



شركة الأمن والأمان
Security & Safety Co.



Safety and Security company
for civil security guards, money
transfer and security systems





Preface

The security and safety company for security civil guards was established in 1995 to provide security services in all parts of the Kingdom of Saudi Arabia. The company is a one of the first local and regional companies and is the most significant one that works in the field of civil security with its various branches. The company was able to set itself in a leading position in the domain of security services and providing a comprehensive civil security services for 28 years for a wide various governmental and private sectors all over the Kingdom a thing that makes the company a one of the first on the map of the private civil security services.

In the year 2009, the firm adds the service of Cash in Transit (CIT) to its activities as well as the systems of security and Closed Circuit Television. The company has branches and regional offices for customers' services available in more than 30 cities in the Kingdom of Saudi Arabia.

The company obtains the following ISO certificate:



- ISO certificate
18788
special security operations management.
- ISO certificate
9001
quality management system.
- ISO certificate
45001
occupational health and safety management system.
- ISO certificate
14001
environment management system.

Our Vision

Our vision represents processing to keep being the leading firm in security services market and to provide our customers with comprehensive security services as well as developing our services in a way that best suits our customers' needs with adherent pace keeping of the big transformation in KSA. Here in security and Safety Company, we are coordinating our goals according to 2030 vision and then we developed so as to improve and keep pace on the provided security services in order to possess the leadership in the field of security services. Aiming at being the best permanent choice for our customers by providing them with complete security solutions in all sides following the distinguished standard that satisfies our customers' expectations.

Our Mission

Our mission represents in providing the best security services and making them available for our customers. In addition to, providing the best security services for our customers' buildings, possessions, and their clients as well as providing highly advanced security systems that ultimately couples with service requirements.



Who are we

The company includes security and safety for security guards services, security and safety for cash in transit and security and safety for security systems. The company found in 1995 a hundred percent Saudi company that provides its services in the security services fields as well as providing a complete and comprehensive solutions regarding security guards, cash in transit, feeding and maintaining automated teller machines, security systems and surveillance cameras.

Our services

For the sake of keeping our services quality, the company provides the capable security guards who are trained to perform the security missions and duties. The company carries out interviews to choose the security man according to the following measurements (scientific qualifications, age group, good appearance, physiques). Besides, conditioning the obtaining of regular recruitment requirements as well as verifying that, the candidate is free from criminal record.

Our Category and Business Volume

The company has an activity license class (A) in digit 41 issued from the Ministry of Interior. Now we became one of the best companies in the market due to our achievements and our record of accomplishment as well as our customers` level of satisfaction.

The company owns regional offices and it has 22 branches including more than 5000 employees with different managerial and technical specializations. Herein, we keep working to qualify our staffs and develop our services in a way that suits our customers` needs. The company also has a vehicle fleet (Civil Security Patrols) that are security equipped, armored money transfers, which are equipped with all of the protection devices as well as smart bags and tracking systems in all branches of the Kingdom.

Selection of Security Man and Training

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Quality Management

One of the policies of the Security and Safety Company is to provide the best system that can serve the customer and to implement all the necessary developmental procedures needed for implementing the concept of comprehensive quality. In addition to develop the standard of performance in order to keep improving it via technology and the highly experienced staffs in the field of security services, hence the top management of the company possess a wide and profound experience in this domain a thing that is reflected up on all of the company sectors. Herein, the company looks to the main concept of improving and developing of performance standards.

Gaining the customers` satisfaction is obtained through extreme commitment and punctuality for full filling the customer`s requirements. There for, this concept is highly taken into account by the company to ground it into its workers and considers it as a logo for.

The Company of Security and Safety started developing and applying the quality management system for the sake of verifying that we are setting the goals, measuring and analyzing them. Then to act according to the obtained results in order to achieve the persistent improvement besides verifying that we are committed to the policy of focusing on the customer all of the time. Moreover, the measurements of employing and training in the company are based on capability, experience, performance and professionalism in order to maintain the quality of services and other pertinent preparations.

The system of quality management for the company is an endorsement of internal commitment and external verification for our insistence to provide the customer with his requirements in due time.



