

Assessment Report

Fidelity Services Group (Pty) Ltd

Assessment dates	25/01/2021 to 29/01/2021 (Please refer to Appendix for details)
Assessment Location(s)	Roodepoort (002), Robertville (003), Kimberley (004), Florida (005), Florida (006), Durban (012), Port Elizabeth (026)
Report Author	Jean-Jacques Jaume
Assessment Standard(s)	ISO 9001:2015



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Executive Summary

This was a remote audit due to the National Lockdown that commenced on 26 March 2020.

The audit was done with information requested from Fidelity Security Group and reviewed by the auditor.

The Management System is based the vision to be the pre-eminent provider of integrated services protecting the assets of their clients in Southern Africa and targeting of international markets, through the consistent achievement of excellence in every sphere of security provision and client service.

The company values are focused on their customer needs and continues innovations to ensure the needs of stakeholders are met. Loyalty and integrity is core to their customers and employees and is supported in all their actions

The company mission is to ensure that the client remains the focus and centre of their activities through superior service, which adds value but remains affordable. Operational excellence by investing in employing and developing quality personnel. Staying innovative in the application of technologies and solutions, to remain the market leaders who lead by example.

This report should be read in conjunction with reports for Assessments scheduled for 15 to 19 February 2021 and 08 and 09 March 2021.

Changes in the organization since last assessment

There is no significant change of the organization structure and key personnel involved in the audited management system.

No change in relation to the audited organization's activities, products or services covered by the scope of certification was identified.

There was no change to the reference or normative documents which is related to the scope of certification.

NCR summary graphs

There have been no NCRs raised.

Your next steps

NCR close out process

Corrective actions with respect to nonconformities raised at the last assessment have been reviewed. Actions were not found to be effectively implemented in all areas. Such areas, identified in subsequent sections of the report, will be further reviewed for closure at the next assessment.

No new nonconformities were identified during the assessment. Enhanced detail relating to the overall assessment findings is contained within subsequent sections of the report.

Please refer to Assessment Conclusion and Recommendation section for the required submission and the defined timeline.

Assessment objective, scope and criteria

The objective of the assessment was to conduct a re-assessment of the existing certification to ensure the elements of the proposed scope of registration and the requirements of the management standard are effectively addressed by the organisation's management system.

If this visit is part of a multi-location assessment, the final recommendation will be contingent on the findings from all assessments.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

ISO 9001:2015
Fidelity Security Group management system documentation

Statutory and regulatory requirements

The purpose of this assessment is not to verify compliance to any compliance obligations but to verify whether the organization has an effective process to:

- a) determine and have access to the compliance obligations related to its activities products and services;
- b) determine how these compliance obligations apply to the organization and its activities products and services;
- c) take these compliance obligations into account when establishing, implementing, maintaining and continually improving its quality management system.

Statutory and Regulatory requirements monitored by and external service provider ICS that informs Bidvest Steiner when applicable Statutory and Regulatory, which Bidvest Steiner need to comply with, changes. Compliance Verification is done annually as part of the Internal audit process.

It was found that the organization has a formal management system in place to identify applicable legal requirements, interpret and implement these and to verify compliance thereto.

The following documented information was available:

- HOGEO8 Legal Rev 1 dated 01 February 2018 (General Activities, Risk Management)
- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020 (Compliance to Statuary and Regulatory Requirements)

Assessment Participants

Name	Position	Opening Meeting	Closing Meeting	Interviewed (processes)
Willie Lindeque	Group Internal Audit Manager	X	X	X
Frank Moxham	Quality Assurance Manger	X	X	X
Chriswell Siwela	Site Manager Eyethu			X
Quentin du Toit	Branch Manager Robertville			X
Andre Schwab	Operations Manager Robertville			X
Kazadi Kamuanga	Operations Manager Robertville			X
Robby Robson	Branch Manager Port Elizabeth			X
Rene Barnardo	Cash Processing Manager PE			X
Randley Majoka	Operations Manager PE			X

Assessment conclusion

BSI assessment team

Name	Position
Jean-Jacques Jaume	Team Leader

Assessment conclusion and recommendation

The audit objectives have been achieved and the certificate scope remains appropriate. The audit team concludes based on the results of this audit that the organization does fulfil the standards and audit criteria identified within the audit report and it is deemed that the management system continues to achieve its intended outcomes.

