



**GOLDEN ARROWS PROTECTION**

"We guard | We protect | We Secure"



# COMPANY PROFILE

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## TABLE OF CONTENTS

| Contents                 | Page Numbers |
|--------------------------|--------------|
| Preamble.....            | 3            |
| Our Vision.....          | 4            |
| Our Mission.....         | 4            |
| Core Values.....         | 4            |
| Our Services .....       | 5            |
| Our Products.....        | 6            |
| Organogram.....          | 7            |
| Security Guarding.....   | 8            |
| Staff Recruitment.....   | 9            |
| Operational model.....   | 9            |
| Key Holding.....         | 10           |
| Electronic Security..... | 10           |
| Mobile Response.....     | 10           |
| Crowd Management.....    | 11           |
| Close Protection.....    | 11           |
| Site Supervisors.....    | 12           |
| Training.....            | 13           |
| Security Aids.....       | 14           |
| GPS Asset Tracking.....  | 15           |
| Conclusion.....          | 19           |



## Preamble

**THE DIRECTORS**, Golden Arrows Protection Services (Pvt) Limited, have seen the need to serve and protect the legacy of the people whom they do business with. It took them many years to plan for this security sector involving a lot of experienced and dedicated security personnel, now Golden Arrows Security is ready to help the community and the country at large to fight crime and protect property.

Golden Arrows Protection is the next generation of contract security providers. We surpass our competition in meeting the standards of what a security guard company consists of in the industry today. Golden Arrows Security knows what it takes to keep you and your business safe, but more importantly, we know how to add value to your company by providing superior customer service and attention to detail.

Golden Arrows Protection as frontline representatives of your company, our guards wear a high quality uniform and take pride in that appearance. We are proud of what you and your company have accomplished and ensure that each of our security guards displays that pride to you and your customers through their appearance and attitude.

Whatever your sector, our experience, our flexibility and our innovative approach to security will provide the right solution. We focus on detail that will bring your company to the forefront in your industry. Golden Arrows Protection aims to be a good business partner to our customers. This is a commitment from all levels of Golden Arrows Protection Services.



## Our Vision

Our vision is to earn the lifetime loyalty of our customers by delivering the highest quality security solutions and GPS Asset Tracking products and services available anywhere.

## Our Mission

To provide excellence in security services and solutions for asset tracking, fuel monitoring and fleet management, giving peace of mind and assurance of protection and safety to our clients, their customers and the public in which we come into contact with.

## Our Promise

Professional security services, dedicated, well trained and supervised security personnel who are committed to their duties.

## Core Values

Golden Arrows Protection Services believe in the following values that are the foundation on which we built trust with our customers,, our colleagues and the surrounding community.

- ❖ Integrity
- ❖ Innovation
- ❖ Accountability
- ❖ Teamwork
- ❖ Long Term View
- ❖ Customer Experience

As a company and as individuals we value above all else honesty, unselfishness, professionalism and mutual respect.



## Our Services

**Golden Arrows Protection is a provider of integrated security risk management, enabling us to deliver better solutions and greater value to our clients.**

We leverage years of experience across diverse industries to develop end-to-end solutions which improve our ability to support our clients, integrate into their organisation and support their efforts to create safe, secure and successful workplaces. Our cross-industry expertise and partnership approach allows us to achieve meaningful security outcomes for our clients so that they can focus on their core business.

**Golden Arrows Protection protects what matters to you. As one of the leading security companies, we provide security solutions for clients of every size and industry throughout Zimbabwe.**

We pride ourselves on being one of Zimbabwe's leading provider of integrated security solutions. This means we work with you to quickly assess and deliver what your organisation needs to create a safe, secure and successful environment.

This integrated approach extends beyond physical security to embrace cutting-edge technology. Recognizing that many of our clients' most valuable assets are mobile, we offer sophisticated GPS tracking, fleet management, and fuel monitoring solutions. This allows us to provide a complete security umbrella, giving you real-time visibility and control over your vehicles and equipment. By combining our manned security expertise with advanced telematics, we ensure that whether your assets are on-site or on the move, they are always protected by Golden Arrows.