Organizational Structure

Leadership in the standard of Service

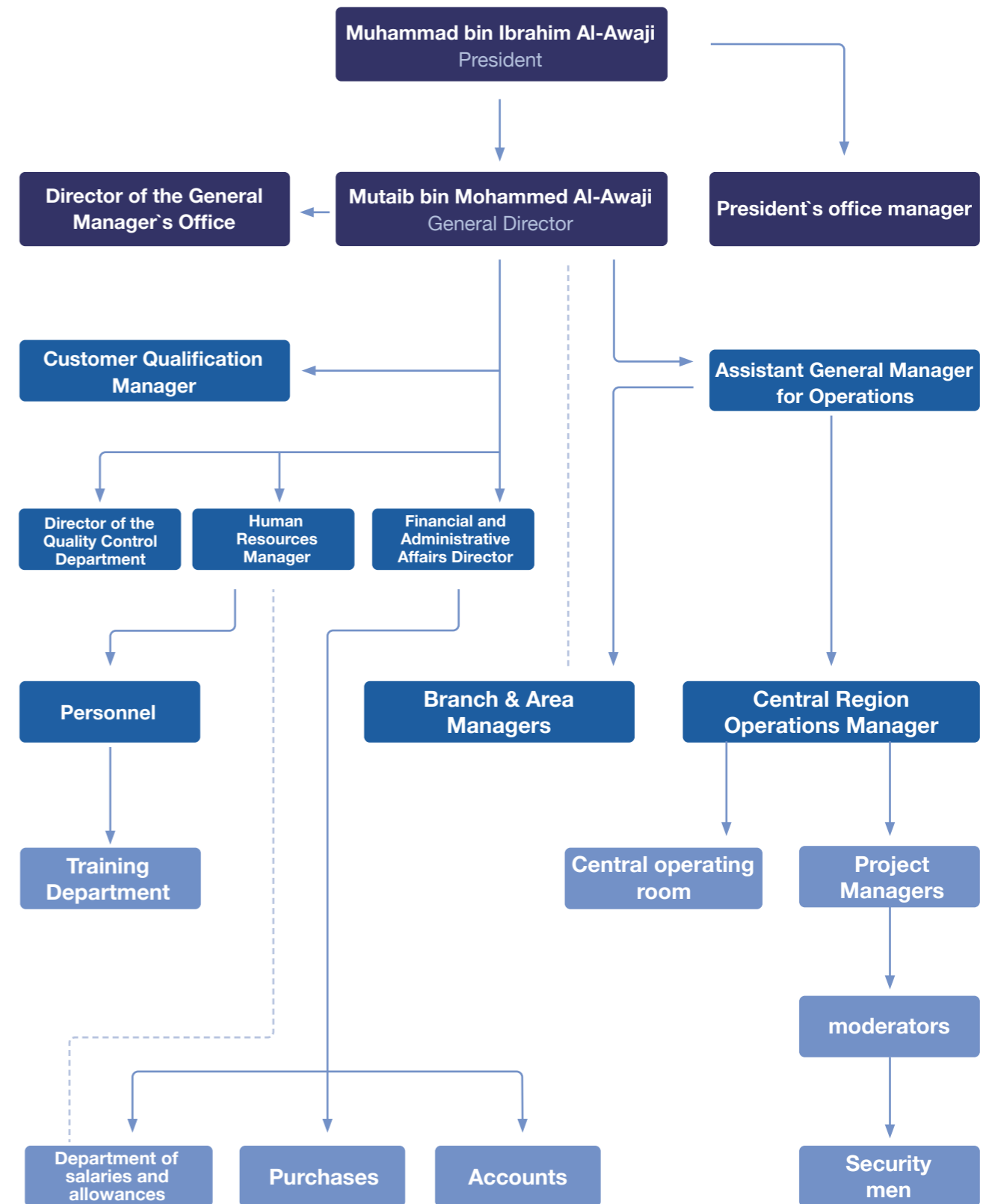
The company is extremely careful of full filling the customer's requirements and more than that such as distinguish in providing a typical advanced services in the field of Automated teller machine.

Effective Follow up

The company is looking behind the effective follow up to gain the confidence and position of the customers so as to achieve the integration and cooperation between the company and the customer in order to achieve the maximum standard of performance.

Our customers

The company has many customers in various sectors. Our goal is to keep our rank as a one of the best suppliers of the security services in the Kingdom of Saudi Arabia. Ensuring the continuous follow up of the international security measurements, provision of the maximum standard of protection for our customers' building and their assists as well as providing the comprehensive security solutions for a lot of corporations and firms for both the governmental and public sectors who are considered to be the partners of success for us.





