



VUSELA RISK SERVICES COMPLIES WITH ISO 9001.

ISO 9001 is a set of standards that helps organizations ensure they meet customer and other stakeholder needs within statutory and regulatory requirements related to a product or service.

VUSELA RISK SERVICES is proud to announce that after an audit was done in January 2021, VUSELA will be accredited for a further **3 YEAR PERIOD.**

WELL DONE to all HOD's audited during this process as well as their departmental staff. It is certainly an achievement to be proud off.



TOP SERVICE FROM VUSELA

CONGRATULATIONS to **ARIZTHA LUCK** and the **VUSELA TECHNICAL TEAM** for being awarded the **NEDBANK TOP SECURITY ASSET MANAGEMENT TEAM** for a 4th year in a row.



This award was rewarded for outstanding organisational management streamlined processes and teamwork.



7 VUSELA TIPS

FOR PROTECTING YOUR PHONE FROM HACKERS



For many of us, our smartphones are our lifelines. We use them for personal and professional purposes which is why it can be easy to forget that these devices hold or connect to a lot of sensitive personal information and that they can be easily hacked if we're not careful.

FORTUNATELY, THERE ARE **STEPS** YOU CAN TAKE TO **SECURE YOUR SMARTPHONE FROM HACKERS** AS WELL AS HABITS YOU CAN AVOID THAT WOULD OTHERWISE PUT YOUR DATA AT RISK.

1

CHOOSE YOUR APPS CAREFULLY AND MONITOR THEM FREQUENTLY

Run only apps that are available from the Google Play Store or Apple App Store or another truly trusted source. Once you've downloaded an app, limit its access to other information on your device, including your location, contacts and photos. Clean up your device by deleting apps you no longer use and revoke app permissions that are no longer needed.

2

STRENGTHEN YOUR SECURITY SETTINGS

Always protect your phone and any apps that access sensitive personal information, with a passcode, a strong password or, if possible, biometric-authentication mechanisms like Touch ID or Face ID. You should also enable two-factor authentication (2FA) on services that make it available and have the second factor delivered to a different device.

3

ENABLE AUTO UPDATES

One of the simplest steps you can take to protect your phone from hackers is to turn on automatic updates for both your apps and your operating system. Updates are how security flaws get patched.

4

ADD EXTRA LAYERS OF SECURITY

A virtual public network (VPN) can add another layer of privacy for your data, especially if you frequently use public Wi-Fi networks. A VPN will render your data unreadable by anyone who intercepts it on the open Wi-Fi network. Another option is to download a mobile security or antivirus app. These apps detect malware, deter theft, and may even offer data backup, device tracking or VPNs of their own.

5

DON'T GIVE PEOPLE YOUR PHONE NUMBER

First, stop handing out your phone number unless it's absolutely necessary. Hackers who learn your mobile phone number can use SMS to send you malware or phishing links that prompt you to compromise your personal data and can also try to steal the number from you by having it transferred to another phone.

6

DON'T DOWNLOAD RANDOM FILES OR APPS

Don't download anything sent to your phone via SMS or email without carefully vetting the source first, even if the message seems to come from someone you know.

7

DON'T USE PUBLIC WIFI

Finally, avoid using public Wi-Fi networks, which are a prime place for hackers to gain access to your mobile device. Use your cellular data plan instead. If you have to hop on an unsecured network, such as when traveling overseas, make sure your VPN is enabled.



EMPLOYEE APPRECIATION

Vusela has a new employee by the name of **PORTIA MASHIGO** working at VFS Midrand. She was originally employed as a normal grade C guard when the contract started, however there was no senior appointed for that site at the time. After a bit of debate between the officers on site they nominated Portia their team leader.

She has gone on to take the position and make it her own in every way possible. She has been promoted to a Grade B senior now and runs the site with an iron fist.

She ensures the officers are complying with all the rules and requirements the client, even issuing her first warning within the first month.

Every time there is a deviation to the compliment, either it be a person is sick or needs a day annual leave she does all the arrangements before letting know of it, thus only needing approval.

The client is more than satisfied by the leadership skills and professionalism has shown in a very short amount of time. She has a very strong work ethic and simply says **"We are here to work not to PLAY!"**.

Out of necessity on site she has reduced the staff lunch time to 30 minutes because of the amount of work they have. They have created a Whatsapp group for all postings and site communications with the name **WINNING TEAM VFS MIDRAND**.

She has made my life as a manager much easier especially with the takeover of the new contract at VFS. If there were more of her quality officers in the industry especially in VRS, security officers would be more appreciated and respected.

- DIRK PIO (TACTICAL MANAGER)

ROSE MOTHOLO has been with the company for a few years now working at SBSA Cash centre in Johannesburg. Unfortunately she was retrenched in May 2020 due to the contract ending.

Rose is one of 6 officers that received employment again at VRS with the startup of VFS. One of the biggest challenges faced at the VFS sites are officers being corrupted and bribed by clients and agents.

Rose informed me of 2 incidents in 1 day where she was approached with money to firstly jump to the front of the que and secondly for a person who missed their appointment by a week. In both the incidents she refused to take money and kept her integrity in place.

Incidents such as these determine the character of not only the officer but the company as the officer is a reflection of what VRS is.

She has done an outstanding job in the most trying of circumstances where the chances of failing are many.

Rose can always be found being neat and ready to enforce the rules of the sites.

- DIRK PIO (TACTICAL MANAGER)



10 YEAR SERVICE

Vusela **10 year service certificates** were handed out by our COO, Dirk Du Plooy and CEO, Jaco van Schalkwyk to **JACQUES CONNOWAY, BRUCE-LEE PETZER** and **ANDRE VISSER** (from left to right).



5 YEAR SERVICE

WILLIE RAUCH
(INTEL STANDARD BANK)

NKOSINATHI HLOPHE
(INTEL STANDARD BANK)

RAMATSEDI MAGAELA
(DOC)

MAKOROPO MOHLALA
(SBSA BUSHBUCKRIDGE)

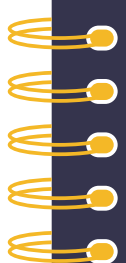
JOB WELL DONE

VUSELA'S CERTIFICATE OF EXCELLENCE

was awarded to **UNATHI ZAMELA** in recognition of his outstanding performance for work done at **The South African Post Office in Bloemfontein.**



INTEL & INVESTIGATIONS SUCCESSES!



Total No. of Arrests
in 2019

475

Total No. of Arrests
in 2020

479

Total No. of Arrests
from 2012

3539