

Blackshark

ANYTHING | ANYWHERE | PROTECTED

34B Douglas Road, Workington, Harare | Call/Whatsapp: 0718217827

BULLETIN

www.blackshark.co.zw



Message from the MD's desk

The year 2020 though coming to an end has largely been eventful, characterized by significant changes to the business in general and shifting trends in private security.

We witnessed security personnel playing a more intense safety role where we provided services during and after the COVID 19 LOCKDOWN period. As frontline staff, we became seized with enforcing lockdown rules in addition to protecting and securing client property, protecting people became critical in all areas.

Our teams rose to the occasion and we are proud to say that zero infections on the premises we guarded were recorded. Bravo to the

sharks!!

Of concern 2020 saw a steep rise in crime buoyed by loss of employment and general moral decay amongst our communities on the backdrop of gripping poverty and rise in cost of living.

Our operations teams had to change their processes and policing systems in order to manage the ensuing risk over the last few months. While cases were rising, we managed to reduce the exposure in line with our mission of providing protection and security solutions.

It is on that background that we signed up significant contracts

establishing Blackshark presence throughout the whole country. We remain grateful to our valued customers for the support through the year and promise them enhanced service delivery in 2021 and beyond.

To all our staff who have been pivotal in our success, I would like to thank you on behalf of our management teams and our shareholders for a job well done. Blackshark is on solid foundations and will share its success with you.

We take this opportunity to wish our partners, our suppliers, staff, various stakeholders a protected and secure festive season.

Blackshark scoops Service Excellence Awards



The Contact Centre Association of Zimbabwe (CCAZ) hosted a glittering dinner where organizations which have continued to excel in customer service were honoured for their efforts on promoting a culture of service excellence. Running under the theme "Excellence in the new normal", the event was graced by minister of state Harare Province Senator Oliver Chidhau and National President of Contact Centre Association of Zimbabwe Dr Lance Mambondini (Managing Director for Banc ABC). It was a night of glitz and glamour as Blackshark took to the podium twice to receive 2 awards namely 2nd runner up in the Security Sector and 1st runner up in the Most Improved Organization. For Blackshark the awards differentiated us from the rest as they aid to nurture a culture of service excellence as a company.

The Service Excellence Awards seek to reward and recognize organizations who excel in serving clients (Customer Services) and we did not fall short, as we were recognized and duly rewarded for the hard work. Blackshark has over the years created a culture of quality in order to give the best customer service in all avenues of the organization. Customer experience has become the new battlefield as prices and products can be copied, but not quality customer experience. In that regard we have been SHEQ recertified over the years by the (British Standard Institution) BSI which is a notable

achievement as it gives a nod to our upholding of service quality standards in our modus operandum. This has enabled us to grow exponentially as well as increase operating efficiencies.

We have implemented service standards that ensure everyone is in tandem with the organization's goals. A strong culture of customer service has become widely accepted as one of Blackshark's fundamental strengths, that we will continually nurture and develop moving forward. We consider customer and not products/services as the main source of revenue and profits.

Blackshark remains a pace-setter in protection innovation. Excellence in service delivery and implementation are fundamental to our impressive track record. Good customer service surely helps build enduring customer loyalty, which is an important element for sustainable development and success in business. We thrive to consistently meet and go over and above to exceed customer expectations. We intend to continue in that path as we acknowledge the key role our customers play in the organization's success.

Looking ahead we intend to continually improve our service offering and expand as we make our presence visible within new markets. We appreciate the continued support from our current customers and stakeholders as this would not be possible without you.

Blackshark Bulletin

SENIOR APPOINTMENTS

WOMEN EMPOWERMENT



Ms Tendai Pawadyira (Sales & Marketing Manager)

Women have gone through a series of struggles to prove their capabilities in the workplace. Overtime there has been many changes in the role of women in the security profession as well as their contribution to the industry. Guaranteeing the rights of women and giving them opportunities to reach their full potential is critical not only for attaining gender equality, but also



Ms Vongai Desouza (Business Development Officer)

for meeting a wide range of international development goals. Empowered women contribute immensely to the health and productivity of their communities, and countries, creating a ripple effect that benefits everyone. At Blackshark believe in promoting gender equity where men and women have equal power and equal opportunities for financial independence as well as



Mrs Duduzile Nyirongo (Finance Director)

personal development. Recently we appointed three phenomenal women in our organization to senior posts. We would like to congratulate them on attaining the following posts Mrs. Duduzile Nyirongo (Financial Director), Mrs. Tendai Pawadyira (Sales and Marketing Manager) and Vongai Desouza (Business Development Officer).

