



# **THREE GENERAL SECURITY SERVICES LTD.**

## **ORGANIZATION PROFILE**

***THREE GENERAL SECURITY SERVICES LIMITED***

***P.O. Box 47156 – 00100 Nairobi, Kenya. Kindaruma Road.***

***Contacts: + 254 702 728 890 Email:-threegeneralsec@yahoo.com***

**Dear Sir/Madam,**

**RE: PROPOSAL AND QUOTATION FOR THE PROVISION OF SECURITY SERVICES**

We would like to introduce our services to you for consideration for the provision of security services in your premises.

Please find below our technical proposal for your consideration and confirmation.

About us:

Experience

Our company has wealth of expertise whereby our management and technical operatives is Security.

**Our Range of Advanced Security Services**

Security Officers and Three General Protection Intruder Alarm Systems

CCTV Installations & Monitoring Electric Fence & Access Control Systems Vehicle tracking &

Fleet Management Baggage scanners & Explosive Detectors

Walk through & Hand held metal detectors Manual Boom Barriers, Bollards & Spikes Personnel (VIP protection)

Back up system

Customized Training for Security Officers (Aviation/Hospitality) Event Security (Parties, Weddings, Sports, Funerals etc.)

Fire & Alarm response Road rescue

Our Security Officers undergo 3 weeks Basic Guarding Course covering;

- Security threats/ Protection of information
- Introduction to Criminal Offences
- Arrests and restraint by Private Security Operatives
- Roles and duties of a security officer
- Discipline
- Vetting / observations
- Customer care/ public relations
- Occurrence book and written reports
- Patrolling techniques
- Handling of crime scenes

Thereafter 3 weeks of customized training to suit the client's requirements with extensive in-house training in areas stated below:-

- Introduction to client
- Client profile, mission, vision, values, services, operations
- Key staff, management & clients.
- Company code of conduct.
- PR & Customer care.
- Grooming & hygiene.
- Site security & assignment instructions.
- Standard Operating procedures.
- Health, Safety & Environment policy.
- Search & access control procedures.
- Emergency & evacuation procedures.
- Report writing & records management.

**Be Secure with the Experts**

- Any other topics as recommended by the client

We consistently uphold Discipline, Efficiency, Fairness and Integrity throughout our deployments.

### **Dogs Profile**

Our breeds consist of the German shepherd, Labrador and Rottweiler pedigree.

### **Security Awareness Training**

Following the rise of insecurity in the country, most citizens don't know what to do before, during and after a major security incident. Through our Private Security Training Academy, we offer basic security awareness training to corporate staff, management and the general public.

Our training is based on personal/domestic/ and travel security and is tailored to incorporate lectures, video presentations and case studies of recent crime trends.

### **Notes**

- We shall conduct an initial detailed survey/ risk assessment free of charge to determine the security levels before deployment.
- In addition we shall undertake a half yearly security audit free of charge.
- We shall give monthly situation reports (SITREP) with incident reports as they occur.

### **Financial Cost**

We are requesting for the deployment matrix so that we can give a financial proposal.

We do look forward to being of service to you. We wait for your confirmation to undertake a risk assessment/ security survey.

Yours faithfully,

**For: THREE GENERAL SECURITY SERVICES LTD.**

Richard N. Mokuu

**DIRECTOR**

## **Vision**

To be the leading security company in terms of innovation and adaptability in the services we offer.

## **Mission Statement**

Committed to the provision of efficient and personalized security services by which all others are to be judged.

To offer guard services driven by a need to maintain a disciplined, efficient and well organized tight ship, at both residential and commercial premises.

To provide quality allied services in the areas of:

1. Installation of Intruder Alarm Systems
2. Installation of Closed Circuit Television System (CCTV)
3. Automated Gates and Barriers.
4. Installation of Walkthrough Metal Detectors & Luggage Scanners

## **Background History**

The General Security Services Ltd was founded with allies with rich background in private security related services. With a great zeal, the founders recognized there was a need and market still growing in Kenya with a large clientele who are not yet satisfied with the services. In reviewing the shortcomings and frustrations in the Industry, an idea was then born to find solutions. Three General since its foundation is still confident have the skills to fill the void of personalized and quality services in the security industry.

