



Your Safety is Our Choice



**CCTV
SYSTEMS**



**INTRUDER
ALARMS**



**DOG
SECTION**



**ACCESS
CONTROL**

Table of Contents

1.0 PRIORITY -----	4
1.1 PROFESSIONAL ASSOCIATION -----	4
1.2 INSURANCE COVER -----	5
1.3 CLIENTS AND CUSTOMER CARE -----	5
1.4 CONTROL ROOM -----	5
1.5 SERVICES OFFERED -----	6
1.5.1 GUARDING SERVICES. -----	6
1.5.2 BODY-GUARDING/MARSHALING/SECURITY ESCORT -----	7
1.5.3 CROWD CONTROL -----	7
1.5.4 ALARM BACKUP SERVICES -----	7
1.5.5 ALARM SYSTEM AND ACCESS CONTROL -----	8
1.5.6 COMMERCIAL/FRAUDS INVESTIGATIONS -----	9
1.5.7 DOG SECTION -----	9
1.5.8 SECURITY TRAINING AND RECRUITEMENT -----	10
1.5.8.1 TRAINING -----	10
1.5.9 SECURITY VEHICLES AND EQUIPMENT -----	11
1.6 MANAGEMENT AND OWNERSHIP -----	11
1.7 TWIGA'S EYE SECURITY MANAGEMENT STRUCTURE -----	12
1.8 LEADERSHIP AND PROFESSIONAL PROFILE -----	12
1.8.1 MANAGING DIRECTOR -----	12
1.8.2 GENERAL MANAGER -----	12
1.8.3 OPERATIONS MANAGER -----	13
1.9 OUR CURRENT AND FORMER CLIENTS -----	14

INTRODUCTION

We **TWIGA'S EYE SECURITY GUARDS LTD COMPANY** wish to introduce Our Company to you with a view for present and future consideration on matters relating to Security and Safety.

Our Head Office is located at Embassy House, Nairobi. We other branches in Sunton, Kasarani, and Other Regional Offices in Ngong', Narok, Ruai, Meru, Mombasa, Nakuru and Kisumu.

Our Company was established as a security consultancy Firm in 2015 to address the rising need for Intelligent Security Solutions and later diversified into the provision of other Security Products and Services hence incorporated under the Company Act (Cap 486) and fully authorized and licensed to conduct business as a security provider in 2019.

Twiga's Eye Security Guards Ltd. recognized the fast-changing pace in the security requirement and the ultimate answer to Modern Security and Safety demands hence we incorporate the latest technology in the Security Industry through Partnership with the world leading Manufacturer of the State of the Art Security Products and Equipment.

Our Company offers customized solutions to certify and fulfill the specific need of each individual customers.

VISION

To be the Top Mark offering dynamic Security Products and services at our clients' comfort.

Through highly motivated staff who are goal-oriented and performance-driven.

MISSION

To establish and maintain a robust and lasting client relationship and partnership based on trust, excellent service delivery, and value-added solutions which enables them to meet their desired objectives in security and safety.

OBJECTIVES

Developing Quality Services driven by our deeper understanding of Our Clients' needs in relation to Modern Systems in Security.

CORE VALUES

Integrity

- Customer Relationship
- Creative & Innovative
- Sensitive Response
- Honest & Diversity
- Determination & Team Work



1.0 PRIORITY

Our clients includes companies, learning institutions, hospital, churches, banks and real estates, VIPs, Government's Parastatals institutions, hotels, restaurant amongst others.

We offers professionals services and continuously look for wats to delight our clients, meet their security need and exceed their expectations we keep our pricing structure low while maintaining quality services; on doing this we know our customers will be totally satisfied with our work and keep coming back or referring others to us.

1.1 PROFESSIONAL ASSOCIATION

TWIGA'S EYE SECURITY GUARDS LIMITED, Is a member of major Protective Security Industry Association (PSIA).

(PSIA) is an association of major security company in Kenya and is recognized and registered by the Government of Kenya.

The aim PSIA is to ensure high professional standard of services, compliance to Government regulations and provision of affordable and quality services.

PSIA is involved in handling and management of emergencies like fire and natural calamities and attending trauma related, stress and injuries; the aim being acting as an agents supporting community and government agencies in times of need. This is a free service as much as the company can afford.