Makorokoto Amhlope to you!!!

Bulawayo money factory bust

Zimbabwe has recorded a significant rise in crime, with an overall increase of 10-20% across most sectors. The lingering effect of bond notes being introduced drove the crime rate to increase notably. A well-orchestrated fake foreign currency manufacturing syndicate was apprehended in Bulawayo and the police made two arrests of the alleged culprits in question. There is suspected to be more people involved in the ring. The police conducted a raid and managed to recover several fake high denominations of the South African Rand and the United States Dollar.

It is highly suspected that several people fell prey to this scam. One of the suspects was caught by Blackshark Protection Assistant as she tried to use a fake note to buy a take-away at one of the local food outlets. The suspect then lead authorities

to her accomplice who was in possession of a large sum of other fake notes, a printer and other stationery which they used to produce the fake money. All the above was recovered and taken by authorities for further investigations.

It is alleged that the fraudsters were changing the fake notes by purchasing various goods in turn getting change of real notes. In wake of this bust, several retail outlets highlighted the spike in fake notes and they had turned away prospective customers in fear of being ripped off. The investigation is still underway and more people who are part of this ring are expected to be brought in.

At Blackshark, we train our Protection Assistants in various aspects. Not only are they there to give protection services, but they are always alert to any other unscrupulous dealings that may be taking place.

Where Blackshark protection assistants and technology meet

In this modern-day Zimbabwe ask anyone what the weakest link in their security operation is, and they will outrightly point to the human aspect. Physical security threats can be internal or external, manmade or acts of nature, hence the need for smart technologies that are coming into the Zimbabwean market aiming to mitigate such threats. Regardless of the weak point highlighted, clients still require Protection Assistants (guards) as the visibility that they provide gives comfort. Also, should there be a perpetrator the protection assistant will resist his attempts. Blackshark Protection Assistants give our clients a sense of humanity. The visibility of a well-dressed and manned Blackshark officer gives peace of mind as they continually make the difference thereof.

Just like human error, technology is not fallible, chances are it may not respond or can inevitably fail to operate as expected. At Blackshark it is our belief that a combined approach is more effective. Protection Assistants together with state-of-the-art technology can yield the best results and tends to be more reliable. In that regard Blackshark personnel are adequately trained to utilize technology to the best of their ability.

Blackshark Protection Assistants' responsibilities have become more than just a mere aspect of security. To mention but a few client interactions on a technical level, maintenance and checks are also essential duties. Protection Assistants are also being utilised to provide a more personal interaction with clients for public relations as well as advanced decision making. They are at the forefront of the organization and aid in vital information dissemination.



Blackshark Protection Services congratulates board member (HR) Dr Chipso Ndudzo on attaining her PHD with an exemplary Research-to-Innovation focusing on African Enterprise Renewal towards an Integral Enterprise. We proudly associate with you as you celebrate this achievement.

Makorokoto, Amhlophe, Congratulations!

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BLACKSHARK IN ACTION



Blackshark in the community



Pic. 1 & 4 Lighter moments with the children

Pic. 2 Giving out food to Chikurubi female inmates and their children accompanying them.