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Cash and Valuable Holdings Transfer



The Technical Nature of the Company's Work & Activity Management

The branch of Cash and valuable minerals is specialized in cash management such as money transfer. Regarding this, we have contracts with most of the banks that are working in this domain and we have our presence in all parts of the Kingdom hence our company has been working in this field since 2009, a thing that acquired it a great experience and confidence in the Saudi market as well as the customers. Our clear evidence for this claim is the continuity of contracts, widening of activity, development of services field and the up following of all of the technical systems and development.

We are pleased to provide you here with a brief introduction about the working machinery that is defined and approved according to the recent variables and which are required by the related parts. In this respect, we studied the market and the performance of the companies that are working in the same field. After that, we measured the performance knowing the effects and reasons then start developing them in order to maximize the standard of the performance. According to and due to our executive administration experience of our company, we made and approved a different working system that mixes between the current working mechanism and the new developmental mechanism, which is encouraged by the Central Saudi Bank. In order to be able to apply this, we brought a highly competent staffs in this domain as well as managerial and technical procedures. The company also train the new candidates who belong to it and it has specialized training department for qualifying the labors so as to perform their duties properly. In addition, the top administration of the company has adequate experience to manage this sector in a distinguished professional way. In the company we so careful of changing the nature of the work and keeping off the typicality of work through the involvement of the system of managing customers' relationship which is not applied by any one of the companies that are working in this field. This system inspects the standard of the performance of the devices and individuals, and apply the evaluation of individuals to ensure no declining of performance standard.

Developmental Partnerships

The company signed partnerships to develop the performance standard and to provide distinguished services as following:

- 1- Signed a contract with Bantash company that is specialized in cash services and which is authorized be the Saudi Central Bank.
- 2- Signed an initial agreement with Al Hamrany Company.
- 3- Signed an initial agreement with NCR.



Increasing Performance Efficiency

The company apply an initiated working machinery, herein our company create a modern working style benefited by the experience they possessed, the modern working style enables the company to provide a distinguished service as well as efficient performance beyond the customers' expectations. Regarding this, the company creates a group of solutions and thoughts which imply changing the recent performance standard at the market via the application of CRM the system of managing relationships with the customer.

Customer Relationship Management (CRM)

It is a program that manages automated exchange in an automated way. Through it all of the data concerning the special operations of feeding, maintenance, reconciliations and reports are immediately settled into the system. Then, after that, the systems issues reports and results after measuring and analyzing the pertinent data. Consequently, decisions are taken through directions for the concerned individuals via the Hand held device that is will be available with the feeding team individuals.

For instance, the employee responsible for the system inserts the number and type of the fault daily, by the end of the day, a report is issued by the supervisor responsible for feeding.

Then through the report that shows the types and reasons of fault as well as the percentages of performance displayed on the screen, we can measure the employee performance and his responsibility regarding the low performance. Furthermore, through the system, we can immediately issue invoices and then the device receives data, faults and the working duration of the device are set immediately after they being provided by the customer. In addition, the CRM system issues data, sketch drawings on a monthly base. Then through so doing the performance standard of individuals is reformed accordingly.

Maintenance of the Automated Teller machines:

What is meant by maintenance of automated teller machine is reforming all of what is related to the location without including the Automatic Teller Machine device. The maintenance includes the following:

- The facade, Entrance and The gates
- Electricity and lightening
- Air conditioning
- Surveillance cameras and recording devices
- Communications lines
- Indicative plates
- Supportive telephones
- Promotional materials
- Walls, Ceilings, Safety and Paintings.

The company provides this service according to:

- The support office that acts as a communication point which works 24 hours a day all of the week.
- A quick responsive experienced efficient specialized working team is found.
- Availability of store in which all spare parts and devices are available as well as the availability of spare parts with the maintenance team.
- All of the spare parts are original brought from authorized suppliers.
- Preventive periodic maintenance scheduled for automated teller machines location in coordination with the banks.
- Maintenance is available in emergent cases and in case of being required.
- Preparation of reports for any automated teller machine being visited with a version from the visit handed to the bank.

The Operational Procedures for Feeding Service:

The procedures for feeding the Automated teller Machines.

