



INTRODUCTION TO SIGNET REMOTE AND VIRTUAL MANAGEMENT

Dear Fedhasa Member,

Thank you for following the link, and welcome to Signet

1. INTRODUCTION

1.1. Signet is a specialist consultancy dedicated to providing Virtual Remote Monitoring, Independent Risk and Security Audits and Advisory Solutions tailored to the unique operational demands of the hospitality sector.

1.2. Founded by Eugene Kriel and Henry Fraser, our firm draws on over 25 years of hands-on experience delivering strategic security services to hospitality clients across the Western Cape and Gauteng. This deep industry insight has shaped a service platform designed to address the real-world challenges hotels face today.



1.3. In an environment where security is critical yet often under-resourced, our mission is to elevate the role and reputation of security departments and in-house departments. We understand that security teams are not revenue-generating and therefore struggle to demonstrate their value within broader business operations. Smaller hotels may not have any dedicated security structures, and therefore the role of “security” becomes a shared responsibility across various departments and managers, often leading to poor protocols and diluting accountability.

1.4. Our approach focuses on enhancing the internal image and operational effectiveness of security teams and those tasked with overseeing the function – fostering safer environments for both staff and guests. Through thoughtful engagement and proven methodologies, we help our clients build resilient, trusted security frameworks that support long-term success.

2. SECURITY (BACKGROUND)

- 2.1. Manned security plays a preventative role at hotels through visibility (deterrent) and ensuring compliance with regards to e.g. access control, staff searches, lost and found, and other procedures falling under their ambit.
- 2.2. Manned security normally takes up the largest portion of the monthly security budget and is therefore critically scrutinised for price and value provided. The largest driver of costs is the wages and legislated costs that accompany a security service.
- 2.3. For example, a Grade C officer, on the PSIRA model, will receive an employment package of R12,500, but his cash component is only R9,200. The balance is made up of compulsory and legislated memberships and funds they need to belong to.
- 2.4. When factoring in a reliever for a Mon-Sun post, you are in for R20,000 for someone to walk around or open a boom. This is a lot of money to pay for a warm body, and unless you receive significant value and service along with the manpower, it is difficult to justify the cost.
- 2.5. Our drive has always been to ensure that the client feels that they are receiving value for the money they spend.
- 2.6. This means that our service had to go beyond the officer. Beyond the “Boom-Open-Upper”. We have developed several ways of adding value, and included in these value-adds are the services provided through Signet:
 - 2.6.1. Alternative employment models to reduce cost of security without reducing the income of the officers.
 - 2.6.2. Signet: Virtual and Remote management to reduce security numbers and improve efficiency.
 - 2.6.3. Signet: Understanding how to integrate the right technology to future-proof the client.
 - 2.6.4. Signet: Manage, audit and implement internal client controls.
 - 2.6.5. Signet: Analyse data from as security perspective to provide the client with critical business information.
 - 2.6.6. Signet: Training of client staff to increase awareness, open reporting channels, create understanding and perhaps a bit of fear.



- 2.6.7. Signet: Hotel Safety Audits
- 2.6.8. Signet: Hotel Process and Systems Audits

2.7. As ‘main security contractor’ we take over the management of other security services like CCTV, Armed Response, Alarm Monitoring to ensure seamless operation and integration. This allows our client to focus on his primary business while we take care of the security support.

3. **SIGNET**

3.1. Recently we were asked to assess the security protocols at a small boutique hotel. Before you judge, this happens to the best of them.

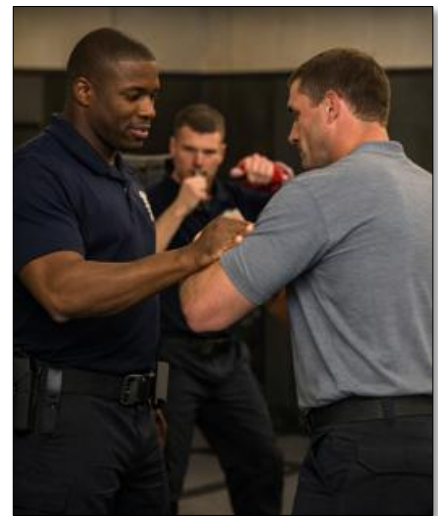
3.2. We started with a general assessment of the staff employed at the property and the recruitment protocols. This was done well, but what followed opened the proverbial pandora’s box.

