USENDO
SECURITY & CLEANING SERVICES

Co.Reg: 2006/101676/23
Psira No: 1473536

COMPANY PROFILE

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COMPANY BACKGROUND

Usendo Security Services was established in 2006, with the desire to capitalize not only on impressive business opportunities available, but also on the profound need to assist law enforcement agents amid escalating crim statistics in the country. It is a proudly South African company, 100% black owned. The founder member, Mr. Bongani Sithole boasts more than 15 years experience in the security industry.

Mr.Sithole started doing operations with an objective to assist clients in managing risks by minimizing losses until he established his own company. His expertise and hands-on approach has resulted in him and his company being highly sought after. As the owner and director of the company, clients are guaranteed personalised services and fewer hassels with bureaucracy when it comes to making major decisions. The compant has since grown from strength to strength to a point where we have a large contigent of security officers and support staff.

OUR MISSION

Our mission is to attain the best pronciples in terms of performance and unsurpassed customer orientation. In addition to having a competitive edge through unrivaled services, and operational par excellence.

OUR VISION

Usendo Security is a dynamic company, aiming to become one of the mmajor players and preferred service provider within the security industry, with a one-stop approach to securtiy provision. Our turn-key approach has the following objectives:

- **Run a profitable and sustainable business**
- **Maintain a stable company-client relationship**
- **Increase market share**
- **Provide unsurpassed customer service**
- **Maintain job satisfaction for clients and company personnel**
- **Progressive learning and continued improvements**

OUR VALUES & CORE PRINCIPLES

STANDARD OF OPERATION

Detailed planning, scheduling, and project control through checks and balances provide us with a critical mass to execute our contracts. Our operation, that is second to none, is the result of a structure that is flat and hands-on, coupled with management and staff working in tandem.

TECHNOLOGY

The main point of difference between us and our competitors is invariably our constant adaptation to ever evolving technology. The use of the latest technological systems has, for instance, made guard monitoring easy and effective to manage. Usendo Security offers the ability to keep track of all activities taking place on your premises through SEFAKO GUARD MONITORING SYSTEMS. This service gives full patrol reports, supported by complete visuals on our sites, complete with maps, photos, instructions, employees, guard tours, and real time SMS & email distress alerts.

OUR TEAM

Led by the owner, we take pride in a well trained and professional staff compliment. We have a team that delivers complete turn-key solutions. The company is dedicated to helping individuals realise their fullest potential. In-house grooming and promotion is highly encouraged. Coupled with our open-door policy, this has enabled mutual communication and understanding within our structures.

- Respect
- Responsibility
- 360 Thinking
- Innovation
- Be Good & Do Good
- Provide the best service and products at affordable costs
- Support community based programmes and projects
- Provide sponsorships and employment to local communities
- No negotiation or comprimise on quality service
- 24-Hour on-call senior management
- Constant client consultations, adding value to our services

NATURE OF BUSINESS

COMPETITIVE EDGE

Usendo Security Services offers a reliable after-sales service which helps us fine tune our marketing mix to suit customer requirements. Our knowledgable staff are able to interpret customer needs, which consequently leads to the provision of tailor-made services that surpass expectations

SERVICES

Our business approach is customised and well-tailored to suit our clients' requirements. Our services and the nature of our business include, but is not limited to:

- Armed and Unarmed Security Officers
- Armed Reaction Units
- Access Control & Intercom Systems
- CCTV & Alarm Installations
- Electric Fence Installations & Maintenance
- Guard Dogs
- 24-Hour Control Rooms
- Event Security Provision
- Emergency, Temporary & Short-Notice Security
- Escorts and V.I.P Protection
- Commercial & Industrial Properties
- Corporate & Office Guarding Solutions
- Government Institutions
- Health & Education Sectors
- Retail & Shopping Sectors
- Residential & Golf Estates
- Construction & Infrastructure Guarding
- Apartments & Complexes
- Hospitality Industry
- Nationwide Rail Escorts

OUR FOOTPRINT

GAUTENG

JHB CBD
Midrand
Randburg
Roodepoort
Soweto
Pretoria
Krugersdorp
Kempton Park
Albrton
Noksburg
Alexandra Brakpan
Bronkhorstspruit
Vanderbijlpark
Carletonville
Palmridge
Fochville
Portjie
Florida

FREE-STATE

Vrede
Welkom
Kroonval
Memel
Sasolburg

EASTERN CAPE

Mthatha
Queenstown
Humansdorp
Bizana
Tsolo
Komga
Qumbu
Qunu
Ugie
Port Elizabeth

KWAZULU-NATAL

Durban
Pinetown
Empangeni
Richard's Bay
Newcastle
Ulundi

NORTH WEST

Rustenburg
Brtis

NORTHERN CAPE

Upington
Prieska
Khathu
Kudumane
Kgalagadi
Postmansburg
Hotazel
De Aar

MPUMALANGA

Standerton
Volkrust
Ermelo
Orgies
Kinrose
Witbank
Elmtree
Wonderfontein

LIMPOPO

BelaBela

OUR CLIENTS

Our clients are the sole reason for our existence. We take pride in the many nationwide projects that we have successfully provided services to. We always know that our clients' satisfaction and comments are the most important attributes that keep our company afloat. We do not compromise on these two factors. Usendo Security Services is proud to list but a few of our current and historic clients:

- Tractionel Enterprises
- Empyreal Construction (Pty) Ltd
- Afrika Tikkun
- Greens Park Healthcare Centre
- Pretor Group
- Musi Electrical Engineering
- Z-Zone Events Management
- MRW Projects
- IDC Laman Mine
- Ampco Electrical
- Zion Property Developers
- Heydrics Civils
- ISF Group
- Maono Property Developments
- Lengwati Electrical CC
- Fuelrama Retail (Pty) Ltd (Engen Garages)
- City of Johannesburg
- Pamodzi Management Services
- RekhonaNgalufuno
- Tau Pele Construction
- SIMS
- Cipro Construction
- Ruwacon Plant & Equipment
- Lenning Rail Services