



**ULWAZI**  
GROUP

# COMPANY OVERVIEW

Ulwazi  
Group



*“Excellence in Service”*

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# Foreword

It is indeed my pleasure to introduce you to our company. Ulwazi Holdings Group (Pty) Ltd was established in 2007, with expertise in the facilities management, security, cleaning, civil engineering, events management, catering, transport & logistics industry. Our company has grown over the years to be the most preferred service provider by a wide range of clients. This however is attributed to the vision, culture, ethics and strong leadership by our executive leadership & management team. Our staff commitment, passion, loyalty and dedication has carried our brand from humble beginnings to a respected player in its various industries.

Our company's achievements over the years is primarily attributed to the calibre of people within our diversified workforce. Ulwazi Holdings Group is dedicated to providing cost effective, professional services and solutions to all its clients. The company keeps abreast with the latest trends in the different industries whilst adhering to the relevant legislations & regulations and codes of practice & conduct.

Whilst our company Head Office is based in Johannesburg, South Africa; our operations spans throughout the African continent.

***Bongani Mabizela***  
***Executive Chairman & Founder***



# Vision

To be the first choice company in Facilities Management, Protection, Cleaning, Civil Engineering, Events, Catering, Transport and Logistics Services in Africa



# Company Objectives

- To honour God in all we do
- To help people develop
- To pursue excellence
- To grow profitably



# Principles & Philosophies

Ulwazi Holdings Group is committed to the principles and philosophies of the world's best practices and as a result, has a strong commitment to continuous improvement across our business. This forms the foundation of our relationship with our customers.

# Health & Safety

Ulwazi Holdings Group has a robust approach to health and safety in addition to a Health and Safety Policy which is implemented within all Regions as a minimum standard.

Setting the highest standards for health and safety in the industry helps build our employee's loyalty and commitment to Ulwazi Holdings Group, while their own expertise enables our employees to act as role-models for health and safety best practice, helping to secure the world of our customers and society as a whole.



***"Excellence in Service"***



## Services Provided

Ulwazi Security have a comprehensive range of security services which include the following:

### Guarding Services

- Access Control
- Special security events management-specialist in security events management for all types of sports, festivals, meetings, conferences etc.
- Private correctional centre security services
- Rhino poaching security services
- Evictions & Relocations
- Dog handling
- Off-site monitoring (personnel & premises)

### Investigations

- Tracing of missing people services
- Covert Investigations services
- Crime scene investigation services
- Private investigators services
- Forensic investigations and auditing services which include fraud and corruption investigation
- 24 hours anti-corruption hotline services

### VIP Protection Services

- Escort and specialised escort services
- Close Protection

### Cash In Transit–Bulk Cash Transportation



# Services Provided continues...

## Electronic security services

- ☐ 24hr Armed response services to residential, corporate, government and commercial clients.
- ☐ 24hr Alarm monitoring services to residential, corporate, government and commercial clients.
- ☐ 24hr Remote CCTV monitoring and on-site CCTV monitoring

## Security Risk Advisory, Consultancy and Management Services

- ☐ Security risk assessments
- ☐ Security risk analysis
- ☐ Security risk surveys
- ☐ Security risks audits
- ☐ Security consultancy services
- ☐ Security policies and procedure development
- ☐ Development of emergency and contingency plans
- ☐ Developing anti-corruption and fraud plans or strategy.
- ☐ Development of event security plans and crowd management planning



## Training & Development

Ulwazi Security recognises that ultimately service quality is determined by the behaviours and skills of our people. Our personnel undergo strict recruitment and selection criteria to ensure that only the highest calibre of security officers are chosen. Our security officers are multi-skilled and selected on the basis of their suitability for a project, their integrity and their commitment to a career in the security management.

The company prides itself on a staff development programme which amongst others includes providing resources for further education through correspondence with various institutions of higher learning.

# Ownership & Equity

Ulwazi Security (Pty) Ltd is a solely black owned and controlled company with 40 % of the shareholding held by black women.

Ulwazi Security is a **Level 1** Contributor on the BBBEE Scorecard.



# National Command Centre

A 24 hour National Command Centre is stationed at our Head Office. The excellent technology in our Command Centre allows our highly specialised monitoring team to keep track of Ulwazi Security specialised units, vehicles and the clients' assets. Should an incident occur in any of our sites, incident management is coordinated from the National Command Centre.



# Accreditation & Affiliation

- ☐ Registered member of the Private Security Industry Regulatory Authority (PSIRA).
- ☐ National Key Point (NKP); accreditation.