The service of feeding Automated Teller Machines considered to be a one of the highly risk services through which no way for a mistake. In case a mistake occurs it will be a disastrous one. There for, all of the top management, executive one, teams of individuals in their locations and the supportive services should be careful, focused and punctual in performing their duties accurately in a way reflected on all successfully.

The feeding service of Automated Teller Machines is an integrated system that is associated with all parts of the management and parts of the institution, including labors, officials, field working teams, the bank and who work in. In addition to, the police and public security patrols.

The feeding service of the automated teller machine is composed of the considered stages, missions and procedures associated with each part and a working team as the following:

Contracting and preparation of the basic resources as well as the operation plan. Actual operation that is composed of operation management, the immediate up following office of armored vehicles and escort cars. In addition to, automated maintenance cars, support office, workshop, armored car , team, escort car and the team, matches, archive for daily operations, invoices issuance, money collection, inspection and up following for working process, police and public security patrols, cash responsibilities and unexpected cases. (abnormal)

Risks Management and How to Neutralize it

Attention, concentration, punctuality, carefulness and accuracy are the basics of success in working. Therefore, these conceptions should really be applied not just to be acted with as logos only as well as it should be set as standing clear topic for each document or a model of work. Risks can be touchable or untouchable, so it is the duty of risks management to define and evaluate then delimit and isolate them completely if it is possible to. There are some different types of risks that are defined, they are the ones that associated with money transfer and the feeding of the Automated Teller Machines which they are as the following: the operational risks, risks of non-commitment to the laws and legislations, reputation risks, legal risks and the technical ones. All of these risks illustrated below.

Operational Risks: They are the risks and loss due to failure or lack of efficiency of operational procedures and internal operations. In addition, it can be due to the external incidences that can take place per the normal situation for a commercial activity. Failure in managing the operational risks in a proper way, can expose security and safety to terrible losses. A list of risks that can accrue according to our pre- experience in inference is attached below and via which we can be guided.

Insurance: The company provides insurance coverage for all shipments "money, precious metals and documents of value".

Audit & In spection Procedures:

To ensure that the officials and the other individuals of the team not carrying any monetary sums inventory of cassettes after leaving the bank, inventory of cassettes close to the a teller, inventory of return from the teller, auditing matches and bank account. Audit, inspection and control of the policies and procedures of the work. Checking team`s behavior and personal evaluation.



Measurements of Service Efficiency:

The measurements of service efficiency entail creating of a data base composed from the following required fields: date, customer's name, service type whether it is feeding or initial maintenance, selling price for a trip, scheduled feeding service, emergent feeding service, actual feeding service, unfulfilled feeding service and disabilities and due to reports can be typed.

Plan of Work Continuity:

The continuity of work management is just a mere general sense for the company officials. It acts around full taking of responsibility of work and enabling it to proceed in its right track whatever negative things take place. This can be done through calmness and pre arranging for those incidences, then good management appear there. The continuity of work management is defined as, a comprehensive administrative process through which the expected threats and their effects that may affect the commercial operations should be planned in advance for the sake of finding a solution for. In addition to, providing a flexible systematic framework to preserve the owners' interests, reputation, trademark and the working activities.

Service Standard:

The company provides the best system that can serve the customer. Moreover, applying all of the necessary developmental procedures for the sake of full filling the concept of comprehensive quality and performance development. Here we are in a consistent challenge keeping on developing and improving the performance standard through technology and staffs of great experience in the domain of security services, particularly the automated exchange and trusted transportation. Regarding this the top management of the company possesses a wide range of deep experience. The company processes the attain of the customer's satisfaction is connected to our commitment and the extreme punctuality to fulfill the customer's requirements. Thus, the company is so careful of consolidating this concept for its workers and considers it as a logo. One of the company's priorities the measure of the customer's satisfaction. Therefore, the company applies the principal of transparency in dealing with the customer. In this respect the company expresses its opinion clearly and carry out its pledges accurately and completely. Also the company encourages listens to various point of views patiently as well as dealing with credibility with the customer.

Smart Bags:

The smart bags for cash protection is a highly capable system for protecting money through which money becomes unusable in case of theft or attack. Smart bags are made of components linked together to protect money from human. Regarding the specifications, the max capacity for the bags is 6000 banknote and 12000 banknote. A lithium battery of a high capacity and quality is compacted with the bag. Furthermore, the bags are equipped with special GPS system to define the place of the bags.

