

THE  
**NEWSLETTER**

ISSUE 8 | July 2021

## IN MEMORIAM



It is with a heavy heart that we inform you of the passing of our COO,

### **MR DIRK DU PLOOY**

on the 26 June as a result of Covid-19 complications.

He was a pillar of strength in our company as well as the security industry and he will be sorely missed.

Dirk always had an open door policy when it came to staff and clients and played an active role in ensuring service levels of the highest quality, to our customers.

Our heartfelt condolences are with his family during this difficult time and the company is supporting them as much as possible.

**OUR VUSELA FAMILY WILL MISS HIM DEARLY AND FOREVER HOLD HIS MEMORY CLOSE TO OUR HEARTS.**

## VUSELA RISK SERVICES: AN OVERVIEW: 2008 - 2021

*From the desk of Jaco van Schalkwyk (Chief Executive Officer)*

Founded in **2008**, our company has gone from strength to strength, enjoying significant **year on year growth**. Together with our experience, premium offering, service delivery, reputation and footprint, the last **13 years** has seen **Vusela Risk Services** cement its position within the security sector.

Having transitioned from a small to medium sized enterprise and now poised for further continuous growth, **our company** took the decision in late 2020 to review our internal technology infrastructure - a **key strategic decision**.

*“Vusela needed to make sure that our technology infrastructure was not only capable of supporting current requirements and business demands, but that it was as capable of evolving with us in alignment with future growth plans.”*

The **Executive Committee** is in no doubt that our strategy rendered a **perfect fit** for its strategic and operational requirements, capable not only of meeting the business where it finds itself today, but as importantly, into the future as **Vusela Risk Services** continues to grow and shift in an ever-changing marketplace.

Today, **Vusela Risk Services**, specialises successfully in the provision of **risk management security services** to multinational companies, financial institutions and the public sector. Our objective is to offer our clients seamless solutions for **asset protection** in high-risk political and security environments.

*“We develop security solutions that combine human, electronic and operational measures and integrate these solutions with current technology to arrive at an unobtrusive yet effective security programme.”*

**Vusela Risk Services** is confident that we can provide any organisation within Africa with a solution on a sustainable strategic level.

This is why we are very proud to welcome **GRANT DUNNINGTON** as a **Strategic Consultant** to **Vusela**



**Risk Services** for the duration of 6 months.

He was previously the **CEO** of **SBV Services Pty Ltd**, has a background in executive management and is a **Chartered Associate** of the **Institute of Bankers**.

We know that his **input** will be **invaluable** to **Vusela** and we wish him a **successful** journey with our company.

On a different more serious note, **South Africa** was gripped by a frenzy of **looting** and **arson** during a week of anarchy in July

that left more than 300 people dead.

Even in the midst of this tragedy, it was **heartwarming** to see how the **South African Community** came together to **help** those in need.

**Vusela Risk Services** was contacted to distribute **relief packages** to various individuals that were left in distress. Parcels were collected from Virginia airport with over **50 deliveries** being made during the 3 day period, all over the KZN region. This ranged from Amanzimtoti to Richards Bay in the hopes of alleviating the difficult circumstances our community found themselves in.



The strength of our company is founded in the **loyalty** and **commitment** of our people.

We therefore wish to **thank each and everyone in our family** for the contribution you have made and will be making in the development and growth of the business.

We wish you and your **family health** and **protection** during these Covid challenging times!





## VRS NEW SAP SYSTEM

We are very excited to announce the official implementation of **SAP B1 (SAP BUSINESS 1)** as our financial and customer care platform going forward.

This platform will **enhance** financial reporting, **speedup** accounting processes and deliver a **world class CRM system**. It will be rolled out to more departments during the coming months.

Various departments have been busy for the last couple of months preparing for this system and we went live during the first week of May.

A special thanks to **Mr Kevin Moodley** and his **finance team** for making this a reality.

## THE DOC

**Vusela Risk Services** is very proud to welcome **MCDONALDS SA** as a customer to the **DOC**.

We are extremely **excited** at the prospect of working with such a well know establishment and **grow** the **relationship** to new heights.

Our **technical department** has already made several suggestions as requested by the client targeting specific problem areas.

We are looking forward to a **long** and **prosperous relationship** driven by sustained **high service levels** and **value adds**.

