



ROCK SECURITY GROUP LTD.

COMPANY PROFILE

2022

Affiliates:

Rock Security Group operates in accordance with the Uganda anti-bribery Act and United Nation's Voluntary Principles on Security and Human Rights ("VPSHR"). We also subscribe to The Uganda Private Security Association.





ROCK SECURITY GROUP LTD.

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ROCK SECURITY GROUP LTD.

1. OVERVIEW OF ROCK SECURITY GROUP (Who we are)

Rock Security Group is an acclaimed firm of security experts with a reputation for both effective security solutions and the use of innovative technology in the protection of life and property. We have a portfolio of completed and on-going projects with particular emphasis on local and International role. We think your project is well suited to our strengths and aspirations.

We all respectfully request that you study our profile in detail. We are extremely interested in managing your security and we very much hope that you consider Rock Security Group team as a strong candidate for the job and given the earlier mutual relationship created.

Incorporated on 23rd April 2012 by Ugandans with extensive knowledge in the Private Security Industry, **ROCK SECURITY GROUP LIMITED** is among the leading private security providers on the market with an auspicious reputation for quality service, customer care, and strong presence of the experienced Directors and management staff, equipment and advancing technology in the way we conduct our operations today. We serve various categories of clients including corporate, VIPs and individuals accounts countrywide given our geographical spread. Whilst our Headquarters are located at Plot 640 Kyadondo Block 217, Kiwatule Najjera Road, we have greater presence in various parts of the country with branches in Gulu, Tororo, Mbale, Fort Portal and Mbarara. **Jinja** is opening coming soon.

Today, the Company employs over 800 security officers countrywide and we have divided our operations into Divisions of Central, Eastern, Western, Northern and Southern Uganda with Regional representatives to enable us serve the customer in time to avoid delivery gaps. We also have logistics there to ease work.

Our strategic planning, timely response to calls and a quick (prompt way to) resolve to issues including continuous improvement (Kaizen) and reinvestment into your security industry are some of the bold foundations for our sure gradual growth. The purpose of all this is to satisfy our customer and hold the loyalty with them for as long as they continue to exist.

Rock Security Group is Uganda's emerging leading Security Solutions group that specializes in outsourced business processes and facilities in sectors where Security, Health and Safety Risks are considered a strategic threat.



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Rock Security Group is the most effective Risk Management Service provider in Uganda. Outside Kampala, Rock Security Group Plc operates in all geographical regions in Uganda with greater presence in most districts of Uganda.

What we do

We are national experts in the Assessment and Management of Security and Safety risks for buildings, infrastructure, materials, valuables, people and society.

We develop long-term strategic partnerships with customers in key sectors where we can help them to deliver their own business objectives—either increasing their revenues, reducing costs, managing risks, protecting critical assets or improving their service delivery to the customers they serve.

We do this by understanding the environments in which our customers operate, the pressures they face and the issues that matter to them thus providing specific solutions to their challenges.

Why Rock Security Group

Nobody can match RSG for our breadth of expertise and innovative security solutions. We have the team, tools and expertise needed to ensure a more secure environment for our client at any given location countrywide.

2. SERVICES OFFERED;

Some of our services and equipment we provide include;

- Manned Guarding
- Close Protection/Bodyguarding
- Emergency Reaction Teams
- 24-Hour Alarm Monitoring
- 24-Hour Remote CCTV Monitoring
- Vehicle/Asset Tracking
- Security Equipment Sale, Installation, service & maintenance



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- Cash Escort
- Investigations (civil & criminal)
- Consultancy
- Canine (K9) Dogs and Handlers

In the most professional way, we provide a service that suites your security need and we shall continue to improve our service levels to you.

We are the right choice for your security requirements and we shall perform to the contractual obligations of the assignment.

3. OUR VISION

“To stimulate public enthusiasm to be involved in security of their lives and property by engaging skilled, devoted and honest staff”

4. OUR MISSION

To supply security solutions to customers who are serious about risk management by means of skilled and trained personnel, supported by appropriate technology in accordance with world class systems and procedures, thus creating stakeholder value.

