



Vazguard  
Protection  
Services  
Limited (VPS)



# COMPANY PROFILE

VAZGUARD PROTECTION

**Reg. No: CPR/2011/51110**

Valley Arcade, Mbaazi Rd

P.O.BOX 10133-00100 Nairobi

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[info@vazguardprotection.co.ke](mailto:info@vazguardprotection.co.ke)

## **PREAMBLE**

Vazguard Protection Services Limited surpass our competition in meeting the standards of what a security guard company consists of in the industry today. As a security provider we provide much more than to deter, detect and report.

Vazguard Protection Services Limited is the next generation of contract security providers. We know what it takes to keep you and your business safe, but more importantly, we know how to add value to your company by providing superior customer service and attention to detail. We take ownership of every customer's company and property. We are proud of what you and your company have accomplished and ensure that each of our security guards displays that pride to you and your customers through their appearance and attitude. At Vazguard Protection Services Limited, we care about our customers and their business. We focus on detail that will bring your company to the forefront in your industry.

## **OUR VISION:**

To be the most professional security leader in the industry, while exceeding our customers' expectations and valuing each and every employee.

## **OUR MISSION**

To exceed our clients specific and customized security needs by delivering the highest quality of professional private security services based on trust and confidence.

## **QUALITY POLICY**

We strive to provide improving quality services that will exceed service recipient requirements, and to respond to our corporate responsibility to our clients, community and employees. We will actively pursue ever improving quality through programs that enable each employee to do their job right the first time and every time.

## CORE VALUES

We believe in the following values:

- Passionate
- Speed
- Excellence

## OUR PROMISE

These are the Principles and supporting behaviors, which flow from our Purpose and Values.

### *Customer Driven*

- We are committed to the “Promise & Deliver!” program and remain focused on providing a customer experience that exceeds expectations.
- Our customers are at the heart of everything we do.
- We understand what our customers need and deliver solutions to meet those needs.
- We are committed to long lasting customer relationships.
- When a customer contacts any of us with an issue or concern, we take responsibility for making sure the problem is solved. We use the “Promise & Deliver!” program to “make it right” with the customer.
- We are innovative and creative.
- We act with a sense of urgency.

### *Integrity*

- We set exacting standards for ourselves.
- We act in a disciplined way to achieve our goals.
- We take pride in our work and demonstrate loyalty and honesty always.

### *Teamwork*

- We look for ways to help each other.
- We encourage collaboration and dialogue among all departments and individuals.

### *Excellence*

- We embrace a culture of continuous improvement and are always looking for ways to improve our effort and results.

- We continuously develop our skills and broaden our knowledge.
- We are determined to make our services the best in the business.

#### ***Respect***

- We treat each other with the fairness and dignity that every human being deserves.
- We encourage diversity.
- We are open and honest with each other.
- We keep our work environment neat, orderly and professional.

#### ***Community Service***

- We are responsible to the communities we live in.
- We contribute time, talent and treasury to our community's wellbeing.

#### ***Accountability***

- We understand the obligation to perform our job responsibilities to the best of our ability.
- We take ownership of our responsibilities and follow through to completion.
- We take responsibility for our actions and our performance.
- We take the initiative to execute our duties and responsibilities.

