

# INTEGRITAS

Omega Risk Solutions

September 2022

ISSUE 28



  
OMEGA  
Risk Solutions  
Mauritius

  
OMEGA  
Risk Solutions  
Angola

  
OMEGA  
Risk Solutions  
Ghana

  
ARKHĚ  
Risk Solutions  
Mozambique

  
OMEGA  
Security Services  
Namibia

  
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Holdings  
Nigeria

  
OMEGA  
Risk Solutions  
South Africa

  
OMEGA  
Training Academy  
South Africa

  
OMEGA  
Risk Solutions  
Zambia

SECURITY WITH INTEGRITY

# From the Desk of the COO



## Operational Excellence

For **Omega**, like any other organisation, the road to getting to be its best begins with a focus on operational greatness or operational excellence which is the buzzword more often used by companies. An enterprise-wide commitment to operational excellence might just be the 'secret ingredient' that makes a difference in companies getting to be industry pioneers. Amid the COVID-19 widespread, an excellence-oriented culture has never been more imperative for an organization to resist change and to fuel growth.

Since the start of the pandemic in 2020, our world has experienced change at an uncommon scale. It is crucial for organizations to rotate and respond on a ceaseless basis and over an extended period. Due to COVID-19, consumers are progressively interacting with businesses on a digital level, requiring organizations to accelerate their digital transformations and greatly enhance their customer experiences. With no magic book on how to navigate these times, organizations rooted in operational greatness or excellence, have proven much stronger and more responsive in adjusting to the rapid and disruptive changes that COVID-19 set in motion.

You need to understand that Operational Excellence is not the same as operational efficiency. Operational efficiency looks at **how** things are done – how products, services, and support are delivered – and how they can be made better. That might mean implementing new tools or processes to make them faster, cheaper or less prone to error. Continuous improvement processes (the plan, do, check, act cycle) can help create operational efficiency on an ongoing basis.

But Operational Excellence takes a much wider view. ***It's a competitive strategy that aims to make business more profitable and drive overall value to customers.*** It focuses on macro-outcomes, not micro inputs. Rather than simply trying to reduce costs or increase productivity, it aims to create a company culture that is conducive to efficient growth.

Businesses that are operating with excellence know exactly what is coming up in the next 6-12 months, and how they will deliver it. They also know that they will be able to deliver it efficiently and to a high standard, with the help of a happy, productive team.

Operational Excellence is a management philosophy based around executing business strategy on a consistent and reliable basis, leading to more revenue and decreases in risk and cost. The goal of a well-executed operational excellence strategy is to exceed customer expectations through improving business processes and culture. The Institute of Operational Excellence describes the concept as follows: *"Each and every employee can see the flow of value to the customer and fix that flow before it breaks down."*

**Omega is a services business and like all services-based businesses we must strive to achieve operational excellence.** Certain things must come together and work in conformity to ensure that we run the company effortlessly. Doing this (achieving Operational Excellence) will allow us to improve all areas of performance, including profitability, decision-making, customer, partner services, human resources capabilities, and ongoing investment.

Once we have achieved Operational Excellence, it will require very little (if any) management intervention. The employees who work directly in the flow will be capable of not only getting the product to the customer, *but also recognizing problems with the flow before they happen and fixing them on their own using pre-established standard work.*

With Operational Excellence, we move away from an environment where operations simply produce the product (render the service) to one in which the operational side of **Omega** becomes capable of contributing to the overall growth of the business. That is the true power and benefit of Operational Excellence, because we cannot grow the business if we do not have the time, we need to do it.

All the other benefits we have come to expect from a journey of continuous improvement will be realized once we achieve Operational Excellence. But its true benefit is not so much what it will do for the operation, but what it will enable the operation to do for the rest of the business!

If **Omega's** business units achieve a state of Operational Excellence, our managers and leaders will not be chasing parts and people, putting out fires and going to meetings. If not, how will our managers spend their time? They will be working growing the business in areas like meeting with new customers, interfacing with existing clients, developing new products, and breaking into emerging markets. In other words, *we can also reapply the time, capital, and personnel once allocated to operations to other areas of the business.*

The purpose of this article is to make our people *aware of the concept* of Operational Excellence and to encourage you to read up on this. I firmly believe that we need to pursue Operational Excellence relentlessly. The below reference list is a good beginning to read up on the concept (all available on the internet):

- INSTITUTE FOR OPERATIONAL EXCELLENCE - <https://instituteopex.org/benefits-operational-excellence/>
- *A Foundation of Operational Excellence Drives Success, Particularly During a Pandemic* – Tim Kelly, April 2021
- *A COO's Guide to Achieving Operational Excellence* – Niamh Cassidy, July 2021
- *What is operational excellence & why it is important to the future of your business* – Eric Lange

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## The Embassy of the United States of America

A joint venture agreement between Continuity Global Solutions (CGS) and Omega Risk Solutions Angola Lda was signed on 08 March 2021 by Christo Roelofse (Omega Group Chief Operating Officer) and Steve Hartsuff (CGS Chief Executive Officer) to submit a proposal in response to and perform any contract awarded with respect to Solicitation No. 19AQMM21R0059 to provide local guard services in Angola for the Bureau of Diplomatic Security (DS) of the U.S. Department of State. The Angola LGF kick-off virtual meeting was held on 24 February 2021.

Key personnel in the form of a Project Manager and Local Guard Force Commander had to be sourced. After a recruitment and selection process the current members of the contract was selected - Gody Martins is the Project Manager and Luciano Adriano Dungo the Local Guard Force Commander.

Kenneth W. Crutcher, Program Manager of CGS arrived in Angola on 17 April 2022 and started off with guidance on the mobilisation phase of the contract. Kenny's guidance over the period until the start-up of the contract was outstanding.

New hire recruitment was done in-house. 56 Candidates were selected from an estimated 300 applicants. The prescribed 80-hour LGFTP training took place over the period 18 to 28 April 2022. Additional enhanced training (practical orientated) was done separately after the initial group was divided into 3 groups. Each group received an additional 5-day practical training. Portasio Hifilai was the main instructor with José Lourenço as support instructor.

The 56 candidates nomination packages (which includes, among other documents - medical clearance, criminal background checks, 80 hours training certificate and an overseer's vetting questionnaire) were successfully submitted to the Embassy on the target date. Special mention can be made to Madalena Lumbanje who prepared the nomination packages successfully.

Sparks & Ellis, a Cape Town based company, supplied the uniforms. Vehicles and post equipment requirements were sourced locally. Sue de Wet (Sparks & Ellis) executed the preparation, pre-packing and dispatch of the uniform consignment under difficult conditions as part of the factories were affected in the KwaZulu-Natal floods. The Embassy and State Department decided to make use of grey instead of the maroon Omega uniform. The uniform and related equipment was received on 26 May 2022 after successful clearance.

Chris Coetser's (Uni-Comm in Gauteng) support was exceptional in providing the radio equipment in a very short time after the local service provider was faced with problems in providing the UHF hand held radios. The radio equipment was delayed by the freight forwarders and was a show stopper to do the "stand-up" of the contract on 1 June 2022. The radio equipment



From left to right: PM Gody Martins, Antonio Camando (Area Manager), Ana Maria Furriel (Finance), Madalena Lumbanje (Admin) and Delfina Dourado (Admin)



From left to right: Antonio Camando (Area Manager), Manuel Soares Lutonadio (Senior Guard) and Faltamigo Lourenço (Driver)



## USA EMBASSY.....

was effectively cleared by the clearing agents on 14 June 2022. The US State Department delayed the contract for one month due to the unavailability of the radios.

The uniform was issued, starting with the day shift on 20 June 2022 and the 4 shifts was issued on a block program per shift. The vehicles and post equipment was delivered and signed over to the Project Manager, Mr. Gody Martins on 30 July 2022 at 15:30 for distribution to effect “stand-up” of the contract at midnight.

