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INTRODUCTION

In a world and environment where day-to-day changes in external circumstances can drastically influence your business, having the ability to focus on your business's operations is more important than ever.

iMvula Outsourcing successfully provides a host of comprehensive risk management services which allow us to manage your risks while you focus on your core business.

By having one provider who can successfully deliver several high-quality managed services, running your company has never been easier.



www.imvula.net



HOW WE APPROACH SECURITY DIFFERENTLY:

To differentiate ourselves from our competitors, we focus on delivering a quality security product that provides more value, both within the security function and in related spheres.

These unique selling points poise iMvula Outsourcing to provide converged services to address risks and deliver value through our approach to delivering cost-effective solutions.

We serve clients across multiple industries including commercial real estate, education, financial institutions, government institutions, healthcare, manufacturing, industrial, logistics, retail, natural resources, and public transportation.



WHAT SETS US APART

01

Best Practice

We develop Best Practice based on international standards and through our own experience and insights from our Continuous Improvement Matrix, which outlines how we utilise the information gathered on the ground to inform decision-making to best optimise and improve the solution deployed.

02

iMvula Management Information System (MIS)

The iMvula Management Information System (MIS) is our bespoke internal management tool which is integral to our model of quality assurance and service delivery oversees processes, people, and workflows to identify, assign and manage issues raised, to conclusion. Linked to this is our customisable iMvula Customer App, which has a host of unique features which are outlined in this document.

03

Advanced Technology Solutions

The deployment of Advanced Technology Solutions which augment typical solutions to enhance the overall solution provided while potentially reducing the reliance on manpower and delivering a cost-saving to the client.

04

Quality Assurance

Quality Assurance. As an ISO 9001:2015 accredited entity, all of our processes, documentation and systems are enabled to ensure a high level of quality and that our products and services are consistent and compliant, and geared to enhance customer satisfaction through the processes and continuous improvement and development of those processes.

05

Selecting and Developing Quality People

Selecting and developing quality people improves the level of service delivered – our recruitment process and iMvula Skills Academy assist with identifying compliant and vetted candidates which are best suited to your needs, and to ensure that each candidate is appropriately trained at one of our SASSETA-accredited facilities to upskill them and improve solution delivery. Included in this is our ability to provide specialised training, such as for warehousing and retail, to address the specific needs of your operation.

06

Management Interaction at All Levels

Management interaction at all levels provides our operation with the visibility and attention to detail to ensure that the standard we strive for is maintained and that all issues raised are escalated until resolution, as well as provides our customers with the ability to liaise with even executive level management should you feel there is a service deficiency which is not being appropriately addressed.

07

Comprehensive Risk Assessments

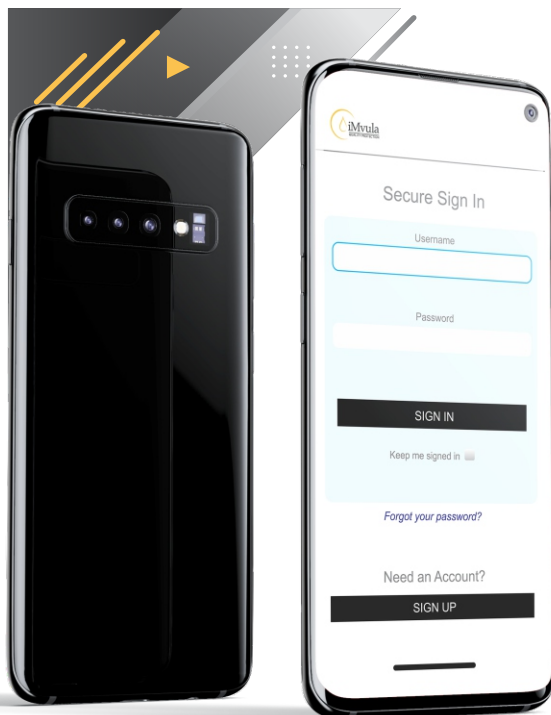
Comprehensive Risk Assessments are conducted to identify risks, assess and devise mitigation methods, and implement preventive controls. These risk assessments are regularly updated during our experience with your operation to ensure that the solution delivered is the most appropriate to the fluid risk profile on-site.

08

Complimentary Services to Security

Providing Complimentary Services to Security such as receptionists, pickers, packers and checkers allow us to expand our risk management services to additional spheres of your business.