#### **OFFICE LOCATION**

VALLEY ARCADE, MBAAZI ROAD

P.O. BOX 10133 – 00100 NAIROBI

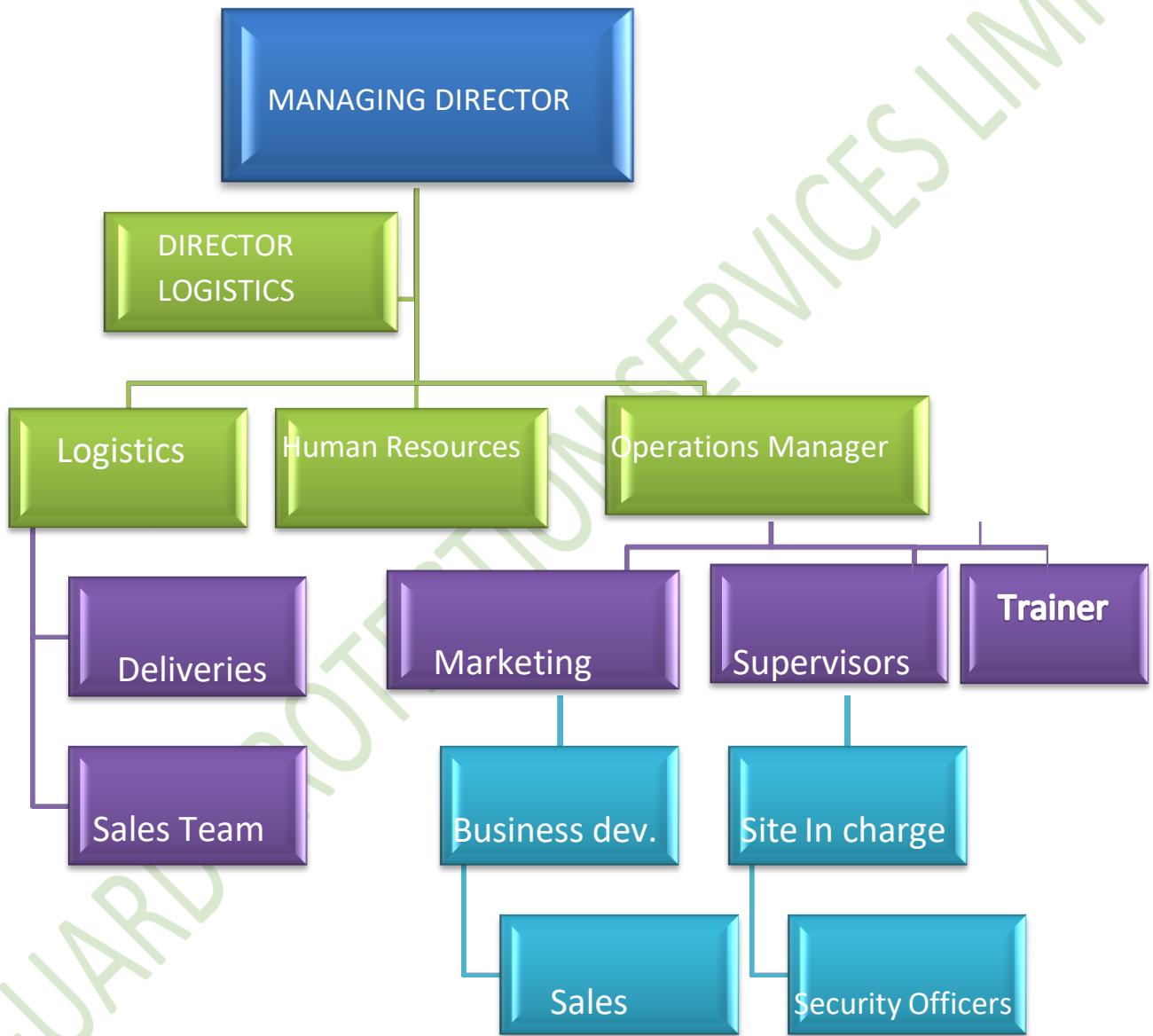
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CONTACT PERSON: KEITH KALELI

# Organisational Structure



## **SERVICES OFFERED**

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 both residential & commercial



2. Dog and Dog Handler



3. Mobile Patrol



4. Construction Site security



**5. V.I.P. Protection**



**6. Alarm Reaction/Response**



**7. CCTV Surveillance**



**8. Electric Fencing**



**9. Temporary guards for Events**

- Fundraisers
- Wedding/parties
- Corporate events
- Exhibitions

## **10. Crowd Management**

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

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

## **11. Close Protection**

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

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 do go wrong, however small, however complicated or intimidating.

## **12. Courier Services**

We offer the following products and services:

- Provision of land courier delivery services
- Delivering of parcels, documents, and any other package
- Provision of alcoholic beverage delivery services
- Provision of grocery delivery services
- Transferring and trucking services

As front-line representatives of your company, our guards wear a high quality uniform and take pride in their appearance. By paying above the industry average, we can guarantee above average service. As part of our recruitment process we check the backgrounds of all our potential security staff, going back as far as 5 years.

## **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 (Minimum of O level education)
2. Appropriate age
3. Physical fitness
4. Security clearances (SAPS).

5. Possession of Security Training Certificates.
6. Staff must be able to read, write and communicate in English and other official languages that are commonly used in the area of operations.
7. Management and supervisors must be able to read, write English and understands mathematical figures and must be computer literate.
8. All staff is uniformed in line with the image of our clients (if required).
9. All staff should undergo induction and refresher training programs.

## **LEGAL MANDATES**

- ❖ The Constitution,
- ❖ Labour Relations Act,
- ❖ Employment Equity Act,
- ❖ Public Finance Management Act,
- ❖ Kenya Revenue Authority
- ❖ Compensation of Injuries & Diseases Act
- ❖ Occupational Health & Safety 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 Solution

## Security guarding

Static guarding, is one of our expert fields, we can provide around 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 and uniformed. They can be utilized as commercial officers to protect staff, stock and premises or front of house to assist your customers or staff.

All our security officers are fully insured both at work and medical cover.

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

## 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 on always 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 organisation total peace of mind.

