



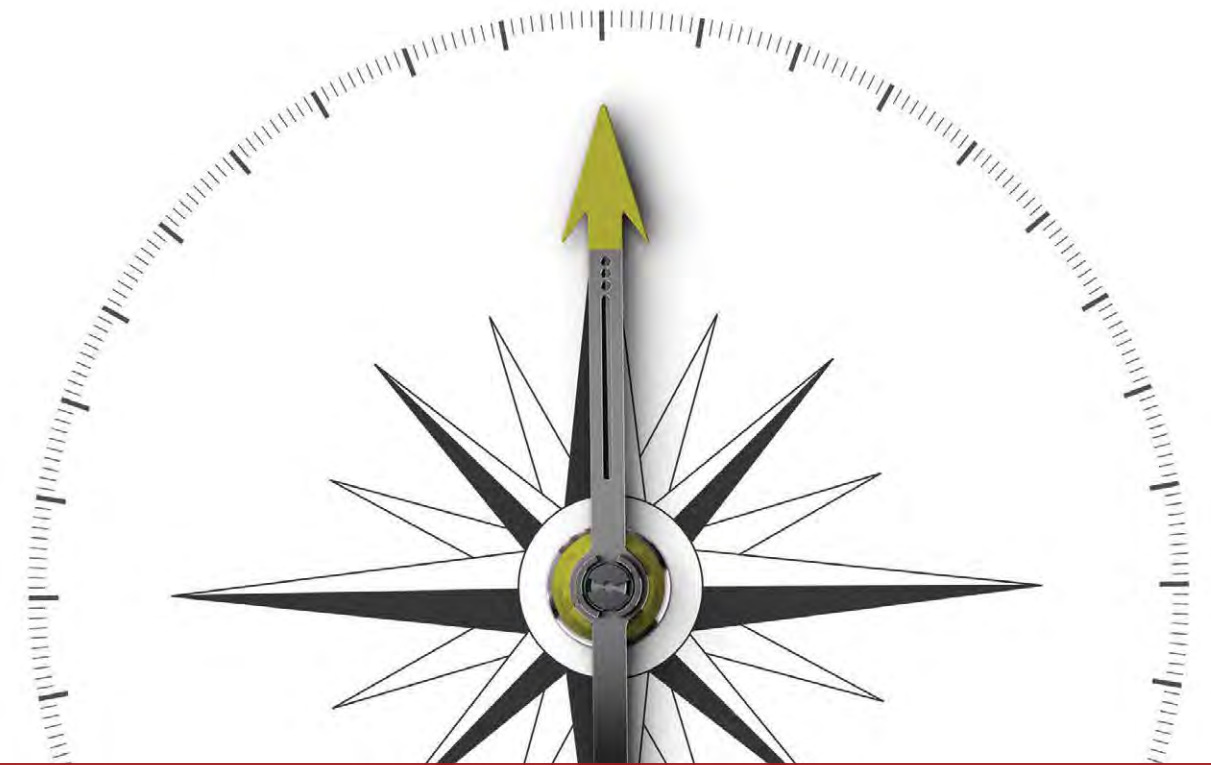
SASA

Q2 ISSUE JUN-AUG

2019

MAGAZINE

**STRATEGIC FOCUS
& BUILDING TOWARDS
OUR ENVISIONED FUTURE**



DEPARTMENT FOCUS

- + Training School
- + Cash & Valuables in Transit

BM STAFF COMMENDATION

- + Rewarding staff who displayed
Integrity & Bravery in the line of duty

NEWLY FORMED DEPARTMENTS

- + Compliance Dept
- + Business Dept

HONORING LONG SERVING EMPLOYEES

- + Richard Mulira (Cvit) - 29yrs
- + Omari Karanja (Guarding) - 35yrs

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PUBLIC NOTICE

WARNING

Bob Morgan Security Services Limited wishes to inform all our esteemed clients that cases of fraudsters masquerading as our employees are on the rise. **Do not** share your personal information or send any funds to people soliciting for help regarding hospital bills, company's events, or any other reason you deem suspicious. On such occasions, kindly exercise caution and counter check with the company through the following official phone numbers

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or

+254 722 806 076

Bob Morgan Security Services Limited will not be liable for any financial or information loss to Fraudsters.

CE ADDRESS



Neil Morgan
Chief Executive

"STRATEGIC FOCUS & BUILDING TOWARDS OUR ENVISIONED FUTURE"

As a start it is a pleasure to see BM SASA magazine make a return. Open channels of communication are important for BM's stakeholders, to engage with the happenings of the company. We need to be on the same page with where we are, and where we are going.

This edition shall focus on our company strategy. Strategy is a plan of actions designed to achieve an overall aim. BM has a 5 year strategic plan covering the period between 2018- 2022.

In order for BM to achieve our strategy, communication of our: Aims, Goals and Objectives to our staff are very important. We can only achieve success if we have unity and purpose.

We will take you through our **BM strategic temple**:

The foundation of the Strategic Temple comprises of BM's **Core Values**; **Customer focus, Respect, Excellence, Being a pioneer, Honesty & Integrity** which defines who we are and cuts across all aspects of the organization.

