



ADT Durban South newsletter

WINTER 2014



**Dear  
Valued  
Client**

Thank you for your ongoing support of our Durban South branch. I am pleased to report that our branch continues to grow with increased client numbers across this footprint. Currently, we have 82 Community Security Schemes in and around Durban with 103 manned posts. We believe that these numbers confirm that we are the leading security provider in South Africa.

Thank you also to our dedicated staff for their commitment to our business and for their efforts to provide you with the best service possible. Daily, many of our employees risk their lives for our clients while others put in long hours to provide them with the support that they require. Direct involvement in our communities has been a major highlight for us and we have helped a number of charities and organisations through our corporate social responsibility initiatives.

At ADT, we place a high value on the partnerships that we have formed with various Neighbourhood Watch groups. We remain committed to nurturing these relationships and those we have with our clients as we believe that presenting a unified front is vital in efforts to reduce crime and make our neighbourhoods safer.

**Ivan Govender**  
Branch Manager:  
ADT Security, Durban South

## ADT named top security company in SA Service Awards

For the third consecutive year, ADT Security scooped up the award for the top company in Security Services at the South African Service Awards held in April.

The awards recognise companies that differentiate themselves through outstanding customer experience. The results are based on direct feedback from ADT customers. Companies need to achieve a minimum 80% satisfaction rating. Managing Director for ADT South Africa, Stuart Clarkson was

delighted by the accolade from our customers. "We are always striving to improve our service. It is one thing to test ourselves but particularly gratifying to receive such positive feedback from our customers through an independent channel. I would like to thank everyone who took time to participate in the survey and pay special tribute to our Reaction Officers, our Monitoring Centre and Customer Contact Centre employees as well as our sales and technical staff who interface with our customers on a daily basis."



*All the ADT winners at the South African Service Awards.*

## INNOVATIONS FROM ADT >>



## ADT FindU





















**ADT FindU** turns your smartphone into a personal safety and monitoring device. It enables us to dispatch the appropriate response team –armed response, medical assistance, mountain, wilderness or sea rescue services - in an emergency. It can be downloaded free from [www.adtfindu.co.za](http://www.adtfindu.co.za). ADT FindU is available to existing clients at discounted rates. Non-ADT customers can also subscribe.



**A Tyco Business**

# What makes us different?

## We simply offer so much more!

 <p>Autodispatch PDA systems to ensure correct dispatching</p> <p>ADT ✓ Other ?</p>	 <p>Excellent training standards, including video simulation training for Response Officers</p> <p>ADT ✓ Other ?</p>	 <p>All our Response Officers are equipped with Kevlar helmets</p> <p>ADT ✓ Other ?</p>	 <p>Kevlar-reinforced door panels installed in all vehicles and front windows fitted with polymer bullet resistant glass</p> <p>ADT ✓ Other ?</p>
 <p>Dedicated vehicles patrolling the Durban South area, 24/7</p> <p>ADT ✓ Other ?</p>	 <p>Videofied - alarm systems with built-in video transmitters</p> <p>ADT ✓ Other ?</p>	 <p>All response vehicles are fitted with GPS vehicle tracking</p> <p>ADT ✓ Other ?</p>	 <p>SAIDSA* member and PSIRA** registered as required by law</p> <p>ADT ✓ Other ?</p>
 <p>Armed Response Officers are compliant with the Firearms Control Act</p> <p>ADT ✓ Other ?</p>	 <p>All Response Officers undergo personality assessment tests to ensure they fit the profile</p> <p>ADT ✓ Other ?</p>	 <p>All our vehicles are equipped with fire extinguishers</p> <p>ADT ✓ Other ?</p>	 <p>Response Officers are trained in basic first aid</p> <p>ADT ✓ Other ?</p>
 <p>Sensormatic® is our unique range of Electronic Article Surveillance systems</p> <p>ADT ✓ Other ?</p>	 <p>Response Officers are trained in MasterDrive</p> <p>ADT ✓ Other ?</p>	 <p>Free paramedic response to all monitoring and Armed Response clients</p> <p>ADT ✓ Other ?</p>	 <p>Free Meet-and-Greet Service for residential clients to escort you to your door (when available)</p> <p>ADT ✓ Other ?</p>
 <p>State-of-the-art electronic Monitoring Centre</p> <p>ADT ✓ Other ?</p>	 <p>24-hour emergency number and technical assistance</p> <p>ADT ✓ Other ?</p>	 <p>ADT FindU is a personal emergency location and response smartphone app</p> <p>ADT ✓ Other ?</p>	 <p>6/12-month Subscription waiver in the event of retrenchment, death or disability</p> <p>ADT ✓ Other ?</p>