RECOMMENDED - The audited organization can be recommended for continued certification to the above listed standards, and has been found in general compliance with the audit criteria as stated in the above-mentioned audit plan.

Use of certification documents, mark / logo or report

The use of the BSI certification documents and mark / logo is effectively controlled.

Findings from previous assessments

Finding Reference	1878889-202002-N1	Certificate Reference	FS 681530
Certificate Standard	ISO 9001:2015	Clause	6.2.1
Category	Minor		
Area/Process:	FSS Guarding Branch 470 Durban Central Management System		
Details:	Objectives not defined at relevant levels as required by the standard.		
Objective Evidence:	No Branch specific objectives.		
Cause			
Correction/containment			
Corrective action			
Closed:			
	No		
Justification	Will be closed/actioned during Assessment scheduled for 15 to 19 February 2021 and 08 and 09 March 2021		

Finding Reference	1878889-202002-N2	Certificate Reference	FS 681530
Certificate Standard	ISO 9001:2015	Clause	8.5.1
Category	Minor		
Area/Process:	FSS Guarding Branch 470 Durban Site Inspection		
Details:	Control of production and service provision not monitored as required by the standard.		
Objective Evidence:	<p>The following was observed during the site survey:</p> <ul style="list-style-type: none"> - Monthly Evaluation Summary (Obsolete Document) - Daily Site Equipment Checklist dated 24 January 2020 (Only done weekly) - Site Equipment Register (Not updated) - Ops Manger not competent/comfortable in the use of Tablet - Contactor doing site Visit/Checks signed OB without checking any thing or even entering the site - Equipment Register does not indicate all equipment - Base station not operation 		
Cause			
Site staff neglected to follow instructions in using breathalyser and informing visitors about items to be declared.			
Correction/containment			
<p>Site instructions will be reiterated to all and staff be re-trained to ensure procedures are adhered to and prohibited items be declared.</p> <p>The officer with an expired PSIRA certificate has been advised to renew and a copy will be retained on file.</p> <p>Old documents will be removed from current files</p>			
Corrective action			
Old documents removed			
Closed:			
No			
Justification	Will be closed/actioned during Assessment scheduled for 15 to 19 February 2021 and 08 and 09 March 2021		

Finding Reference	1878889-202002-N3	Certificate Reference	FS 681530
Certificate Standard	ISO 9001:2015	Clause	7.5.3.2
Category	Minor		
Area/Process:	Fidelity Cash Solutions Parow Cash Processing Centre		
Details:	The organisation does not address the activities to control outdated/obsolete documents		
Objective Evidence:	File with outdated/obsolete documents on file.		
Cause			
Oversight by the Cash Processing Centre Supervisor who neglected to remove the obsolete file from the Cash Processing Centre after having replaced the file with a new file that contained all the revised procedures.			
Correction/containment			
A Quality Report (Non-compliance report) was made out by the Cash Processing Centre Manager to the Cash Processing Centre Supervisor.			
The file containing the obsolete documents was removed by the Cash Processing Supervisor on 6th February 2020. An index was attached to the new file. All staff have signed the register as acknowledgement of having read the revised procedures.			
Corrective action			
An index was attached to the new file. All staff have signed the register as acknowledgement of having read the revised procedures.			
Closed:			
Yes			

