



# COMPANY PROFILE





## OUR MOTTO

To be the business partner of choice through provision of unsurpassed quality services to our customers, committed to seeing the growth of our clients' business. We strive to understand the business of our customers to ensure that we act in a manner that affirms our client's goals and vision.

---



## COMPANY DESCRIPTION

The conventional approach to security and merely understanding the markets is no longer enough as it requires dedication and experience in delivering the task. GBC SARL strategy is to apply, attract and retain clients. It is the process of building and maintaining profitable client relationship by delivering superior customer value and satisfaction. We also focus on aspects of acquiring, keeping and growing clients. GBC SARL has its own unique organisational culture in which it operates. We recognise how the various functions of the business depend on one another, and how changes in any one part affect all the others.



**GBC SARL** is a highly diversified and broad organization which was established to penetrate, dominate and influence in various functions of the business. Our products and services are dynamic and modern, which has been proved by the experience which is held under our spell; however, GBC SARL is well respected for its effectiveness of new development reliable business solutions and latest advanced technology. In other words, we move with times and trends.

We consider any project or task, no matter how big or small as a top priority and it is of vital importance to us to ensure that our client receive great results and value for their money whilst getting peace of mind. In the provision of our services, we have studied and understood the changes faced by the government and corporate companies which is the bedrock of the provision of our services. We maintain business relationships with all our clients including government departments, municipalities, private companies, public companies, close corporation as well as individuals. We emphasize the use of our Client's Relationship.



## OUR VISION AND MISSION

Our vision is to become the fastest growing trading and project company with an excellent track record and outstanding reputation which is nationally recognized.

## MISSION

Mission is to serve our Customers / Client with the best products and to provide tailor made superior services that each client's unique demand and satisfy that demand to the best of our ability at competitive prices. Part of our plan is to solve challenges that other small business encounter daily and to provide them with effective business solution. We aim at contributing towards economic growth, social stability and creating employment within the communities. We are committed to offer reliable cost-effective customer orientated security services by selecting best security guards, train and retain them to deliver quality service to our customers.



## AIMS AND OBJECTIVES

Our aims and objectives are the center focus on which we have heavily invested our hearts, minds and soul. Our success will be measured through the realization of the following:

- A significant contribution to the eradication of high unemployment rates and assisting Government in its mission for job creation for women, the disabled and all people at large.
- To employ individuals with potential, develop their competence and inspire them to live our values
- Establishing a security empire that would be called home by thousands of employees by investing significantly in employee welfare and collaboration, to make employees feel as part of the GBC SARL family.
- To compliment other crime-fighting agencies such as the criminal police and other leading security companies by contributing our bit to crime prevention.
- To make a favorable revenue turnover that would benefit shareholders and the growth of the company at large.
- To plough back to the community by undertaking social responsibility projects that would benefit the less privileged sectors of our society.



## **VALUES**

Excellence orientated, optimistic management, total commitment reliability, Diligence, well experienced professionals, accountability and responsibility, Accuracy and attention to details are the features of everything we do. We believe in the following values:

- Treat all clients with dignity and respect
- Honesty and Loyalty
- Professional Conduct
- Quality Customer Services
- Uphold PSIRA requirements and National Legislations.

## **CONTEXT AND CAPACITY**

As GBC SRL Security Services, we align ourselves to the needs and priorities of our clients, making us more relevant to the business of the client.

Our capacity is determined by the scope of work awarded to us. We strive to meet and exceed the expectations of the client.



## SERVICES

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

1. Guarding (Armed and Unarmed security officers)
2. Private investigations
3. V.I.P Protection, Close protection or special services
4. Security Officer (Dog handler)
5. Access control and other related services
6. Retail Services
7. Armed Reaction/Response
8. CCTV Surveillance
9. Mining Security
10. National Key Point (NKP)
11. Banking security
12. Events

As front-line representatives of your company, our security guards wear a high-quality uniform and take pride in their appearance and we can guarantee above average service. As part of our recruitment process we check the backgrounds of all our potential security staff,

many come to us from the armed forces and we particularly welcome those with first aid skills or other relevant experience.



## STAFF RECRUITMENT

With regards to staff recruitment and placement, a company policy places a strong emphasis on the critical employer aspect like:

1. Suitable relevant educational standard and experience
2. Appropriate age
3. Physical fitness
4. Promotional and motivational aspects
5. Registration with Respective Authority (Security Industry Regulatory Authority)
6. Security clearances (POLICE REPORT).
7. Possession of Security Training Certificates.
8. Staff must be numerate, computer literate and able to read, write and communicate in English and other official languages that are commonly used in operations.
9. Management and supervisors must be able to read, write English and understands mathematical figures and must be computer literate.
10. All staff is uniformed in line with the image of our clients (if required).
11. All staff should undergo induction and refresher training programs.
12. Staff will be provided with transport and accommodation next to the sites.