Our strategy has 4 key Pillars:

- **Improve Financial Management of the organization,**
- **Efficiency of the HR Function**
- **Enhancing application of technology & Innovations**
- **Corporate Governance, Risk Management and Compliance.**

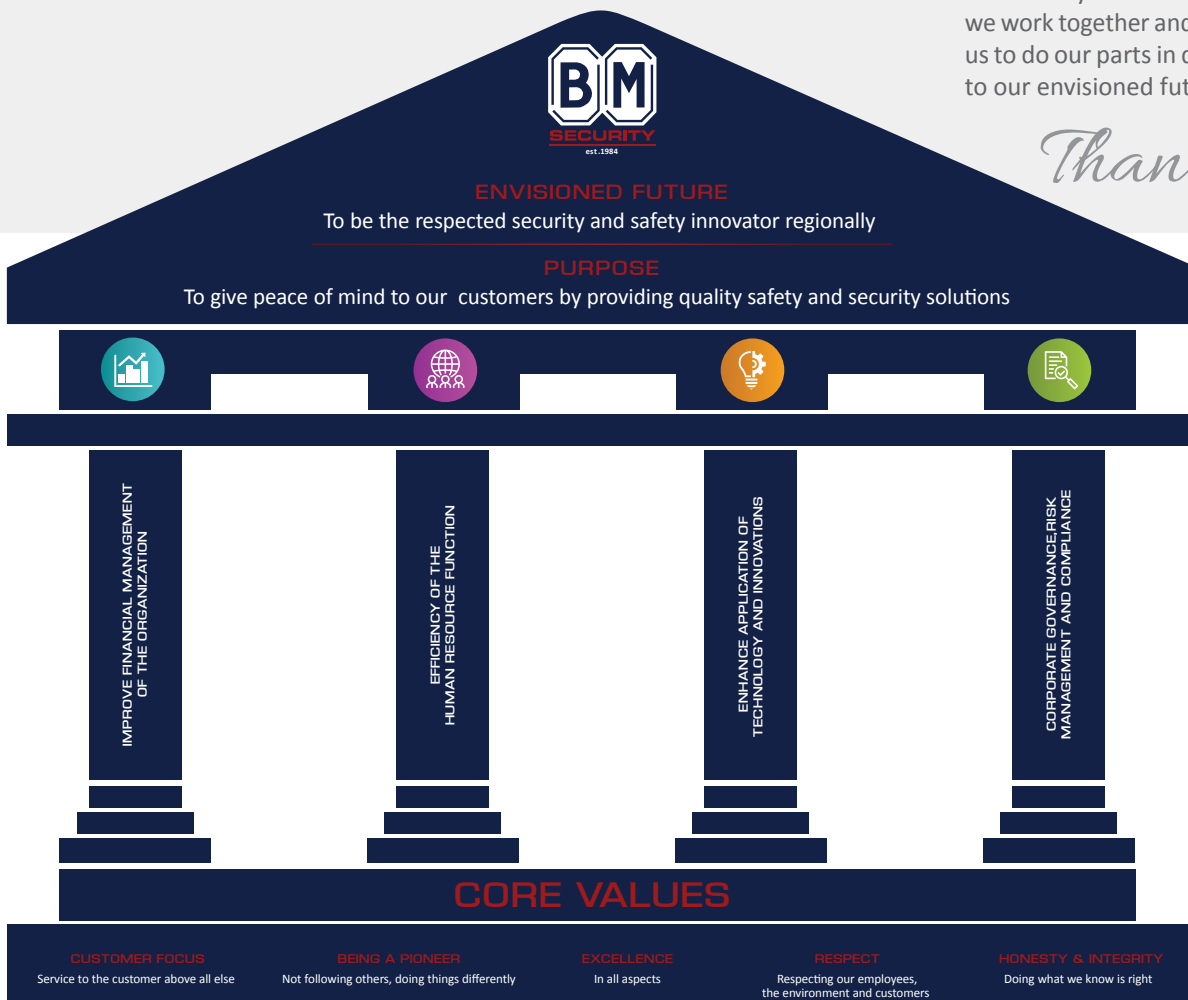
Our Success will be defined by our achievement of these goals.

Our purpose is the reason that we exist, which is: To give peace of mind to our customers by providing quality safety and security solutions.

Ultimately our Envisioned future at the end of our strategic plan is to be The Respected Security and Safety Innovator Regionally.

In summary we can only achieve success if we work together and I can call on each of us to do our parts in driving the company to our envisioned future

Thank you.



CASH & VALUABLES IN TRANSIT

HISTORY & OUTLOOK FOR CIT DEPARTMENT

BM Security CVIT department was established in 1986 and has over 30 years of experience. Upon inception, the department had 4 vehicles and has over the last 3 decades grown to a fleet of over 50 vehicles countrywide.

BM CVIT department works in conjunction with the police administration to ensure that our client's valuables are secure. Our services include collection and delivery of sealed containers, cash counting and banking services, maintenance and replenishment of offsite ATM's, wage

management services and overnight storage services.