## Our Products

Our professionals are trained to provide you with the best protection protect you and keeping your property safe is high on the priority list for Golden Arrows Security, that's why we are constantly looking for new technologies to make this easier and more effective for our clients.

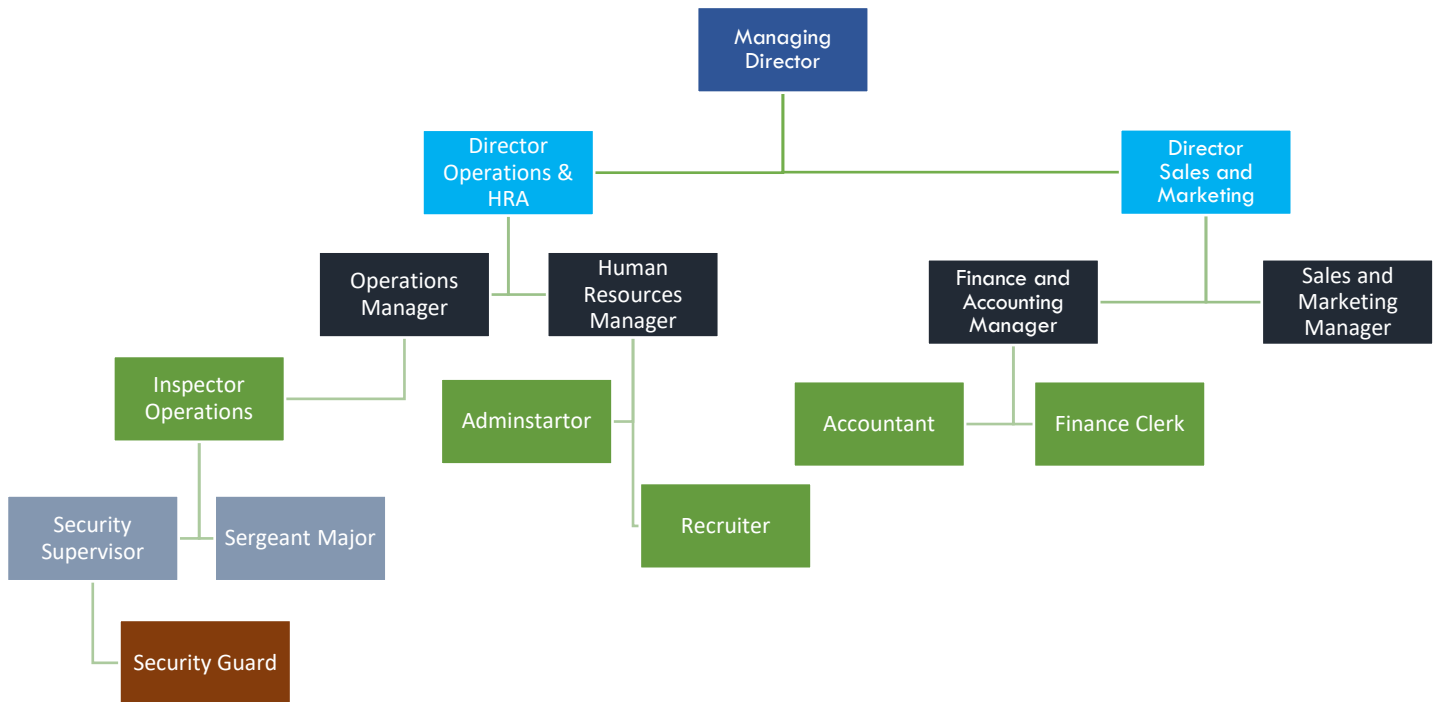
### **We offer the following services at affordable rates:**

- ❖ Armed Uniformed Guards
- ❖ Unarmed Uniformed Guards
- ❖ Cash In Transit Services
- ❖ Guard Dog/Canine Services
- ❖ Retail/Shop Security Services
- ❖ Mining Security Services
- ❖ Banking Security Services
- ❖ Special Events Security Services
- ❖ Residential Security Services
- ❖ Industrial Security Services
- ❖ CCTV Installation
- ❖ Security Audits and Risk Assessment
- ❖ Undercover Security
- ❖ Private Investigations,
- ❖ GPS Tracking Services
- ❖ Vehicle Tracking
- ❖ Fleet Management, and
- ❖ Fuel Monitoring