## **SCREENING**

The company is conducting security officers screening before employing them into the company. This exercise enables the company to recruit or to employ security officers free from criminal activities or charges. In attendance will be recognized accredited Security Training institutions also scrutinizing.

## **LEGAL MANDATES**

- The Constitution,
- Labor Relations Act,
- Employment Equity Act,
- Private Security Industry Regulatory Authority
- Unemployment Insurance Fund
- Congolese Revenue Services
- Compensation of Injuries & Diseases Act
- Occupational Health & Safety Act
- Public Finance Management Act,
- Preferential Procurement Policy Framework Act,
- Broad Based Black Economic Empowerment,
- Firearm Control Act
- Skills Development Act
- National Small Business Act



## OPERATIONAL MODEL

Our operational model covers mainly the following aspects:

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

In order to comply with our clients' service level agreements, the company always appoints a site manager and competent supervisors responsible for all tasks and duties to be performed on site to meet clients' satisfaction. The site manager must be fully familiar with the terms and conditions of each side



## SECURITY GUARDING

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

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

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

### OTHER SERVICES INCLUDE:

- Quality security officers
- Mobile security patrols
- Alarm response and key holding
- Retail security services

### ELECTRONIC SECURITY

We appreciate that organizations must be secure in the knowledge that people, property and assets are in safe hands and that, when it comes to security, nothing can be left to chance and that any security system is only as good as its most vulnerable point.

To minimize the risk and maximize the return on your organizations' investment, we aim to provide total solutions that deliver complete electronic and digital security solutions.

We are always on alert to emerging security threats and in the development of the most appropriate technologies to deal with them.

We are confident that whatever the requirement, through our electronic security solutions we can provide your organization total peace of mind



**GBC**  
.SARL

## MOBILE RESPONSE

We operate a comprehensive range of key holding, alarm response, mobile patrol and property inspection services - 24 hours a day/365 day a year providing rapid response and local management support.

We offer a variety of specialist services that can be adapted to suit your requirements:

- Secure couriers and deliveries
- Vehicle escorts
- Fire alarm testing
- Temporary intruder alarms
- Stop and search
- Dedicated vehicles

## REMOTE MONITORING

Remote monitoring makes your security investment go further by minimizing costs and maximizing protection of people, property and assets.

It complements your security equipment and manned security, giving you all the benefits of 24/7 protection without the need for a permanently manned site presence.

We provide you a complete range of managed surveillance services, including:

- Remote monitoring of your CCTV and access control
- Lone worker protection and asset tracking
- Facilities management and buildings management systems
- Security helpdesk provision with full control room functionality

We deliver remote monitoring solutions that enable long-term cost savings, operational efficiencies and maximum return on investment.



**GRBC**  
SARL

## CROWD MANAGEMENT

Our experienced management and support services team will assist you with any event planning and preparation, if required, will attend any pre-event safety meetings on your behalf.

Safety is always of paramount concern for events and we are committed to good health and safe working practices.

Our experienced staffs are expert in handling the requirements of major organizations involved in public events and exhibitions.

- Sporting events
- Open air and indoor concerts
- Royal and ceremonial events
- Conferences, seminars and AGMs
- Exhibitions

## CLOSE PROTECTION

Sometimes it is necessary to have close protection whether located or travelling domestically or internationally.

Our highly trained officers protect clients, associates, and families, paying close attention to every security detail. We operate discretely to suit the operational environment and client status, which gives the confidence to continue with daily activities safe in the knowledge that protection is permanently there.

Our job is to reduce those risks, both specific and nonspecific with planning and awareness; avoiding rather than dealing, but knowing what to do if things go wrong, however small, however complicated or intimidating.



## SITE SUPERVISORS

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

This division pays site visit to posts to ensure that guards are on duty, properly dressed and out-fitted for the job, because security personnel generally work long and tedious hours, so it pays sudden day and night site visit to ensure that our guards are executing their duties professionally. The maintenance of round the clock supervision at irregular intervals is the sole responsibility of this division's activities to promote alertness. This is a 24 hour-line function responsibility from the top.