1.2 INSURANCE COVER

Our company offer insurance cover in case of losses or damages to clients on terms and conditions. The included risks on fire, theft burglary among others. The cover comes on proper investigation from both the parties' representatives

When comes to an agreements, it is insured. The process of investigation is done by experts/professionals of Kenyan law mainly ``Lawyers"

Our staffs are under group life cover of **CIC Insurance Group**. It gives our employees of death, critical illness, last expenses cover on the events of death, Permanent/Total disability, temporary total disability, medical reimbursement cover and the accidental death benefit. Proper requirements will be demanded from the claimer before the claimant is insured.

1.3 CLIENTS AND CUSTOMER CARE

AT TWIGA'S EYE SECURITY GUARDS LIMITED, the client is our prime concern; clients are encouraged to inform the management if they are dissatisfied with any of our services. Complains are always dealt with immediately and efficiently to the client's satisfaction to update itself there are prearranged clients premises visits and follow-ups. The company has an active feedback program where clients update us on the quality of services.

1.4 CONTROL ROOM

The company operate a 24hrs equipped control room that maintains communication at all times with all the assignment throughout the republic of Kenya including senior managers and directors of the company.

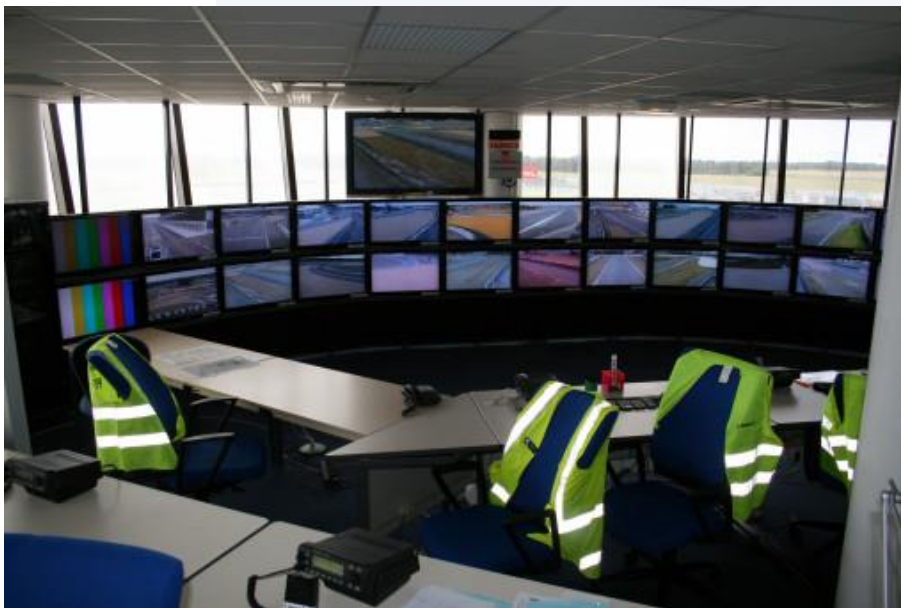


Figure1: Control room

The control room is well connected to all our clients across the country.

The control room also operate in close liaison and communication with the print and electronic media in Kenya. The control room is fitted with the latest and modern information communication equipment and is updated regularly as the need arises.

1.5 SERVICES OFFERED

We offer the following services;

- ❖ Guarding services.
- ❖ Back up services.
- ❖ Electronic fencing.
- ❖ Body guarding/Marshaling services.
- ❖ Alarm systems & Installations.
- ❖ Access control.
- ❖ Fraud investigations.
- ❖ Security survey & investigations.
- ❖ Risks Assessment.
- ❖ Client's confidential information services.
- ❖ Static/mobile surveillance.
- ❖ Confidential being recruited.
- ❖ Crowd control & Security Escort.
- ❖ Intelligence gathering unit that monitors and advices the management.

1.5.1 GUARDING SERVICES.

This forms the core business of the company. A certificate of good conduct from the DCI Department is a compulsory requirement for all recruits for employment. A panel of senior officers ensures that each individual meets the requirements laid down by the company management. Supervision of guards at the assignment is done both day and night to ensure that guards are alert and performing their duties and tasks as specified in their contracts. The Management conducts random spot checks on both supervisors and guards to ensure effective service delivery. To back up the guarding services the management maintains a rapid response team of highly trained guards fully equipped for deployment when need arises. The guarding services are backed up by internal intelligences gathering units that advices the directors and the top management on improvement. Our guards are well disciplined and display high level of moral conducts throughout, while on duty, failure to which disciplinary action is taken. When on duty guards dress in full company uniform as required by the company's code of conduct.