An interference on the UHF frequency was experienced during the first night and had a negative impact on communications. After Transanet advised us to change to a higher frequency, authorization was obtained from INACOM to do the change. The frequency change was done within a period of 4 hours. Radio communications were monitored throughout the night and the result was 5/5 communications to all posts across Luanda.



On 1 July the Contracting Officer Representative confirmed his satisfaction with the implementation of the contract.

## Suave

On the 1st of February 2022, Omega started with the **Suave** contract in the provinces of Cabinda and Uige. The current core team consists of 13 Patrolmen, 4 Patrolwomen and 6 Senior Patrolmen.

**Suave** is a company operating in Angola with its own facilities since 1997. Its headquarters are in Viana KL 9 and it is dedicated to the manufacture and sales of hygienic products such as toilet paper, napkins, sanitary pads, kitchen rolls, tissues, baby & adult diapers, household products, detergents, kitchen and cleaning products.

In 2022, **Suave** intends to increase business with an additional 45 stores in Angola.

*No dia 01 de Fevereiro de 2022, A Omega começou com o contracto da **Suave** na Província de Cabinda, e Uige. Com a força de trabalho de: 13 Patrulheiros, 4 Patrulheiras e 6 Patrulheiros Seniores.*

*A **Suave** é uma empresa que operar no território angolano com as suas instalações próprias desde 1997. Tem a sua sede em Viana KL 9, ela esta vocacionada no fabrico e vendas de produtos Higiénicos como Papel Higiénico, Guardanapos, Pensos Higiénicos, Rolos de Cozinha, Lenços, Fraldas para Bebê & Adultos, Produtos Domésticos, Detergentes; Cozinha e Limpeza.*

*Em 2022 a **Suave** pretende aumentar, mas 45 lojas no território Angolano.*



Da direita para esquerda: SPM José Maiangala, PM Nório Monteiro, PW Clementina Ngulo, PM Osvaldo Mateus e PM André Coxé

# WEE CONNECT

**WEE CONNECT** is located in the Belas Business Park, Cuando Building – Cubango, Luanda.

**WEE CONNECT** is an Angolan company, focused on customer service management (Call Center) Facebook and Instagram, also working in the area of training and consulting. A recent company in the Angolan market in a growth phase with a proposal for a large scale extension at national level.

Mr. Luis Ferreira is the Company Director and Mr. Nuno Roque, the Director of the Commercial Area.

Omega was requested to provide security services from 15 February 2022, at the Talatona Headquarters building on the ground floor, in a first phase, with future expansion on the 6th and 8th floor. In a third phase, business will expand to the 4th and 5th floors of the same building. Business will also extend to the Provinces of Angola in a later phase.

*A **WEE CONNECT** é uma empresa angolana, focada na gestão de atendimento ao cliente (Call Center) Facebook e Instagram, atuando também na área da formação e consultoria. Uma empresa recente no mercado angolano em fase de crescimento com proposta de extensão em grande escala a nível nacional.*

*O Sr. Luis Ferreira é o Diretor de Patrimônio e Sr. Nuno Roque. Diretor da Área Comercial.*

*A Omega foi solicitada a prestar serviços de Segurança no edifício Sede de Talatona desde 15 de fevereiro de 2022 numa primeira fase no piso Zero com 3 (três) Patrulheiros, futuramente no 6º e 8º piso, numa terceira fase no 4º e 5º andar do mesmo edifício. Finalmente, extensão nas Províncias de Angola.*

## Embassy of the Republic of Serbia



From left to right: Jose Sachimbolo (Area Manager) handing a copy of the Integritas to His Excellency, Milos Perisic



His Excellency, Milos Perisic is the Ambassador Extraordinary and Plenipotentiary of the Republic of Serbia in the Republic of Angola.

Omega Risk Solutions (Angola) Lda was referred by another Diplomatic Mission where Omega provides security services and started service at the Embassy of the Republic of Serbia on 15 January 2022.

Although it is a small operation, Omega is proud to add the esteemed Serbian Diplomatic Mission in Angola to the growing list of Diplomatic Missions.



## GHANA-WEST AFRICA BUSINESS EXCELLENCE AWARD

The 5<sup>th</sup> Edition of Ghana-West Africa Business Excellence Awards, provides a platform to recognize companies that create a friendly atmosphere to welcome investors and play a significant role in the development of business in Ghana and respective countries in West Africa.

The event recognizes and promotes excellence in innovation, enterprise, and endeavor, whilst rewarding innovative ideas that have pushed the boundaries of what is possible. 46 Top companies in Ghana and various West African business regions were recognized.

The event was hosted in Ghana at the Movenpick Ambassador Hotel on 20<sup>th</sup> May 2022, where outstanding businesses that contribute to the economy and employment across various award categories, were recognized. The Deputy Minister of Trade and Industry, Hon. Nana Ama Dokua Asiamah graced the event as Special Guest of Honour.



From left to right: Edward Ashong-Lartey (Director Ghana Investment Promotion Center – GIPC), Chris Everts (Country Manager), Joanna Dennis (HR), Commander Alfred Obuo, Commander Augustine Aututey and Freeman Bugyei (Area Manager)

Omega was awarded with the recognition of security excellence in innovation and for outstanding security service in Ghana. Omega was acknowledged with the new benchmark set by moving away from a one-dimensional service approach towards security solutions that encompass a combination of well-diversified service offerings.

## THE EMBASSY OF ANGOLA

During January 2022 Omega took over as new security service provider for the Embassy of Angola. Omega is responsible for access control and protection of the Embassy of Angola in Accra.

His Excellency Ambassador Extraordinary and Plenipotentiary of Angola, Joao Baptista Domingos Quiosa, presented his credentials during September 2021.

Congratulations to Omega for having further expanded the diplomatic footprint with the Embassy of Angola!



From left to right: Chris Everts (Country Manager), Mr Emanuel Chitende (First Secretary), S/PM Sylvester Kledo, S/PM Evans Kwateng, S/PM Wisdom Matey, SL Prince Kennedy Mensah and Edward Ansah (Area Manager)

## MÖVENPICK AMBASSADOR HOTEL

Omega Risk Solutions Ghana Ltd was appointed as the sole security provider of the Mövenpick Ambassador hotel from 31 July 2022.

Mövenpick Hotels & Resorts traces its roots back to the privately owned Mövenpick Group, which was founded by the late Ueli Prager in 1948 when he opened his first restaurant in Zurich. The name was apparently inspired by the feeding action of a gull (in German, a Möwe) and how its simple movements reflected the restaurant's theme of food served as quickly as possible.

The Ambassador Hotel Accra was originally developed by the United Kingdom and presented to the government of Ghana as a gift on the attainment of independence in 1957. Once a national heritage, the building degenerated over the years until it was disposed of by the state. The Ambassador was given a new lease on life in 2006, when the old establishment was demolished to give way to a modern five-star luxury hotel. Since it was completely rebuilt and opened in 2011, the Mövenpick Ambassador hotel has been a great success under the outstanding General Manager, Deborah Siversten.



From left to right: Sup Godwin Yevuyibor, Edem Gbetey (Contract Manager), Edward Ansah (Area Manager), Snr Sup Edwin Owusu and Chris Everts (Country Manager)



A&C Shopping Mall Accra is the first mall in Ghana which has now evolved into Accra's first mixed-use center known as A&C Square. The 6-acre project comprises of shopping, businesses, restaurants, health and fitness centers, a car park for over 300+ vehicles and well-manicured lawns and gardens.

The mall began its operation on December 21st, 2000, and is located at A&C Square, East Legon, Accra.

Omega took over the security of the mall on 01 June 2022 with a security team of 50 officers.