## **Mobile Response**

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

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

- ❖ 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.

## **Crowd Management**

Our experienced management and support services team will assist you with any event planning and preparation and, 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 safety 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's 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 do 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.

## **TRAINING**

Vazguard Protection Services Limited being the front runners in today's demanding Security Industry and takes great pride in the training and development undertaken by all its personnel.

Vazguard Protection Services Limited 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:

- ❖ Supervisors
- ❖ CCTV Operators
- ❖ Arrest and Restraint
- ❖ Vetting and Screening
- ❖ Close Protection

Vazguard Protection Services Limited understand the importance of training, enabling us to offer a service second to none not only to our existing customers.

## **SECURITY AIDS**

- ❖ Baton sticks
- ❖ Mobile radios (VHF Radios)
- ❖ Vehicle Under Search Mirrors
- ❖ Panic buttons/alarm (On site)
- ❖ Whistles
- ❖ Pocket book and Pen
- ❖ Torch (at night)
- ❖ Metal Detectors
- ❖ Uniform

- ❖ Umbrellas
- ❖ Staff Medical insurance cover (Self plus family – M+4)
- ❖ Cellular Phones
- ❖ Dog
- ❖ Bicycles
- ❖ Vehicles

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## TRAINED SECURITY PERSONNEL

GUARDS ON TRAININ



Vazguard Protection Services Limited

## PASS OUT



VAZGUARD

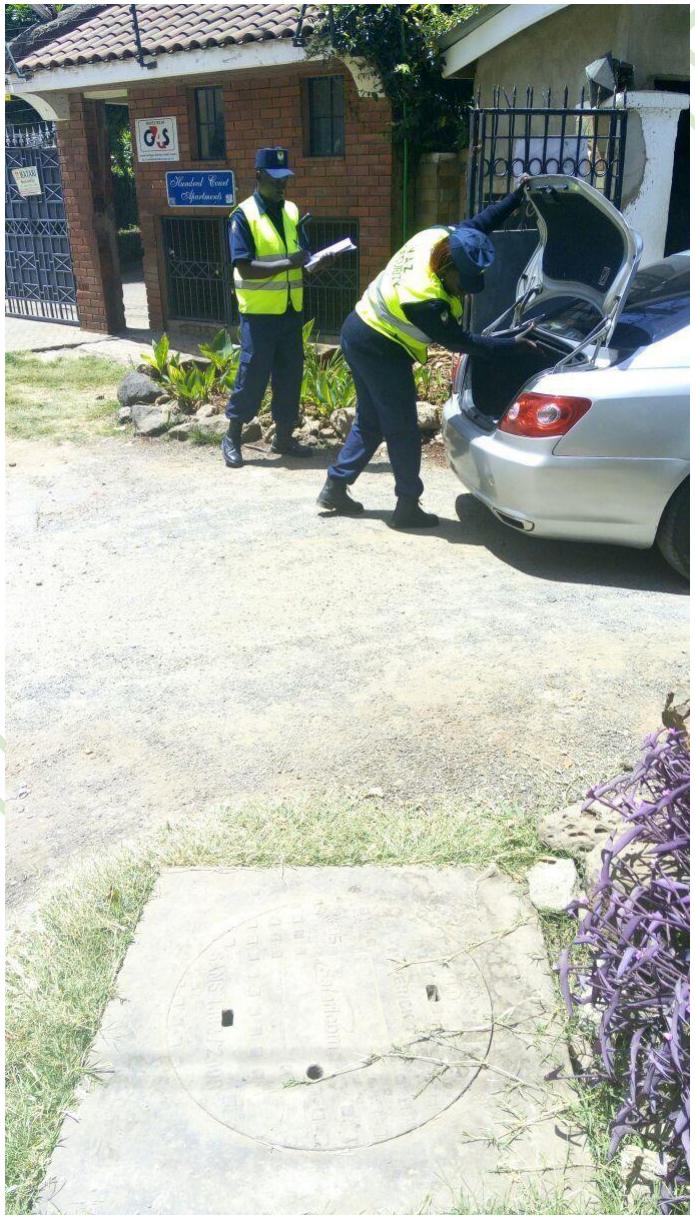
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## READY FOR DEPLOYMENT