\*SAIDSA - South African Intruder Detection Services Association \*\*PSIRA - Private Security Industry Regulatory Authority

## ADT, the best security choice, always.

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**A Tyco Business**



## Trespassers nabbed in Westville

Three trespassers were apprehended at a property in Ruthleigh Drive, Atholl Heights, on Wednesday 21 May 2014.

At around 14h30, a resident pressed the panic button after she spotted the trio. Armed Response Officers Richard Cele and Anban Govender were dispatched and upon arrival apprehended the suspects as they tried to escape over a boundary wall.

The trio was handed over for arrest to members of the Westville South African Police Service.

"I was not home at the time and received a panicked call from my tenant. Thankfully she had pushed the panic button and the ADT officers arrived within minutes," said homeowner Mrs. Robin Joubert. "I would like to extend my sincere thanks and appreciation to ADT for their rapid response and assistance."



*ADT armed response officers involved in the Westville arrest, Richard Cele, Marlon Pillay (supervisor) and Anban Govender.*

### SAFETY TIP:

If you come across a suspect on your property, remain calm and immediately contact your security service provider or the SAPS. Never confront them or attempt to capture the suspects because they may be armed and dangerous.

## Would-be car thief in Kloof stopped in his tracks

A man was apprehended after he tried to steal a car from a complex in Village Road in the early hours of Friday, 7 March 2014.

Just after 03h00, Armed Response Officer, Zakhele Bethwell Zondi, was dispatched to an alarm activation there. As he drove into the complex,



*Armed Response Officers Zakhele Bethwell Zondi and Welcome Shangase.*

a white Volvo sped past him. However, our back-up vehicle blocked its exit. In an attempt to flee, the suspect reversed the Volvo at high speed into ARO Zondi's vehicle and then drove it into a nearby brick pillar and building before the car came to a standstill. Officers Zondi and his back up, Armed Response Officer, Welcome Shangase, apprehended the suspect. He was later handed over for arrest to the Dawncliffe South African Police Service.

Further investigation revealed that the man had stolen a hose pipe from a unit in the complex and used it to climb up onto the balcony where he broke into a home. The suspect admitted that he stole the car keys and remotes for the garage and gate before he tried to get away in the car.

### SAFETY TIP:

Never leave anything outdoors that could be used as a weapon or to break into your home. Consider outdoor beams; if you already have them ensure that they are activated overnight and when you are away.

## Aircon thief apprehended in Pinetown

A would-be thief got more than he bargained for when he was caught red-handed in Pinetown on Wednesday, 02 April 2014.

Just after 07h15, Armed Response Officer, Christopher Madolo, was on patrol in Crompton Street when he noticed a man who matched the description of a suspect linked to a burglary earlier that morning in Pinetown.

The suspect was successfully apprehended with two aircon covers in his possession and handed over to the Pinetown South African Police Service (SAPS) for arrest.



*Christopher Madolo the ARO involved in Pinetown arrest.*

## It is important to know your neighbours



We have seen successful crime prevention in suburbs where residents are actively involved in their community.