From left to right: PM Emmanuel Addo, PM Richard Darko, PM Henry Cobbold, PM Felix Klu Norvisi, PM Eric Boakye, PM Asante Michael, PM Desmond Oduro, SL Felix Ayivi, PM Stephen Boadu, PM Stephen Gidi, Francis Homadi (Contract Manager) and Edward Ansah (Area Manager)

## TEX STYLES GHANA LIMITED (GTP)



Back left to right: Sup Adams Salifu, S/PM Anthony Menlah, S/PM Emmanuel Okyere, Sup Bright Manteyaw, S/PM Moses Ocloo and Sup Abdul Gibril

Front left to right: Chris Everts (Country Manager), Sup Francis Akati, Elvis Kudzo (Contract Manager) and Freeman Bugyei (Area Manager)

During March 2022 Omega was invited to take over the security service at Tex Styles Ghana Limited (GTP), West Africa's leading print and textiles brand in Tema. The Omega team focuses on stock movement and access control.

GTP is the first indigenous Ghanaian textile brand launched into the Ghanaian market in January 1966 by the late Oseyefo Dr Kwame Nkrumah, Ghana's first President, and managed by Managing Director Fatoumata Doro. Fatoumata claims to be a young African, mother, wife, ambitious and caring. She is the first female MD for VLISCO Ghana cluster (TSG & PAT) since 1960, leading 700 inspiring individuals.

GTP is designed, printed, distributed and marketed by Tex Styles Ghana Limited (TSG), a member of the global textile giant VLISCO BV headquartered in Helmond, The Netherlands. GTP has three sister brands – WOODIN which is also designed, produced and sold by TSG; VLISCO which is imported from the parent company in The Netherlands and UNIWAX which is produced in the Ivory Coast by another subsidiary of VLISCO BV.





In February 2022 the Movenpick Ambassador Hotel was the venue for the 2022 Ghana South Africa Business Chamber's Annual General Meeting. The new executive committee was elected, Grant Webber, CEO of Black Star Africa Limited was re-elected as the Chamber President, Chris Everts, Country Manager of Omega Risk Solutions Ghana Ltd was voted as vice president and John Maddison and Soraya Anglow were elected as the Ex Officio Members.

The Ghana-South Africa Business Chamber, under the patronage of South Africa's High Commissioner to Ghana, H.E. Grace Jeanet Mason, is established to promote and enhance trade, investment and cultural interactions between Ghana and South Africa. The Ghana South Africa Business Chamber consists of members from the various sectors: Mining, Trade, Financial Services, Real Estate and Construction, Energy, Health, Legal Services, Hospitality, Engineering, Agro Processing, Manufacturing, Import and Export Services, ICT, Education, Security and Airline and Shipping Services.



From left to right: John Maddison (exco member of GSABC), Chris Everts (Country Manager Omega Ghana and Vice President GSABC), H.E. Grace Jeanet Mason (South Africa's High Commissioner to Ghana), and Grant Webber (CEO of Black Star Africa Limited and re-elected President GSABC)

Congratulations to Omega Risk Solutions Ghana and Chris Everts to be associated with the Ghana-South Africa Business Chamber to promote the interactions between Ghana and South Africa.

## RAINBOW NATIONS CHALLENGE TENNIS TOURNAMENT

The Rainbow Nations Challenge tennis tournament, was organized under the auspices of the Ghana South Africa Chamber of Commerce (GSABC) and under the Patronage of Her Excellency, the SA High Commissioner, Grace Mason. The event aimed to bring together the international business and diplomatic community and foster a spirit of networking and cooperation. For the period 10 to 12 May 2022 the tournament brought together 56 players from 23 countries across Africa, Europe, North America, South America, Asia and Australia in the tournament's maiden edition in Accra.

The event was graced by the presence of many high profile personalities from across political and diplomatic circles including Ghana's Deputy Minister for Trade and Industry - Herbert Krapa, Ghana's Ambassador to Belgium - Sena Siaw Boateng, the United States (US) Ambassador-designate as well as representatives from the Ghana Tennis Federation.

More than Ghc8,000 was raised at the Rainbow Nations Challenge tennis tournament, to support underage female tennis players.

**Omega Risk Solutions has supported this one-of-its-kind networking tournament in Ghana.**



From left to right: Chris Everts (Country Manager Omega Ghana & Vice President GSABC), Grant Webber (President GSABC) and Roy Isted (SA doubles), John Maddison (Exco Member of GSABC)



## KENYA HIGH COMMISSION IN MAPUTO

Arkê Risk Solutions has been selected as the preferred security provider for the Kenya High Commission in Mozambique.

The chargé d'affaires, Ms Dorcas Bungei, justified their choice by pointing out that Arkê is the number one company with high visibility and great service around Maputo city and throughout the country.

This fact had also been highlighted by the Kenya Ministry of Foreign Affairs assessment team, who visited Mozambique prior to the establishment of the Mission.



The Kenya High Commission is the latest Diplomatic Mission to establish its operations in the Republic of Mozambique.

This is indeed a great addition to Arkê's diplomatic clientele.

As "Harambee", Kenya's motto clearly states it, "Let us pull together"!

Mr Leonardo Chamussa, who has been with the company for the past 10 years, is the Area Manager who oversees the security of the Kenya High Commission.

## Electronic Security System for Independent Petroleum - Matola

Arkê Risk Solutions won the tender to install CCTV at the Matola depot of Independent Petroleum Mozambique. This is a new CCTV installation with a wireless network link between sections of cameras.

Arkê's technical team installed the twenty-two CCTV cameras. The server and workstation installed were specified by IPM and the cameras were installed in gas storage areas, offices, walking corridors, the main entrance and server rooms.

The cameras installed conform to the intrinsically safety requirements for the site. Arkê technicians worked with strict health and safety guidelines enforced on the site, with all the correct work plans and induction certificates.



Arkê's technical team installing the systems. From left to right: Jorge Nhanwave (Sales and Tech Manager), Mafuquene Cordeiro (Snr Technician), James Chemane (Handyman), Armando Mabuie (Snr Technician) and Fernando Dimande (Welder Technician and Storeman)

## LATEST UNITED NATIONS DEPLOYMENTS: PEMBA

The United Nations is an intergovernmental organization whose purpose is to maintain international peace and security, develop friendly relations among nations, achieve international cooperation, and be a center for harmonizing the actions of nations.



### United Nations Office for Project Services (UNOPS)

The United Nations Office for Project Services is an operational arm of the United Nations, dedicated to implementing projects for the United Nations System, international financial institutions, governments and other partners around the world. United Nations Office for Project Services provides a range of services, including fund management and administrative services, as well as infrastructure and procurement services.

Ongoing violent conflict in Mozambique's northern Cabo Delgado Province has displaced hundreds of thousands of people and led to a dire humanitarian crisis. Almost a million people across the volatile region face severe hunger and recurrent disease outbreaks, including COVID-19.

To improve access to much-needed basic services and foster longer-term peace and economic development, the government of Mozambique launched a crisis recovery project in the region through its National Sustainable Development Fund.

Funded through a grant from the World Bank's International Development Association, United Nations Office for Project Services will provide implementation and advisory support for the project, including helping to build or rehabilitate health, education and other key public infrastructure.

Arkhe Risk Solutions deployment started on 13 December 2021. An additional office was opened in Montepuez and this deployment started on 2 March 2022.



From left to right: S/O Gabriel Antonio and S/O Fernando Marcelino

### Food and Agricultural Organization of the United Nations (FAO)

The Food and Agricultural Organization of the United Nations works with governments and partners to empower some of the world's most marginalized people to end rural poverty. The Food and Agricultural Organization of the United Nations works closely with the government of Mozambique to improve nutrition and eradicate hunger in the country providing support in three priority areas:



From left to right: S/O Horacio Celestino and S/O Basilio Antonio

- Improve selected value chains for food and nutrition security.
- Ensure transparent and sustainable management of natural resources and environment.
- Increase the resilience of livelihoods to climate change, threats, and crisis.