*“Excellence in Safety”*

# Sectors where services are provided

***We provide specialised guarding services in the following sectors:***

- Industrial Sector
- Campus security services: *General Education & Training, Further Educational & training and Higher Educational & training Sector*
- Railway Sector
- State-own-entities Sector
- Municipalities/ Local Government Sector
- Water sector-water boards and department
- Public healthcare Sector
- Government Departments or Public Sector
- Private Healthcare Sector
- Retail and warehouse Sector
- Hospitality and Gaming Sector
- Banking Sector
- Corporate Sector
- Shopping malls sector
- Business park Sector
- Residential and Golf Estates
- Aviation Sector (private and state-own-entities)
- Manufacturing Sector
- Maritime Security (Ports)
- Diplomatic Missions
- Energy Sector-nuclear, petroleum, electricity or power plants, oil, gas etc.
- Mining Sector-gold, platinum, diamond, coals, etc.
- Telecommunication Sector-mobile and fixed line telecommunications.
- Transport and Logistic Sector



***“Excellence in Safety”***



# Monitoring System

The success of any electronic system depends on the quality of the human back-up. Ulwazi Security' officers put themselves on the line daily. Effective monitoring systems ensure that the officers are in touch with the National Command Centre at all times and also ensure that their activities are constantly monitored.

The monitoring system also ensure that officers patrol the premises on a regular basis as scheduled. Panic buttons allow officers to call for help instantly should the need arise. If necessary, back-up in the form of the Armed Response Units will be dispatched immediately.



# Vehicles

Ulwazi Security pride ourselves in a fleet of vehicles. All vehicles are being serviced on a regular basis and are satellite-tracked via GPS Tracking Units linked to the Ulwazi Security' Command Centre. This allows the controllers to dispatch the best positioned and best suited unit to respond to the situation.



*"Excellence in Safety"*

# Ownership & Equity

Siyanoqoba General Enterprise (Pty) Ltd is a solely black woman owned and controlled company with 100 % of the shareholding by held by black women. SGE is a **Level 1** Contributor on the BBBEE Scorecard.

# Services Provided

- ✓ Corporate & Industrial Cleaning
- ✓ Deep Cleaning
- ✓ Event & Conference Cleaning
- ✓ Waste Removal
- ✓ Horticultural & Garden Services
- ✓ Hygiene Services
- ✓ Pest Control



# Accreditation & Affiliation

- ✓ National Cleaning Association of South Africa
- ✓ Bargaining Council for the Contract Cleaning Services Industry

# Sectors where services are provided

- ✓ Commercial
- ✓ Industrial
- ✓ Health Care
- ✓ Education
- ✓ Hospitality
- ✓ Retail Cleaning
- ✓ Transport



“Cleanliness is Next to Godliness”



## Ownership & Equity

Umtombo Wolwazi Business Enterprise (Pty) Ltd is 100 % black owned and controlled company. UWBE is a **Level 1** Contributor on the BBBEE Scorecard.

## Services Provided

Umtombo Wolwazi Business Enterprise (Pty) Ltd currently provides Consulting & Project Management Services in the following disciplines:

- Civil and Structural Engineering
- Water & Sanitation
- Traffic and Transportation Engineering
- Project Development and Facilitation
- Municipal Engineering Services
- Housing and Property Development
- Public Transport Studies and Risk Analysis
- Electrical Engineering Services
- Local Government Support



## Staff Development & Training

Umtombo Wolwazi Business Enterprise (Pty) Ltd continuously strive for excellence by providing training and development opportunities for staff members and also a learnership programme through which interns are afforded a working experience.

The company prides itself on the staff development programme which amongst others, includes providing resources for further education through correspondence with various institutions of higher learning.

## Accreditation & Affiliation

The Executive Chairman of Ulwazi Holdings Group, Mr Bongani B Mabizela, is a member of the Engineering Council of South Africa (ECSA)

## Ownership & Equity

Ulwazi Events & Production Management (Pty) Ltd is 100 % black owned and controlled. The company is a **Level 1** Contributor on the BBBEE Scorecard.

## Services Provided

Ulwazi Events currently provides Services in the following disciplines:

- Conceptualisation of Event
- Design of Invitations
- Photographers / Videographers
- Florists / Catering
- All Entertainment – Artists, DJ’s, Dancers, etc.
- MC’s & Guest Speakers
- Annual Year End Functions
- Weddings
- Beauty Pageants
- Formal Banquets
- Corporate Events – Award Ceremonies
- Fashion Shows
- Conferences



## Staff Development & Training

Ulwazi Events continuously strive for excellence by providing training and development opportunities for staff members and also a learnership programme through which interns are afforded a working experience.

The company prides itself on the staff development programme which amongst others, includes providing resources for further education through correspondence with various institutions of higher learning.

## Background

This premier Johannesburg based catering company believes that food should reflect individual style and taste. Our passion and talent for settings and decorating have made us sought after caterers. Cindy's Kitchen & Catering Services makes delectable menus for even most selective palates.

