can provide a one on one close protection officer and consultant, who will handle all client security requirements (Planning, driver, logistics, liaison) and acts as consultant on all aspects of safety and security for the protected individual/ family.

### Event Security

No matter what the nature of an event is, there will always be individuals/ groups intent on or unintentionally disrupting proceedings. With a wealth of high-profile event security experience, S3AFRICA can provide a security team to plan and execute event security that will ensure that an event can run smoothly, without disruption and with minimal risks to delegates. S3AFRICA cater for small, discreet, low profile executive meetings (which can include counter surveillance and counter eavesdropping measures) to stadium venue high profile sporting and entertainment events.

### Asset Protection

We believe that the quality of our service and selective client base sets us apart from and affords us a significant competitive advantage over "larger" security service providers. S3AFRICA plan in conjunction with the client and provide:

Specialised high-risk asset protection services from low profile, discreet banking to full tactical teams and convoys. S3AFRICA has experience in the transport of all high-risk assets including vessels, vehicles, cash, gold, diamonds and chemicals.

Teams are selected from specialized backgrounds and all members are currently employed on the international private security circuit and have vast international experience mostly in Africa and the Middle East.

### Risk Assessments

No two businesses, regions or premises have the same security requirements. Although the basic elements of a good security plan remain generic, S3AFRICA will source accurate local intelligence, conduct due diligence investigations, and identify areas open to corruption and other criminal activity that may pose a risk to a business and or infra structure. Once this has been completed an effective and cost-efficient security solution can be presented for consideration.

### Extraction and Repatriation

Emergency situations such as medical crises, natural disasters, acts of terrorism and civil unrest can necessitate the extraction and repatriation of foreign nationals. S3AFRICA will not only provide support during these emergencies but will also provide strategic planning support to assist in developing country specific, workable, crisis management policies, procedures, and in preparing and testing extraction and evacuation plans.

### Maritime Security

S3AFRICA provide protection services to vessels travelling in waters off the African coasts notorious for piracy. S3AFRICA provide a full range of services including project management, the drafting of security plans, crew training and all related services. S3AFRICA has provided maritime security and consultancy services in the Gulf of Aden, Indian Ocean, Adriatic, Aegean, Ionian, Mediterranean and Tyrrhenian Seas, since 2007.

### Life Support

S3AFRICA has the capacity to provide full life support and sustenance including: dedicated secure transport, secure accommodation, meals, water, and associated services such as laundry, internet, etc. for teams and/or individuals deployed in Africa.



### Physical Security

The physical location, purpose and setting of premises are important considerations in determining the various physical security risks that can be anticipated. On the basis of a comprehensive risk assessment S3AFRICA will provide recommendations that collectively form the framework of a comprehensive physical security plan. Generally, our security plans are developed around overlapping concentric security zones:

Outer perimeter such as fences and walls with electronic access control and surveillance systems as well as manned access points providing control of personnel traffic and vehicles; Inner perimeter with roaming guards and additional electronic surveillance and possible additional access points;

Facility Infra-structure. Optimising the protection of infra structure self is best achieved during the design and construction phase. Ideally security input should be considered early in the architectural design phase to ensure that layout, doors, windows, strong rooms, safes, etc. are correctly sited and that satisfactory standards for construction are established. This prevents having to undertake expensive retro-fitting and re-design. Additional considerations that also require proper prior planning are effective alarm/ surveillance systems to provide, under all circumstances, warning of unauthorised entry or attempted entry, and emergency power and lighting without which the effectiveness of surveillance and guard systems is significantly decreased during hours of darkness.

### Logistical Support

Often the unfortunate truth is clients will be unaware of risk factors until a loss has occurred but ensuring supply chain security by constantly monitoring critical vulnerabilities & implementing mitigation procedures, our personnel will assist in facilitating your need. Developing strategic plans that incorporate security coordination, law & transportation, combined with intelligence & responsive strategies formulate significant risk reduction. Both commercial & private, S3AFRICA supports client logistical requirements securely & with confidence. Whether equipment's, personnel, or high value items such as cash, metals or minerals, we are highly experienced in mitigating these risks by planning & facilitating client requirements with the utmost professionalism & most importantly, discretion.

### Periodic Audits and Reviews

The environment in which businesses operate is constantly evolving, so too are the risks and threats to which it is exposed. S3AFRICA will undertake comprehensive periodic reviews of security threats, structures, policies and processes. This can also include physical security surveys of offices, plants and all facilities.

### Emergency Medical Services

Many S3AFRICA security staff members are also trained in Emergency Medical Response. A lot of emphasis is placed on practical training and experience; some of the National team members are also registered with the Health Professionals Council of South Africa. In addition, S3AFRICA provide full EMS backup and support services in all operational areas.

### Incident Response and Support

Being prepared and flexible enough to deal with contingencies is what differentiates excellence from mediocrity in service provision. This is particularly true when working in areas where violent crime and life-threatening events are part of daily life. All S3AFRICA staff members have the local knowledge and expertise required to avoid exposing our clients to life threatening situations. They are also trained to respond quickly and effectively in such situations to preserve life and to ensure safe extraction. On all tasks, back up resources are available 24/7. These teams are available to offer immediate advice, support and to organise resources on-the ground in support of the client and security staff. Holding comprehensive equipment inventories, S3AFRICA staff members are equipped with quality equipment. On guarding details this will typically include: Two-way transceivers, medical response kit, tactical torches, batons, Oleoresin Capsicum spray (OC gas) and firefighting equipment and on high risk details the appropriate firearm (handgun, shotgun or self-loading rifle) and related equipment.

### Asset Management

S3AFRICA capability includes the management of client assets, including related administration, logistics, manpower and maintenance. Our services routinely include the management of assets such as vehicles, cargo vehicles, vessels and aircraft.