The United Nations Food and Agricultural Organization is a specialized agency of the United Nations that leads international efforts to defeat hunger.

Arkhe's deployment started on 10 September 2021.





From left to right: Sup Cassimo Mirage and S/O Lazaro Virgilio

### United Nations Development Program (UNDP)

The United Nations Development Program is a United Nations organization tasked with helping countries eliminate poverty and achieve sustainable economic growth and human development. The Program in Mozambique supports the Government to achieve sustainable development, create opportunities for empowerment, particularly for women and the most vulnerable, protect the environment, deal with disasters and build resilience, and establish strategic partnerships to improve the quality of life for all citizens. Arkhê's deployment started here on 1 July 2021.

### Arkhê Risk Solutions involvement in Humanitarian Aid

At least 1.5 million people will need life-saving and life-sustaining humanitarian assistance and protection in northern Mozambique in 2022 due to the continued impact of armed conflict, violence and insecurity in Cabo Delgado Province. This includes the 745,000 conflict-displaced people, as well as people in host communities whose coping capacities have been exhausted after three years of opening their homes to those fleeing the violence. Arkhê Risk Solutions also sponsors food parcels to assist in this.



Food parcels for the northern parts of Mozambique

## Mozambican Minister of Sports Award Arkhê Employees with Congratulatory Award

The Mozambican Minister of Sports, Gilberto Mendes, honored two Arkhê employees (Alfredo Nhuiane & Alcinda Pateguana) with certificates of congratulations for their contributions to Mozambique's boxing.

The ceremony took place in the illustrious Polana-Serena Hotel on January 20<sup>th</sup>, 2022.



From left to right: Jnr Boxing Coach Alfredo Nhuiane (Arkhê Armed Response Manager), Rady Gramane (Women's Olympic Boxing Qualifier), Fidelencia Macarringue (Jnr Boxing Bronze Medalist), Gabriel Junior (President of the Mozambican Boxing Association) and SO Alcinda Pateguana (Women's Olympic Boxing Qualifier)

## U.S. Embassy Mozambique and Overseas Security Advisory Council say farewell to a pillar of the Security Community: Tony Adams



Brad Winter (Regional Security Officer) presenting Tony Adams with his reward

Regional Security Officer Brad Winter, presented a plaque of appreciation to Tony Adams, (former General Manager of Arkhê), on the day of his retirement.

The OSAC (Overseas Security Advisory Committee) event brought out +45 attendees to the multi-purpose room inside the New Embassy Compound which opened its doors in August 2021.

U.S. Ambassador Vrooman was on hand at the event (pictured on the right, facing podium) to highlight the importance of the OSAC and to congratulate Tony for his 34 years serving U.S. diplomatic missions throughout Africa.





## ANNOUNCEMENT: General Manager



Johan Janse van Vuuren

**Johan Janse Van Vuuren** started with Omega Security Services on 01 November 2010. He was a stalwart for the Company during his employment, that lasted for almost 12 years. Johan retired from the Company on 29 April 2022.

Despite various obstacles, Johan and his team managed to turn Omega Security Services around to be one of the top leading Security Companies in Namibia. With a headcount of 56 employees during August 2010, the Company managed to grow to a manpower strength of 1,139 towards August 2021 – this despite the negative impact of the COVID 19 epidemic during 2020/21.

Since 2014 Omega Security Services, on an annual basis received the PMR Gold/ Diamond Awards where Omega Security Services has been rated as the best Security Company in Namibia and doing the most in fighting crime. During the last PMR Awards, Omega Security Services received a Double Diamond Award for the above.



Johan received this coin on the day of his retirement



Hentie Truter

**Frederik Hendrik (Hentie) Truter** took over as General Manager from Johan in May 2022. He has 24 years' experience in corporate security risk management from regional manager level up to managing director, consultant and adviser. His scope of experience includes security threat and risk assessments (API and ISO standards), guarding management (ISO 9001), cash management, security electronic systems design and project management, security information management, self-assurance auditing, systems integration and incident/emergency response management. Hentie's latest successful project was the design, implementation and management of the security management systems and processes for the major Kashagan project in Kazakhstan for NCOC and other multi-national partners.

Between June 2017 and July 2019 he successfully implemented a new ISO security management system, basis of design and security philosophy (offshore & onshore) for NCOC Kazakhstan – which included the draft and implementation of a new guarding- and electronics security management system. Qualified as a security risk manager with a post-graduate diploma in security management from Loughborough University UK.

He has 7 years' experience as country General Manager of a multi-national security company with 750 guards, technology department and cash security services. 4 years' experience as Africa Continent Training and Development Manager for G4S. 5 years' experience as Regional Director in multi-national security company with 4500 people per region (Southern Africa and West Africa Regions). Hentie has strong skills in setting up greenfield security business in volatile countries like Sierra Leone, Nigeria and Ghana. Furthermore, for 8 years, he assisted with implementing corporate security risk management systems and processes in 8 different countries, cradle to grave projects according to BOM or BOT models. Lastly, he has 12 years' experience in advisory services solving complex risk management challenges in volatile areas like Nigeria, Congo, Ghana, Kazakhstan and Libya.

Hentie is dedicated to his work and has strong technological believes. With the changing world and everything becoming more technical driven, Hentie has the background to take the Company to new highs.

## Walvis Bay Salt Holdings

A celebration was held by Walvis Bay Salt Holdings, where Omega Security Services received a certificate for achieving 365 Loss Time Injuries (LTI) free days.

This certificate was received for one year of no accidents occurring at Walvis Bay Salt Holdings.

To achieve the 365 days of LTI, the team needs a high sense of vigilance and excellent performance and teamwork that lasted for a whole year, without an accident/loss time.



From left to right: Chris Bothma (Health & Safety Officer – Outgoing), Jaco Philander (Security Manager) and Gerome Van Wyk (Health & Safety Officer – Incoming)

## CERTIFICATE OF SERVICE: SCANIA



From left to right: Martin Uri-Khob (Security Manager), Christo Van Der Merwe (Scania Branch Manager) and Louis Erasmus (Area Manager)

Omega Security Services, handed over a three-year certificate of service to Scania in Walvis Bay, to show our appreciation for Scania's valued and ongoing support.

Due to the good service rendered in Walvis Bay, Omega Security Services also received the contract for the Scania Windhoek branch, at the end of 2020.

Good work and excellent service created an opportunity for contracts to extend and we would like to thank the whole team that put in the effort to provide for a satisfied client.

## PMR AWARDS

During March 2022, the annual PMR Awards took place where Omega Security Services received a double Diamond Arrow award for being the best security company in Namibia, as well as 1<sup>st</sup> overall in the industry when it comes to contributing to the growth of Namibia.

Awards are determined and provided to companies, following a strict evaluation by the top management of different companies and government in the country.



Well done to each and every employee within Omega Security Services. The standard that was set, can and must be maintained.



From left to right: Bernath Nau-Gawaseb (Area Manager), Jandré Venter (HR Manager), Anna Van Wyk (Financial Manager), Jan Willemse (Area Manager), Calvyn Ludik (Operational Manager)

## EXPO: Specifying Dynamics



From left to right: Eben Gariseb (Security Manager), René Rittmann (Control Room Supervisor), Calvyn Ludik (Operational Manager), Annika Schultz (Technology Sales and Marketing Manager) and Jandr  Venter (HR Manager)

An Expo took place from 07 March 2022 to 11 March 2022, sponsored by Specifying Dynamics.