## OPERATIONS & SUPPORT SERVICES

We have started a new contract on the 1st of June 2021 in Johannesburg. We will be responsible for part of the Logistics Warehouse that belongs to **ABB SOUTH AFRICA**.

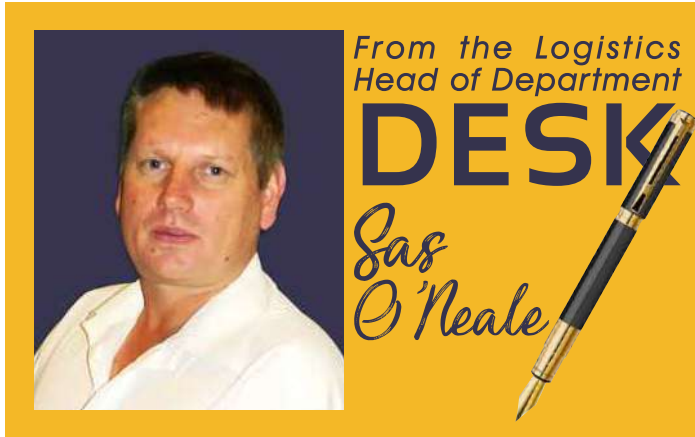


**Thank you** to the **SALES TEAM** and to all that were involved with the signing and start-up of this contract. I am sure there will be many more to come. It is a great privilege to have a team that can do a startup of any contract, without missing a beat. **Well done TEAM!**

To the **NATIONAL OPERATIONS** and **SUPPORT TEAMS**, **thank you** for your **hard work** and **dedication** on a daily basis. I would also like to **thank** the **Logistics, Fleet, DOC, HR/IR, VIP, Easy Roster, IT, Human Resources** and the **Finance Department** for your daily commitment to exceptional work delivered.

Most of these departments have no or very little interaction with our clients, but they are the ones that ensure that we operate as a **well-oiled machine**.

Finally, with regards to the **COVID** pandemic, remember we are all in this together. Let us **support** one another and look after each other during these difficult times.



## LOGISTICS & FLEET

We have expanded our fleet with **9 Nissan Np200's**, which are stationed at the technical department. We have also introduced a new **Toyota Hilux Double Cab** that has been converted to a **B6 Armour vehicle**.

We have shifted our focus onto **driver behaviour**. **21 dash cameras** were installed into the **SBSA Art vehicles** which has resulted in making a positive difference.

A major impact will be the implementation of the **AARTO Demerit System** in July which will shift the focus back to driver behaviour and traffic offences. Demerit points will have a negative impact on the drivers and fleet owners.

Driver behaviour normally can be classified into **intended** and **no intended behaviours**.

The intended behaviour of the driver is the extension of the driver's mental thought, which can be used to infer the driver's inner mental state.

Our fleet consists of:



## TECHNICAL SUPPORT SERVICES

The technical department is proud to announce the following new contract:

**UBANK:** Access and CCTV for new control room in various retail outlets.

It is important that we cater to the specific needs of our clients by providing advice and then implementing specific solutions to ensure that our clients are satisfied and always remain on the forefront of the latest technology.

Two of our technicians, Kallie and Cobus, completed SAIDSA online training, both obtaining gold certificates for all the modules.

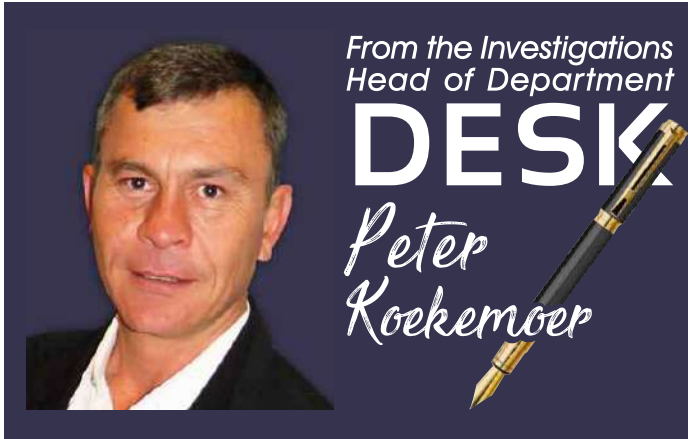
It is of utmost importance to stay abreast in a fast changing security environment.

The technical department has implemented a skills development program to provide training on various systems to ensure that the technical teams are fully trained on the broad spectrum of systems.