Innovation being one of the company's key pillars the department has embraced technology in rolling out Cash Depositing Machines (CDM) to our client base. The machines have the benefit of reducing runs and improving efficiency.

The CVIT department comprises of the **Manager, ATM project officer, planning officer, controllers, crew commanders and drivers.** The sensitivity of the nature

of work done by the CVIT department demands one to be of high integrity and possess a high level of professionalism.

Before one joins the team, he/she must have served for a period of 5 years as a security guard, have a clean record, commendation letters for exemplary work and last but not least they are required to undergo continuous vetting to assess the quality of work they are doing.



"CVIT department was established in 1986 and has over 30 years of experience in Cash in transit. Upon inception, the department had 4 vehicles and has over the last 3 decades grown to a fleet of over 50 vehicles countrywide."

MESSAGE FROM HEAD OF CVIT MR. KAMENYI

We as a department are working tirelessly towards achieving the overall company strategy and our envisioned future as the respected security innovator regionally. As such we are on track to introduce the necessary software that ensures the automation of CVIT services to cater to the dynamic changes in client needs.

Through a culture of continuous training the department invests in its staff to ensure all members are skilled and meet the standards required to deliver excellence in our line of duty. Through annual refresher training courses and scheduled skill upgrade workshops the department is able to bridge the gap between the old and new skills, increase the pool of talent, and boost self-confidence and morale as well as keeping the staff updated with the latest emerging trends in the market.



WHY JOIN THE CVIT DEPARTMENT

- Gives one the opportunity to be part of the BM Security Elite Squad
- Gives one a platform to interact with a lot of clients and build strong relationships
- Builds character due to the sensitivity the nature of the work entails
- Additional allowances
- Regular trainings and skill development
- Career growth and progression
- Exposure to clients
- Builds character and CV centered on integrity



CELEBRATING THE CVIT DEPARTMENT LONGEST SERVING EMPLOYEE

Honoree Richard Mulira - 29 Years

Having worked at BM for 29 years, Richard Mulira has dedicated almost 3 decades of service to the company, rising through the ranks over the years since he first joined in February 1990 as a dog handler.

"My line of duty as a CVIT driver requires the utmost integrity due to the sensitivity of the work we do. I have truly seen the department grow over the years since 1980's when it was first established.

I love my job very much and wouldn't trade it for anything in the world. Trustworthiness and diligence is what makes me succeed in my role and helps continue to maintain a close relationship with our clients."



"My line of duty as a CVIT driver requires the utmost integrity due to the sensitivity of the work we do. Trustworthiness and diligence is what makes me succeed in my role and helps continue to maintain a close relationship with our clients.."

THE TRAINING SCHOOL

TRAINING MANAGER - MR. ALPHONCE WAMBUA

Alphonse has been in the security industry for the last 18 years. He joined BM in January 7th 2019 as the Training Manager where he has been a key player in pioneering the partnership between BM Security and the Directorate of Criminal Investigation (DCI) specifically the department of Anti-Terrorism Police Unit (ATPU) and Bomb Disposal Unit (BDU). Under his able leadership, the BM Training School gained accreditation from the National Industrial Training Authority (NITA) in March 2019 as a security training provider. His vision is to transform BM training school into a profit center by ensuring the school generates revenue.

He credits his motivation to the satisfaction he derives from empowering people with life skills; impacting their lives and that of their families in a positive manner.

In line with the organization wide automation program the department under his leadership aims to digitize the training school course materials and have a virtual learning system that will enable both the uniformed and civilian staff to attend courses online and be graded on the same. This will enable the staff to gain skills and knowledge they need to grow their career with the support of our self-guided e-learning portal.



TRAINING SCHOOL UNVEILS; THE BM ASSAULT COURSE

Training is at the core of the company laying the foundation towards excellence in service delivery. The BM Security training school plays a vital role in providing comprehensive training to all our uniformed staff impacting them with the requisite skill set to carry out their duties.

Due to the established relationship between BM and the police administration, the training school has incorporated a unique approach to training by hosting members from the Anti-Terror Police Unit (ATPU) and the Bomb Disposal Unit to sensitize our Security Officers on how to identify and handle explosive materials as per the requirements of the regulatory body. Uniformed staff can look forward to this module as part of their refresher training from annual leave. It is through such stakeholder relationships that the company is able to tailor our training to the emerging security threats we face as a country, and ultimately deliver superior service to the market.

The training school seeks to continuously enhance and improve its

approach, giving the company its edge and differentiating factor in the market. As part of efforts to upgrade facilities BM recently invested in the assault course; the idea being to enhance physical fitness and discipline in our approach to training.

The brain child of trainer Edward Ngoge the assault facility course will be incorporated into training across the organization from guarding to other advanced courses like **MRT - Mobile response team** and **CPP - close personnel protection**.

"I realized we need to equip our officers with necessary skills to enable them perform their duties with ease and at the same time observe very high standards of self-discipline. This realization inspired me to come up with an assault course facility, a vision I had since I joined the company in 2014. This facility will train our officers on perseverance which enables them to work and survive in any condition they are subjected to." Edward Ngoge BM trainer.