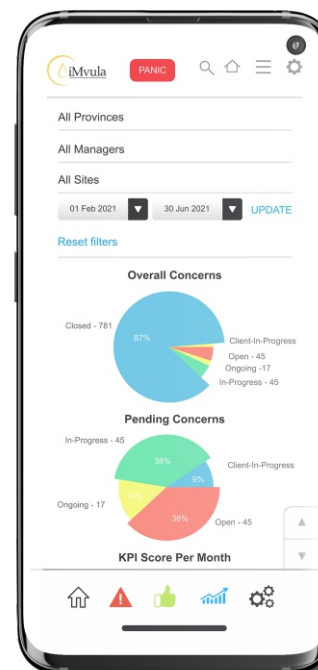
THE iMvula App



Providing an enhanced level of functionality and creating visibility for our clients is at the core of our business. We have developed the bespoke iMvula Customer App which is a client-facing view of our Management Information System (MIS), which is used to run our operation and provides an in-depth real-time view of the status of your solution delivery.

We are continuously developing this platform, with new features becoming available regularly, however the functionality includes but is not limited to:

	View Dashboard	Dashboard reporting, with functionality to drill-down into the detail, allows you to view and filter information relating to service delivery, incidents, performance evaluations and more.
	Raise Concern	Log and view the status of concerns raised, with feedback throughout.
	KPI Form	In-app Key Performance Indicator (KPI) assessments, which automatically enter our system for points lost to be addressed by management.
PANIC	Panic Button	Panic-button functionality with location services, acted on by our control room and responded to resources on the ground where required, to safeguard our customers.
	Service Request	Submit requests from within the app for ad-hoc requirements.
	Documents & Reports	Detailed reports can be viewed within the app to get more detail on specific incidents and occurrences.



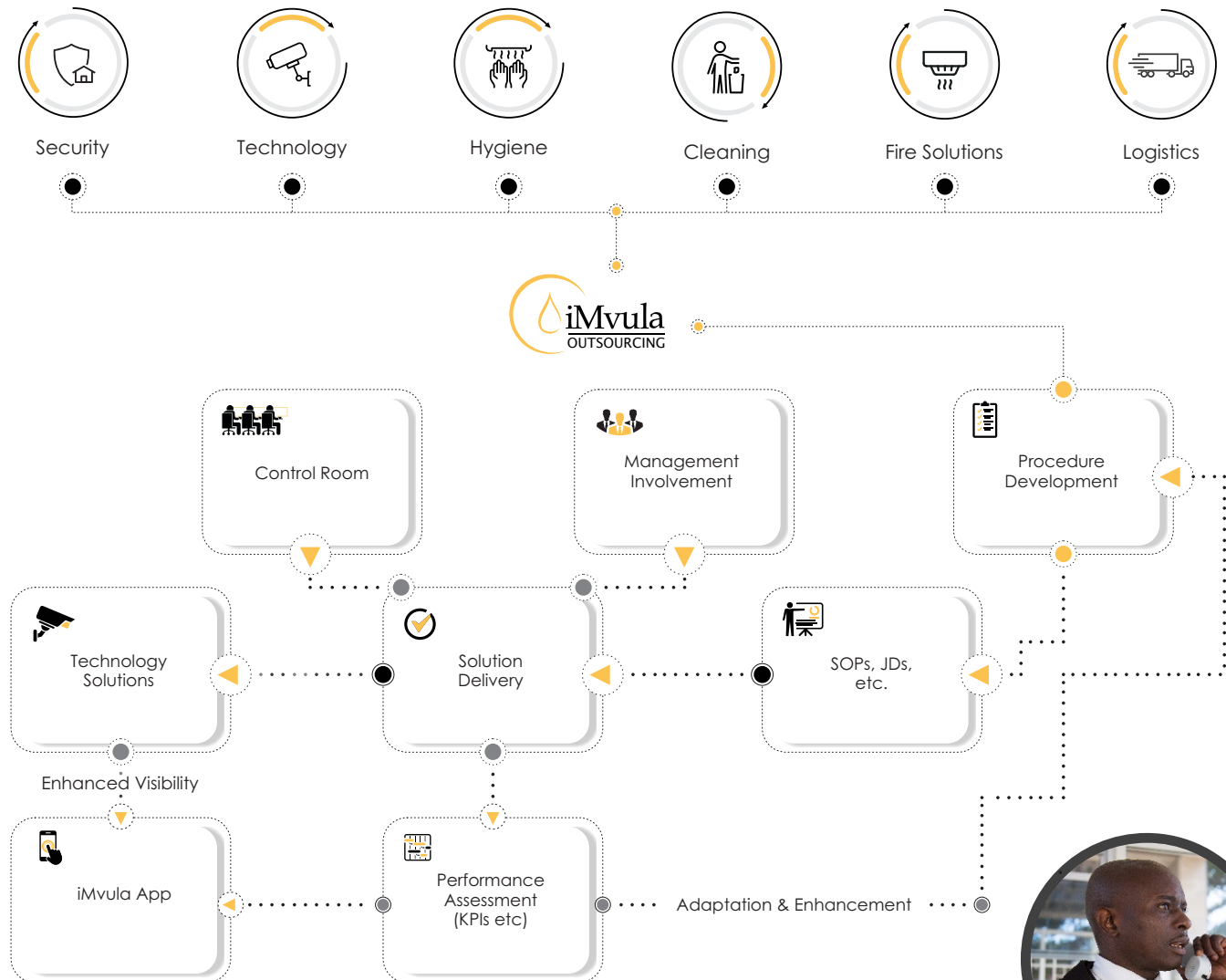
Procedural Approach and Integration of Services