These systems include:

Ajax, FSK and Finmon Radio's / Hikvision / Dahua / Electric Fencing / Access Control / Texecom / DSC Neo

Qualified administrative teams in the respective regions also ensure that the wheels of the department run smoothly by assisting management and the technical teams.



## TEAMWORK

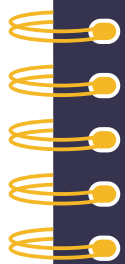


*From left to right: Peter Koekemoer, Robert Mogadime and Jaco van Schalkwyk.*

Congratulations to **ROBERT MOGADIME** and **ROSHMAN RASHOKENG** who were both awarded **CERTIFICATES OF EXCELLENCE** for their brilliant work and commitment to ensuring the safety of our community.



## INTEL & INVESTIGATIONS SUCCESSES!



**Total No. of Arrests**  
January 2020 - May 2020

**183**

**Total No. of Arrests**  
January 2021 - May 2021

**202**

**Total No. of Arrests**  
from 2012

**3634**

## 5 YEAR SERVICE

**PANDELANI MASINDI**  
(INTEL ABSA)

**ABRAHAM BHUDA**  
(INTEL ABSA)

**JOSEPH MASANGO**  
(GP OPERATIONS)

**RASHIDI NDIKUMANA**  
(INTEL CAPITEC)

**TEKO MOGAPE**  
(SBSA VRYBURG)

**CAREL MOMBERG**  
(EC SBSA PE)

**SIPHAMANDLA BIYELA**  
(INTEL STANDARD BANK)

**MAFUKUTSI MASUDUBELE**  
(SBSA GRAVELLOTTE)

**MAXHOBA NJEZA**  
(SBSA KIMBERLEY)

## 10 YEAR SERVICE

**TAMARYN VAN HEERDEN**  
(WC SUPPORT)

**LINDA DE WIT**  
(GP SUPPORT)

**PHUTI NKOKO**  
(KUMBA HEAD OFFICE)

**PETRUS VENTER**  
(INTEL SBSA CAPE TOWN)

# WELCOME TO THE VUSELA TEAM



**RICARDIA GOPIECHAND (HEAD OFFICE)**

**Ricardia** was employed in the **Tender Department** and started with us at the end of April 2021.

She has already proved herself to be a dedicated and hard-working person and we wish her all the best with her future as part of the Vusela team.



**ETTIENNE RYAN (HEAD OFFICE)**

**Etienne** is our new **Solutions Architect** with a vast experience when it comes to technical products and how to apply those to resolve our clients growing needs.

He has already added value to our company and we wish him the best success in his new career with us.



**LUCINDA CROSS (HEAD OFFICE)**

**Lucinda** joined us in March 2021, taking over **uniform, stationery and equipment**.

She has already made a big difference on our focus in the department and we wish her a lot of success in this position.



**NICO VISAGIE (CAPE TOWN)**

We welcomed **Nico** in April 2021 to our Vusela team as a **Senior Technician** for Capitec.

In just a very short time, **Nico** has made his mark in our company.

We wish him a prosperous and successful future with us.



**KOMALAN MOODLEY (DURBAN)**

**Komalan** was employed in March 2021 as the **Senior Technician** for Nedbank and Retail.

Our Vusela family is very fortunate to have him join our team and we wish him the absolute best going forward in our company.



**COBUS VAN BILJON (HEAD OFFICE)**

**Cobus** joined us in January 2021, as a **Technical Product Solutions Specialist**.

He has proven to be a valuable asset to our company, designing solutions according to the clients needs.

We wish him the best at Vusela.



**MELINDA TEMPEL (HEAD OFFICE)**

**Melinda** was appointed as Vusela's CEO, Jaco van Schalkwyk's, **Personal Assistant** in May 2021.

We are happy to welcome her to our team as she is a confident and dedicated employee. We wish her the best in her new position.



**SECURITY AT ITS BEST**

**vfs. VFS.GLOBAL EST. 2001**

**DAVID NDOBE** and his **security team** have been commended on an excellent job by the **Senior Operations Manager** at **VFS GLOBAL**.

This Vusela security team handled an incident with **professionalism** and managed to get the situation under control without any issues. **VFS Global** has received some **pleasurable** comments from applicants on the way the guards carry out their duties and conduct themselves.

**Well done team! Keep it up!**