Finding Reference	1878889-202002-N4	Certificate Reference	FS 681530
Certificate Standard	ISO 9001:2015	Clause	6.2.1
Category	Minor		
Area/Process:	Fidelity Security Services Western Cape Region Management System		
Details:	Objectives not defined at relevant levels as required by the standard.		
Objective Evidence:	No Branch specific objectives.		
Cause			
Correction/containment			
Corrective action			
Closed:			
No			
Justification	Will be closed/actioned during Assessment scheduled for 15 to 19 February 2021 and 08 and 09 March 2021		

Finding Reference	1878889-202002-N5	Certificate Reference	FS 681530
Certificate Standard	ISO 9001:2015	Clause	8.5.1
Category	Minor		
Area/Process:	Fidelity Security Services Western Cape Region Site Inspection Nestle Belville		
Details:	Control of production and service provision not monitored as required by the standard.		
Objective Evidence:	<p>The following was observed during the site survey:</p> <ul style="list-style-type: none"> - Use of Breathalyser Process not followed (No alcohol wipes) - Not informing visitors of prohibited items (Firearms, Nestle Products) - Expired PSiRA Certificate on file - No Training records - Various uncontrolled documents 		
Cause			
Correction/containment			
Corrective action			
Closed:			
	No		
Justification	Will be closed/actioned during Assessment scheduled for 15 to 19 February 2021 and 08 and 09 March 2021		

Findings from this assessment

Eyethu Security Services Management System:

Context of the Organization

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisation and its Context, Need and Expectations, Scope, Quality Management System)
- FSGHOGP Group Profile Rev 2 dated 01 March 2019
- FESSCONP Procedure Manual Rev 5 dated 01 November 2020
- FESSCOVP Quality Management System Procedure Manual Rev 1 dated 01 February 2018

Leadership

The following documented information was available:

- FSGHOES Executive Summary 4 dated 01 March 2019 (Leadership, Customer Focus and Satisfaction)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Roles and Responsibilities, Limits of Authority, Strategic Development, Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- FSGHOCON Annexure B17 Eyethu Functional Organogram Rev 3 dated 01 November 2020

Risks and Opportunities

The following documented information was available:

- Cloth Masks Standard Operating Procedure Ver 2 dated 11 June 2020
- COVID-19 Incident Management Standard Operating Procedure Ver 6 dated 19 August 2020
- Employee Hygiene Standard Operating Procedure Ver 2

Documented Information

The following documented information was available:

- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020
- HOGEO1A Document Amendment Memorandum Rev 1 dated 01 February 2018
- HOGEO1B Document Issue Memorandum Rev 1 dated 01 February 2018
- HOGEO1C Distribution List Rev 1 dated 01 February 2018

Resources, Competence, Awareness and Communication

The following documented information was available:

- FSGHOES Executive Summary 4 dated 01 March 2019 (Communication)
- FSSPR03 Recruitment, Selection, Skills Development, Training and Induction Ver 1 dated 01 February 2018

HR File for Employee 1189375 was scrutinised and the following documented information was available:

- Contract of Fixed Term Employee Security Officer dated 01 June 2014
- PSiRA Certificate No 19652691 dated 22 March 2019
- Northern Cape Gambling Board Employee Temporary Certificate dated 04 August 2017
- Copy of South African Identity Document
- Department of Labour EEA1 dated 11 August 2015
- Illness Procedure, Absenteeism Declaration, Time and Attendance [No Date]
- Addendum to Schedule of Offences
- FESSPR03B Reference Check List dated 21 February 2014
- Fidelity Eyethu Security Induction Training Recognition dated 27 May 2017
- Sun International Certificate of Completion for FICA Understanding Your Responsibilities dated 16 March 2019

HR File for Employee 1189375 was scrutinised and the following documented information was available:

- Contract of Fixed Term Employee Security Officer dated 06 June 2017
- PSiRA Certificate No 10683228 dated 27 March 2019
- Northern Cape Gambling Board Employee Temporary Certificate dated 04 July 2017
- Copy of South African Identity Document
- FESSPR03C Company/Branch Induction Check List dated 11 May 2017
- FESSPR03B Reference Check List dated 11 May 2017
- PER2 Site Transfer dated 11 May 2017