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## ON DUTY



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## EVENT GUARDING



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VIP PROTECTION



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## PATROL CAR



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# Company References

Item No	Name of Client	Type of Assignment	Location
1	CAPRI7 RESTAURANT	HOTEL	Jabavu Road, Kilimani
2	GAZEBO RESTAURANT	HOTEL	Upper Hill
3.	PALM GARDEN	HOTEL	Lavington
4.	BURUBURU COMMUNITY CENTRE – CHURCH OF GOD	CHURCH	BURUBURU
5.	KILIFI TOWN MIXED SECONDARY SCHOOL	SCHOOL	Kilifi
6.	ARNOLD MKARE RESIDENCE	RESIDENTIAL	Kilifi County Assembly
7.	PUNDA MILIA BEACH HOTEL	HOTEL	Shanzu – Mombasa
8	ALPHA RONGAI LTD	COMMERCIAL	Kajiado
9.	WHITE COURT APARTMENT	RESIDENTIAL	Galena rd/Kilimani/Nairobi
10.	KINANGOP SLOPES VILLA	HOTEL	Nyandarua
11.	CRESCENT ENERGY LTD	COMMERCIAL	Kikuyu
12.	DEFINED PROPERTY MANAGEMENT – MINI MALL, VALLEY ARCADE	COMMERCIAL	Nairobi
13.	DEFINED PROPERTY MANAGEMENT – ADAM ARCADE	COMMERCIAL	Ngong Road – Nairobi
14.	DEFINED PROPERTY MANAGEMENT – Ngong Road	COMMERCIAL	Nairobi
15.	ALY'S BUSINESS CENTRE	COMMERCIAL	Westlands

16.	<b>CALVARY TEMPLE</b>	CHURCH	Buru Buru
17.	<b>MIMOSA CLOSE</b>	RESIDENTIAL	Runda
18.	<b>MANZA COURT</b>	RESIDENTIAL	KIRICHWA AV, NGONG RD
19.	<b>CHINA JIANGSU INTINATIONAL</b>	CONSTRUCTION	MBAAZI AVENUE
20.	<b>JINSING ENTERPRISES COMPANY LTD</b>	CONSTRUCTION	KAREN
21.	<b>JINSING ENTERPRISES COMPANY LTD</b>	CONSTRUCTION	GITHURAI 45
22.	<b>CAPITAL GAS CONSUMER SOCIETY LTD</b>	COMMERCIAL	EASTERN BYPASS, RUAI
23.	<b>AUTO SPA TRADING KENYA LTD</b>	COMMERCIAL	NAIVASHA AV, NGOND RD
24.	<b>KAG EAST UNIVERSITY</b>	LEARNING INSTITUTION	BURUBURU
25.	<b>KAG EAST UNIVERSITY</b>	LEARNING INSTITUTION	KITENGELA
26.	<b>DEJAVU LOUNGE (KENYA INTERCONTINENTAL)</b>	HOTEL	WESTLANDS
27.	<b>KAG – ASEMBLIES OF GOD</b>	CHURCH	BURUBURU
28.	<b>KENYA ASSEMBLIES OF GOD (KAG) LUXURO APARTMENTS</b>	CHURCH RESIDENTIAL	KOMAROCK SYOKIMAU
30	<b>TEMBO HOUSE – NRB CBD</b>	COMMERCIAL	NRB CBD – MOI AVENUE
31.	<b>KINDARUMA APARTMENTS</b>	RESIDENTIAL	KILIMANI OPP. EASTLANDS HOTEL
32.	<b>KAG HQ</b>	OFFICE	KITENGELA
33.	<b>FULL GOSPEL CHURCH</b>	CHURCH	BURUBURU
34.	<b>ALL DAYS APARTMENT</b>	RESIDENTIAL	UTAWALA
35.	<b>IBURY LOUNGE</b>	HOTEL	RIVER – WESTLANDS

36.	<b>FGC – BISHOP'S RESIDENCE</b>	RESIDENTIAL	RUIRU
37.	<b>KAG – BISHOPS RESIDENCE</b>	RESIDENTIAL	KITENGELA
38.	<b>JIANGXI TRANSPORTATION ENGINEERING GROUP CORPORATION KENYA LTD</b>	CONSTRUCTION	KIGANJO –GATUNDU
39.	<b>TIPSY CORNER LLP</b>	HOTEL	WESTLANDS/NAIROBI
40.	<b>SEAMUS ENTERPISES</b>	GARAGE	NGONG ROAD
41.	<b>KILELESHWA BUSINESS CENTRE</b>	COMMERCIAL	KILELESHWA
42.	<b>MARCUS GARDEN</b>	APARTMENT	YAYA CENTRE
43.	<b>AVFITNESS</b>	RESTAURANT	NGONG ROAD
44.	<b>FORHOMES APARTMENT</b>	APARTMENT	VALLEY ARCADE
45.	<b>JESUS PARTNER CHURCH</b>	CHURCH	LAVINGTON
46.	<b>HOUSING FINANCE CORPORATION- HF GROUP – CLAY CITY LTD</b>	RESIDENTIALS	KASARANI
47.	<b>KITA GARDEN APARTMENTS</b>	RESIDENTIAL	KILELESHWA