



---

# COMPANY PROFILE

---



## CORPORATE INFORMATION

**Office Location** : 158, 9 Ninth Avenue  
Highlands North  
Johannesburg  
Gauteng  
2192

**Postal Address** : 158, 9 Ninth Avenue  
Highlands North  
Johannesburg  
Gauteng  
2192

**Contact Number** : 011 440 7972

**Fax Number** : 086 551 8021

**Email Address** : [info@xcsolution.co.za](mailto:info@xcsolution.co.za)

**Website** : [www.xcsolution.co.za](http://www.xcsolution.co.za)

**Date of Registration** : 2011

**Registration Number** : 2011/078894/23

**VAT Number** : 4580273094



## 1. ABOUT XTREME CRIME SOLUTION

Xtreme Crime Solution operates in Johannesburg with a reputation for professionalism, devotion to duty and a commitment to our industry. Xtreme Crime Solution has, and always be committed to the concept of multi-racial attitude and non-sectarian attitude and views.

## 2. HISTORY

Xtreme Crime Solution was started with a group of security consultants. These consultants helped create and build some of the biggest security companies in South Africa. In addition the consultants also assisted in creating some of the comprehensive security structures for large corporations and fortune few companies around.

In the beginning of the company we felt that not only were we able to start our own security company hut we would be able to give the best and strong service in the industry as we became accustomed to solving problems and improving performance in the security industry. As a result Xtreme Crime Solution was formed. We have never looked back. We boast a staff compliment of 102. Xtreme Crime Solution runs its sites with unique managing skills that leave our clients feeling satisfied and secure, This is due to consult and as a result we are able to created procedure that is unique to the industry.

## 3. MANAGEMENT

The business is driven by a working director and managers. They are involved in the business development, procurement, project management and administration of the company.

The management team proactively gathers feedback, identifies changes in business environment, reviews work processes and communicates key learning points and company policy to all staff at regular meetings.

❖ Executive and Managing Director	:	Ricky Misholas
Contact Number	:	+27 (0) 73 467 4536
Email Address	:	<a href="mailto:rickymish@xcsolution.co.za">rickymish@xcsolution.co.za</a>

#### **4. MISSION STATEMENT**

Xtreme Crime Solution has a reputation for professionalism, devotion to duty and a commitment to our industry.

Xtreme Crime Solution has, and always will be committed to the concept of multi-racial attitude and non-sectarian attitudes and views. We are dedicated to satisfying client needs for protection of client's assets. We serve clients individually and in-groups through a variety of access channels, recognizing our client's preferences for a quality security guarding service.

We develop our services in response to client's changing needs, and commit our company to meeting those requirements with a steadfast attitude that the client is always right, Xtreme Crime Solution guarding operates throughout Africa in various branches- Each branch has its own focus area and is accountable for profitability and growth, The Xtreme Crime Solution creates a powerful driving force behind the development of our security industry, constantly anticipating the future changing client needs in a highly competitive business climate. We plan to extend our market leadership in the rapidly evolving international security industry.

Our competitive and changing world will always challenge us grow our business profitability and professionally, whilst acting with strong integrity and tenacity to ensure the delivering of a security guarding product that is value for money to our clients.

#### **5. QUALITY MANAGEMENT AND PERFORMANCE**

We at Xtreme Crime Solution Group believe that a highly security guard enables you to accomplish two important goals. Firstly deter incidents before they happen, secondly have a fast, professional response when necessary.

We strive to undertake the following:

- i. All management will visit your site regularly, from the inspector to the director. This allows for very little or no confusion with regards to the effectiveness of our officers and our service and how satisfied our client is.
- ii. A monthly report will be issued to you, the client. This will keep you up to date with any changes, improvements made by us. The report will also include any incidents that may have happened on the site as well as any suggestions to increasing the security effectiveness on your site.
- iii. A senior manager will monitor the efficiency of the officer. On a weekly basis, the senior manager will monitor and train the officers' further, ensuring that the officers continuously improve.



- iv. All management and directors will be available 24 hours a day. This ensures that depending on the degree of problem you may have you should be able to contact the relevant person and decisions and actions can be performed immediately.
- v. We will have a number of officers on stand-by specifically for your site should an officer need to be replaced on your site. In addition, we also have the relief officers available.
- vi. Learn and improve. We believe in a long successful relationship with our clients, and therefore we will be in continuous contact with you to ensure your satisfaction. We will learn new ways in which to satisfy your security needs and improve on the entire security presence on a regular basis.

