

# CYTOLUX

S E C U R I T Y



## COMPANY PROFILE

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## PREAMBLE

Cytolux Security is part of Cytolux Pty Ltd. Mr Thamsanqa Sean Archibald Ngwenya has seen the need to serve and protect the legacy of people whom he does the business with. It took him many years to plan for his Security sector involving a lot of experienced security personnel, now Cytolux security is ready to help South African to fight crime and protect. Cytolux security has started operating from 2012 doing other supply services, then in 2015 we converted the company to the security sector.

Cytolux Security surpass our competition in meeting the standards of what a security guard company consists of in the industry of today. As a security provider we provide much more than to deter, detect and report.

Cytolux Security is the next generation of contract security providers. We know 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. We take ownership of every customer's company and property. 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.

At Cytolux Security we care about our customers and their business. We focus on detail that bring your company to the forefront in your industry. At Cytolux we will add value to your company by providing you more than a deterrent, we will provide that first impression and customer service that will set your company ahead of your competition.

## OUR VISION

To bench mark security service company, comparable to any best in the industry, and meet international standard of your competition.

## OUR MISSION

To be committed to offer reliable cost effective customer orientated security services by selecting best security guards, train and retain them to deliver quality service to our customers.

## CORE VALUES

We believe in the following values:

- Treat all clients with dignity and respect
- Honesty
- Loyalty
- Professional conduct
- Quality customer service
- Uphold PSIRA requirements and National Legislations

## SERVICE OFFERING

We offer a variety of services which are carried out by well trained, equipped and motivated personnel. They are monitored on hourly basis by line supervisors. Our services are as follows:

- Guarding (armed and unarmed security officers)
- Security Officer (Dog Handler)
- Access control and other related services
- Retail services
- Mining security
- National Key Point
- Events
- Banking

As front line representatives of your company, our guards wear a high quality uniform and take pride in their appearance. By paying above industry average we can guarantee above average service. As part of our recruitment process we check the backgrounds of all our potential security staff, going to back as 10 years. Many come to us from the armed forces and we particularly welcome those with first aid skills or other relevant experience.

## STAFF RECRUITMENT

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
- Promotional and motivational aspects
- Registration with PSIRA
- Security Clearance
- Possession of Security Training Certificates
- Staff must be numerate, computer literate and able to read, write and communicate in English and other official languages that are commonly used in the area of operations.
- Management and supervisors must be able to read, write, English and understands mathematical figures and must be computer literate.
- All staff is uniformed in line with the image of our clients (if required)

All staff should undergo induction and refresher training programs.

## SCREENING

The company is conducting security officers screening through PSIRA and SAPS before actually employing them into the company. This exercise enable the company to recruit or to employ security officers free from criminal activities as PSIRA and SAPS are the only professional bodies accordingly dealing with this aspect. Attendance of the recognised security training with accredited Security Training institutions also scrutinizing.

## LEGAL MANDATES

- The Constitution
- Labour Relations Act
- Employment Equity Act
- Public Finance Management Act
- Preferential Procurement Policy Framework Act
- Broad Based Black Economic Empowerment
- Firearm Control Act
- Skills Development Act
- National Small Business Act
- Private security Industry Regulatory Authority
- Unemployment Insurance Fund
- South African Revenue Service
- Compensation of Injuries and Diseases Act
- Occupational Health and Safety

## OPERATIONAL MODEL

**Our operational model covers mainly the following aspects:**

- Scope of work within the company and at each individual site
- Site due diligence before finalizing a service level agreement
- Adherence to contract terms and conditions with clients
- Confidentiality
- Strike action
- Staff supervision
- Performance evaluation and monitoring services
- Reporting of incidents and weekly reports
- Preparation of monthly management reports, and
- Contingency / emergency control procedure

## SECURITY SOLUTION

### SECURITY GUARDING

Static guarding is one of our expert fields, we can provide around the clock security for your premises, office blocks, industrial estates, factories, hospitals, schools, warehouses, and building sites.

All our security officers are fully trained, vetted, uniformed and hold PSIRA certificates. They can be utilised as commercial officers to protect staff, stock and premises or front of house to assist your customers or staff.

Our approach is flexible, you may also want to use us as a backup facility, for when your staff are on holiday, sick or just as a temporary measure.

### OTHER SERVICES INCLUDE

- Quality security officers
- Mobile security officers
- Retail security services
- Armed response services
- Alarm installations services
- CCTV monitoring
- VIP escorts

## CROWD MANAGEMENT

Our experienced management and support services team will assist you with any event planning and preparation regarding security measures for the event. 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.

## SITE SUPERVISORS

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

This division pays site visit to post to ensure that guards are on duty and properly dressed and out fitted for the job, because security personnel generally work long and tedious hours, so it pays sudden day and night 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 24 hour line function responsibility from the top.

All security personnel on duty are expected to report hourly to the central control office through their mobile radios, etc.

They understand that they are the first impression to your customer. They have a friendly, professional manner and are experts in dealing with all situations.

## TRAINING

Cytolux Security being the front runners in today's demanding Security Industry and takes great pride in the training and development undertaken by all its personnel. Cytolux Security has a policy where possible to promote from within the company, we ensure 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 the company staff are given the opportunity to progress through the ranks with courses in

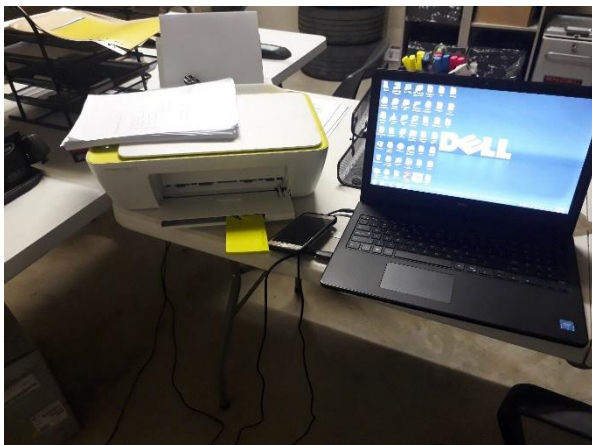
- Store detective
- Supervisors
- Arrest and restraint
- Vetting and screening
- Close protection

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

### SECURITY AIDS

- Baton sticks
- Hand cuffs
- Mobile radios
- Gun safes and safe keys
- Base radio sets
- Whistle
- Pocket book and pen
- Torch (night)
- Metal detectors
- Uniform
- Cellular phones
- Dog
- Vehicles
- Bicycles
- Bullet proofs
- First aid kits

### GALLERY







Samsung Dual Camera  
Shot with my Galaxy A30



## COMPANY ORGANOGRAM