We also encourage our clients to get to know your neighbours; because of their close proximity they will most likely be the first to notice any possible

problem at your home. Whether you have recently moved into the area, or have been living there for some time, get together with your neighbours and talk about ways in which you can keep your families and homes safe:

- » Exchange phone numbers so that you know how to get in touch with one another when necessary. Store

these numbers on your cell phone and write them on a list that is kept near the phone.

- » Agree to keep an eye on each other's' properties and to call when there are suspicious people around or when something appears out of place.
- » If either of you travels often, or takes regular holidays, discuss doing small chores for the other while they are away. This could include removing mail from the post box or switching lights on and off.
- » Introduce your children to a trusted neighbour and agree to keep an eye on them when they are playing in the garden. Also, teach your children that if they are ever home alone and feel unsafe, they can go over to one of these neighbours to contact you and wait there until you arrive.

### MORE GOOD NEWS STORIES »



Westville ARO, Jabulani Mthimkulu, awarded a certificate for excellent service by Residential Guarding Manager, Steven Green.

## Westville intruder caught

Just before 20h00 on 29 March a resident pushed her panic alarm after she had seen an unknown man trespassing on her property in Martin Crescent.

Martin Crescent Community Security Officer, Jabulani Mtimkhulu, responded and apprehended the suspect who was found hidden among shrubbery in the garden. The man was handed over to the Westville South African Police Service for arrest.

## Stolen goods recovered in Cowies Hill

The loot of a pair of burglars was recovered following a break-in at a house in Cowies Hill in the early hours of Wednesday 02 July 2014.

Armed Response Officer Mzwandile Khumbulani Nene was dispatched to an address in Woodside Avenue from which a panic alarm was received at around 03h30.

Upon arrival he inspected the premises and discovered that the intruders had climbed over a wall into the property, removed a pane of glass from a window frame and bent the burglar bars inwards to gain entry. A flat-screen television and other goods were stolen, and it appeared that burglars had exited via the same window.

A little while later Localised Security Scheme (LSS) Guard Christopher Kwela pressed his panic button when he saw two suspicious looking people who carried a television set walking down Woodside Avenue.

The pair noticed the officer and fled in the direction of Cecil Fisher Road. Armed Response arrived and assisted



Cowies Hill items recovered by ADT guard, Christopher Kwela.

Kwela with a search, but no sign of the suspects could be found.

At around 06h00, as Kwela walked home after his shift had ended he discovered a flat-screen television that had been abandoned near a driveway along Woodside Avenue.

He radioed the Monitoring Centre to report his find; the television was later confirmed as the one stolen during the burglary earlier that morning and was returned to its owner.



## ADT AT YOUR SERVICE »

## Getting to know the Durban South Branch Leaders

**KUBEN PILLAY: CSS AREA MANAGER**

*Kuben worked with Coin Security for 13 years before it was acquired by us; and he has been a part of the ADT team since. He places a lot of importance on his faith and enjoys fishing in his spare time.*

**CHRIS NAIDOO: AREA OPERATIONS MANAGER**

*Chris started as an Armed Response Officer in 2001 and moved up to Area Operations Manager in Richards Bay before moving to his current position in 2009. Restoring motor vehicles is a great passion of his as well as fishing, especially in the South Coast.*

**MARIUS KRAUSE: CSS AREA MANAGER**

*From 2005 Marius worked as a supervisor in Durban and our surrounding footprint, before he was promoted to CSS Area Manager in 2013. A massive rugby fan, he says he supports the Lions whether they win or lose.*

**RIAN BUYS: COMMUNITY DEVELOPMENT MANAGER**

*Rian has been with ADT Security since 2010 and was promoted to Community Development Manager in November 2013. Rian loves Kayak Fishing and rock climbing. His favourite activity is to spend time with his wife Estelle and daughter Rebekka.*