## **The Company Structure**

The guard services is projected to rise to 500 guards by the end of the year 2020. In an industry that has about ten major players, we choose to compete with only the best as can be attested to by the high profile assignments we have continued to attract and handle today.

Since establishment to date, we have meticulously managed and controlled the growth of the business and size of its operations in order not to compromise on our stated mission on quality of service to our customers in addition to our deep rooted responsibility to Human capital.

We have met these demands by organizing ourselves in the following manner:

## **SECURITY GUARDS**

We have set ourselves the following basic criteria, which must be met before recruitment of a guard into the Company for training:

### **Requirements**

- Must be a Kenyan Citizen
- Age 23 years and above
- Height 5ft 8 inches and above for men and 5ft 5 inches for ladies
- At least a Certificate of Secondary Education Mean Grade D+ and above
- Certificate of Good Conduct from Criminal Investigation Police Department
- Letter of reference from Government Administrative Area Chief
- Possession of a National Identity Card
- Letters of introduction from two referees giving their contacts together with copies of their National Identity Cards.
- A letter from the last employer if previously employed

Having satisfied the above requirements, the candidates sit for an aptitude test and only those who are admitted to the training school.

## **TRAINING**

The guards undergo three weeks intensive training course in the capable hands of qualified trainers, under the direct supervision of the Managing Director. The training ensures that the recruits are fully conversant with their responsibilities and procedures involved in efficiently carrying out their duties.

### **Areas of Study During Training**

- Company code of conduct
- Drill
- First Aid
- Duties and responsibilities Self Defence
- VHF Radio Communication
- Telephone communication
- Search Techniques
- Patrol
- Social responsibility and the environment
- Weekly assessment tests are done to evaluate the performance of each guard, and those who fail do not continue with the training.

At the end of the Three weeks the recruits sit for an examination. Those who pass are ready to be deployed on new assignments internally or externally with other competing firms; we do not always absorb all our recruits.

### **Refresher Courses**

After six months continuous service the guards are called back for two weeks refresher Training.

## 1. DEPLOYMENT

The Operations Manager and Deployment Officers place the guards in different assignments after a detailed and complete survey of the premises.

Emphasis is given to the clients' specifications and the prevailing security needs of the premise. Guards deployed to every new assignment must be introduced to the client who is encouraged to participate in a supplementary survey and briefing on security matters pertaining to that particular premise before active duty.

## 2. UNIFORMS

Three General Security has a standard uniform policy and should the client have specific needs then we provide for the same. The uniforms issue and exchange for normal wear and tear is free of charge to the guard.