1.5.2 BODY-GUARDING/MARSHALING/SECURITY ESCORT

The company as highly trained intelligence Gathering/professional escort units which is also engaged in both static and surveillance. Team members undergo training including escort duties, food poisoning, counter measure, counter-terrorism, anti-hijack as well as evacuation. This unit is full kitted and equipped with modern surveillance and communication devices.



1.5.3 CROWD CONTROL

TWIGS EYE SECURITY GUARDS LTD, employs skilled staff with much experiences in security management, current events, trade exhibitions as well as concerts.

We provide consultation services or a comprehensive management packages which can include provision of staffs throughout the country who are trained and experienced in crowd control.

Duties as may arise in such functions like:

- a) Wedding
- b) Religious ceremony
- c) Parties
- e) Functions
- d) School events

1.5.4 ALARM BACKUP SERVICES

- ❖ The company maintains a fleet of manned vehicles strategically sited so as to deal with all emergencies efficiently in a timely way.
- ❖ The backup crew is highly trained and also fully kitted to deal with any situation as they may encounter.
- ❖ The backup teams work with close liaison with government security agencies.
- ❖ The company works in liaison with St. John's ambulance during emergencies such as fire and any accidents that may occur.
- ❖ We also work in liaison with police force hotlines to counter emergencies.



Figure3: Some of our alarm system accessories

- ❖ The company also installs these fire detectors in homes, estates, malls or offices at affordable rate and free cost.



Figure4: Fire Alarm detectors

1.5.5 ALARM SYSTEM AND ACCESS CONTROL

The company installs, maintains, operates and backup electronics alarms, access control and CCTV systems throughout the republics of Kenya.

The company as highly trained team of technicians for carrying out all installations and who continually monitors the performances of the systems.



Figure5: Shows examples of security systems we install

1.5.6 COMMERCIAL/FRAUDS INVESTIGATIONS

The company has fully-fledged investigations department engaged in investigation relating to;

- i. Tracing people who intentionally go underground after committing crimes including their properties.
- ii. Financially frauds investigation, inclusive arrest and assistances in prosecution and devises proactive measures.
- iii. Gathering information of loan/job applicants and advising client respectively.
- iv. The department handles investigations relating to asset tracing, motor accident. workmen's companions, bank fraud, life assurance cases, theft and other related cases, the department's investigation an occurrence, devises way to avoid a repetition of the same in future and if need be helps to arrest and prosecute offenders. The department also keeps tabs on security assignment.

1.5.7 DOG SECTION

The company maintains a Dog patrol section

This consists of German shepherd dogs and handlers who are well trained to counter physical threats as well as sensing drugs and dangerous substances.



Figure: shows ours dogs and their trained handlers

1.5.8 SECURITY TRAINING AND RECRUITEMENT

Recruitments of guards is done by panel of senior members of staff when the need arises by first placing an open advertisement in the media.

As a prerequisite, the company insists that all recruits must produce a current certificate of good conduct, relevant and certified identification documents school certificate and authenticable referees.

1.5.8.1 TRAINING

After recruitment, all recruit must undergo an initial two weeks basic training at the company training school at Kasarani the training continues for 6 months after employment.



The training officers are ex-disciplined services professional is with a wide range of experience and skill. The aim of the training is to equip the guards with the relevant skills and techniques that improve the level of competency in out their duties.

The training syllabus has been composed by a team of professional security, experts and cover the following

- ❖ Discipline/ parade
- ❖ Access control /procedures
- ❖ Search techniques
- ❖ Counter terrorism
- ❖ Report write

- ❖ Radio communication
- ❖ Record keeping (tallying)
- ❖ Dog handling
- ❖ Introduction to Kenyan laws with emphasis crime labor relations and death/injuries legislations
- ❖ Fire and first aid
- ❖ Customer care and public relations

On completion of training through the course prospectus, guards are expected to demonstrate a high level of performance without undue supervision. Supervisors also undergo similar training but with a deeper content.

Team up parades and seminars are continuous process conducted frequently to sharpen the operation staff as well as exposes them to emerging trends and or threats in the security industry. When the need arises, special courses are sponsored by the company and outsourced from professional institutions.

1.5.9 SECURITY VEHICLES AND EQUIPMENT

The company maintains a modern fleets of vehicles used for days and night supervision. This is supplemented by motorcycles.

They are fitted with radio communication devices

The vehicle are strategically placed to cover all parts of the republic of Kenya (where our clients assignments are located)

This coverage is also supplemented with regional overlapping mobile supervision & backups.