Our procedural approach encompasses extracting key operational performance factors and risks specific to the client's operations, to draft and develop Standard Operating Procedures (SOPs) and Job Descriptions (JDs) in conjunction with our client and giving reference to the Service Level Agreement (SLA), to develop an approach to risk management that inculcates discipline and ensures a high level of service delivery. This approach is incorporated in our Continuous Improvement Matrix, which assists us in developing best practice specific to each site and further reducing risk wherever possible.

This approach is integrated with our other services to provide a holistic risk management framework by combining:

- Procedure management and adaptation
- Oversight via our management structure and control room environment
- Deployment of technology to provide further visibility and functionality
- Integration of related services and products
- Comprehensive assessment of service delivery and realignment of objectives
- Visibility via our client app and reporting structures



Technology Solution



Our well-developed suite of technology services provides us with the platform to deliver an advanced risk management solution matrix. Our experience and expertise allow us to examine your specific requirements and develop a solution which provides a higher level of risk mitigation and a value proposition through potential cost savings identified.

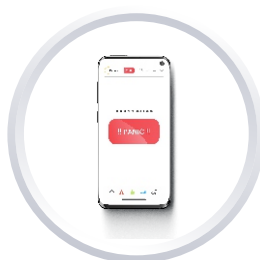
Our solutions are a holistic platform of carefully selected interconnected parts that are combined to craft an overall solution, as opposed to a basket of individual bits and pieces crudely put together. Our solutions suite includes, but is not limited to:



Specialised CCTV & monitoring solutions



Patrol Systems



Dead Man Switch and Panic Button



Perimeter Security and Access Control



CCTV, Guard, Process, and other Monitoring



License Number Plate Recognition



COVID-Screening Applications



Mobile and Off-Grid Solutions

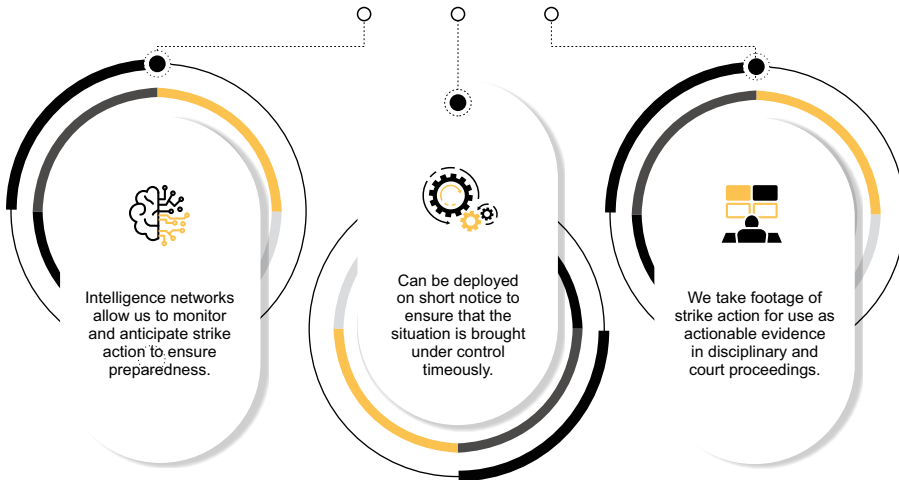


All our technology solutions are monitored by our state-of-the-art SAIDSA-accredited control rooms, where our highly trained operators are able to respond to every activation to ensure that the risk on site is appropriately responded to.