All security personnel on duty are expected to report hourly to the Central Control Office through their mobile radios, etc. They understand that they are the first impression, to your customer. They have a friendly, professional manner and are experts in dealing with all situations.



## TRAINING

GBC SARL Security Services has a policy where possible to promote from within the company, we insure that all staff are given the tools to carry out any task for the most demanding job. Course content includes health and safety training, first aid awareness, fire awareness, staff development, and security training.

All the company staff are given the opportunity to progress through the ranks with courses in:

- Store Detective
- Supervisors
- CCTV Operators
- Arrest and Restraint
- Vetting and Screening
- Close Protection

The Company also offer the opportunity of firearm and dog handling training for its entire staff.

GBC SARL Security Services understand the importance of training, enabling us to offer a service second to none not only to our existing customers.

## SECURITY AIDS

- Baton sticks
- Hand cuffs
- Mobile radios (Two-way Radios)
- Gun safes and key safes
- Base radio sets
- Whistles
- Pocket book and Pen
- Torch (at night)
- Metal Detectors
- Uniform
- Cellular Phones
- Dog
- Bicycles
- Vehicles

Staff initiatives team building meetings are held to encourage staff to put forward ideas and

Suggestions to improve the overall performance and effectiveness of the staff and company. Future initiatives will include skills development and incentive programs that will also encourage personal growth and self-confidence. Long term we envisage that strong leadership examples will arise out of this which will positively affect also the community. Furthermore, we consider our staff to be part of our team and always offer promotional opportunities to existing staff before going external



## CORPORATE SOCIAL RESPONSIBILITY

Since our inception, as GBC SARL Security Services we have pledged our support for charity work and projects in order to contribute our bit to the welfare of those in need. This inspires us to triple our efforts in everything we do – through the appreciation that we have more than just our shareholders and employees to share with, but the underprivileged as well. It is with this notion in mind that every year-end, we will adopt an organization in need and pledge our offerings, a vision shared and supported by our employees.

## CONCLUSION

We truly hope that the inception of GBC SARL Security Services will inspire other individuals, particularly the Youth to view life differently and see opportunities lying abundantly at their disposal, awaiting their courage, passion and commitment.

We don't pose ourselves as experts who have seen it all and better than everybody, but we acknowledge all the pieces we picked and learnt from industry leaders. It is therefore imperative to note that we are fully cognisant of the fact that we need numbers behind us for our sustainability and growth.

Contact us for a quote on [contactgbc1@gmail.com](mailto:contactgbc1@gmail.com)



## SANITATION

Our product lines include cleaning equipment and supplies, food service disposables, packaging and shipping supplies, health care items, janitorial and facility maintenance supplies, and paper products. We also offer a full line of environmentally friendly items.

Sanitary Supply Company customizes our products and services to fit our customers' needs. We are always available to assist you in selecting the right product for your high standards and offer prompt delivery and exceptional customer service. Our goal is to achieve the solution that is right for our customers.

We invite you to take a closer look at what we can do for you and encourage you to contact us with any questions you may have about our products and services.



**GPBC**  
SARL

# LOGISTICS

- Distribution

We manage a national fleet of secondary delivery vehicles at major stockholding facilities and cross dock facilities. Our fleet of trucks boast best-of-breed technologies, and are also equipped with GPS systems that allow tracking of goods, temperature checks and real-time alerts to our transportation control tower.

- Warehousing

We expanded our operations to target clients in other sectors to ensure our contract logistics skills are not only exposed to the fresh market, but are accessible to the logistics and supply chain market. We offer warehousing services to our clients so that we receive their supplies and hold the items until they are loaded onto other trucks and transported elsewhere.

- Technology and Security

We value our clients therefore we make sure their supplies are well taken care of and safe in our tight guarded warehouses with are armed with CCTV Cameras.



**CB**C  
SARL

## FOOD SUPPLY

Gentle conveying of friable materials containing particles of disparate sizes, shapes and bulk densities, with no separation of blended materials.

We transport food supplies according to their classes.

Food stuffs such as meat, fish, fruits, milk etc. (perishables) we transport with a specific vehicle suitable for their condition. Then there are foodstuffs like rice, beans, sugar etc. also have their own mode of transport suitable for their condition



**CBC**  
SARL



Cell : +243 (0) 99 324 2872  
+243 (0) 99 528 7601

E-mail : [contactgbc1@gmail.com](mailto:contactgbc1@gmail.com)

ADDRESS :

356, Maduda Avenue,  
Dilala Commune  
Kolwezi Township  
GBC/Katanga