Forever In Our Hearts

William Nang'ol

19 / 09 / 2019

MEET THE TRAINERS



Mary Wagana - Trainer

Mary joined BM Security in March 2018 as a trainer. "To me training is undoubtedly the best job because you get direct results based on one's performance."



Edward Ngonge - Trainer

Edward has been a trainer at BM Security for 5 years now. He derives his expertise from the elite paramilitary unit, Recce Squad where he served for 11 years. "To me training is more of a passion than it is a career."



Mr. Vincent Kotieno - Trainer

Mr. Vincent Kotieno has been a trainer at BM for a period of 14 years. My vast knowledge and experience acquired over the years has better equipped me with a skill set I hope to pass down to those I mentor.



"It's with great sadness we announce the passing of BM trainer William Nang'ol who died on 19th September following a short illness."

William joined BM in February 2005 and left in 2013 to pursue other interests. He later rejoined the company in March 2018 where he served as a trainer until his sudden demise. He will be fondly remembered for his dedication to the training school having mentored and moulded so many of the BM fraternity into the service men and women they are today."

~ Neil Morgan - Chief Executive

The company has lost a man of discipline and service who embodied our core values and diligently passed them on to those that he taught. BM Security recognizes Mr William Nang'ol for his exemplary service to the company, may his soul rest in eternal peace.



BM Partners With Consolidated Bank For Staff Loans

The Staff of Bob Morgan Services Limited will enjoy personal loan facilities from any of the Consolidated Bank of Kenya branches spread across the country. This new partnership has been developed following a mutually beneficial relationship between the two institutions spanning a number of years. Notably, Bob Morgan has provided a range of security services to Bank which has offered a range of financial products and services to the former. The Bank will provide various credit facilities to the Staff of Bob Morgan which include:

Personal Loan Facilities

This product will allow the Staff to meet their financial obligations with ease. It will be available to both uniformed (Guards) and non-uniformed (Office Staff) employees. Some of the features and conditions of the personal product are as follows:

- The Bank shall provide personal loans to the Staff of the Bob Morgan Services Limited with a minimum borrowing of Kshs. 50,000.
- The Bank shall provide personal loans to the Staff of the Bob Morgan Services Limited with a maximum borrowing of Kshs. 200,000 for uniformed staff and Kshs. 1,000,000 for non-uniformed staff.

Asset Finance Product

The Staff will enjoy the possibility of owning an asset which includes but not limited to a motor vehicle, a bus, a tractor amongst others. To ensure that there is easy access of the asset financing product, some of the requirements to be provided to the Bank include:

- The Staff will submit an application letter to the Bank.
- The Bank will finance 80% of the purchase price for new motor vehicles while the Staff will contribute 20%. For second hand vehicles (imported) the Bank will finance 70 % while the Staff will contribute 30%.
- The maximum age of the motor vehicle to be financed shall be 8 years.
- Application Forms shall contain details of the asset to be financed and particulars of the dealer/seller.

Emergency Loan Product

There are instances when Staff will encounter an unforeseen occurrence. This will necessitate prompt access to money. The Bank has designed an emergency loan product to address this pressing need. Some of the features and conditions include:

- The Bank shall provide emergency loan to the Staff of Bob Morgan whose salaries have been paid through

The more you save, the more you get. Bank with us and receive better benefits for your savings.

WE'RE BETTER TOGETHER

 **Consolidated Bank**
Growing with you

*Terms and conditions apply Consolidated Bank is regulated by the Central Bank of Kenya

- Consolidated Bank for at least three (3) months.
- The Bank shall provide emergency loan to the Staff of Bob Morgan up to 50% of the average net salary for the last three (3) months subject to a minimum borrowing of Kshs 3,000 and a maximum borrowing of Kshs. 50,000.
- The maximum repayment period shall be thirty (30) days.
- Group credit cover to be taken over the life and disability of the borrowers.

Mortgage (Plot) Loan Product

Housing is a basic need which everyone seeks to either purchase or build in order to live a comfortable life. It is for this reason that the Bank will provide a Mortgage facility against the following features and conditions:

- The Bank shall provide mortgage (plot) loans to the permanent staff of Bob Morgan.

- The Bank shall provide mortgage (plot) loan to the staff of Bob Morgan up to 70% of the cost.
- The maximum repayment period shall be sixty (60) months.
- The Mortgage (plot) loan will be secured by the property being purchased.

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OPERATIONS DEPARTMENT CRACKING PILFERAGE

Due to an increase in incidents of pilferage that is the stealing of goods or valuables at various assignments, the operations department feels the company needs to better inform our staff on internal theft and how best to mitigate against it in our line of work.

Pilferage usually takes place over a period of time from the workplace. Whereas the quantities stolen might appear to be small, given that the crime is perpetrated regularly, the loss can cumulatively end up being astronomical.

The perpetration of this crime can be difficult to detect because valuables are often stolen in small quantities. In several instances, this nature of theft is perpetrated through collusion by internal staff.