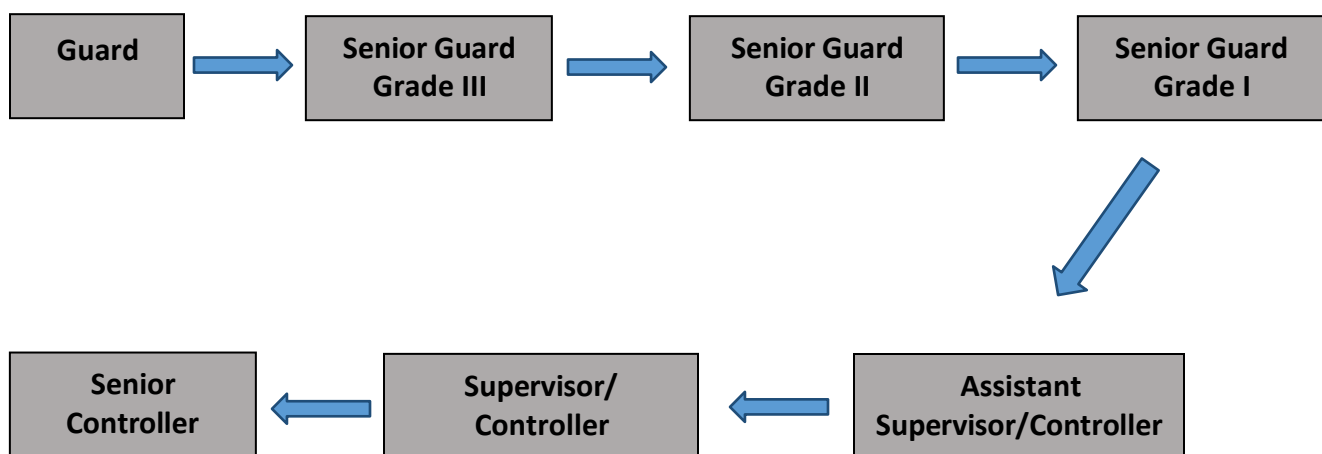
## 3. SUPERVISION

The guards are under supervision from our trained motorbike supervisors two times per shift while Senior Managers carry out spot checks.

Our guards channel their problems if any through the supervisors and the Managers who visit them.

## 4. PROMOTION

Promotion is purely on merit, and they can move up the ranks as follows;



**5. HANDLING OF COMPLAINTS** From clients regarding guard/guards are channeled through our customer service manager who in turn ensures that all complaints are handled and receive the attention they deserve.

## **6. EVALUATIONS**

This is carried out by our Investigation officers who monitor and evaluate the conduct of the guards its relation to the service provided to the clients.

## **7. COMMUNICATION EQUIPMENTS**

The Company has invested in Motorola Communications and the models installed are the GM 350 mobile and portable radios. The Head Office Supervisors and Managers are accessible at any given time of the day or night on radio through the control room. The controllers manning the control room for 24 hrs ensure that all operations are running smoothly and any problems arising receive immediate attention.

## **8. ALARM INSTALLATIONS**

### **Standards**

General Alarm Systems conform, to standards set by The Kenya Security Industry Association (KSIA). The Alarms are wired using the closed circuit principle to enable detection of wires that may be cut deliberately or accidentally.

### **Push Buttons**

These are manually operated alarm systems. In case of an emergency the push button is pressed which activates the transmitter to call for back up. There are optional features, which include wireless remote panic button, which can activate the alarm within a radius of 80 meters.

### **Domestic Automatic Alarm Systems**

This system eliminates the need to manually activate the alarm transmitter. It consists of two Magnetic Door Contacts, two Passive Infrared Sensors, a Panel which controls the above and a minimum of three Panic Buttons.

This system detects intrusion and triggers the alarm, which sends the signal to the main control room, and a backup is dispatched.

### **Commercial Automatic Alarm**

This is a more complex system. The type of the alarm to be installed depends on the size of the premises, goods and the areas to be protected. It is advisable to carry out a survey and consultation with the client before installation. It consists of dualtech, infrared detectors, vibration sensors, smoke detectors and Magnetic Door Contracts.

## Closed Circuit Television CCTV

This is a system comprising of cameras installed on appropriate area of protection as per client's specification zone. It comprises of cameras, monitors multiplexers, and Video Recording. This enables the clients to monitor all the activities in his absence/presence. CCTV can be computer based as well, which can also enable the client to monitor all the activities from a certain location or through networking.

## Electronic Access Control

This is a complete solution for monitoring and control of physical Access. From the simple stand-alone reader for a single door to the most complex access control system. Whether you are a small organization requiring a small-scale solution, or a large organization.

The magnetic card technology used with synel range of products takes advantage of high security encoding to your requirement. An example is the bar code, fingerprint, proximity reader etc. All cards for the product range, including location cards, are made of PVC with a high coercively Magnetic Strip. Three General will invest in a number of vehicles and motorcycles to support its operation. Each vehicle will be equipped with Radio for communication with our 24hrs manned control room. All movements are recorded to ensure that the intended journey is duly authorized.

## 9. CLIENT LIST

Commercial, Industrial, Hospitality, Entertainment, Institutional and residential.

