



ESTATE *living*
INTEGRATED SOLUTIONS TO FIT YOUR LIFESTYLE



INTEGRATED SECURITY
SOLUTIONS TO
**SUPPORT THE BEST OF
ESTATE LIVING**

a **TSECO** solution

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CONCEPT AND OVERVIEW

Thorburn Security Solutions is an industry-leading national security services provider which offers intelligence-driven security solutions through an integrated risk-reduction approach.

As a leader in security we have the ability to assess risk, to evaluate the specific needs and to design a holistic, integrated solution, using leading-edge security products and services.

When it comes to estate living we provide a holistic, innovative, yet ultra-flexible solution that offers an array of security management options.

Our Estate Living team is committed to providing a quality, caring and safe community estate environment, coupled with a consistently high levels of service.



THE CHALLENGE

Thorburn understands the challenging environment and the risks inherent to residential estates and lifestyle venues.

We have the expertise and resources to work with you to mitigate risks, which include:

- The safety and security of residents, staff, visitors, guests and assets
- Enforcement of estate safety and traffic regulations
- Continued construction and contractor control
- Uncontrolled access to the estate
- The need for rapid reaction to incidents
- Armed robbery and assault
- Vehicle theft and hi-jacking
- Unpatrolable areas
- Vandalism

PROTECTION, THE THORBURN WAY

Every residential environment is unique and necessitates a balance between an individual's needs with those of the overall community.

We believe the best way to achieve this is by partnering with the estate management and body-corporate to create a tailor-made security solution that takes the relevant offerings from our comprehensive service solutions and customises them in a way that works best for a particular environment.

Our extensive success in the estate living sector is as a result of translating our experience and expertise to meet the unique requirements of individual residential estate environments.



TOTAL PROTECTION SOLUTIONS

PHYSICAL SOLUTIONS



- Manned Guarding
- Dedicated Armed Reaction
- Electric Fencing
- Estate Management
- Tactical Services
- Access Control

REMOTE MONITORING CENTRE AND INTEGRATED SOLUTIONS



- National Monitoring Centre
- Intruder Monitoring
- CCTV and Thermal Imaging Detection Monitoring
- Guard Tech Monitoring
- Optosafe Monitoring
- CiiMS Cyber Management
- Facial Recognition

ESTATE LIVING AND COMMERCIAL DENSITY SOLUTIONS



- Estate Management
- Commercial Density
- Localised Residential Schemes Management
- School Management
- Property and People Care

SMART BUILDING SOLUTIONS



- Vacant Property
- IOT
- HVAC Monitoring
- Heat Mapping
- Servicing and Maintenance
- Network and Wireless

FIRE AND SERVICING SOLUTIONS



- Fire Products
- Fire System
- Fire Detection
- Fire Suppression
- Foam - Mining
- Fire Servicing and Maintenance

SPECIALISED SERVICES



- Event Management
- Medical Services
- Fire Management
- Risk Consulting
- Risk Management
- Specialised Training

SPECIALISING IN ESTATE SECURITY

Thorburn Security Solutions specialises in residential estate security, hospitality and leisure protection. Many of our estate and hospitality clients are classified as some of the top five-star establishments in the country.

As a leader in security we have the ability to assess risk, to evaluate the specific needs and to design a holistic, integrated solution, using leading-edge security products and services. We have honed our hospitality skills and found the right balance between public relations and the 'secure village' concept, thereby providing a safe, secure and hospitable living and recreational environment.

For 16 years we have delivered a superior security service to some of finest residential estates in the country, such as:

- Helderberg Village
- Beyerskloof Wine Estate
- OuBaai
- De Zalze
- Mossel Bay Golf Estate
- Langebaan Country and Golf Estate
- Val de Vie
- Bateleur Estate
- The Rest
- Erinvale
- Atlantic Beach



CiiMS INTEGRATED SECURITY MANAGEMENT SYSTEM

Cyber Incident & Investigation Management System (CiiMS)

Gone are the days when clients were satisfied with merely posting a guard to a site, without thorough understanding of operational risks, potential threats and bespoke client requirements. Management responsibilities now extend to include crime prevention, crime intelligence, incident response, inspections, maintenance, client-relationship management, and Health & Safety compliance, to name a few.