Integrity being one of the company's core values BM Security Officers need to be alert to indicators of pilferage;

Common signs of Pilferage;

Movement of unfamiliar vehicles within the parking or loading areas; Security officers should be on the lookout for

suspicious vehicles being parked within the parking area around the loading areas. Perpetrators of pilferage will use parking places closer to the loading bays to load stolen goods in their vehicles. Security officers should therefore ensure that all visitors park at the right designated parking away from staff and or loading zones.

Long Working hours; Under normal circumstances, there shouldn't be any cause of alarm for a staff working late. However, the security operative should be on the lookout to ensure that the entry and exit procedures at all access points are properly conducted. Any observations should be escalated to the senior members of staff without being noticed.

Influx of personal guests; Perpetrators of pilfered goods can use third parties who would come in as guests who can be used as courier agents for stolen goods. Security personnel should ensure proper visitor management practices are enforced. The visitors should equally be thoroughly screened in accordance with the organization's policy on searching or screening of visitor to thwart the menace.

Changes in employee behavior; It's not out of the norm to notice or detect a staff probably going to empty his/her bin when under normal circumstances, this could be an outsourced function. Security agents should be on the lookout for such behavior intelligently escalating the observation to the superiors for further action.

Frequent misplacing and / or damaging of products; The manufacturing industry, often reports high quantities of misplaced or damaged products which can be an indication of efforts to inflate the numbers and in the process, remove good products in the pretext of disposing damaged products. Security agents working in such environments should in the course of their duty be able to detect and identify staffs with such tendencies for appropriate administrative action.

Warnings from other employees; Information shared by some members of staff regarding malpractices or wrong doings in good faith should not be ignored. Security agents should handle such information with utmost confidentiality, covertly observe the conduct of such staffs and deal with the findings appropriately if verified and confirmed to be true

MESSAGE FROM CHIEF OF OPERATIONS

MR. JOSEPH BARASA

The Operations department plays a critical role in the management of our business and ensures that the corporate objectives of the company are realized through effective implementation of the processes and procedures as reflected in both the company strategic plan and ISO 9001:2015.

Team work with the other departments i.e. finance, business development & human resources on a day to day basis is key in

harmonizing smooth operations of the entire organization.

Respect to both internal and external customers is critical in realizing our departmental objectives. A satisfied customer assures us of business retention and growth because they will most likely refer us to our next prospect. Respect to the uniformed staff cannot be overemphasized since they are our corporate brand ambassadors.



LIFETIME ACHIEVEMENT AWARD HONOURING KARANJA OMARI - 35 YEARS OF SERVICE



For Karanja, it has been a 35-year journey of hard work and determination, rising in ranks from a Security Officer (SO) to a Chief Security Officer (CSO). Throughout these years, he maintained a clear track record and often advised colleagues on the importance of job obedience. Whereas he still vividly remembers his first days at Bob Morgan Security, he acknowledges that there has been a notable increase in the number of assignments from just 3 (Panafric Hotel, Fedha Apartments, and Auto Africa) back in 1980s to over 2000 at the present time.

Karanja is honored to be one the company's longest serving staff members trusted by the management and his colleagues throughout his career spanning 35 years of dedicated service. According to Karanja, his fondest memory was the recruitment interview in 1984 with the founder Bob Morgan, where he was instructed to read a newspaper article and secured an employment opportunity. As he retires from the company, Karanja is grateful to the company and encourages his colleagues to be truthful and diligent with the work assigned to them.

BM OUT & ABOUT



1 PRIVATE SECTOR REGULATORY AUTHORITY CEO, MR. FAZUL MOHAMED VISIT

Mr. Fazul Mohamed on 2nd April 2019 addressed security officers at BM Security.



2 MONICA'S MEMORIAL

A memorial service followed by a tree planting session in commemoration of the memory of the late Madam Monica the MD's former P.A. held at Michelle garden on 3rd July 2019.



3 PRIVATE SECTOR REGULATORY AUTHORITY CEO, MR. FAZUL MOHAMED VISIT

Pictured above: Mr. Fazul Mohammed, CEO of the Private Security Regulatory Authority (PSRA) and BM team.



4 ISO 9001:2015 TRAINING

Top management, Heads of departments, Line and branch managers and staff during a QMS ISO workshop held on 20th June 2019.



5 ATPU EXPLOSIVES TRAINING SESSION

Anti terrorism police unit (ATPU) explosives training 6th June 2019.



6 REMEMBERING NANG'OL

Nang'ol (in uniform) during Pass Out routine.

BM OUT & ABOUT



7 PASS OUT PARADE
BM Security C.E. Neil Morgan heads a Pass Out parade of 51 recruits on 19th June 2019.



8 WORLD VISION GLOBAL 6K - Run/Walk For Water
"Angaza na Maji" World Vision Global 6K Run/Walk for water on May 4th, 2019 Simon Wanjala, a Security Officer who was awarded with a medal for emerging number one.



9 PASS OUT PARADE
BM Security Pass Out parade of 51 recruits on 19th June 2019.



10 WORLD VISION GLOBAL 6K - Run/Walk For Water
"Angaza na Maji" World Vision Global 6K Run/Walk for water on May 4th, 2019 with BM team who participated.