**By paying above the industry average, Golden Arrows Protection can guarantee above average service.**



## Organogram





## Security Guarding

Golden Arrows Protection's uniformed security guards act as a deterrent because the public can instantly identify them as persons of power. They can be particularly useful in emergency situations, when the public can go straight to them for help. Both undercover and uniformed security guards are professionally trained to work together to catch whoever it is that is causing trouble.

## Unarmed Uniformed Guarding

This is one of our expert fields, we can provide around the clock security for your premises, office blocks, industrial estates, factories, hospitals, schools, warehouses, garages, banks, hotel, retail stores, airports, malls, parking lots and construction sites.

Our security guards are fully trained, vetted and uniformed and they match the profile you are looking for. A friendly smiling face to welcome visitors to your premises or a more assertive no nonsense approach to protect your business premises in the dead of the night.

## Armed Uniformed Guarding

Here, our armed security personnel have one mission in common, that is to protect our customers and their assets, and maintain security as well as safety in the assigned area. Both armed and unarmed uniformed guarding is monitored on hourly basis by line supervisors.

## Undercover Security Guards

Golden Arrows Protection undercover security guards are security officers plain-clothed and low-profile with specific training to go unnoticed in the environment where they operate. These techniques



and training allow them to detect unseen illicit activities and their skills and duties vary depending on the clients' needs.

Golden Arrows Protection undercover security service provides security and protection for retail business and other organizations. Our consulting team evaluates your current situation and suggests the best options according to your specific security needs.

### **Golden Arrows Protection undercover security service consists of:**

- ❖ Unusual activities observation and report.
- ❖ Shoplifting, employees' theft, and other criminal actions detection.
- ❖ The safe apprehension of shoplifters and criminal suspects.

Many of our undercover security guards are former police, military, or law enforcement officers. Regardless their experience, becoming a Golden Arrows Protection undercover security guard implies to complete a rigorous training program that includes various control procedures and techniques such as:

- ❖ Monitoring
- ❖ Screening
- ❖ Patrolling
- ❖ Apprehension
- ❖ Reporting.

## **Staff Recruitment**

Prior to hiring the personal, we will conduct rigorous screening and assessment exercise. As part of our recruitment process we check the backgrounds of all our potential security staff, going back as far as twenty years. Many come to us from the armed forces and we particularly welcome those with first aid skills or other relevant experience.



Only those who are physically fit and healthy (within the age of 22 to 55 years old), disciplined and free from any criminal records are chosen. Once chosen, they undergo specialized security training and coaching to ensure that they are well presented and possess to deal with their duties and the public in the best possible manner.

With regards to staff recruitment and placement a company policy places a strong emphasis on the critical employer aspect like, suitable relevant educational standard and experience, appropriate age, physical fitness and all staff is uniformed in line with the image of our clients.

## Operational Model

In order to comply with our clients' service level agreements, the company always appoints a site manager and competent supervisors responsible for all tasks and duties to be performed on site to meet clients' satisfaction.

Our operational model covers the following aspects:

- ❖ Scope of work within the company and at each individual site,
- ❖ Adherence to contract terms and conditions with clients,
- ❖ Confidentiality and Staff Supervision,
- ❖ Contingency / Emergency control procedure.
- ❖ Reporting of incidents and weekly reports,

## Key Holding

Relying on staff to keep keys safe or to be on hand at unsociable hours of the nights only leads to frustration. In the case of fire or break in, the consequences could cost you millions of dollars. Golden Arrows' key holding services, we can have your doors open in no time, anytime.



## Electronic Security

We appreciate that organisations must be secure in the knowledge that people, property and assets are in safe hands and that, when it comes to security, nothing can be left to chance and that any security system is only as good as its most vulnerable point.