We strive to perform the following:

- i. The inspectors will inspect the entire site. (Daily and/or nightly). The inspector will have will have a list of all the functions of our security's responsibility operations book| he is then able to make a report of various aspects from the building damage wear and tear the overall appearance of the security officers their attitudes and all the other aspects which would be pertained in the operations book- The inspector will Then bring his report to the office where it can be read and valued by the senior Manager, were short-term procedures can be put in place if need be.
- ii. Senior manager {weekly}. Senior manager will visit the site once. He's responsibility still be to check the work done by the inspectors and the officers he's report is then handed in to the operations director.
- iii. Operations director {monthly}. By the end of the month the operations director will have an in-depth over-view of your site he will then inspect the site and thereafter have a meeting with you on a monthly basis in order to inform you of any and all movement and incidents on the site but more importantly to receive feedback from yourself.

## **6. HUMAN RESSOURCES POLICY**

Personnel are the foundation upon which our business is built and this is what we in turn market to clients. We have always been extremely strict with our selection procedures to ensure that we recruit the best security officers possible from the joint "pool" which all security companies are forced to draw from, Our selection procedure is extremely strict and we ensure that our client's high expectations are met by means of this procedure.

### **6.1. Our Security Personnel**

This we believe is big step to providing an efficient security guarding service. Our minimum education requirement is standard eight and all personnel must be able to read, write and speak English. Our aim is to provide well-trained, well-motive and competent security teams who operate on a twelve and twenty-four-hour basis {or as otherwise required and works under our full professional supervision. This level of security cannot be expected of personnel receiving a minimum wage, lacking training and motivation,

In order to attract reliable and well-motivated personnel, we offer our employees realistic salaries, which are in excess of the minimum laid down by the relevant wage determination legislation. Job security is very important to the guard and in this respect, we provide our personnel with career advancement opportunities on a non-racial basis.

### **6.2. Officer Specification**

The officer specification is undoubtedly the most important factor in determining the recruitment of security officer, as this is the product, which we market, Careful attention is paid to the following points, which with very few exception, is the minimum standard, which we are prepared to accept.

- ❖ Physical fit and in good health,
- ❖ Minimum height 1.60 m / 5'6'.
- ❖ Weight of approximately 70 kilograms / 157 pounds.
- ❖ Aged between 20 and 40 years old.
- ❖ Fluency in English, French and local language.
- ❖ Even tempered and self-confidant.
- ❖ Registered with the security officer's board and full background checks completed.
- ❖ Good written and verbal communication skills.

- ❖ Previous security experience.
- ❖ Points number 3 and 4 are however negotiable against skills.

### **6.3. Pre - Employment Screening**

- ❖ Must be registered by the security officer's board.
- ❖ Must have relevant training certificates from an accredited training institute.
- ❖ Possession of a valid LD document.
- ❖ Clean track record/ background checks/ reference checks/ ITC checks.

### **6.4. Uniform Policy**

At Xtreme Crime Solution we have two basic types of uniform namely the military look and the corporate look. For your particular application and client profile we would recommend the corporate look as being most suitable. When one makes use of the corporate look this should be the only uniform being worn by security officers permanently deployed. The choice of uniform would often depend on the work environment and the image to be portrayed.

All security officers receive their uniform free of charge, they also receive a monthly cleaning allowance for their uniform.

#### **6.4.1. Corporate uniform**

This uniform may be worn mainly in commercial environments as well as some retail environments.

#### **6.4.2. Step-out uniform**

This uniform may be worn mainly in industrial environments as well as some retail environments.

### **6.5. Security Officers Board**

The security officers board is the governing body of the security industry. At Xtreme Crime Solution we pay particular attention to complying with these legal requirements in the running of our company. In all the years that we have been in existence we have never received a fine or penalty for non-compliance with the stipulation as laid down by the board.

All security officers in our employee are required by law to carry their S.O.B. registration cards on their person. In addition to this, there are certain sites, which have their own unique identification cards, which the security Officers carries on their person

Everyone in the employ of the company is registered with the S.O.B. from executive management to administration and clerical staff.

## **6.6. Extra Training**

- ❖ Fire and bomb awareness
- ❖ Security updating
- ❖ Evacuation procedures
- ❖ Emergency planning

This will be at no cost to you. We are positive that Xtreme Crime Solution can make a worthwhile and constructive contribution to the security of your premises. We specialize in upgraded security guards, which have become paramount, due to the phenomenal increase in criminal incidents in today's society.