11 MD the Madam Terry Chumo head of the sniffer dog section during tea party with the dog section



12 FAMILY BANK GROUP FOUNDATION MARATHON
BM participated in the Family Bank Marathon in support of autistic cases in Eldoret on 6th October 2019.

BM DOG SECTION KNOWLEDGE EXCHANGE PROGRAM WITH THE KENYA DEFENCE FORCES



Kenya Defence Forces at BM Security HQ during a knowledge exchange programme

BM is an advocate of innovative collaboration that pushes the organization to elevate service delivery. It is through interactive networks within the security industry and with the country's security forces' that the company proactively engages in knowledge exchange partnerships, fostering greater mutual understanding and higher standards of service.

BM Security was privileged to host a Benchmarking exercise of the Dog section at the Headquarters on 2nd April 2019 for Dog handlers from various units within the Police Force. Some of the units represented in the exercise under the command of the Kenya Defense Forces included the Kenya Army, Kenya Navy, and Military Police. A total of 30 officers who were in attendance were

taken through the curriculum, which included theory training that focused on kennel management, dog care and security practices as well as a practical demonstration. The BM Security dog section came highly recommended by Major Were of the KDF where he commended the high level of competency and professionalism exhibited by our staff.



BM DOG SECTION KNOWLEDGE EXCHANGE PROGRAM WITH THE KENYA POLICE



The BM Dog Section Team at the Dog Unit, Kenya Police Headquarters Langata.

In the spirit of partnership and knowledge exchange, 11 Dog handlers from BM paid a visit to the Dog Unit at Kenya Police Headquarters Langata in July 2018 where they were sensitized on dog management skills. Within the practical training module, dog handlers and instructors were involved in different activities and exercises on drug search and person detention. Moreover, collaboration opportunities for future joint training strategy development were established.

SUCCESS STORY

ROSELINE NYAMBURA

FORMER BM SECURITY OFFICER -
CURRENT POLICE OFFICER - NAIVASHA

The department has grown tremendously since its inception and has been a crucial career stepping stone for many as showcased by Roseline Nyambura. When Nyambura joined the company in 2014 where her journey working with dogs began. "Through my hard work and dedication together with the mentorship from my superiors, I was able to gain knowledge on all things dogs", she says.

Her fondest memory at BM is when she attended a competition at the East Africa Kennel Club and fortunately emerged number 1. "Through the exposure and experience I got at BM, I was able to advance in my career and proceeded to join the Police Service".

Nyambura is currently serving as a police officer at Naivasha Police Station and she hopes to advance even further in her career in the near future.



WHY JOIN THE DOG SECTION

- Love of dogs
- Great career progression opportunities
- Generate long term and sustainable relationships
- Participating in competitions and dog shows
- Great learning opportunity
- Commendation letters are issued for exemplary performance



HUMAN RESOURCE DEPARTMENT NEW APPOINTEE : CHIEF OF STAFF

MR. DENIS MICHIEKA

Denis Michieka joined the BM family right after completing his Bachelor’s studies as a Security Officer. His journey at the company has been quite rewarding and motivating as he has risen in ranks over the years and held key positions in the organization. Some of the positions he held include Clerk in the operations department, Staffing Officer of Operations (SOO), Deputy HR, Quality Assurance Registration Manager, Courier Services Manager (2 yrs.), Administration, and HR Manager up until his promotion to the chief of staff position. “I have seen the company grow right from having a workforce of 1500 staff to over 5000. Not only do I love interacting with people regardless of their backgrounds but I’m also passionate about motivating them to bring out the best versions of themselves. My greatest motivation is getting the opportunity to experience and learn new things.”



HR STRATEGY TOWARDS OUR ENVISIONED FUTURE

We wish to create and sustain a high performance culture in a trusted environment. The HR function plays a crucial role in providing the company with structure and the ability to meet business needs through managing the company’s most valuable assets- its employees. We hope to improve the efficiency of the Hr function and one way we seek to do this is by implementing a compensation system to acknowledge the exemplary work done by the employees, both uniformed and civilian. The second factor we hope to implement is a change management program that seeks to create a conducive working environment for all our

staff based on the feedback we received from the culture survey. In the near future we seek to carry out skills audit/ competency matrix to help us identify gaps in the organization so as to ensure the staff body is well kitted with the necessary skills required to perform the tasks assigned to them. This matrix will go a long way in identifying specific training needs, prioritization of training and meeting of employee desires and aspirations. I therefore urge everyone to work cohesively and diligently towards achieving our goals both long term and short term

HR ANNOUNCEMENTS

NEW APPOINTMENTS



Abdikadir Dabasso Bante

Investigations Officer

Abdikadir graduated with a Bachelor of Science in Criminology and Security Management from Dedan Kimathi University. He also holds a diploma in Security Management. In addition to that, he has certifications in Fraud detection and investigation, Computer Forensic, IED & Mine awareness (HPSS), Active shooter and hostage survival (HPSS). Prior to his appointment at BM he served at Kenya Police (5 yrs.) and the DCI (5 1/2 yrs).