Specifying Dynamics provides assistance to business professionals with regards to technical information, systems and samples within the industry. They have over 20 years' experience and has a professional insight of all their supplied equipment.

At the Expo, Omega Security Services was provided with the opportunity to showcase its products to all visitors, companies and businesses who attended the Expo.

## MERLUS SEAFOOD: Training

During April 2022, fire-fighting training was provided to Omega Security Services employees, at the premises of our client, Merlus Seafood in Walvis Bay.

Certificates of completion were handed over to each of the employees. It is a requirement of the client that the Omega employees receive their fire-fighting training. They will now be able to reduce the risks involved with a fire, should the risk present itself on site.

Congratulations to each employee/officer that completed the training. The certificate enables the client to build trust into the relationship with Omega, seen that the client can rely on the officer(s) to minimize risks that might occur on their premises.



From left to right: PM F Dea, PW C Mbamba, Insp D Pieterse, J Philander (Security Manager), PW Mushongo, PM J Neyandje and PW H Shishiveni



From left to right: Dolly Brown (Accounts and Payroll), Stanley Hamutenya (Security Manager), Calvyn Ludik (Operational Manager), Lorenz Hembapu (Executive Director – Catholic AIDS Action) and Jandr  Venter (HR Manager)

## CATHOLIC AIDS ACTION: Donation

Once every year, Omega Security Services makes a donation to a chosen fund, to assist the less privileged in the country.

During February 2022, Omega donated old uniform to the Catholic AIDS Action in Windhoek.

The Catholic AIDS Action will use the clothes to assist people from the set shelters in Namibia, and at their foundation itself.

We care about the well-being of those around us and we are proud to have been able to make this donation and to assist those in need!



## MATTORIS SUPERMARKETS

Mattoris Supermarkets have been in the country for some time. They had two branches, one in Lagos and the second in Port Harcourt, Rivers State.

Mattoris provide services such as consumer's goods, clothing and accessories, games, and gym services in their stores.

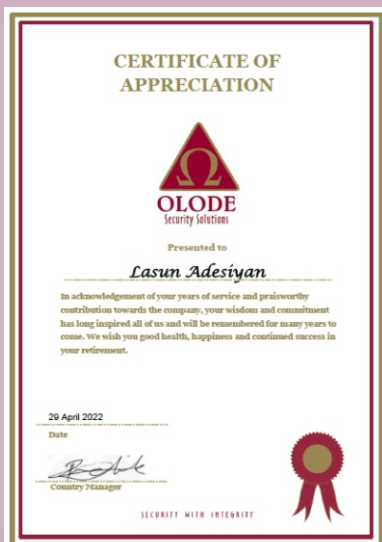
At both the initial two branches, another security provider deliver security at the stores located in Lekki, Lagos and Port Harcourt. The MD/CEO Mrs Ogechi Origbe saw our security officers at our client, Pick n Pay's premises. Mrs Origbe was impressed by the security officer's performance and she contacted our office to provide security services to Mattoris at their new store in Lagos.

On the 29th of July 2022, Omega Holdings Ltd, in Technical collaboration with Olode Security and Technology Nigeria, officially resumed operation of Mattoris Supermarkets located at 4b, Adekunle Lawal Road, Ikoyi, Lagos State. The core strength is 10 x patrolmen and 1 x supervisor deployed at the new store.



Site Commander Patrick Charles is seen in both pictures with the security team

## FAREWELL: Lasun Adesiyan



Lasun Adesiyan started with us in October 2013 as a Supervisor at the Area Office in Lagos. Throughout his career with the company he had quite a few roles which saw him moving from operations to being the training supervisor in the Southern Region to becoming the Human Resources Clerk in the company. His experience in the operations and on client sites gave him the background to be able to slot into his role as the Human Resources Clerk in which he started in February 2018.

*"In acknowledgement of your years of service and praiseworthy contribution towards the company, your wisdom and commitment has long inspired all of us and will be remembered for many years to come. We wish you good health, happiness and continued success in your retirement"*



From left to right: A Nwoshim (Fin Clerk), L Adesiyan (HR Clerk), A Ochanya (Contract Manager), P Edet (Office Assistant)

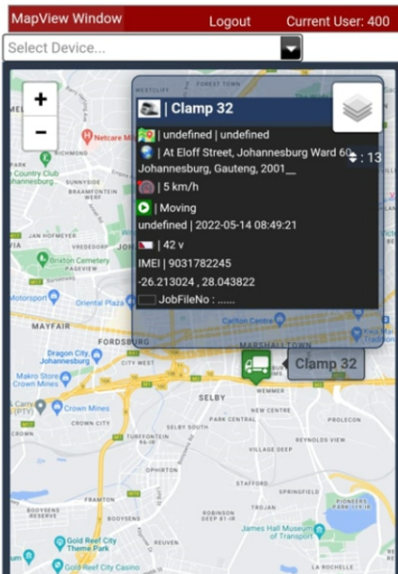




## SPECIALIZED SERVICES

**OMEGA**  
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 M: +27 (0)67 419 2733 (ICE)  
 E: rmc@omegasol.com

### IMPERIAL LOGISTICS ARMED ESCORTS, CLAMPING AND TRACKING



The need for safeguarding cargo in the Road Freight Industry gave Omega Risk Solutions the opportunity to exploit the market and to develop our own unique tracking platform. ORS have 50 clamps available, and it is fitted with tracking devices which are monitored on the tracking platform.



During 2021 ORS started with armed escort and clamping services for Imperial Logistics. The tracking and armed escorting of containers from Durban/Port Elizabeth to Johannesburg via road is ongoing.

Omega Risk Solutions is currently marketing this service to other potential clients to ensure a constant revenue stream, and additional service offerings to current clients.



### SMALL LOT TEST ON ARMED ESCORT SERVICE FOR HUAWEI



Armed escort members in action with un-marked vehicle

Omega Risk Solutions (ORS) decided to exploit the armed escort market as part of a Specialized Services strategy.

Huawei requested ORS for armed escort services, which entails the escorting of engineers who builds / maintains telecommunication infrastructure in South Africa.

The escort services are required due to the high crime rate in certain regions in South Africa and ORS started to do armed escort services



From left to right: SL Percival Msimango, Faan du Toit (CEO Omega Group) and SL Joseph Modiba

for Huawei on Telkom and MTN projects.

During this period ORS did approximately 200 escorts with no incidents.



## SPECIALIZED SERVICES

### TACTICAL INTERVENTION

During February 2022 Omega Risk Solutions deployed a team of twenty tactical intervention officers at the premises of Arcelor Mittal in Vanderbijlpark. Part of the team was deployed to Vereeniging.



Arcelor Mittal is a steel manufacturing company and has manufacturing plants in Vanderbijlpark, Vereeniging, Pretoria, Newcastle and Saldanha Bay.

Within the first week of deployment, and after learning the vastness of the premises at Vanderbijlpark with a perimeter of 28 kilometres, the two ORS tactical intervention teams made their first arrests on site and recovered stolen copper cables. The AMSA manufacturing plants have an immense number of underground tunnels where copper cables are installed.

Early in March 2022 the client approved an additional team of tactical intervention officers to support the already deployed two tactical teams at Vanderbijlpark. Shortly thereafter, in the beginning on April 2022, ORS also deployed three tactical intervention teams at Newcastle and just recently also deployed three teams in Pretoria.

#### Statistics:

Total Arrests made: 48  
 Total value of recovered stolen Copper Cables: R 522,470.00  
*Crimes applicable to these statistics is trespassing, theft of copper cables, assault and intimidation.*

On 10 May 2022 ORS received instructions to deploy riot teams at AMSA Vanderbijlpark, Vereeniging, Newcastle, and Pretoria.