To minimise the risk and maximise the return on your organisations' investment, we aim to provide total solutions that deliver complete electronic and digital security solutions. We are on always alert to emerging security threats and in the development of the most appropriate technologies to deal with them.

Golden Arrows Protection Services, we are confident that whatever the requirement, through our electronic security solutions we can provide your organisation with total peace of mind.

## Mobile Response

Golden Arrows Protection Services operates a comprehensive range of Key holding; Alarm response; Mobile patrol and Property Inspection Services which are 24hours a day or 365 days a year providing rapid response and local management support.

**We offer a variety of specialist services that can be adapted to suit your requirements:**

- ❖ Secure couriers and deliveries
- ❖ Temporary intruder alarms
- ❖ Dedicated and Escorts vehicles.



## Crowd Management

Our experienced management and support services team will assist you with any event planning and preparation and, if required, Golden Arrows Protection Security Services will attend any pre-event safety meetings on your behalf.

Safety is always of paramount concern for events and we are committed to good health and safety working practices. Our experienced staffs are expert in handling the requirements of major organisations involved in public events and exhibitions such as some of the following below:

- ❖ Sporting Events
- ❖ Exhibitions
- ❖ Royal and Ceremonial Events
- ❖ Open air and indoor Concerts
- ❖ Conferences, Seminars and Annual General Meetings (AGMs)

## Close Protection

Sometimes it's necessary to have close protection whether located or travelling domestically or internationally. Our highly trained officers protect clients, associates, and families, paying close attention to every security detail. At Golden Arrows Protection Security Services, we operate discretely to suit the operational environment and client status, which gives the confidence to continue with daily activities safe in the knowledge that **Protection**, is permanently there.

Our job is to reduce those risks, both specific and non-specific with planning and awareness; avoiding rather than dealing, but knowing what to do if things do go wrong, however small, however complicated or intimidating.



## Security Site Supervisors

It is our policy to provide a service of a quality that meets the initial and continuing needs of our customers. Site supervisors and security staff are fully trained, vetted, uniformed and hold a firearm competency certificate.

This division pays site visits to post to ensure that guards are on duty and properly dressed and out-fitted for the job. Security personnel generally work long and tedious hours, so it pays sudden day and night site visits to ensure that our guards are executing their duties professionally.

The maintenance of round the clock supervision at irregular intervals is the sole responsibility of this division's activities to promote alertness. This is a 24hour-line function responsibility from the top management. They understand that they are the first impression, to your customers. They have a friendly, professional manner and are experts in dealing with all situations. All our security personnel on duty are expected to report hourly to the Central Control Office through their mobile radios.

## Training

Golden Arrows Protection Security Services being the front runners in today's demanding security industry and takes great pride in the training and development under taken by all its personnel. We have a policy where possible to promote from within the company, we insure that all staff are given the tools to carry out any task for the most demanding job. Course content includes health and safety training, first aid awareness, fire awareness, staff development, and security training. All our staffs are given the opportunity to progress through the ranks with courses in:

- ❖ Store Detective
- ❖ Supervisors
- ❖ Vetting and Screening
- ❖ Close Protection.



We also offer the opportunity of firearm and dog handling training for our entire staff. The company understand the importance of training, which enabling us to offer a service second to none not only to our existing customers.

### Security Aids

- ❖ Mobile radios (two way radios)
- ❖ Gun safes and key safes
- ❖ Baton sticks, whistles and hand cuffs
- ❖ Pocket book and Pen
- ❖ Torch (at night)
- ❖ Metal Detectors
- ❖ Uniforms
- ❖ Cellular Phones
- ❖ Dogs
- ❖ Motor bikes
- ❖ Vehicles



## GPS Vehicle Tracking

Right from when the GPS car tracking systems come into existence, it has become very easy for fleet operators to comfortably manage their fleet of vehicles. With the advent of this device, investing in transport and logistics business services has become a profitable venture because the tracking device helps keep the drivers under check, monitor the fuel consumption, distance covered and also ensure safety of the vehicle.