Strike Force

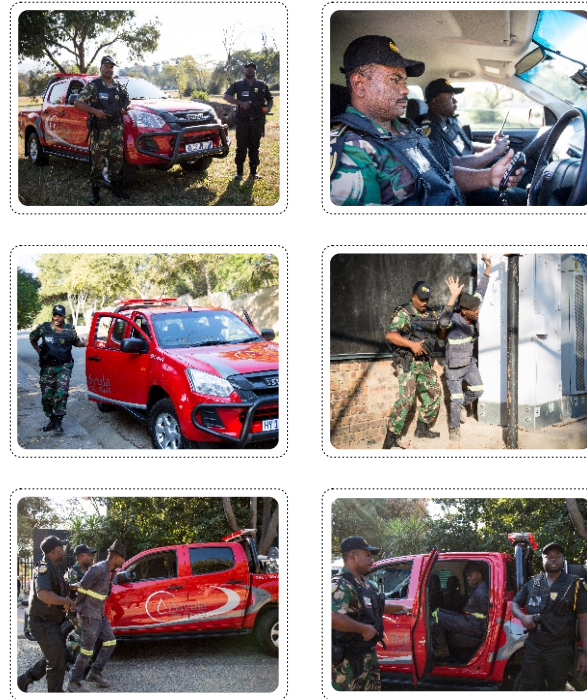
Labour unrest and strike action are ever-present realities in South Africa, but your business need not be interrupted by these often-uncontrollable events.

iMvula's Strike Force comprises a team of trained officers who are experienced at managing strikes and providing protection for your people and premises in the event of strike action. Our teams are armed with all the necessary equipment to quell unrest and mitigate damage to your property.



First Response

Office parks, gated communities and other commercial clusters are concentrated areas which are prone to multiple risks, such as break-ins, fires, and medical emergencies. In conjunction with our guarding solution, iMvula First Response provides highly visible vehicle units which can be stationed inside your precinct and can be deployed with an armed reaction officer with firefighting and first-aid training, and an optional dedicated paramedic on board, to allow our unit to respond to an incident faster than any other emergency services.





FIRE



Our approach to fire incorporates a model of prevention, detection and suppression, which provides a complete solution to your fire risks.

iMvula can tailor a total solution for the mitigation of your fire risk exposure depending on the specific characteristics of the protected space.



Fire Detection Systems
Analogue Addressable and
Conventional Fire Panels
Aspiration Systems



Gas Suppression Systems



**Evacuation and Public
Address Systems**



**Fire Portables and
Other Fire Equipment**



Fireball



Fire Alarms



**Fire Safety
Equipment**



**Emergency
Signage**



**Fire System Service
and Maintenance**





IN PARTNERSHIP WITH
commsure
 FINANCIAL SOLUTIONS
 An authorised Financial Services Provider

Through the addition of our insurance offering, not only does our solution mitigate your risk, but we assure that in the unlikely event a loss does occur, that you remain covered. Through reducing your risk due to our other outsourcing interventions such as security, fire, cleaning, and hygiene, we can provide competitive insurance offerings to cover the remainder of your exposure.

We conduct professional risk management surveys with thermographic and aerial drone imagery to ensure that we adequately identify your risk.

We have access to both the local and international insurance markets, ensuring a competitive advantage.

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02

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Our comprehensive risk survey allows us to ensure that you only pay for the insurance you require - this proactive approach to risk management leads to a sustainable long-term insurance program.

CLEANING AND HYGIENE

In the post-COVID world, maintaining a high standard of cleanliness and hygiene is not only important for preventing illness and disease, but is in many cases a legal requirement. We provide a comprehensive suite of cleaning, hygiene and related services, including:

Other Facility Management Solutions

We provide several other services which fall under the facilities management sphere, to assist businesses with managing their premises and reducing risks and time which goes into managing a building:



Air conditioning system design and installation



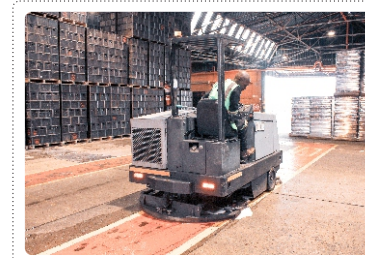
Air conditioning servicing and maintenance



Lighting services and maintenance



Waste management and recycling



01

Commercial Cleaning



02

Specialised Cleaning

- Deep cleaning
- High-level cleaning
- Carpet, upholstery and floor cleaning

03

Decontaminating Services

04

Fumigating and Pest Control

05

Hygiene Products:



Servicing and Maintenance



Air Fresheners



Disposal of Sanitary Waste



Soap Dispensers



Hot Air Dryers



Seat Spray and Sanitisers



Toilet Roll Holders



Paper Towel Dispenser

Outsourced Warehousing and Logistics



iMvula offers outsourced warehousing and logistics functions to allow clients to achieve optimal cost, service levels and quality assurance in respect of storage and distribution of their product range through our specialist and flexible logistics solutions.