#### Current Riot Teams Deployment:

Vanderbijlpark and Vereeniging: 79  
 Newcastle: 18  
 Pretoria: 12  
 6 x Armoured Vehicles  
 Drones and Pilots



Armoured Vehicle with Intervention Team Members Deployed at ArcelorMittal Vanderbijlpark

### POLYGRAPH SERVICES INHOUSE AND TO CLIENTS

As part of Omega's strategic vision, of expanding its specialized capabilities, the company appointed a permanent polygraph examiner on 20 September 2021. Nicky Venter conducted over 400 polygraph tests over the past 8 months. He obtained his qualification at the Polygraph Academy and is a member of Polygraph Examiners Association International (PAEI).

The following services are available:

#### **PRE-EMPLOYMENT:**

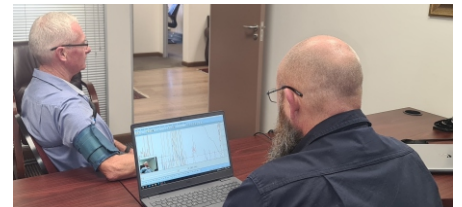
To determine whether an applicant conforms to the company's requirement of honesty and work ethics, which includes undetected criminal activities, criminal syndicate involvement, past dismissals, employee theft and drug abuse.

#### **CASE SPECIFIC:**

A specific incident occurred within your organization and the need exists to detect employee involvement either directly or indirectly.

#### **PERIODIC:**

An in-house polygraph screening process utilized as a preventative measure within all industries. This will allow an employer to prevent and identify any internal threats.



## PECANWOOD ESTATE

### OMEGA BOAT PATROL SUCCESS

The Omega team at Pecanwood Estate received a new patrol boat on 15 February 2022. During the evening of the first launch the team hauled out an illegal fishing net of approximately 900 meters long, and that was just the beginning.

During the rest of February, March, and April another fifteen nets were discovered and destroyed. The team also launched a record 101 times in April which resulted in the arrest of 4 illegal fishermen.



From left to right: Derick Crous (Contract Manager) and André Eckard (General Manager) inspecting the new boat



Hendrik Khiba (Duty Manager) on Patrol



Illegal fisherman caught on the Dam

### OMEGA RISK SOLUTIONS / CPF / SAPS HARTEBESPOORT

The corporation between the SAPS and the community by means of the CPF have been growing stronger in the area by involvement of both the SAPS and the community members. Joint operations during the festive break in December 2021 and January 2022 resulted in mass SAPS/CPF patrols. During these patrols two hotspots where the illegal fishermen operate from were raided and canoes and equipment confiscated. The Omega team took part in all the CPF patrols.

Special operations by the SAPS around the dam with 80 plus additional officers each month are held to assist the Hartbeespoort station with their crime prevention campaign, this includes the SAPS Air Wing.

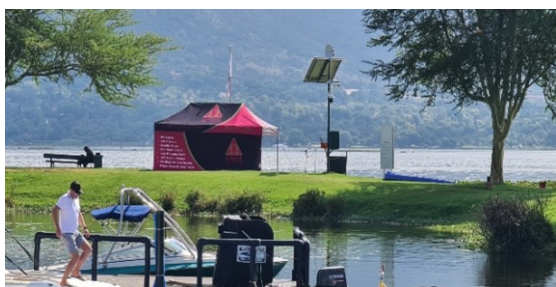


From left to right: Brigadier Marx (SAPS Cluster Commander) and Derick Crous (Contract Manager)

### THE PECANWOOD CLASSIC

During the period of 7 March to 13 March 2022 Pecanwood Country Club hosted the Pecanwood Classic Golf Tournament. This event proved to be, not only a wonderful opportunity to put Pecanwood on the worldwide map, but also Omega Risk Solutions because Super Sport broadcasted this event with 100% coverage worldwide.

The main event took place from 10 March to 13 March 2022. This held a security risk for the Estate because there were an estimate of six hundred staff and 2500 plus visitors per day. During the week of the event four functions were held with hundreds of guests attending. The Omega team increased by 12 officers daily and 7 officers during nightshift. An additional 4 officers (Men in Black) were deployed during the functions. Management support from Andre Eckard, Johan Rothman and Danie Calitz during the event played a significant role in managing the team on ground level by bringing expertise from previous events.



Omega's branded gazebo used during the event



Omega Event Officer deployed at the Golf Event

At the end, the biggest challenge during the tour was the parking with all the extra vehicle's coming onto the estate, though the Omega team managed it without any difficulty.

## UNITED NATIONAL BREWERIES

Delta Corporation LTD (HO in Harare, Zimbabwe) acquired United National Breweries (UNB) from Diageo PLC Based in the United Kingdom.

Omega Risk Solutions have been managing and staffing the UNB Depots across South Africa since the 1<sup>st</sup> of December 2017. This has been extremely challenging due to the large distances between the Distribution Depots and the outdated mostly manual driven systems which were available at the time. Notwithstanding these challenges Omega Risk Solutions always succeeded in finding solutions to mitigate the risks and conquer the obstacles along the way.



Delta Corporation Limited is principally an integrated beverage company with a diverse portfolio of local and international brands in lager beer, traditional beer, Coca-Cola franchised sparkling and alternative non-alcoholic beverages. It has investments in associate companies whose activities are in cordials and juice drinks, wines, and spirits.

Delta Corporation Limited recently introduced the SAP software solution system to assist in managing and controlling the huge amounts of data currently utilized to manage business processes and effective information flow across the organization. SAP's integrated applications connects all parts of the business onto a fully digital platform, therefor replacing the process-driven manual system which mainly depended on the honesty of the employees.

The Omega management team participated in the development and customization of the SAP software to adapt to the unique requirements within the scope of operations. Extensive training was conducted at the numerous depots across the country which was further complicated by load-shedding and connectivity issues which are the order of the day.

This was a huge accomplishment by the Omega team. Currently we are assisting the SAP developers and Delta Corporation Analysts in streamlining the reports to ensure greater visibility on the cash flow and products within the depots. This visibility will give us proper tools to effectively manage the operations and be able to early identify possible risks which can then be actioned by the management team.

Well done to all involved in the SAP roll-out process . We are looking forward with excitement on the new challenges and opportunities that may present themselves.

## Collegiate Girls' High School: Gqeberha

Omega provides security services to Collegiate Girls' High School. The school was founded in 1874 and soon adopted a tradition of academic excellence and counts amongst the leading girls' schools. The school has Christian values and is one of the oldest girls' schools in South Africa. This tradition is still upheld today and is reflected in the current vision of "Pursuing Excellence through Holistic Education." The school motto is ***Facta Non Verba*** which means "Deeds Not Words."



From left to right: Danie Lötter (General Manager Coastal), Anneke Nel (HOD: Discipline, Safety and Security, QMS Collegiate Girls' High School), Anton Terblanche (Operations Manager) and Karen Westraad (Area Manager)

Collegiate prides itself on its academic excellence, providing a balanced education in the sciences, humanities and arts. Both inside and outside the classroom, the approach emphasizes a curriculum which will equip pupils with the skills and confidence needed in a changing world.

The learning environment includes a well-equipped resource centre, with an e-library powered by Overdrive, and two computer laboratories. All classrooms are equipped to use technology in teaching and learning. Each year Collegiate enters the Science Expo with several of the girl's earning gold, silver or bronze medals.

## AST RECYCLING



AST Recycling specialises in electronic waste and scrap catalytic converters recycling. Their services extend beyond e-waste recycling and include a full turn-key solution of IT Asset Management and IT Asset Disposal.

Established in 2013, AST Recycling is one of the only ISO 9001, 14001, 27001 and 45001 standards certified e-waste and scrap catalytic converter recycling companies in South Africa.

AST Recycling pride themselves on excellent customer service, competitive pricing, and transparent buying process. AST Recycling employees are passionate about protecting the environment.