The Cyber Intelligence Information Management System (CiiMS) is a centralised electronic platform that not only manages exceptions and detections, but further advances proactive and reactive response to risks and threats. The outcomes include the use of valuable business intelligence that reinforces and improves the existing, or newly deployed, integrated security solution.

The CiiMS platform consists of multiple modules to manage the day-to-day activities, events, incidents and exceptions experienced and reported. It further offers the ability to integrate various security technologies into a centralised platform. These may include access-control systems, fire detection, intrusion detection systems and perimeter detection, among others.

THE CHALLENGE

Implementing a single platform that can consolidate various inputs from different sources and technologies into a single program, while adding value to the data and, ultimately, disseminating the output to a configured dashboard format for clients and other users.

Working from different platforms does not allow the client to have a consolidated view of the risks, nor does it provide the capability to report on exceptions for effective risk management.

THE SOLUTION

CiiMS is Thorburn Security Solutions' answer to safe on-site and remote working. The state-of-the-art web based system is user-friendly and a secure centralised database stores all information.

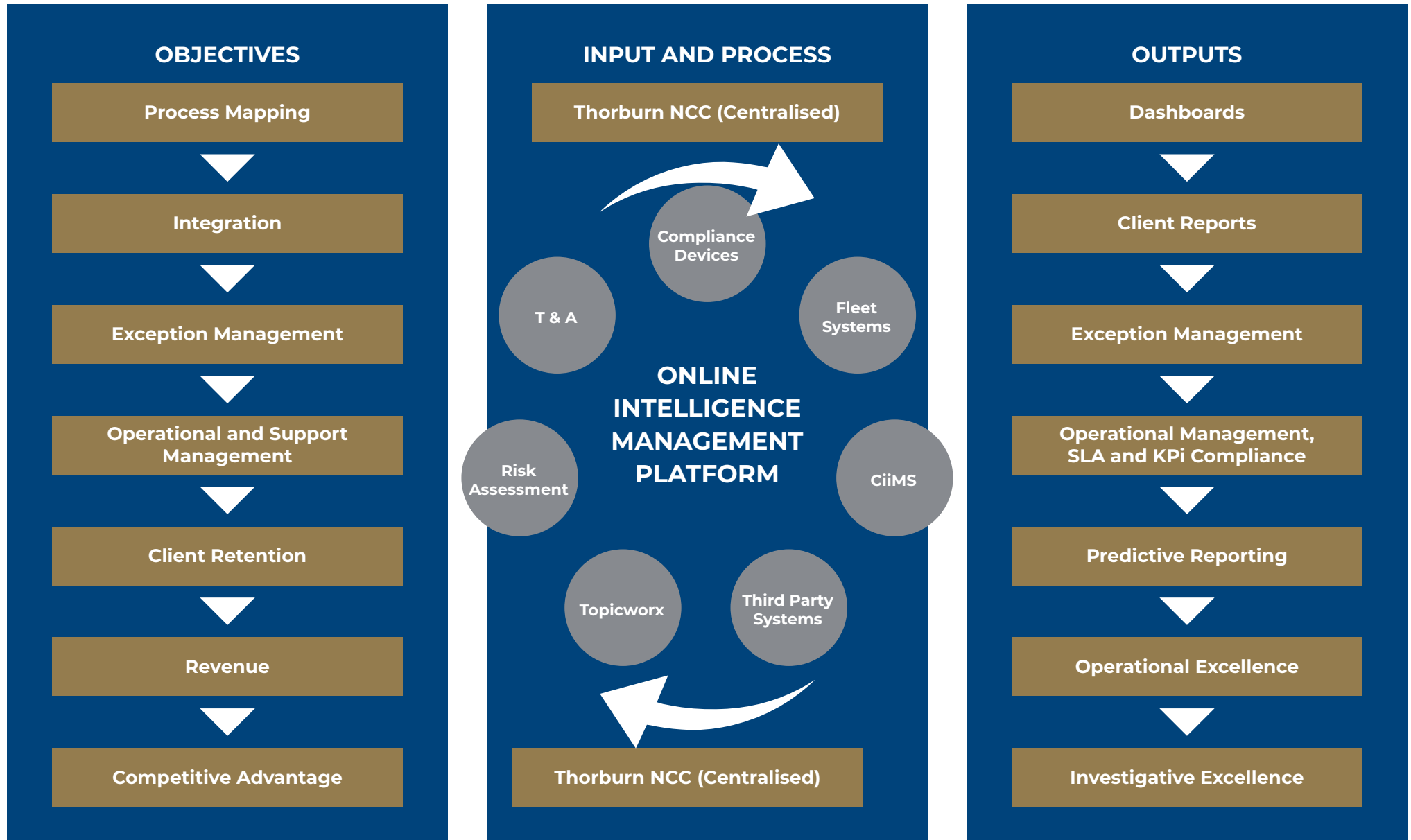
THE BENEFITS

- Proactive identification of risks and threats
- Accurate measurement of the implemented controls (Management Information)
- Effective response to incidents and exceptions with predefined escalation processes
- Electronic occurrence capturing, allowing reporting and incident data and analysis
- Investigative and analysis tool and support (linking incidents and building stronger evidence support)

CiiMS further empowers its users with the following functionality:

- Customised live-user dashboards
- Data mining and analysis tools
- Advanced reporting capabilities
- Geographical representation and layering of information
- Advanced analysis abilities to determine patterns, trends, hotspots, anomalies, etc.
- Financial impact and costs involved in occurrences, incidents and investigations
- Single platform for integrations
- Task management
- Data integrity management
- Rules-based notification and alerts

Ciims INTEGRATED SECURITY MANAGEMENT SYSTEM



INTEGRATED FACIAL RECOGNITION

THE CHALLENGE