Pic. 3 Donating sanitary wear and refreshments to inmates

Pic. 5 Blackshark Protection Assistant giving out food

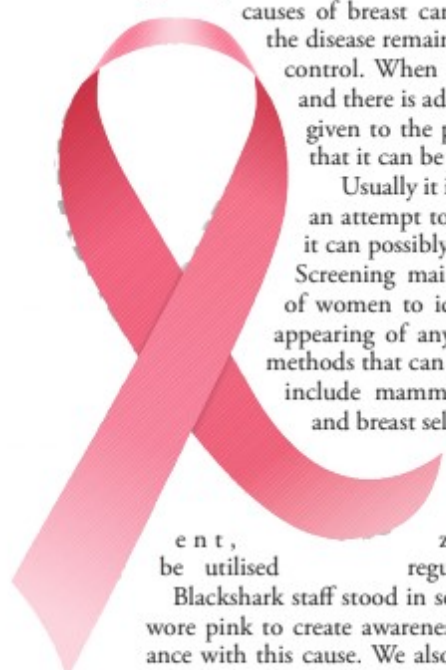
Pic. 6 Donating disinfectants and sanitizers at Jairos Jiri

Pink October: Blackshark joins the world commemorate breast cancer awareness month

1 in 8 women will be diagnosed with breast cancer in her lifetime. Common symptoms of breast cancer include a lump in the breast, bloody discharge from the nipple and changes in the shape or texture of the nipple or breast. It is important to be wary of these common signs and symptoms so as to get early treatment. There is no sufficient knowledge on the causes of breast cancer, hence, early detection of the disease remains the best way of breast cancer control. When breast cancer is detected early, and there is adequate diagnosis and treatment given to the patient, there is a good chance that it can be cured.

Usually it is encouraged to get screened in an attempt to achieve an earlier diagnosis as it can possibly improve the general outcome. Screening mainly consists of general testing of women to identify any cancer cells before appearing of any symptoms. There are several methods that can be utilised for screening which include mammography, clinical breast exam and breast self-exam. Self-examination is the most important basic level of inspection for detecting breast cancer as it is convenient and zero costs are involved and can be utilised regularly and at any age.

Blackshark staff stood in solidarity with this cause, we all wore pink to create awareness and got screened in accordance with this cause. We also hosted a quality talk and got first hand information from a cancer survivor. This was really enlightening to our staff as there is usually stereotype around this norm that it only affects women. This year's theme is Give hope, save lives and that is exactly how we imparted knowledge to the blackshark family.



Blackshark's SHEQ certification certifies that our management system and our services have all the requirements for standardization and quality assurance. Safety and security are intertwined, where security is the protection against deliberate threats while safety is the aspect of being secure against unintended threats. In as much as security is the core business, we also put our focus on health and safety at any given workplace.

Workplace safety is very important for each and every employee in the industry because it is everyone's desire to work in a safe and protected atmosphere. The most hours of our beautiful lives are spent at your workplace, in the office, which should be the safest and the most secure place. Therefore, Blackshark runs with the motto; SAFETY FIRST!!! Health and safety are the key factors for all the industries in order to promote the wellness of both employees and employers and being secure in the same manner. Involving everyone in effective planning gives a sense of safety and security responsibility and promote a workplace culture of safety. By fulfilling the safety standards first, then we can 'safely' talk about security beginning with your office. Take note of a few points in keeping your office safe and secure:

- Enforce the need for proper identification from visitors/people who are not part of staff, in the form of the visitor's tags. They should be escorted to departments always, not letting them wander around the building.
- Housekeeping must be a priority, workplaces should be regularly inspected, cleaned and repair all tools.
- Employees should wear their tags at all times and they should be visible for identification purposes.
- Always keep doors for restricted areas closed especially for areas that require special authority to access, for instance the control room.
- Do not leave data at printers, fax and other electric machines, take note of confidential information.

SHEQ Officer
M. Chitsaka

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WE ARE HIRING!!

SECURITY GUARDS

Minimum Qualifications

- Security working experience
- Must be aged 25yrs and above
- At least 2 "O" level passes

Candidates meeting the above criteria should submit the following:

1. An updated CV
2. Certified copy of National ID
3. Certified educational/or professional certificates

APPLY NOW!

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BLACKSHARK EMPLOYEE MILESTONE



BRANCH NETWORK



Security Tips

Time in to
ziFM
STEREO

every Tuesday @ 0805hrs
for security tips
proudly brought to you by

Blackshark Protection Services

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