Their mission statement is clear: *“When it comes to saving the planet, we mean business. That is our mission. It is why we are here, and it is the reason we do what we do, daily. We aspire to clean up the beautiful continent of Africa from electronic waste in an environmentally sound way.”*

AST Recycling is committed to ensure a brighter future for all, not only by their business ventures in cleaning up the African Continent , but also in charitable work donating funds to rural sports teams in Alexandra as well as donating much needed computer hardware to schools in the community.

On the 1<sup>st</sup> of September 2021, Omega commenced with providing security services to **AST Recycling Western Cape**. Our services also include a full turn-key solution of IT Asset Management, IT Refurbishment, and IT Asset Disposal.

Omega also started on the 1st of September 2021, providing control room and CCTV monitoring services at their **Johannesburg** operation. A lot of time was spent on the factory floor, to understand their product and processes. This allowed us insight to really understand and advise on their security requirements. There were some changes made in security protocols as well as process flow changes in the operations.

The guarding contract for **AST's Johannesburg** operations was also awarded to Omega and started on 11 April 2022. The main focus is to maintain the downward trend of product losses ensuring the livelihood of our client's business and striving towards continuous improvement.

Omega also provide security services at their operations in Watloo and Zambia. We wish to grow our partnership with AST Recycling not only in South Africa, but also in the rest of Africa.



AST Recycling – Cape Town:  
From left to right: V Miklovas (Warehouse Manager), T Kemp (Assistant Manager), J Fortuin (Assistant Manager Operations), PMZ Hodini and Snr Insp Sotondoshe



AST Recycling – Johannesburg:  
Back left to right: SL J Mukhari, SL J Msana and PM D Ngobeni  
Middle left to right: SL G Phaswana, Snr Insp T Kgaabi, SL M Mathebula and SLM Matenchii  
Front left to right: J Hetzel (AST Head of Security) and F Kujwana (Security Manager)



### **“A diamond does not shine, it reflects...” (William Goldberg)**

While recipients of the Diamond Arrow Award may bathe in the radiance of the accolade, there is much more to be said about the origin of its radiance.

Diamonds do not shine, they merely reflect light caused by: **internal reflection, refraction, and dispersion.**

**Reflection** is the light that hits the diamond and is immediately bounced back up, giving it an instantaneous shine. The Diamond Arrow Award, is rewarded based on the perceptions perceived of the respondents comprising of CEO's, MD's, business owners, company directors and managers and government officials by considering: Levels of managerial expertise, Implementation of Corporate Governance, Brand Awareness and Levels of Innovation.

Omega Risk Solutions is truly grateful and honoured by this award bestowed on us and will continue to reflect our light brightly.

The **refraction** is created as the light moves through the diamond, scattered and fractured, and thereby creating the sparkle. This is where teamwork is of the utmost importance. Just as a diamond need to be cut in symmetry to enable the perfect sparkle, our dedicated team, shape and form each other to achieve our desired goal. The various HOD's ensure that everything from recruitment, payroll, logistics, operations and technical equipment are in place to guarantee the successful roll out of our services which are tailor-made to each client's needs and requirements.

Light enters through the top of the diamond, and then angled around the inside of the diamond before aimed back towards the top and out through the surface. This creates a rainbow effect (**dispersion**) and adds to the shine.

Omega has a system in place whereby we receive regular feedback from our clients and their tenants. This enables us to react immediately and to continuously improve on our service levels. Serving on various forums and embracing the latest technology, enable us to keep our eyes and ears on the ground. It also equips Omega to be proactive and reduce the threats towards our clients and personnel.

With regards to our employees, we remain the employer of choice in the security industry by ensuring we treat each other with respect, acknowledge contributions made and by providing all with a “sense of belonging”. We would like to thank the respondents for the positive feedback. Receiving the Diamond Arrow Award for the fourth time, serves as reminder to always strive towards excellence, without compromising our integrity. We dedicate this award to our highly appreciated clients and our loyal employees.



Back from left to right: Tim Stow (ORS Investigator), Suzanne Fincham (Centre Manager -Sunridge Village), Anneke Nel (Vice-Principal Collegiate Girls' High School), Danie Lötter (General Manager), Julie Shear (HR - Corning Production), Anton Terblanche (Ops Manager)  
Front from left to right: Lana Plaatjies (ORS HR Officer), Celeste Pearson (Co-Owner Viper Security Services), Pamela Thorne (Ops Manager - The Bridge Shopping Centre), Lindsay Steele (Marketing Manager - Baywest Mall)

## Social Responsibility - Helenvale Centre of Hope

**Helenvale Centre of Hope** is situated in the Northern areas of Gqeberha (Port Elizabeth). This community is ridden with gang violence, unemployment, and poverty. Gangs are recruiting young children in the community, making them believe that they will be financially better off than attending school. These children are used for drug trafficking, prostitution and are exposed to gang violence, which includes murders and shootings.

A centre of hope was established in Helenvale, by community members, for the community. The committee consists of a board of four directors and 10 board members. The management committee consists of members under the age of 35, which brings a youthful energy and maturity. Three Child and Youth Care Workers complete this dynamic team. This passionate team focuses on bringing fresh ideas to the table and organizing various activities in the community, which include afterschool programs, youth leadership seminars and academies, awareness programs, holiday clubs, and youth leadership camps, coaching as well as counseling.

**The Afterschool Program** identify “high-risk” children who are guided and motivated. **The School Support System** assists children with homework, mentoring, and the utilization of school material to improve reading, writing, and spelling. **The Youth Leadership Academy** forms part of a greater effort to raise leaders amongst the youth in the community. It is an intensive twelve-month program, focusing on personal and leadership development. **The Drop-in Program** provides basic services aimed at meeting the emotional, physical, and social development needs of vulnerable school dropouts and street children.



From left to right: Lana Plaatjies (HR Officer), Anton Terblanche (Ops Manager), Jeneva Jansen (Helenvale Centre of Hope Operations Manager), Elrico Thorne (Security Manager), Community members and Cynthia van Rooyen (Logistic Officer)

Omega Risk Solutions is honored to play a part by donating to this worthy cause.

## COVID Vaccination Competition

**Section 8(1) of the Occupational Health and Safety Act** requires every employer to take reasonable measures to ensure the health and safety of its employees in the workplace. It is the workers' right to a safe and healthy workplace.

In support of the Occupational Health and Safety Directives published by the Minister of Employment and Labour under the National Disaster Act Regulations, Omega Risk Solutions, in support of the Governments campaign to vaccinate, have launched a competition to encourage our employees to receive their vaccination.

### Competition:

- Regional:** As from *October 2021* a monthly lucky draw was held in each region whereby all vaccinated employees stand the chance to win a *R500.00 gift voucher*.
- National (SA):** In the third (3) month, *December 2021* a combined National draw was done by the ORS Managing Director where all vaccinated employees in SA was entered, and the lucky employee, **Mogashoa, MP (Glencore Tweefontein)** won a gift voucher to the value of R 3,500.00.



From left to right: R Snyman (Ops Manager Glencore), PM MP Mogashoa and PJ Pelsler (Regional Manager Mpumalanga)

## Isuzu Motors South Africa (Pty) Ltd

Omega Risk Solutions is ecstatic to welcome back our old client Isuzu Motors South Africa (Pty) Ltd to our client base from 01 May 2022. Our relationship with Isuzu dates back to 2012 when Isuzu was locally known as General Motors.

The South African Automotive Industry is one of the country's most important manufacturing sectors with major multinationals using South Africa to source both components and fully assembled vehicles for the local and international market. With this in mind, motor vehicle manufactures are increasingly recognising the benefits of an integrated security and risk management solution, that not only protects people and assets, but more importantly, directly contributes towards improved standards and production costs in this highly competitive industry.