## **6.7. The Officers Aim**

- ❖ Projecting a maximum visual security image with regard to the public and staff,
- ❖ Control of access to the premises and the monitoring of persons moving about the area.
- ❖ Raising the alarm correctly and swiftly in the event of any incident or emergency.
- ❖ Monitoring the activities of visitor, deliverymen, contractors and members of the public.
- ❖ monitoring your staff movements in and out of the area,
- ❖ Be trained in the public relations skills (interaction with client),

## **7. GOALS**

Xtreme Crime Solution group is a security guarding company, with a reputation for professionalism, devotion to duty and a commitment to our industry. Xtreme Crime Solution has, and always will be committed to the concept of Multi-racial attitude and non-sectarian attitudes and views.

We are dedicated to satisfying the client's needs for protection. We serve our clients individually and in group through a variety of access channels, recognizing our client's preferences for a quality security guarding service. We develop our services in response to clients changing needs, and commit our company to meeting those requirements with a steadfast attitude that the client is always right. Xtreme Crime Solution operates through Africa in various branches.

Each branch has its own focus area and is accountable for profitability and growth. We create a powerful driving force behind the development of our security industry, constantly anticipating the future changing client needs in a highly competitive business climate.

We plan to extend our market leadership in the rapidly evolving international security industry. This requires a talented competent and totally committed workforce. We fervently offer all our people opportunities for personal and financial growth leading to harmony at the work place and commitment at home. Through our community involvement and commitment to social change, we will be a driving force within the security industry.

## **8. PRIOR TO COMMENCE**

Prior to commencing our service with yourselves, we would liaise with you to formulate a mutually understood series of security instructions, in which we will instruct the security team during their final training phase.

Immediately before commencing our service, an induction program would be arranged on site, in order that the team can start their duties in full knowledge of your company personalities, goals, operating procedures and general site geography

Part of the operating procedure is that staff arrives at the premises a minimum of fifteen minutes prior to their shift commencing, to ensure that a proper handover / takeover is affected. No guard will leave the premises before his replacement has arrived.

## 9. SERVICES OFFERED

Xtreme Crime Solution is proud to offer a wide range of services and solution. We also understand that all clients' needs are not the same, which is why if you cannot see exactly what you are looking for, our expert or technical team will happy to guide you through all options available and tailor a solution to better fit our customers.

Xtreme Crime Solution services offered are:

- ❖ Armed guarding
- ❖ Industrial guarding
- ❖ Commercial guarding
- ❖ Residential guarding
- ❖ Cards guarding
- ❖ Retail guarding
- ❖ Undercover investigation
- ❖ Special Events
- ❖ VIP Protection

### 9.1. New Technology

Xtreme Crime Solution has purchased new technology in order to give our clients an even better service.

The portable GPS tracking system has the capability of contacting our control room telephonically. In addition it has an emergency button which when pushed sends an emergency SMS to the relevant person.

The best feature of this device is the fact that it can be tracked via any computer which has an internet connection.

This means that Xtreme Crime Solution and even you can track the security officers' movements from any computer at any time on your site.

It is a live feed and as can be seen in the map through from the control room, you can see the officers on your site on a detailed map. We at Xtreme Crime Solution make use of the guard track system; which is alive guard monitoring system. By this we means that if a guard misses a point on his patrol the system immediately

sends a signal to our control room, thus giving us immediate feedback as missing guard, failed patrol, good patrol, missed patrol or panic.

## **9.2. Armed Reaction Service**

Xtreme Crime Solution has working relationships with all the leading reaction company's namely, on all panic signals our control will source the closest reaction vehicle and dispatch it immediately. This is a great advantage not being tied to one specific reaction company, because if the one company, vehicle is too far away we can call the next and therefore you can always be sure of a quick and efficient response

## **10. CONCLUSION**

We believe that to offer a good service should not fall on the shoulders of the security officers but on the management that looks after the officers. We also believe in research so as to find new and improved ways of securing our clients sites.

We have simplified the security procedure by creating many individual divisions with their own management and budgets etc. this has allowed us to bring you the advantage of small security companies.

*i.e. (personnel attention) and the advantage of large security companies i.e. {financial backing and support}.*

We believe that this type of approach to security is what us a superior force.