The current health crisis has highlighted the need for a **hands-free access solution** that is simultaneously hygienic and user-friendly, while offering high-level access control. Organisations such as banks, hospitals, corporate buildings, residential estates, residential and commercial complexes, airports, etc. where access to areas containing confidential data is regulated or where high-level security clearance is required, need a stringent security solution with no margin for human error.

THE SOLUTION

- Thorburn Security Solutions' Face Recognition Terminal uses integrated facial recognition technology that **manages door, gate and boom-controlled access for opening and closing**, without the need for physical contact by any user.
- The terminals register a person's most unique physical facial features and expressions. It then uses these as **digital identifiers that are interpreted through software to identify persons on a registered database** or to verify authenticity of a claimed identity.
- The terminal adapts to a deep-learning algorithm that helps to recognise registered faces faster and more accurately and can be tailored to various scenarios for buildings, business locations, financial industries, and other areas where stringent access control is essential.
- The terminal also supports multiple authentication modes, e.g. face pictures, card images and fingerprints.

THE BENEFITS

Hands-free Access

Facial recognition technology uses software to analyse a facial image in real time against the pre-loaded client template. The terminals can identify lifeless images, such as a photo or mask (which could potentially be used by persons seeking to enter an area fraudulently). 'Lifeless detection' allows the terminals to pick up indicators of a non-living image. Active lifeless detection includes prompts such as blinking or head shaking to determine authentic energy. The units can be integrated into existing systems, including Saflec Systems and Impro Technologies.

Other benefits include:

- Cost effective
- Hygienically user-friendly
- Integrates with most existing access control systems
- Network solutions that allow a central uploading of facial templates
- Reliable verification technology and high reading rate
- Reading range of 0,3 metre to 1 metre

Thorburn will conduct a thorough risk assessment of your property and provide a tailored an end-to-end solution.



TAILOR-MADE SOLUTIONS

Thorburn's tailor-made security solutions encapsulate every element and security strategy, from planning to mobilisation to the ongoing provision of security services at an estate.