**PRINCE NCUBE: FIELD LINE MANAGER**

*Prince has been with the company for 11 years. He worked in the technical department before being promoted to his current position. He enjoys the added responsibility in his new role and adding value to the company.*

**NKULULEKO DLAMINI: ADT WATCH TEAM LEADER**

*Nkululeko (aka Freedom) has been with ADT Security since April 2013. Initially appointed as a sales rep, he was promoted as the ADT Watch Team Leader within a year. He enjoys sport and is currently involved with soccer, pool and touch rugby.*

**MAHEN GOVENDER: TECHNICAL SERVICES FIELD LINE MANAGER**

*Mahen has been with ADT Security for 10 years, having started as a technician. In 2010 he was promoted to Technical Services Field Line Manager. He enjoys football and currently plays for The Madstone Football Club.*

**DILLON WEIDEMAN: SALES TEAM LEADER**

*Dillon is a natural sales person and has added great value to the Durban South Branch since starting at ADT in 2007. He later moved to the CSS division and continued to perform brilliantly, winning the top sales representative for 4 consecutive years. He enjoys spending time with his loved ones.*

**DEON KANAPATHIE: SALES TEAM LEADER**

*Another experienced sales leader Deon, has been with ADT since 2007. He started out as a sales representative and got promoted to team leader in 2014. He enjoys fishing and watching movies and cricket in his spare time.*

## CHARITIES AND SPONSORSHIPS »

## Letter of appreciation from Vukukhanye Children's Home

Dear ADT

On behalf of Vukukhanye I would like to thank you most sincerely for repairing the alarm system at our Children's Home in Westville. We have learnt through bitter experience that even under-privileged children are vulnerable to crime and it was therefore a huge relief that you repaired the alarm with efficiency and without us incurring any cost.

A donation of this nature might not appear to be significant, but it

does enable us to allocate financial resources to some other day to day expenses that really relieve hardship and suffering. It is gratifying to find public spirited organisations like yours who are willing to donate their time and expertise, which enables us to make use of our resources where they have the greatest impact.

We thank you for your ongoing support.

Kind regards, Kate van der Meulen



Vukukhanye Children's Home protected by ADT Security.

## Vashti Scrooby gives ADT Security the thumbs up



ADT Security is committed to supporting educational institutions and has provided free security, including armed response, to Cowies Hill Pre-Primary School since October 2012.

"The safety of our children is paramount and having ADT available at all times is very comforting. We are able to utilise the money we would have spent on security in other much needed areas," says Vashti Scrooby, Principal of Cowies Hill Pre-Primary.

## ADT Security supports the Kloof SPCA on Earth day

Dear ADT

As the manager of the Kloof and Highway SPCA, and on behalf of all our staff, volunteers and animals in our care, I would like to express our most sincere thanks and appreciation to ADT South Africa – KZN for your kind and generous donation of a large amount of goods for our charity shops which will be sold to raise funds for the animals.

We are extremely grateful to every staff member at ADT who made the effort to fill our branded donation bags with items we could sell. There were approximately 70 bags delivered with other various items that were too big for the bags and we are so pleased at the amazing effort made by so many

of your staff. Thousands of frightened, injured and lost animals are treated, cared for and rescued every year by our SPCA. These animals are sheltered and protected by our caring staff that does everything in their power to ensure that the best interests of these animals come first and foremost.

In addition to the above we are proud to report that our outreach clinics continue to reach out to hundreds of animals in the poverty stricken areas each year.

Our SPCA has extremely high standards and we are always thinking of ways we can do better and would welcome any advice or ideas you

may have. We trust that you will continue to support our SPCA.

Yours sincerely,  
Barbara Patrick, Manager



Earth Week sponsorship to the Kloof SPCA in Durban.

## DURBAN SOUTH CONTACT DETAILS »

Emergencies **086 12 12 101** | Monitoring Centre **086 12 12 100** | Technical **086 12 12 102** | Sales **086 12 12 100**

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