GPS System:

Through the simple and rapid fixing of following up devices that are fixed on armored cars and the smart bags, it can be easy to inspect the private assists of the customers through the laptops or smart device a thing that provides more safety and accurate planning. There for, the following up system GPS is the right choice. The following up system through the GPS provides more security for retaining of assists and makes it under control even after the departure of these assists to the company or customers' locations or in case the assists be organized away from the company location.

Immediate Telephoto Imaging System:

The closed circuit television which is also known as inspection through video is an involvement of video cameras to transit the signal to the censorship and control center of the company. The signal is being displayed on a limited number of screens that work through the techniques of (cctv). The company of security and safety uses this technique in different solutions such as IP cameras, the ones that involve internet protocol. This technique change the image and the sound into data and then carries the data through internet communication providing a high quality clip to be received at once. In addition to, admit you watching inside and outside the ramrods and comparing the show with the data created by the GPS a process through which a high standard of safety can be achieved.

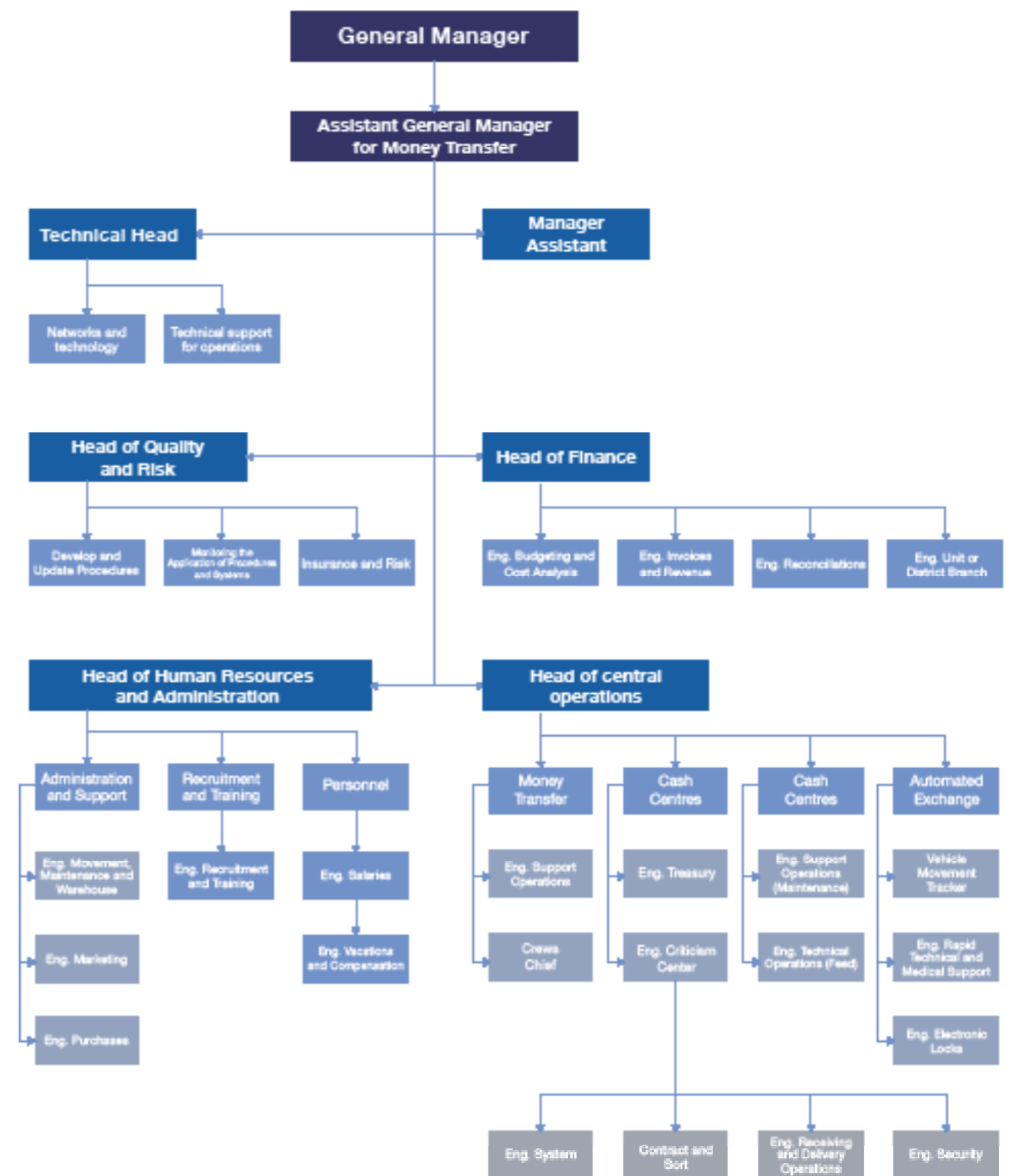
Organizational Structure

Smart Bags:

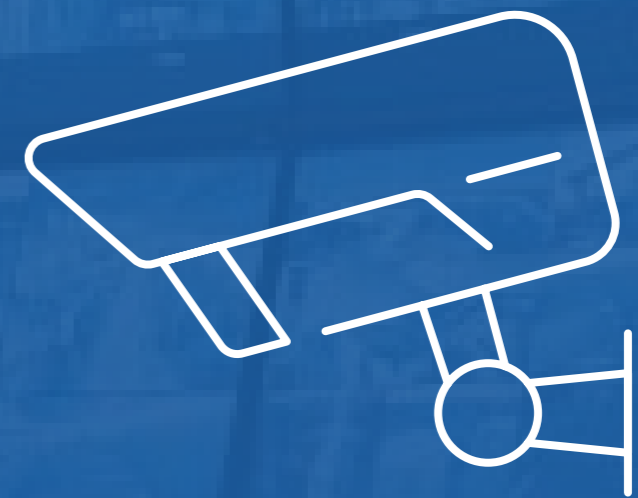
The company uses the most modern types of special smart bags for money transfer that are electronically linked to the control centers related to the company. These bags are equipped with GPS system to define the location of the bag accurately. Smart bags are a one of protection devices that the company of security and safety uses it in carrying money and providing a high standard of protection and security for money transporting. It is a very capable system in protecting money in case of a robbery or attack, the system makes the money unusable.

Specifications and Capacity of Smart Bags:

They are made of different types of component that are linked together to protect independently valuable things from humans so risks can be avoided accordingly as well as cash protection. The max capacity of these bags is 6000 banknote and 12000 banknote. A lithium battery of a high capacity and quality is compacted with the bag.



The Branch of Security Systems





About

The branch of security systems and networks solutions is established to enable the company covering its customers' security requirements. As a result the Security and Safety Company becomes a destination for providing a whole security services. Aiming from this to preserve customers' privacy providing the best standard of service through a highly efficient, technicians and specialized engineers.

We are pleased here in the Security and Safety Company to present you our introductory profile that include a list of our provided services in the field of devices and security solutions, low-current systems, (surveillance cameras, gates control, entering & exiting, fire alarm, water leaks alarm) preparation of servants' chambers as well as works of infrastructure and communication network. We ensure you that our technical team is capable to provide you the best solutions and distinguished service. Our goal in the Security and Safety Company is to establish a partnership relation with our customers via supplying them with the required quality. Besides, the most suitable applications in the field of supplying and constructing of the low-current systems. In addition to, the following up to provide and support maintenance needed by our customers to ensure the obtaining the best desired benefit.



Services & Security Solutions That We have the Honor of Providing Them:

- Surveillance Cameras Systems
- Access Control Systems
- Underground Vehicles Inspection
- Security Gates and Fenders
- Creating Bank Locker Rooms
- Creating Fortified Protection
- Supply and Installation of doors and Windows against Lead and Fireproof
- Creating Inspection Towers Guard Rooms
- Supply and Installation the required inspection devices for individuals and goods
- Supply and Installation of Fences Protection Systems
- Vehicles Tracking and control systems
- Forks and Fenders
- Service of equipping armored cars with cameras and tracking systems
- Auto plating cars through authorized and approved factories (Surveillance Cameras Systems)

Provided Services for Network Systems

- Solutions of information centers
- Operations of equipping information centers (raised floor, fire extinguishing through gas, entry and exit systems control...etc.)
- Solutions and services concerning networks (equipping the infrastructure of networks)