Through our close relationships with our logistics partners we offer highly competitive courier rates at a very high level of service.

01

We create a dedicated environment for each client with processes tailored to meet their needs.



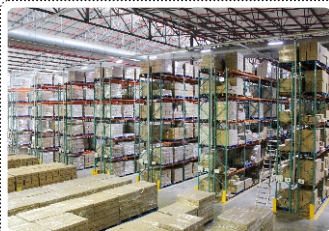
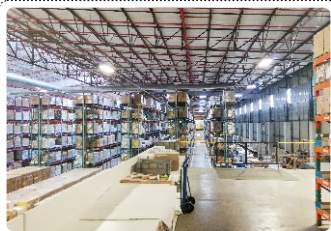
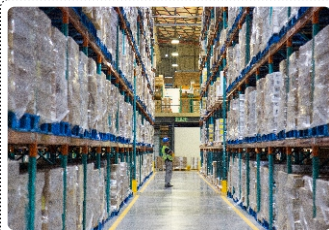
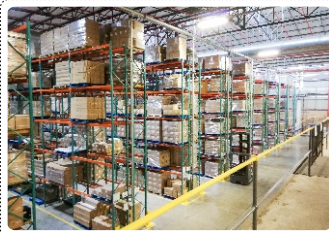
02

Personnel are comprehensively trained to ensure thorough knowledge of each client's products, procedures and specific requirements.



03

We offer a full spectrum of supply chain management services.

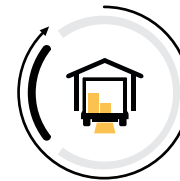


Training

Knowledge is power, and the competency of your employees ultimately determines the quality of the good or service that you provide to your customers. With the everchanging needs of customers in the fast-paced world of today, it is critical to upskill and equip your employees.



With our fully-fledged training centre, we can help you achieve this: fully accredited with SASSETA currently and with recommendations from the Quality Council for Trades and Occupations for many qualifications within the following SETAs:



Transport Education Training Authority



Media, Information and Communication Technologies



Education, Training and Development



Services



Health and Welfare



Construction



Outsourced Non-Core Functions



Supporting functions are often a distraction from your core business and often lead to unnecessary costs and inefficiencies. We provide outcomes-based outsourcing solutions that allow you to focus on your operations:



Accreditations and Certificates



SAIDSA



PSIRA



SANSEA



SASA



SAQC



FFTA



SABS



SABRIC



BAC



CAMPROSA



SIA

Gauteng Region

Johannesburg Woodmead, Sandton

National Head Office
Central Control Centre
05 Wolseley Street

Tel: 011 202 7700

Email: info@imvula.net / tenders@imvula.net

iMvula Healthcare Logistics

5 Travertine Avenue, N1 Business Park,
Kosmosdal, Midrand

Tel: 012 764 5839 /5800

Email: anthony@ihlogistics.co.za

Western Cape Region

Cape Town

Regional Head Office
Regional Control Centre
164 Voortrekker Road, Maitland

Tel: 021 506 0700

Email: tenders@imvula.net

Free State Region

Bloemfontein

Response and Operations Centre
19 Hill Street Hilton,
Bloemfontein

Tel: 051 430 5329

Email: tenders@imvula.net

Eastern Cape Region

Port Elizabeth

Regional Head Office
Regional Control Centre
37 5th Ave, Newton Park,
Port Elizabeth

Tel: 041 364 1789

Email: tenders@imvula.net

Mpumalanga Region

Nelspruit

Response and Operations Centre
Unit 3, 60 Turbulant Flow Street,
Riverside Park, Nelspruit

Tel: 013 007 1959

Email: tenders@imvula.net

Limpopo Region

Polokwane

Response and Operations Centre
06 Kaye-lyn Street, Polokwane

Tel: 015 065 0044

Email: tenders@imvula.net

Kwazulu-Natal Region

Westmead

Regional Head Office
Regional Control Centre
21 Circuit Road, Westmead

Tel: 031 700 9190

Email: tenders@imvula.net

Richards Bay

Response and Operations Centre
Kwambonambi Golf Club,
Bredelia Street, Kwambonambi

Tel: 035 580 1041

Email: tenders@imvula.net

Pietermaritzburg

Response and Operations Centre
369 Jabu Ndlovu Street,
Pietermaritzburg

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