5. OUR GROUP VALUES

Our culture is defined by our values, beliefs and behaviors. We seek to embed our values in all aspects of our operations and they form part of our recruitment, development and review processes. Managers and employees are encouraged and expected to behave in line with the group's values and to speak up when witnessing behavior which does not match with our standards. All of us shall stand to defend our values at every step of our processes and at all levels of our structures day and night.

Core values

Safety first

We prioritize safety management to protect the health and well-being of our colleagues and those around us.



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Customer focus

We have close, open relationships with our customers who generate trust and we work in partnership for the benefit of our organizations.

Best people

We employ the best people, develop their competences, provide opportunity and inspire them to live.

Integrity

We can always be trusted to do the right thing.

Expertise

We develop and demonstrate our expertise through our innovative approach to creating and delivering the right solution.

Performance

We seek to improve performance year on year to create long-term sustainability.

Teamwork and collaboration

We collaborate for the benefit of our customers and Rock Security Group.

6. THE MANAGEMENT TEAM:

Directors:

Mr. David K. Tamuzadde (Rtd SP.)	Managing Director
Mr. Peter Emoku	Director Operations & Quality Assurance
Mr. Raymond Namisaano	Director Finance



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Administration:

Ms. Mukonyezi Racheal	Human Resource Manager
Mr. Richard Egesa	Operations Manager - General
Mr. Richard Namisi	Administrative Manager
Mr. Robert Roy Omoding	Investigations Manager
Mr. Edmand Kabatetrine	Corporate Relations Manager
Mr. Enos Murangira	Deputy Operations Manager/ Special Ops.
Ms. Rose Namutamba	Chief Accountant
Mr. Emietu Joshua	Chief Credit Controller
Mr. Everest Emron	Chief Instructor
Ms. Monica Achan	Branch Manager - Northern Region
Mr. Africaano Homes	Branch Manager - Western Region

Management Experience:

Both Directors and Administrative team possess a wealth of experience in the Security Industry after working with National security institutions at higher ranks for many years and then to private security Industry.

Our expertise in the Industry is beyond and ordinary security provider and take pride in what we do because we are squarely knowledgeable in it.

7. COMPANY CONTACT INFORMATION

Legal Name of Company:	ROCK SECURITY GROUP LIMITED
Physical Address	Plot 640 Kyadondo Block 217, Kiwatule-Najjera Road



ROCK SECURITY GROUP LTD.

Postal Address	37219 Kampala, Uganda
Telephone	+256 39-3286485 / +256 77-2485400, +256 77-2462578
Company Email Address	info@rocksecurity.co.ug, rocksecurity@gmail.com

Our Branch Network

In order to support our clients, today Rock Security Group has presence in the following locations;

- a. Kampala
- b. Jinja (now operational)
- c. Mbale
- d. Gulu
- e. Fortportal
- f. Mbarara
- g. Tororo

8. SOME OF OUR PARTNERS:

a). INSURANCE:

Jubilee Insurance Company Ltd
P.O. Box 10234
Kampala, Uganda
Tel: +256 414 311770

b). BANKERS:

CENTENARY BANK LIMITED

Ntinda Branch
Capital Shoppers Complex
Ntinda Road
Tel: 0800200555/0772388796
Contact: Branch Manager



ROCK SECURITY GROUP LTD.

DFCU BANK LIMITED

Ntinda Branch

Capital Shoppers Complex, Ntinda Road

Kampala, Uganda

Tel: +256 312300130

Contact: Branch Manager

c). QUALITY & SAFETY CONFORMITY:

Safety & Risk Consult Ltd

P.O. Box 24924

Kampala, Uganda

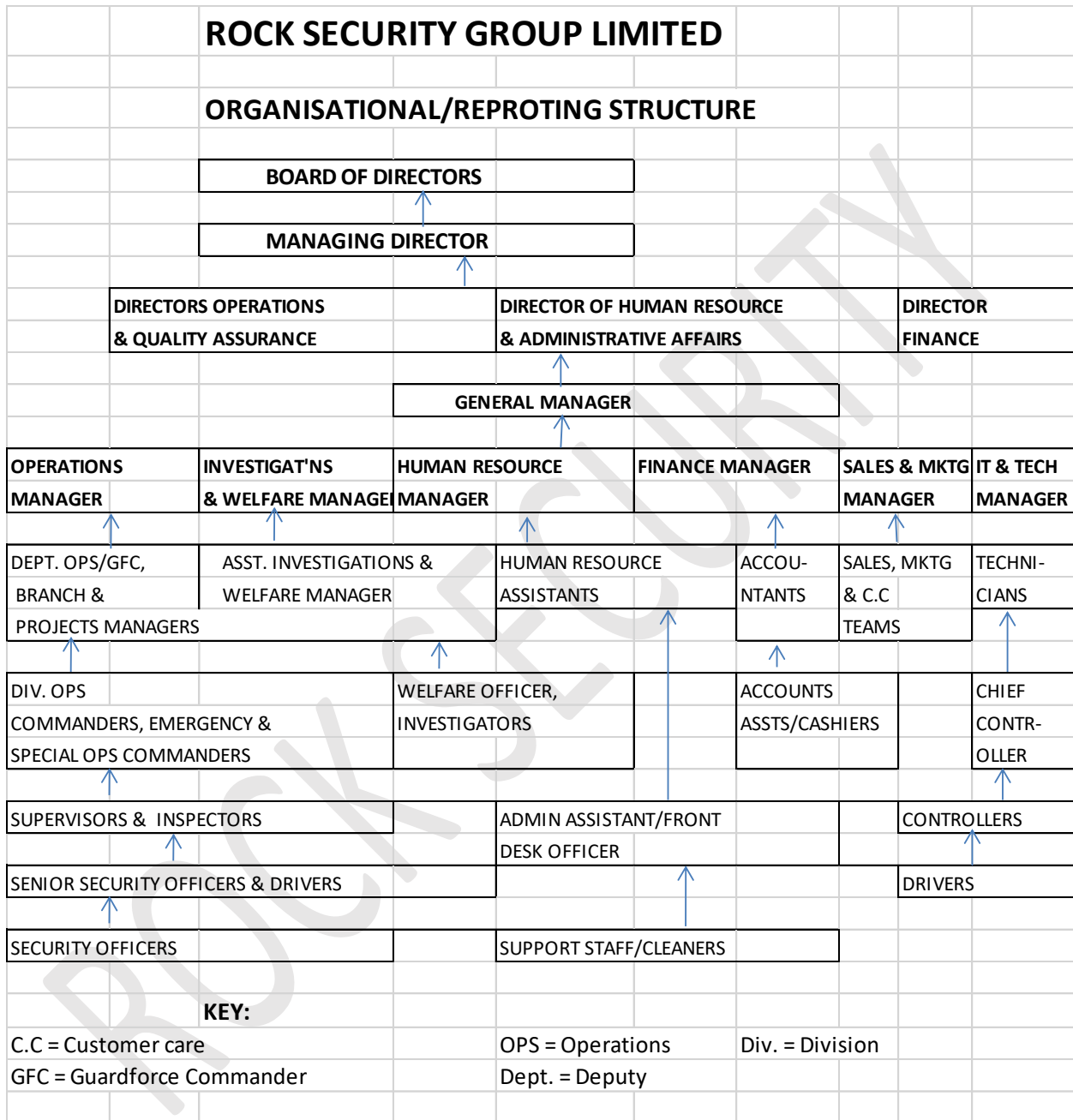
Tel: +256 39 2963842

Email: info@safetyandriskconsult.com



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9. ORGANISATIONAL CHART





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10. QUALITY MANAGEMENT VALUES AND CONCEPTS:

Borrowing from the Baldrige Quality Performance and Improvement models of the European Union, we put into consideration the core values and concepts for performance excellence. They are:

- Visionary Leadership
- Customer-driven Excellence
- Organizational & Personal Learning
- Valuing Employees & Partners
- Agility
- Focus on the future
- Managing for Innovation
- Management by Fact
- Societal Responsibility
- Focus on results and creating value
- System perspective

The purpose of all the above process is to ensure customer satisfaction and continuous quality improvement. Rock Security Group Ltd will always strive to attain standards which will bring about value to the customer.