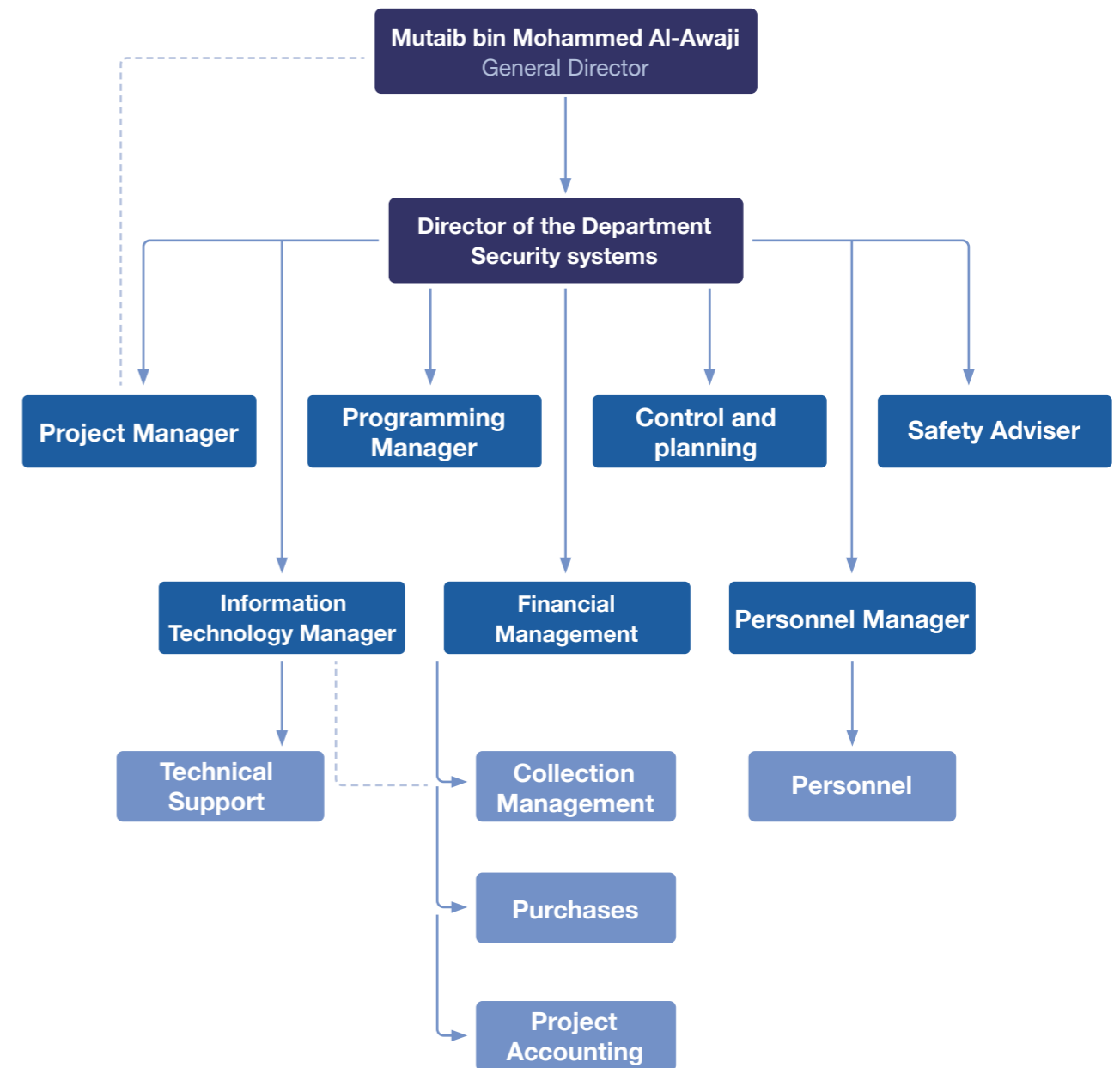
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Our partners and approved suppliers

The company has a group of clients in various sectors, and our goal is to maintain our distinction as one of the best providers of security services and network solutions in the Kingdom of Saudi Arabia, to ensure continuous keeping up with international security standards and provide the highest levels of protection for our clients' buildings and assets and provide comprehensive security solutions to many Organizations and companies in both sectors Governmental and private, whom we consider success partners for us. We enclose a list of the most important projects and implemented works and our partners in success.


Organizational Structure






شركة الأمن والأمان
Security & Safety Co.

 ss-co.com.sa

 info@ss-co.com.sa

 +920001267

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