## 10. FINANCIAL COST

Item	Service Description	Amount in Kshs
1.	Day Guard	21,000 VAT INCLUSIVE
2.	Night Guard	21,000 VAT INCLUSIVE
3.	Temporary Order	2,000 / 12hrs
4.	Dog and Handler	55,500 + VAT
5.	Under search mirror	2,500
6.	VHF Radio	2,500
7.	Metal Detector	2,000
8.	Back up	12,000
9.	V.I.P. Protection	

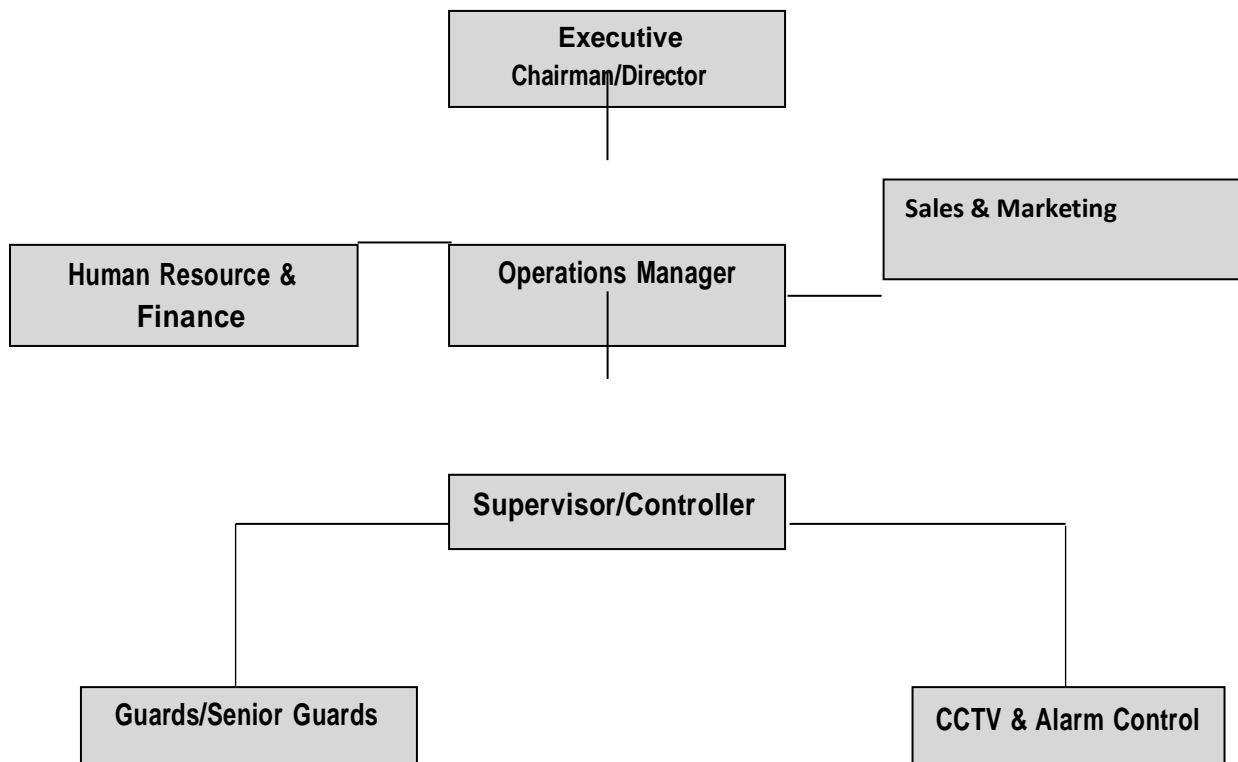


## Key to our Success

Our success comes from our commitment to Three General values, which are reflected in every client we undertake. These include:

- ❑ Commitment to our clients.
- ❑ A proven track record.
- ❑ Strong team who are responsible for performance.
- ❑ Highly experienced Management team.

### ORGANIZATION CHAT



### **Our Company Contact Information**

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