When it comes to launching a new development, Thorburn can develop a plan that incorporates an estate's evolving security needs from the construction phase to the handover and occupation phases, incorporating: scope of service, logistics, manpower, deployment plans, management and supervision, quality control, Health & Safety and contingency planning.



SECURITY STRATEGIES

Our security strategies are built on the following cornerstones:

Customised technology solutions that include the following:

- CCTV cameras
- Electric and physical fencing
- Physical access control
- Biometrics and facial recognition access control
- Fibre networks and wireless links
- Dedicated control room operators
- Dedicated video consul monitoring

Daily site management:

- Stress tests
- Fire drills
- Health and safety training of our personnel
- Risk assessments

INTEGRATED PROPERTY SOLUTIONS

Our services are integrated yet modular and allow us to leverage joint operational resources, manage cost efficiencies and maintain consistent service levels. The implementation of advanced technology and best-practice business processes allow us to deliver an innovative integrated property service tailored to your estate's needs.

Thorburn Security Solutions is part of the Tsebo Group, leading workplace management solutions provider, which means we can offer additional estate management solutions as a part of your estate's tailored holistic services solution.



THE PRODUCT

Our Estate Living product can include any of the following additional services:



SECURITY

Safeguard your residents' assets and property with advanced electronic security solutions, access control, perimeter fencing and protection, armed response, panic buttons, manned guarding and more. We combine technology and human capital to ensure the safety of your residents, as a first priority.



CATERING SERVICES

Choose from an array of culinary options at your fingertips! Daily meal service, fine dining / A la Carte restaurant, coffee shop, convenience store, executive functions, special events, special dietary requirements and room or estate home deliveries.



HOUSEHOLD AND FACILITIES

Get access to handymen, dog walkers, housekeepers, receptionists, electricians, plumbers, tax experts, maintenance teams ... the list is endless.



CLEANING, HYGIENE AND LAUNDRY

We take care of all your cleaning and hygiene requirements, including pest control services, specialised cleaning, laundry services, unit or home cleaning, hygiene equipment installation and repairs etc. - providing environmentally friendly cleanliness beyond the obvious.



LANDSCAPING

We provide a portfolio of professional landscaping products and services, including the installation and/or maintenance of estate gardens, lawns, sportsgrounds, indoor plants, water features, vertical wall plant products, flower arrangements and short-term garden event rentals.



ENERGY EFFICIENCY

We provide insight and understanding of estates' energy consumption and CO2 emissions, together with practical solutions to target and eliminate unnecessary consumption and emissions. We are the experts in reducing production costs through simple energy solutions and are specialists when it comes to providing integrated solutions for properties, big or small.



HEALTH AND WELLNESS

Benefit from personal trainers, massage therapists, dietitians, medications reminders, geriatric management referrals and more.



COMMUNITY CARE

Partner with us to analyse, manage and implement social and environmentally friendly impact strategies and plans that will help your estate thrive in symbiotic harmony with your local community. From recruiting, training and employing local community members at your estate to arranging special community outreach days (e.g. Mandela Day) in which your residents can partake - we care to sustainably uplift local communities and society at large.



SHUTTLE SERVICES

Shuttles and transfers to estate residences, local shopping centres, doctor appointments and reduced transport rates to airports.



ADDITIONAL AMENITIES

Concierge services, electronic meal ordering, high teas, book club, fun walks, health talks, farm-in-a-box delivery, milk / bread / newspaper delivery, braai extras on Sundays... and much more.