*"The seventh generation Isuzu D-Max, locally engineered and produced, signifies a new chapter for Isuzu, as it culminates a R1.2bn investment. Isuzu's Struandale plant and the new Isuzu D-Max programme is crucial to the communities in the Nelson Mandela Bay Metro and the livelihoods of thousands of South African households,"* according to Billy Tom, president and CEO.



From left to right: Marius Booysen (Site Supervisor), Anton Terblanche (Ops Manager), Edwin Neff (Security & Investigations Coordinator Isuzu Motors SA), Luaneta Logie (Department Executive Human Capital Isuzu Motors SA), Lana Plaatjies (HR Officer) and Marius Hoffmann (Contract Manager)

Omega Risk Solutions' five-tiered model encompasses the integration of the following disciplines:

- 1) Security Activities
- 2) Related Services
- 3) Technology Equipment
- 4) Information and intelligence
- 5) Skills

Therefore Omega enhances the management and control of the sub-security systems through various technology platforms. By designing customised solutions based on the five tiers, we were able to meet the distinctive requirements for our client.

## OMEGA TRAINING ACADEMY MICROSOFT EXCEL TRAINING COURSE

**OTA** is very excited about our new training venture. Our very first Microsoft Excel training course was successfully presented during the month of September 2021. We started the training for our own staff at ORS in Pretoria and Emalahleni and received excellent feedback from all the candidates.

**OTA** has now scheduled MS Office training sessions on a monthly basis and our aim is to get students from all sectors across the country. These courses are fully accredited and internationally recognized and are presented on-line and in-class.



Omega Employees during the Excel training course





## FIRST QUANTUM MINES TRIDENT LTD (KALUMBILA)

On 1 September 2012 Omega started at Kalumbila mine. The site is positioned almost 150km west of Solwezi in the extreme rural areas in the North West Province. The nearest shops to purchase any items was in Solwezi and the only means of transport were by road. The road was in a poor state and the 150km could easily take up to 3 hours to travel.

The contract started with a total compliment of 208 security officers and four patrol vehicles. The initial accommodation was in tents and the food preparation was done on open fires. In 2019 the officers was relocated into bungalows and a formal kitchen was taken into use. This kitchen is being served by nine chefs who prepare 308 meals twice a day.

The mine is undergoing continuous changes and upgrades to its infrastructure to adjust to the increase in production.

Omega Risk Solutions has confirmed its extension of the contract with FQM Trident (Kalumbila) for the next two years. The contract now makes provision for a compliment of 408 security officers, five patrol vehicles and two deployment busses.

## BIG TREE BEVERAGES LTD



Big Tree Zambia is a manufacturer of soft drinks, fruit juices and water. The main plant for Big Tree is situated in the newly developed MFEZ (Multiple Facility Economic Zone) just south of Lusaka. This factory has state-of-the-art equipment and is one of the most modern factories of its kind in Zambia.

Big Tree has showed exceptional growth over the past years. Omega became involved at the manufacturing plant in March 2020 and does the physical guarding and comprises of a loss control team, the receiving of raw materials and the distribution of products.

## PAFRIW HARDWARE WOODLANDS

Pafriw Hardware is a new hardware store group in Zambia and they are expanding rapidly. Currently Omega is deployed in two Pafriw stores and one warehouse in Lusaka. We deploy a total of 23 security officers.

Pafriw has extended to the Copperbelt province and we are looking forward to extend our relationship in all the new stores.



From left to right: SO Muchona, SO P Mambwe, SO D Ng'andwe and SO A Shitima

# SHOPRITE

Omega is a security service provider for **Shoprite** in Zambia in 18 stores.

The first store allocated to Omega by Shoprite was on 16 November 2011. This store is the Cairo Road store situated in the CBD of Lusaka and has a large volume of clients daily.

Omega has a good and professional relationship with Shoprite and it can be reflected in the good shrinkage results that are achieved by the stores serviced by Omega.

Omega strives for the highest level of service for Shoprite and continue to build a strong relationship with Shoprite.



From left to right: Charles Fuchs (GM Omega Zambia), Charles Bota (GM Shoprite Zambia) and Christo Roelofse (COO Omega Group)



From left to right: SL J Mbewe and PM F Phiri

# cheers

The first engagement with **Cheers** Zambia was in 2014 when Omega started with the group. The latest store was opened on 15 October 2021 and it is situated in Chalala, a suburb of Lusaka.

Omega is currently engaged with 5 Cheers stores in Lusaka and has a long standing relationship with the group. Other stores include, Mass Media, Kabwata, Goldcrest, Chamba Valley, Kasama and Lilayi.



**Choppies** Chalala is one of the latest stores in the Choppies group that Omega got involved with. Omega is currently operating in 25 Choppies stores nationally in Zambia.

The first stores were Choppies Matero and Choppies in Lusaka and Omega started on 1 June 2018 in these stores. The relationship between Choppies and Omega continues to grow.



From left to right: Sup Y Kaluba and SL M Mwale



From left to right: Sup F Kachali and SL T Nyirenda

**Jumbo** Wholesale is a low cost, wholesale business, providing general merchandise, cosmetics and food products in bulk.

Omega started at Jumbo Wholesale, situated on Kafue road, in Lusaka on 20 July 2017. The store has gone from strength to strength with good shrinkage results over the past 5 years.

The COVID 19 pandemic restricted the growth of more Jumbo stores in Zambia but the opportunities are there for the group to grow.



## Ten Year Service Awards

### Enock Phiri

Enock Phiri was born on 4 April 1978 and has turned 44 this year. He is happily married to his wife, Mbolosi Phiri and has two children born from the marriage. He also has two children from his previous marriage.

Enock joined Omega as a security manager for Game Manda Hill on 1 May 2012. After a month in the post he was promoted and became the operations manager in the Lusaka office. He initially performed most of the administrative functions at the office, such as reports, wages reconciliation, liaison with unions and various other HR functions.

In June 2016 most of the functions (other than operational) was removed from Enock and he focussed on operations in the Lusaka area. From the 5 contracts that Omega managed in Lusaka at the beginning of 2015 the operation expanded to 102 operational contracts. This has placed a high demand on Enock and he exceeded with distinction.

With all the experience that Enock gained from retail security an additional component was added to the provisioning of services to clients and it focussed on loss control and loss control systems.

Enock is a great ambassador for Omega Risk Solutions Zambia. On 26 May 2022 Christo Roelofse handed a ten year service certificate to Enock.

Omega Risk Solutions wishes Enock a long and successful career.



From left to right: Enock Phiri (Ops Manager) and Christo Roelofse (COO Omega Group)

### Lusaka Security Officers

On 13 May 2022 security officers in Lusaka were awarded with 10 year service certificates. Eight more officers who are deployed in the Copperbelt and at Kalumbila will receive the same award in the next few months.

It is a great achievement to be serving at a company for ten years. Omega wants to thank the security officers and their families for their commitment and great service. We wish them all the best in the future.



Back left to right: Mbalose Lungu (HR Clerk) Charles Fuchs (General Manager) and Ireen Muyunda (Logistics Supervisor)

Front left to right: S/PM Felix Mwila, Sarah Zulu (Logistics Inspector), S/PW Agness Phiri and S/PM Obvious Mweembela

## VISION

To be the most respected supplier of integrated security solutions to all blue chip clients in our target markets.

## MISSION

To provide world-class integrated security solutions to clients in our target markets by consistently exceeding customer satisfaction through operational excellence and innovation.

Our blue print solution embraces a safe and secure environment.

## VALUES (PRIDE)

- **P**assion
- **R**espect
- **I**ntegrity
- **D**iscipline
- **E**xcellence



**OMEGA**  
Risk Solutions