### Communications and General Administrative

S3AFRICA ensures that secure and efficient communication channels remain open and stable during short, medium and long-term contract deployments. All daily procedures, incidents, response and preventative planning is fully documented and archived for future reference in accordance with S3AFRICA's record and documentation policy. S3AFRICA's documentation includes comprehensive client Safety & Security residence/ business/ factory assessments, client satisfaction surveys and a potential deviation analysis. Information is used to continually update and improve S3AFRICA services and is made available to clients for reference purposes.

### Counter Poaching

Africa's wildlife has been systematically targeted for the past few decades. Poaching operations incentives vary from local population poaching for food sources to international crime syndicates and terrorism groups poaching operations to raise funds for their organizations. S3AFRICA provide comprehensive counter poaching solutions. S3AFRICA have provided consultancy to clients, established new counter poaching units and provided operational units to many clients.

### Information Security

Information management lies at the heart of effective decision making and business management. The technology available today has effectively resulted in the "paperless office". This, and the ease with which executives are able to travel internationally, has made organisation and decision makers dependent upon computers and mobile phone communications. While technological advances make information accessible and communication possible from anywhere around these systems are easily subject to interception and misuse. S3AFRICA will assist clients to design effective systems and procedures for the handling, storage and destruction of hard copy information as well as for the secure transmission of commercially sensitive material.

### Personnel Security

Employees play a key role in any security plan and must be correctly tasked and trained. Conversely, staff who are inadequately briefed and trained may nullify security measures.

**Vetting:** Ideally local staff should be professionally vetted prior to employment. If such vetting is not possible, care should be taken to ensure that references are fully investigated to ensure that they are from a reliable source. In addition, it is advisable to check that the circumstances of staff's private lives do not provide leverage for bribery, coercion or blackmail. S3AFRICA can conduct background checks on recruited staff to ensure the integrity of new staff. If authorised by the employer, S3AFRICA can verify skills, qualifications and previous employment, conduct credit, residency, criminal record, civil litigation and polygraph checks.

**Security Orientation:** Staff properly prepared, to deal with security threats associated with working in a particular environment, is a key element to the overall security of any organisation. S3AFRICA provide staff training that includes:

#### Personal Security and Awareness (PSA)

Cultural awareness and sensitivity

Travel Management and Security

Surveillance and Counter-Surveillance Techniques

Defensive Driving and Anti Ambush and Anti Hijacking Drills

IED/Explosive Threats and response

Extortion, Bribery, Kidnap and Ransom

Missing Person Procedures

Information and Communications Security

Incident Recovery and Relocation Drills



S3AFRICA provides all of the above services, however, in many cases they can be effectively, and more cost efficiently outsourced to local service providers.

In cases where security services are to be outsourced, S3AFRICA can assist in drafting the Scope of Work and Technical Standards for service agreements. It will also provide Quality Management oversight of the outsourced service through a system of periodic scheduled and unannounced audits and reviews.

# TRAINING

## Capabilities Provided

Training is an essential part of maintaining service levels and growth of any company. S3AFRICA provides training at all levels from static guarding to high risk response units.

S3AFRICA instructors have vast experience in establishing new units including guarding divisions, asset protection details, riot and crowd control units, QRF, maritime counter piracy and response units and close protection teams. With existing units, S3AFRICA will assess current skill levels and knowledge, establish a training plan accordingly and thereby implement corrective training required. Continuation training programs will then be put in place to further enhance the effectiveness of the unit.

All S3AFRICA employees undergo continuation training whilst employed at S3AFRICA. This is to ensure continued individual growth and thereby a better service to our clients. Training provided by S3AFRICA includes:

Safety and Security principles and procedures

Basic to advanced level firearm training

Firearms, blunt and edged weapons integration

Crowd and riot control

Arrest, search and cuffing techniques

High risk asset protection

Driver training

Corporate EP / High risk Close protection

CQB (Close Quarter Combat)

Quick response units (Land and sea based)

Team tactics, procedures and communication

Maritime security / Counter piracy

Medical emergency extraction in hostile environments

S3AFRICA has full training centre capability through associates in South Africa, Somalia & Slovenia. All training listed above, and any client specific training not listed above can be provided.

## PRICING STRUCTURE

S3AFRICA appreciate the requirement to remain flexible with pricing, however, to maintain our current high service levels, we need to attract the desired calibre of staff.

For most tasks, there is also a once off, mobilisation and demobilisation fee, determined largely by the geographical location of the task.

On multiple tasking, where economies of scale kick in, savings are passed on directly to our clients.

Unless otherwise agreed to, our general terms of payment are:

- Where applicable exchange rates will be fixed at the time of quotation
- All contractual terms and conditions will be agreed upon, documented in a S3AFRICA Service Agreement document and signed by both parties, prior to mobilization of personnel
- Mobilisation fees and a 50% deposit are payable in full on acceptance and tasking
- Invoices will be raised as per the terms specified in the S3AFRICA Service Agreement and are payable within a maximum of 30 days from date of invoice

## CONCLUSION

S3AFRICA fully understands the nature, challenges and requirements of the security and related services throughout our operational experience regions and are confident that we are able to fulfil your requirements in a highly professional and cost-effective manner.

Should the soliciting organization express interest in what we offer, S3AFRICA can further discuss options and provide a comprehensive and detailed proposal and related costing to your specific requirements.

Contactable references can be provided as requested.

S3AFRICA offers a collaborative approach to assessing, managing and responding to the security risks encountered by clients and prevalent in the region.





Should you wish to clarify any of these or other aspects, please do not hesitate to contact us.

For your consideration, yours,

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