The fact that you can install GPS car tracking devices that trigger automated bus stop announcements makes it easier to run a public transport service company. Much more than buying insurance for personal cars, most people also chose to buy and install GPS car trackers in their cars to prevent theft. The truth is that with car tracking devices, even if your car is stolen, it can easily be tracked and recovered.

## Our Tracking Services

Golden Arrows Tracking is one of the leading asset tracking, fleet management, fuel monitoring and vehicle theft recovery service provider. With diverse experience, we provide a comprehensive package of GPS tracking services and products which are tailor made to suite our client's needs while keeping our products customer friendly and at competitive rates.

- Vehicle Tracking
- Fleet Management
- Fuel Monitoring

## GPS Tracking Services



Monitor live vehicle locations, review journey histories, create custom geofences, and analyze driver and vehicle behavior. See all vehicles on one map and receive proactive alerts. Our vehicle tracking systems allows business owners and fleet managers to track and monitor real time data on the location, behaviour, health and security of their vehicles, all in a centralised and easy to use platform. This information can be used to monitor driver performance, improve customer service, improve fleet safety and increase efficiency.

Livestock plays a vital role in the country's economy and enhancing the security of the country's head is of paramount importance. This geofencing solution for livestock tracking is a boom to farmers and cattle owners. Our system track and monitor livestock for location and movement history, speed, geofencing and inactivity alerts with our range of livestock tracking devices. With livestock tracking solution farmers can get alerts if any animal crosses the geofencing limits and can track the location of that animal in real time and recovered it in the event of theft.



# Fleet Management Services

## Real-Time Location

You can proactively monitor locations and measure vehicle activity both in the office or on the go.

- View real time location information from virtually anywhere.
- Receive information when vehicles veer off course.
- Prevent unauthorised use with real-time out of working hours movements alert.

## Vehicle Activity Log

View a complete historical record of not only your vehicle's activities but also specific driver's behaviours.

- Understand fuel usage, including excessive idle times
- Provide real-time coaching for poor drivers' behaviour such as speeding, tail gating and harsh braking.

## Vehicle Dispatching and Routing

Our fleet management system provides clients with solutions that deliver measurable improvements in asset utilization, safety, security and labour productivity hence reducing costs and curbing theft. Our systems ensure your operations run effectively by finding the best route to reduce distance, keep fuel costs down and provide intuitive information to match up to your business requirements.

## Maintenance Planning

Receive car and fleet maintenance alerts to take full benefit of preventative maintenance, fixing minor issues now before they become much larger and more expensive problems later.

- Schedule routine maintenance at convenient times and intervals to avoid vehicle downtime.



- Conduct pre and post trip vehicle inspections and uncover maintenance issues right away.
- Keep track of vehicle maintenance expenditures to have a better understanding of the costs of the entire operations.

## Fuel Monitoring Services

To achieve maximum profitability, a steady fuel monitoring and control solution is a must. Fuel monitoring and control solutions provides companies with detailed fuel information on fuel fillings, consumption, theft, and drainage thus adding more profit to the company.

### Monitoring

In the event of a sharp increase or decrease in the fuel level, the system immediately dictates the change and sends an alert in form of a notification on the monitoring panel, email message, and a mobile notification via the mobile application.

### Reporting

By means of intelligent tools, Golden Arrows fuel management software allows the client or a fleet manager to look through the history of fuel level variations in the vehicle tank for a specified period as presented by various graphs and reports including,

- Fuel level graphs
- Fuel filling report
- Fuel theft report
- Parking and trips with fuel data.



## Conclusion

Golden Arrows Protection Security Services endeavours to ensure that at all times there is a smooth flow of communication between the company and its customers.

Customers are encouraged to notify the management when they are dissatisfied with the services rendered to them in the manner outlined hereunder.

Report any grievances to the Security Inspectors of the concerned area. If not satisfied, report to the Operations Manager; Sales and Marketing Manager; Human Resources and Administration Manager and ultimately to the **DIRECTORS** if your concern is not adequately addressed.



## Below is our list of References

| Item Number | Name of Client | Nature of Service | Contact Person | Contact Number |
|-------------|----------------|-------------------|----------------|----------------|
|-------------|----------------|-------------------|----------------|----------------|