The company's food presentation and unsurpassed service excellence creates an unforgettable experience for all our guests. Cindy's Kitchen and Catering Services caters for any government, private or social event and for any number of guests. True to its founders' vision, Cindy's Kitchen & Catering Services continues to grow, innovate and explore every possible way to bring delicious, nutritious eats, presented in style. At Cindy's Kitchen and Catering Services we pay attention to even the smallest of detail to ensure the highest standard of service at all times.

## Ownership & Equity

Cindy's Kitchen & Catering Services is 100 % PDI owned and controlled and is a **Level 1** Contributor on the BBBEE Scorecard.

## Services Provided

Cindy's Kitchen & Catering Services caters for a range of functions, including amongst others: weddings, funerals, christenings, tea parties, anniversaries and many more. We make it our business to know and understand the clients we serve, so as to be able to offer suitable advise and provide world class service, therefore putting our clients' mind at ease. Our packages are tailor-made to meet our clients' needs and we offer the following services:

- Catering Services
- Seating Arrangements
- Cutlery & Crockery
- Gifts
- Advise on theme for function
- Colour coordination
- Invitations design
- Marquees and Venue Decoration
- Event Management and Coordination



*"Delectable culinary for the selective palate"*

## Ownership & Equity

Ulwazi Transport and Logistics Services is 100 % PDI owned and controlled and is a **Level 1** Contributor on the BBBEE Scorecard.

## Services Provided

*Ulwazi Transport and Logistics Services currently provides the following services:*

- Earthworks
- Coal Transportation
- Sand Transportation
- Heavy Duty Mining dumping trucks
- Crusher Transportation
- Premix Transportation
- Low Bed Trucks

## Staff Development & Training

At Ulwazi Transport and Logistics Services we believe in staff development and training. The training allows our employees to grow within the organisation and access other job opportunities created within Ulwazi Holdings Group.



# Quality Management

The level of excellence we have achieved over the years is documented, and the QMS entrenched in compliance with the **SABS ISO 9001:2009** code of practice.

## Process Approach

Management is committed to a process approach when improving the effectiveness of the Quality Management System, thereby enhancing customer satisfaction by meeting & exceeding customer requirements. We have identified and managed numerous linked activities.

We recognise the importance of:

- Understanding and meeting requirements
- The need to consider processes in terms of added value
- Obtaining results of process performance and effectiveness
- Continual improvement of processes based on objective measurement.



## Quality management Principles

Ulwazi Holdings Group is committed to leading and operating the company in a manner which is systematic and transparent. The success of the QMS depends on the efforts of all employees to continually improve performance. Measurement of QMS is undertaken by:

- Customer Service Assessments
- Quality Audits
- On-Line Customer Satisfaction
- Surveys
- Performance Appraisals
- Preventative & Corrective Action
- Regional Review of KPI's



# Corporate Social Investment

Ulwazi Group conducts its business, amongst others, in areas that are still under developed and poverty stricken.

As a responsible corporate citizen, the group has introduced a Corporate Social Investment programme which will focus in areas the company is already operating. The programme will later be expanded accordingly as the company makes inroads in areas beyond its current scope.

## Radio 2000 Mandela Day Programme – Joubert Park

Ulwazi Group in conjunction with national radio station, Radio 2000, celebrated Nelson Mandela's legacy by providing bread, soup, water and soft drinks to the homeless people living around Joubert Park on 18 July, Madiba's 95th Birthday. This was an opportunity to share "67 Minutes of Community Service" to celebrate "67 years of service to humanity". Ulwazi Group Chairman, Mr. Bongani Mabizela, also brought a message of hope and inspiration to the crowds who participated in this worthy cause.



## Food Parcel Distribution - Hammarsdale

The Ulwazi Team, accompanied by the 24 Mr & Miss Hammarsdale semi-finalists and other community leaders, distributed food parcels valued at R5000 per family, to 6 identified needy households. This was held on Thursday 25th July 2013 as part of our Corporate Social Investment Campaign.

It was a very touching experience, seeing the gratitude from the recipients. This reminded all of us of how grateful we must be for our many blessings. This was part of our '67 minutes of Love' – paying tribute to Nelson Mandela.





# Some clients we pride ourselves with...



**“Excellence in Service”**



**ULWAZI**  
GROUP

## Contact Details

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**UMTHOMBO WOLWAZI**  
BUSINESS ENTERPRISE



**CINDY'S**  
KITCHEN & CATERING  
A member of the Ulwazi group



**SIYANQOBA**  
GENERAL ENTERPRISE



**ULWAZI**  
SECURITY



**ULWAZI**  
EVENTS



**ULWAZI**  
TRANSPORT & LOGISTICS