11. KEY COMPETENCIES

Manned Guarding Services (Armed and Unarmed)

Our dedicated teams are dressed smartly in a variety of Company uniforms designed by top manufacturers in town.

Furthermore, all our guarding personnel are developed to work closely with the latest security technologies to ensure the safety of our client's premises, their assets and people.



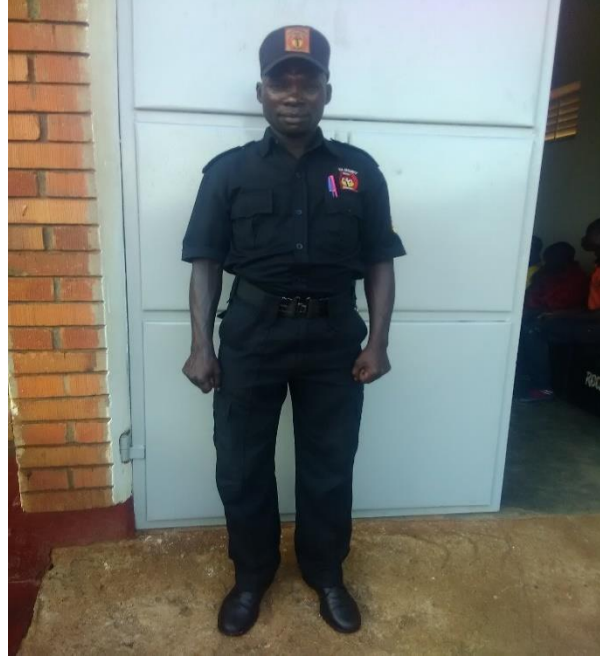
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The Operational Team ready for deployment. They are trained to manage your security in the most professional way. They will perform to your expectations.



ROCK SECURITY GROUP LTD.



Special Operations/ Close Protection Service:

Under this arrangement we provide highly trained staff to carry out close protection assignments anywhere in Uganda, East and South Africa. We also have allies in USA, Europe and some major cities in Asia. They will carry out duties of bodyguarding, secure driving and emergency evacuation on our behalf. We trust the partnership we have with the allies overseas.



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Smart close protection team both physical and mentally

Technical Division:

From the friendly face on reception, to mail room duties, CCTV surveillance, basic firefighting and emergency responses, Rock Security Group understands the full spectrum of security needs which our clients face as well as the brand and material risks which arise when security is managed poorly.

Our Technical teams have the necessary expertise to manage all your electronic security requirements. They are qualified and experienced in the private security industry electronics business.

Whether within Kampala or outside the town, our teams will be there to work on your systems, be it simple or complicated.

We are in partnership with some of the top manufacturers and suppliers of security equipment in the world who give us the assurance on any installation

Some of our products include:



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- CCTV systems
- Alarm systems
- Access control systems
- Time and Attendance systems
- Smoke/ fire detection systems & extinguishers
- Recommended security locks & doors
- Intercoms, etc....



CCTV surveillance systems of this kind and more are readily available in stock for your security.

Also in stock are access control systems, alarms, smoke detectors, fire equipment and many others are stocked for your premises, just place your order now and we shall deliver to your expectations.



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Selection of Security Personnel

Rock Security Group maintains close contact with the Ugandan authorities (Police - ISO) regarding the screening and selection of potential candidates to be recruited and trained as Security Officers. Our selection criteria include, inter alia, a minimum qualification of senior four (S.4), the proven ability to read, write and speak English, and proven track /, recommendation from the Local Councils 1, 2 and 3, Gombolola Internal Security Offices, etc... In addition all candidates are screened for criminal records and health fitness.