Mr. John Mwangi

Branch Manager

John Mwangi is the Branch Manager for the Northern Nairobi. He holds a Bachelor of Arts in Sociology obtained from Egerton University and has worked in the Private Security sector since 1997 up to date. John has worked for G4S Kenya, Securex Agencies Limited, KK Security, Wells Fargo and Olive Group.



Mr. Alphonse Wambua

Training Manager

Alphonse Wambua joined the BM family as the Training Manager on January 7th 2019. He is a diploma holder in crime management and prevention from Kenyatta University (2007-2009). Alphonse has been in the security industry for about 18 years. Prior to his appointment at BM, Alphonse held a similar managerial position at Securex Agencies Limited.



Philgona Awuor

Data Analyst

Philgona holds a Bachelor's degree in Actuarial science from Moi University and CPA K. Prior to her appointment in August 2019; she worked as an Accounts Assistant at Davis & Shirtliff (3yrs).

PROMOTED STAFF



Mr. Erick Saliku

Alarm Response and Logistics Officer

Saliku joined the company in 2008 as a security officer. He served at the company in many capacities like Field Officer, CIT Planning Officer up until his promotion to the position of Alarm Response and Logistics Officer in March 2019.



Mr. Denis Michieka

Chief of Staff

The new Chief of Staff, Denis Michieka, is a graduate of Bachelor of Arts in Management Studies from Moi University, Certified Public Secretary (CPS-K) from (KASNEB), CPA 3 Section 5, (KASNEB) and MBA in Human Resource Development (2018) (UoN) and is currently pursuing his Doctorate (PHD) in Strategic Business Administration (JKUAT). He was promoted to the position of Chief of Staff in July 2019.

COMMENDATIONS

REWARDING EMPLOYEES WHO SHOWED GREAT VALUES OF INTEGRITY AND BRAVERY IN SERVICE

The success of a company is built on the efforts of its staff. BM Security recognizes the following staff members for showcasing of exemplary levels of integrity and outstanding service in their line of work.



Philip Aranda

Recovered USD 400/- left by two customers at the banking Hall after withdrawing.



Shackland Omamo

Recovered Kshs 100,000/- at the main parking whose owner had initially reported missing.



Nickson Wamalwa

Recovered 2 bankers cheques worth Kshs 99,206/- and Kshs 6,342/- respectively.



Josephat Butichi

Exemplary work - consistently performed his duties well since promoted as an In-charge.



Margaret Kisaka

Commended for being the Best in drills.



Vincent Kipketer

Recovered a cheque worth Kshs 14,800/- abandoned at the assignment.



Cyril Otieno

Recovered Money at the banking hall at his assignment and handed it over to management.



BM SECURITY FALLEN HEROES

It is with deep sorrow and great regret that we announce the passing of the following staff members.

BM wishes to express condolences to the families of our former employees as we honor their service to the company and pray for their souls rest in eternal peace.



120113- Seth Salamba
Illness (14/7/2019)



180030 - William Nang'ol
Illness (19/9/2019)



160115- Douglas Wekesa
Illness (23/2/2019)



190221- Moses Musunza
Accident (2/8/2019)

*Those we love don't go
away,
They walk beside us
every day,
Unseen, unheard, but
always near,
Still loved, still missed
and very dear.*



208100- Liberatus Odiko
Accident (12/6/2019)



208629- Samson Imungu
(19/4/2019)



120194- Sammy Cheruiyot
Illness (29/6/2019)



20100508- Klaus Odhiambo
Illness (28/2/2019)

HR ANNOUNCEMENTS

EXITING STAFF

The following individuals are no longer employed by the company.
BM Security thanks them for their service & wishes them well in their future endeavours.



Ms/Mrs. Lucy Kiilu
Chief Of Staff

Lucy was the Chief of Staff from March 2018 to May 2019 when she left to pursue other personal interests.



Mr. Wilbafos Abubakar
Alarm response manager

Mr. Abubakar left the company in April 2019 to pursue personal interests. He had worked at the company for 14 years.



Mr. Karanja Omari
Chief Security Officer

Karanja retired from the company in July 2019 after 35 years of service as the chief security officer at Polo.



Wilson Odinga
Senior Security Officer

Mr. Wilson joined the company in the year 2000 and resigned in June 2019 after 19 years of service. He exited in pursuit of other endeavors.



James Kwach
Alarm supervisor

He joined the company in 2008 as a supervisor in the alarms department and exited from the company in May 2019.



BUSINESS DEVELOPMENT

SALES, MARKETING & CUSTOMER CARE MERGER



"Our clients are essential to our success. So it is important to build and maintain good relations. For a relationship to grow and become unrelenting it has to be nourished and maintained."

SOPHIE WALKER
CHIEF- BUSINESS DEVELOPMENT

The Sales and Marketing department recently merged with Customer Service to form the Business Development department with the aim of enhancing relationship management through an alignment on retention and a focus on exceeding customer expectations.

The Business Development Department is taking the necessary strides to ensure retention by adopting robust mechanisms of customer feedback complimented by a dedicated 24- hour contact center to handle any arising issues.

Strategies of comprehensive relationship management have been put in place through the recruitment of corporate account managers who will focus on sales, relationship building and customer retention.