The company also operates and hold in stocks hi-tech security equipment such as surveillance cameras (infra-red) motion detectors, Web based CCTV data and activated devices.

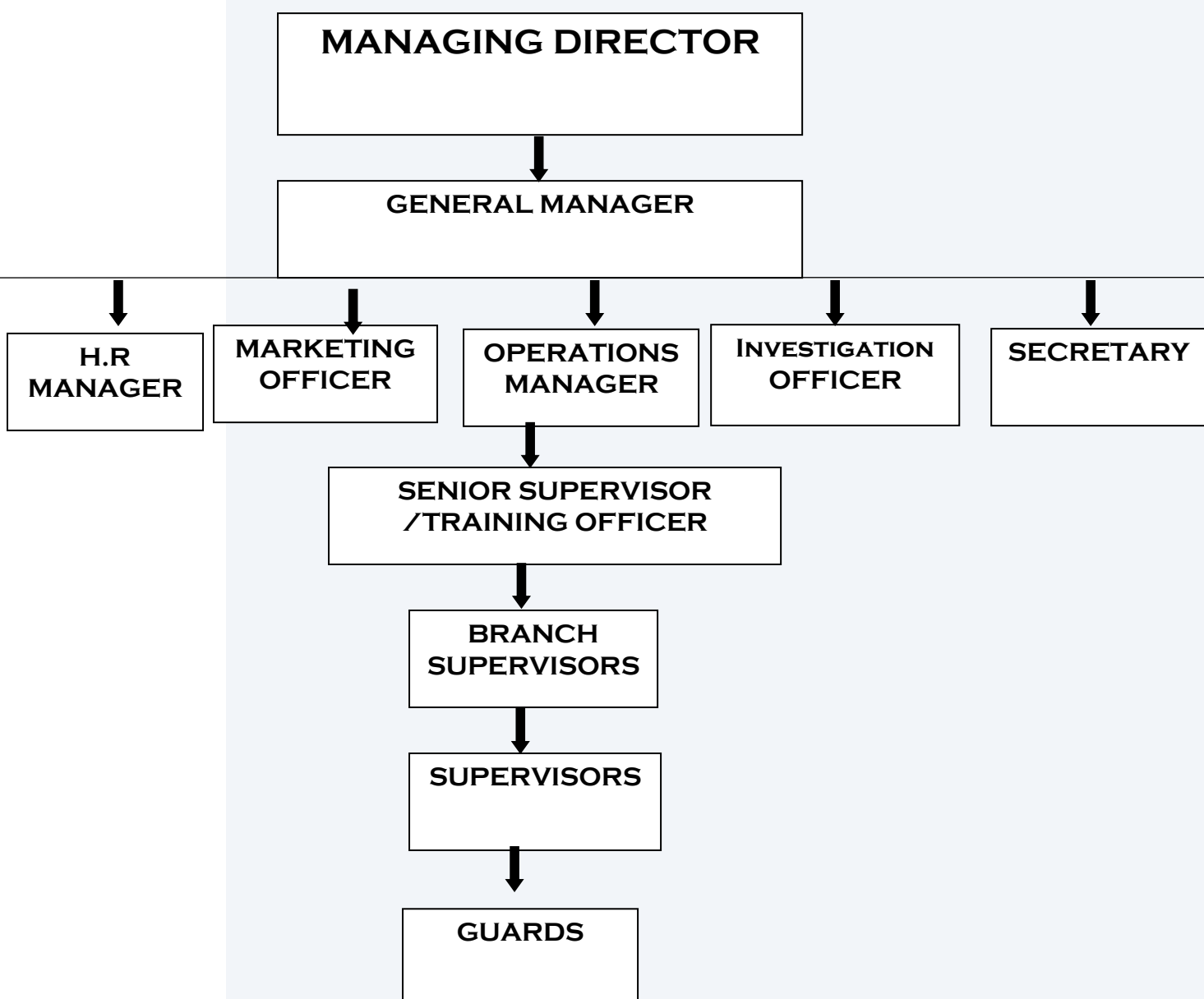


1.6 MANAGEMENT AND OWNERSHIP

The company is a private limited liability company owned and managed by indigenous Kenya. The management team comprises of high profile professional with solid management experience in security matter.

They form the backbone of decision making within the company. Our management is committed to quality and efficiency of our services since the clients are our key priority.