3.3. What we found during the investigation this hotel would have been in serious trouble.

- 3.3.1. Total process and control failure managing metal master keys to the room safes.
- 3.3.2. Total process and control failure cutting and issuing room access keys.
- 3.3.3. Inability to do door lock readings.
- 3.3.4. Failure in maintaining programming of room safes.
- 3.3.5. Ineffective CCTV setup and non-existent maintenance.
- 3.3.6. No protocol or verification when opening of gates from reception.

3.4. The General Manager was not aware of any of these failures.

3.5. You need an independent eye to provide you with an unbiased view of the actual situation.



4. **SIGNET – VIRTUAL MANAGEMENT**

4.1. The experience we gained over the past 25 years have proven that many activities at any premises can be managed virtually.

4.2. We first trialled and successfully implemented this concept at a large national retailer who was looking to find an alternative to the traditional way of management. Once the concept was proven, we brought back the lessons learnt and started providing this service to smaller businesses and hotels.

- 4.3. A large business has resources and for them this service became mostly about accountability, efficiency and productivity.
- 4.4. For small businesses, this could mean survival.

4.5. The concept is summarised as follows:

- 4.5.1. Employ staff with experience in management, and with the mindset to do this virtually
- 4.5.2. Ensure fit for purpose technologies are in place, connected and operational – Virtual Management Staff must see and hear everything, and have access to all information required for their function.
- 4.5.3. Ensure that operating procedures are in place, trained and generally executable.
- 4.5.4. Build a time-based task structure, schedule tasks and escalations and configure this into a reliable event management platform.
- 4.5.5. Monitor, analyse, engage, improve, execute.
- 4.5.6. Detailed feedback reports.



4.6. **Locking the Gate**

- 4.6.1. To “lock the gate” is a simple task that must be completed at the end of every day.
- 4.6.2. Normally this is not a task specifically given to somebody, but rather the last-to-leave.
- 4.6.3. Generally, no-one checks, no-one reports, and no-one is accountable. Until a loss occurs due to the gate being left open.
- 4.6.4. We focus on building positive tasks and routines into our event management system to “lock the gate”. From our remote/virtual location, the task is scheduled and allocated to a person on site, who executes and provides proof of completion.
- 4.6.5. **People forget and fail, we are human. Systems, when programmed correctly, will remind us, and keep reminding us, until the task has been completed.**
- 4.6.6. This principle can be applied to any department or environment, be it internally for the client, security, cleaning company or contractors.

4.7. **Virtual Support**

- 4.7.1. Our Virtual Managers (VM) are on duty 24 hours a day, seven days a week, and operate from the Atom Virtual Remote Management (VRM) Centre. They monitor and manage our client sites remotely and at arm’s length via system and the resources on site.
- 4.7.2. Our clients have direct access to our VM’s if they require any tasks to be added to the routine tasks or issue new instructions and it will be implemented immediately.
- 4.7.3. The VRM’s provide immediate virtual support to on-site resources in cases of incident, whether big or small.

- 4.7.4. Your personnel on site, especially if site resources are limited, can contact the VRM when an incident occurs and immediately receive guidance and support from an experienced and trained professional.
- 4.7.5. The fact that our staff is segregated from the emotional impact of the event has been proven valuable time and again. Our VSM's remain calm and collected while assisting your staff or resources on site and can also function as coordinator of on-site support and response, like SAPS, Fire Brigade or Ambulance Services.

5. **SIGNET – EMPLOYMENT VERIFICATION**

5.1. SigNet provides staff reference support services to assist our clients to prevent hazardous employees from entering the workplace. Once you have allowed a hazardous employee to enter your business it takes time and effort to remove those people, and they leave with intimate knowledge of your environment and/or routines.



5.2. Screening and Verification

- 5.2.1. Biometric Criminal Record Verification
- 5.2.2. Pre-Employment Polygraph Examinations
- 5.2.3. Credit and Financial Screening
- 5.2.4. Social Media Screening
- 5.2.5. Reference and Employment History Verification
- 5.2.6. Qualification Verification

6. **FEDHASA SPECIAL OFFER**

6.1. 10% Discount to Fedhasa Members on:

- 6.1.1. Polygraphs
- 6.1.2. Biometric Criminal Checks
- 6.1.3. Pest Control Treatments

6.2. Also, you are welcome to choose from one of these free offers:

- 6.2.1. Free CCTV Health Check and Free Pest Control Survey, or
- 6.2.2. Free Security risk Assessment

We are looking forward to discussing this further with you.

Contact us on:

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