Customer focus being one of BM's core values, it is the responsibility of every individual in the organization to carry excellence to the customer right from top- level management to the security officers' on the ground delivering the service. Ultimately we exist to give peace of mind to our customers by providing quality safety and security solutions.

NEW APPOINTMENTS



Ann Kamau
Business Development Manager

Ann is a Sales and Marketing professional with a vast experience of over 20 years. She has held key managerial positions at Crown Paints, KK Security, Senaca just to name a few. She joined BM security in August 2019 as the Business Development Manager.



Michael Mwangi
Corporate Accounts Manager

Michael is a sales expert with over 8 years' experience in the sales sector. Up until his appointment in August 2019, he held key positions at Bobmill, Audio Visual, Securex (5 1/2 yrs) and Nights Bridge. He is currently the Corporates Account Manager

NEW ORDERS



Preston Business Park

NORWEGIAN
REFUGEE COUNCIL



BARCLAYS



STRATEGY, INTERNAL AUDIT AND COMPLIANCE DEPARTMENT

MESSAGE FROM HEAD OF COMPLIANCE DEPARTMENT

"The Strategy, Internal Audit & Compliance is well placed in guiding BM Security in attaining its envisioned future of being a respected security and safety innovator regionally by ensuring BM Security provides quality safety and security solutions to the customers."



ERIC TITO
CHIEF - COMPLIANCE DEPARTMENT



MEET THE TEAM

Erick Tito (Chief of Strategy Internal Audit & Compliance), Mercy Kagendo (Strategy and Compliance Manager), Nicole Gitau (Internal Audit Intern) and Philgona Awuor (Business Data Analyst)

The functions of **Corporate Governance, Risk, Strategy and Compliance** were merged into one hybrid department in March 2019. The newly formed department ensures the organization complies with applicable laws and regulations, codes of conduct, as well as policies and procedures.

Compliance plays an essential role in upholding the integrity the organization whilst continuously elevating standards. A core function of the department is to enhance **Quality Management System (ISO9001:2015 SGS)** certified by 2019 **ISO 18888: 2015** by 2020. The department plays an essential role in upholding the integrity of the organization whilst continuously elevating standards.

Balanced Score Card

THE BALANCED SCORE CARD

BM Security uses the Balanced Scorecard (BSC) as a monitoring tool for its strategic objectives.

ABOUT THE BALANCED SCORE CARD

The objectives and measures of the Balanced Scorecard are derived from **BM Security Core Ideology Statement** and the **BM Security Core Ideology Statement and 5 year Corporate Strategic Plan (2018-2022)**. All objectives and policies are set in conjunction with the application of **ISO 9001: 2015 Quality Management Principles**.

The BSC views the organizational performance from four perspectives;

- **Financial**
- **Customer**
- **Internal Business Processes and**
- **Learning and Growth.**

The BSC is being gradually introduced across the organization with the aim of aligning all staff with the company's purpose and envisioned future.

THE BALANCED SCORE CARD - QUARTER 2 - TOP PERFORMERS



**Finance Manager
Sally Oyiro**

The BSC complements the financial measures with operational measures on customer satisfaction, internal processes, and the organization's innovation and improvement activities.

This new approach to performance measurement has played a crucial role in ensuring that I achieve my goals both on the organization level as well as my own personal goals.



**Procurement Manager
Metrine Masinde**

Procurement as a function is not efficiently and effectively able to deliver on quality, price, quantity and time without working in consultation with all user departments. Procurement department received a lot of support from management and teamwork/corporation from most departments. Other key success factors were the formation of great relationships with key stakeholders especially suppliers and internal customers as well as continuous and persistent negotiation for B to B with our suppliers.

BM SASA NEWSLETTER CONTRIBUTORS



**BM Security
Communications Officer
Laura Kichamu**

Laura Kichamu is the BM Security communications officer. She is a graduate from Riara University and holds a Bachelor's Degree in Marketing. Laura played a key role in gathering, drafting and photographing the content featured in this edition of BM SASA Magazine.

"Looking at the magazine in its final form, I could not be more pleased with the document that you see before you. The high level of writing and well considered arguments found in so many of these submissions made the selection process long, detailed, and difficult. Ultimately, though, I believe that we chose the right articles—those that represent the best, most compelling work being done by our Security Officers as well as the entire BM Fraternity".



**BM Security Executive Director
Michelle Morgan**

Michelle Morgan is an executive director at BM Security specializing in the areas of innovation, communication and branding. Her background in media equips her with skills to bring together the organizations communication strategy, which includes the reintroduction of the BM SASA Newsletter.

"As part of the organizations objective to enhance internal communication, it is with great pleasure that we reintroduce the BMSASA Magazine. In this edition we sought to present our strategy and envisioned future through the stories of our staff, who truly are the soul of the company. With a vast array of incredible achievements and milestones featured from across the organization we hope that a clear vision of who we are and where we are headed as a company emerges. I would like to sincerely thank all who contributed to making this edition possible.

Contact us:

With your comments & ideas for future
content at bmsasa@bmsecurity.com