THE COMPANY SUPPORTING THE BEST COMPANIES ACROSS AFRICA MIDDLE EAST



Facilities Management	Protection
Remote Camps (ATS)	Hygiene
Catering	Energy
Cleaning	Procurement

CONTRACT NON-CORE SERVICES

<p>ISO 9001 Quality Management We hold the internationally recognised QMS standard, a powerfully designed business quality tool ensuring continuous improvement. ISO 9001:2000 ISO 9001:2008</p>	<p>ISO 22000 Food Safety Management We are compliant to specific FSM standards, ensuring that all organisations in the food chain control safety up to the time of consumption. ISO 22000:2005</p>
<p>ISO 14001 Environmental Management We follow the specific EMS standards for handling environmental issues within an organisation. ISO 14001:2004</p>	<p>ISO 45001 Occupational Health & Safety We eliminate or minimise the health and safety risks of our activities for employees and other interested parties. ISO 45001:2018</p>

WORLD-CLASS OPERATING STANDARDS



Revenue	<p>PRODUCTIVITY</p> <p>CONVENIENCE</p> <p>COMPETITIVE CAPABILITY</p>	<p>OPEX</p> <p>CAPEX</p> <p>BUSINESS RISK</p>	Costs
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MEASURABLE BUSINESS BENEFITS



Level 1 Contributor

BBB-EE Recognition Level 135 %

BROAD-BASED BLACK ECONOMIC EMPOWERMENT

<p>Oil and Gas</p> <p>Mining and Resources</p> <p>Corporate and Financial Services</p> <p>Manufacturing</p> <p>Healthcare</p> <p>Education</p> <p>Leisure and Hospitality</p> <p>Retail and Wholesale</p>	
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KEY SECTORS

<p>CODE OF ETHICS King IV, UN Global Compact Principles</p>	<p>SAPIN ii Code of Conduct, Internal Whistleblower Mechanisms, Risk Mapping, Third Party Due Diligence, Strong Accounting Controls, Compliance Training Program, Disciplinary Regime, Internal Controls</p>	<p>INCLUSIVITY 2.3 % Disabled Workforce</p> <p>+20 000 Employees Trained Annually</p> <p>90 % Inputs locally sourced supplier development: Induction, Training and Development EME's and QSE's</p>
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EMPOWERMENT

27 Countries	7 500 Sites	
49 Years	38 000 Employees	
49 Offices		

FOOTPRINT AND OPERATING EXPERIENCE



Multinational Clients

Corporate Citizenship

Environmentally Responsible

Ethics and Governance

An Authentic African Company

AN ETHICAL AND RESPONSIBLE CORPORATE CITIZEN

OUR PURPOSE

The Tsebo Solutions Group is a responsible, ethical organisation. We care about all our stakeholders - our staff, clients, communities, shareholders and the environment. We have an important role to play in improving the lives of our communities, and we provide opportunities for their success in the future, as captured in our Tsebo purpose statement:

WE DEVELOP PEOPLE, TO SERVE PEOPLE, TO UPLIFT SOCIETY.

OUR VALUES

Our values underpin who we are and serve to direct our thinking, our decision-making and the way we conduct our business as 'ONE TSEBO'. The four Tsebo values support our vision, shape our culture, and reflect what we value:



We embrace highly ethical, moral and respectful behaviour, without exception.

INTEGRITY



We seek opportunity, respond rapidly, strive for continuous improvement and behave like intrapreneurs.

ENTERPRISING



We care for people, communities and the environment.

CARING



We are industrious, efficient and dependable.

DILIGENT

OUR PEOPLE

We believe that developing our people - the heart of Tsebo, is the foundation of our purpose and the key to our customer's success. We invest in skills to deliver the highest quality services to our customers, and to give our people greater opportunity. Our starter job profiles, coupled with the growth and training opportunities from within the Group, make us one of Africa Middle East's most trusted employment providers.



LEVEL 1
B-BBEE CONTRIBUTOR

Procurement recognition for customers: 135%

TSEBO

OUR COMMITMENT TO TRANSFORMATION

Tsebo is widely recognised as one of Africa's most progressive corporate entities for our involvement in sustainable development and social commitment, and for our actions encouraging the continuous growth and transformation of our human capital, business, industry and society - placing Tsebo amongst the highest rated large employers on the South African DTI's generic B-BBEE scorecard.



Contact us to find out how we can tailor a plan to support your estate through our range of security and lifestyle services.



GET IN TOUCH

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a TSEBO solution