1.7 TWIGA'S EYE SECURITY MANAGEMENT STRUCTURE



1.8 LEADERSHIP AND PROFESSIONAL PROFILE

1.8.1 MANAGING DIRECTOR

BISHOP, DR. JAMES KARANJA KAMATA

- ❖ Dr .James is a Kenyan citizen by birth and registration, aged 72 years.
- ❖ He is also a senior consultant and Director at Lead Impact Advisory International.
- ❖ He is the founder Bishop of CHRIST'S SHAKINNAH GLORY MINISTRY
- ❖ He is the Director at Frontlead Training Institute
- ❖ He is the official patron of the Federation of Evangelical and indigenous Christian Churches of Kenya.
- ❖ He is also chairman of the National Prayer Network Initiative

1.8.2 GENERAL MANAGER

MARTINS OKINYI MUCHIRA

- ❖ A Kenyan citizen by birth and registration, aged 36 years
- ❖ A graduate of Kisii University with a second class honors Degree in Entrepreneurship and small business management
- ❖ A security expert and trainer of security officers having been awarded a Discharge certificate after completion of Training at National Youth Service, Gilgil barracks.

Martins has a wide experience in security management services having worked in the following security firms respectively:

- ❖ 2011-2012: Hatari Security Services kisumu as a trainer.
- ❖ 2013-2013: Astute Alarms Security Services as senior supervisor.
- ❖ 2014-2014: Magic group of Security as a trainer.
- ❖ 2015-2015: Toky Security Solutions as a manager.
- ❖ 2016-2019: Concierge East Africa Ltd. (CEAL Security) as operations a manager
- ❖ Current: General Manager at Twiga's Eye Security Guards Limited since 2020, bringing in a great and admirable change to this institution to date.

1.8.3 OPERATIONS MANAGER

MR. FRANCIS OBWOGE

- ❖ He is a Kenyan citizen by birth and registration aged 42 years
- ❖ He is a graduate with Diploma at NYS IBS, also at NYS Training College in Gilgil where he pursued the following training:
 - a) First aid
 - b) Fire fighting
 - c) Disaster management
 - d) Service man
- ❖ He has also worked with firms such as Eastleigh Mattresses and Konfirm Management for two and three years respectively.

1.9 OUR CURRENT AND FORMER CLIENTS

FORMER CLIENTS			
CLIENTS	NO. OF GUARDS	LOCATION	CONTRACT PERIOD
KIBABII UNIVERSITY	98	BUNGOMA	2016-2018
BUSIA WATER	80	BUSIA	2019-2022
JAMHURI HIGH	12	NAIROBI	2019-2022
MBAGATHI SEC	5	NAIROBI	2017-2022
TOP GEAR DRIVING	3	NAIROBI	2018-2020
BRIME MOTORS	3	NAIROBI	2016-2023
DAGORETTI HIGH	8	NAIROBI	2019-2020
MONTANA MALL	CCTV& ALARMS	NAIROBI	CURRENT
CURRENT CLIENTS			
SHALOM ACADEMY	5	NAIROBI	SINCE 2018
NJIRU MIXED SEC	3	NJIRU	SINCE 2022
MWIKI SECONDARY	5	KASARANI	2023
HURUMA MIXED	3	MATHARE	2023
GENTIANA TECH. COLLEGE	5	DAGORETTI	2020
MANGUU PRI SCH	2	RUIRU	2023
MWIKI PRIMARY	2	MWIKI	2023
MUREMA PRIMARY	2	KASARANI	2022
GENTIANA PRIMARY	3	KABIRIA	2019
MBITA FERRY SERVICES	18	HOMABAY	2017
ABRAR MEDICAL SERVICES	3	KAYOLE	2022
JOSCAR FARM	5	JOSKAR	2018
DRIIVE INN PRI	3	RUARAKA	CURRENT
OASIS ACADEMY	3 & CCTV	DANDORA	CURRENT
COUNTY MAIZE MEAL	14	HOMABAY	CURRENT
SERENE HOTEL	5 & CCTV	MOMBASA	CURRENT
SERENE HOUSE	3 & CCTV	KILIFI	CURRENT
SHALLOM PLAZA	CCTV		CURRENT
V.I.P PROTECTION	20	MPS	CURRENT
MBITA CAPITAL FISH	3DOGS & 5 GUARDS	MBITA	CURRENT



CONTACTS

+254 711 327795

+254 725 101654

+254 105 140181

EMAIL: twigaseye2018@mail.com
muchira2018@gmail.com

P.O Box 2512-00202, Nairobi.