Training of Security Officers

Rock Security Group Uganda is proud to have opened in 2015 a training academy located in MATUGA, Wakiso District. It is from this Centre that we conduct all the training which is vital to produce a fit for purpose security officer.

All selected candidates will undergo a training course (Basic Security Course) of 4 - 6 weeks prior to deployment.

During this course, minimum pass rates are applicable and our course(s) are formally accepted worldwide. The syllabus is in line with the IGP regulations for security companies and also the Rock Security Group Way – a global standard for the training of security guards. On completion, a security officer is awarded a certificate.

Subjects include:

- Public Relations & Customercare
- Role & function of Security
- Discipline
- Guarding & patrolling
- Self defence & armed combat
- Terrorism/Criminality prevention,
- Fire Fighting, preventing and protection
- Formal Red Cross First Aid training (certified qualification),
- Basic Loss Control and Personal Hygiene/Administration,
- Firearms training
- Legal aspect
- Radio & Telephone etiquette
- E.t.c.....



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Specialized training is provided to address management & supervision, risk and security assessments, site instructions and procedures.

Refresher training in security, counter terrorism, loss control, search and access controls, and health and safety are conducted regularly.

The K9 Services

In order to boost up our Patrol services, we also have a K9 section, where we have already well trained Dogs that are very sensitive and very alert to respond to any intrusions.

These Dogs are imported from Countries like Germany, South Africa, USA, Canada and many other foreign countries and they are trained in various training grounds at our own training facility and Police in Matugga, Wakiso. Below are images of a selection of some of the dogs we have trained to protect our clients and their property from wrong elements. In this, we work hand in hand with the Uganda Police's Canine Department to produce best people and dogs ready for deployment at any given time.



K9 service at your door step. One of the best breeds available at Rock Security

As we strive to maintain standards to minimize crime caused by wrong elements in our community today, a duty of a trained dog may not perfectly be reflected if it does not have a well-trained handler, therefore, we in Rock Security Group invest a lot of resources and time in training a professional Dog Handler.



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Sophisticated Security gadgets

Rock Security Group understands the hostile environment we live in today and due to changes in the methods in which criminals operate, we strive to keep pace with the ever growing technological advances in the world today and below are images of some of the Hand Held metal detectors we use to search for any wrong items that can be used by wrong elements to harm our clients.

Some of our Security gadgets deployed include:

- Rifles and pistols
- Metal detectors
- Pepper spray
- Torches & whistles
- Batons, handcuffs, etc..
- Hand held radios, etc....



Reliable equipment made from some of the top manufacturers in USA, Europe and Asia.

Rock Security Group Uganda provides the following specialized Manned Guarding Services:



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Front Office Security

Rock Security Group is able to provide trained and experienced uniformed, manned security teams to carry out all public facing services-from access control to customer services.



Front desk Security Expert ready to handle your customers & public

Searching Services

Rock Security Group guarding services' capabilities include personal and baggage searches, in addition to customer screening and profiling. By thinking of security from the perspective of the client and potential threats, we are able to pre-empt issues before they occur.

Security Patrols: Our patrol and response team offers a range of services to protect staff, customer and property. From vehicle/motor cycle mobile patrols to key holding and lock/unlock services.



ROCK SECURITY GROUP LTD.

Public Safety

Rock Security Group is keenly aware that public safety is paramount to the effective running of any institution. Therefore we provide patrolling services to deter vandalism and crime not only at the premises-but surrounding areas e.g. customer car parks and entrances/exits.

We shall be readily available to discuss your security risk/requirement at any given time of the day.

Please talk to us for any security requirements or questions on contacts below:

ROCK SECURITY GROUP LIMITED

P.O. BOX 37219 KAMPALA – UGANDA PLOT 640 KYADONDO BLOCK 217

KIWATULE-NAJJERA ROAD, KIWATULE

TEL: +256 39-3286485,

+256 77-2485400, +256 77 2462578, +256 75 4582405,

EMAIL: info@rocksecurity.co.ug, rocksecurity@gmail.com

Web: www.rocksecurity.co.ug

"Your Security is our Priority"