HR File for Employee 1189375 was scrutinised and the following documented information was available:

- Contract of Fixed Term Employee Security Officer dated 19 July 2019
- PSiRA Certificate No 12154994 dated 05 August 2020
- Illness Procedure, Absenteeism Declaration, Time and Attendance dated 19 July 2018
- Copy of South African Identity Document

Resources, Competence, Awareness and Communication processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Customer Satisfaction

The following documented information was available:

- FSGHOES Executive Summary Ver 5 dated 01 November 2020 (Customer Focus and Satisfaction)
- FESSPR06A Security Report Evaluation A for October, November and December 2020
- FESSPR06A Fidelity Security Services Site Security Service Evaluation for August, September, October 2020

Operations

The following documented information was available:

- FSGHOES Executive Summary Ver 5 dated 01 November 2020 (Organisational and Quality Management System Changes)
- FESSPR01 Marketing, Sales and Public Relations Rev 01 dated 1 February 2018
- FESSPR02 Security Surveys, Quotations and Agreements (Guarding) and Service and Installation Agreements (Reaction Services) Rev 1 dated 1 February 2018
- FESSPR04 Preparation and Delivery of Service Rev 1 dated 01 February 2018
- FESSPR05 Technical Department/Sub Contractors (Reaction Services Only) Rev 1 dated 01 February 2018
- FESSPR07 Control Room Rev 1 dated 01 February 2018
- FESSPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- FESSPR09 Service Termination Rev 1 dated 01 February 2018
- FESSPR10 Operational and Client Equipment Control Rev 1 dated 01 February 2018

Site Service Level Agreement was scrutinised and the following documented information was available:

- Site Instructions (Site Detail)
- Client Information Sheet
- Complement Service
- Standing Orders for Security Officers on all Client Sites
- Shift Duties (Supervisor, Gaming Floor Officers, Boom Gate Officer, MIB's, Key Issue Officer)
- Uniforms is Worn as Requested by the Client (Dress code)
- Client Visit and Site Inspection
- Records on Site
- Access Control and Searching
- Equipment Lists
- Penalties
- Amendment to Site Instructions dated 16 January 2021

Operational Processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Monitoring, Measurement, Analysis and Evaluation

The following documented information was available:

- FESSPR04 Preparation and Delivery of Service Rev 1 dated 01 February 2018

Internal Audit

The following documented information was available

- HOGEO2 Internal Auditing Rev 1 dated 01 February 2018
- HOGEO2A Monthly Return of Compliance by Branch Manager Rev 2 dated 01 November 2020
- Fidelity Eyethu Security Services (Pty) Ltd Quality Audit Report dated 27 November 2020
- HOGEO3A Quality Reports Issued on 26 November 2020 (Recorded and addressed NC's raised during Internal Audit)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Management Review

The following documented information was available:

- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Nonconformity and Corrective Action

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- FSSPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- HOGEO3A Quality Reports Issued on 26 November 2020 (Recorded and addressed NC's raised during Internal Audit)
- HOGEO3A Quality Reports Issued on 01 & 02 December 2020 (Recorded and addressed NC's raised during Internal Audit)
- HOGEO3B Quality Report Register

Continual Improvement

The following documented information was available:

- FSGHOES Executive Summary Ver 5 dated 01 November 2020 (Continual Improvement)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Nonconformity, Corrective Action and Continual Improvement Processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Secureco Robertsville:

Context of the Organization

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisation and its Context, Need and Expectations, Scope, Quality Management System)
- FSGHOCON Annexure C Quality Policy Manual and Quality Procedure Manual List Rev 3 dated 01 November 2020
- FSGHOGP Group Profile Rev 2 dated 01 March 2019
- SECCONP Procedure Manual Rev 5 dated 01 November 2020
- SECCOVP Secureco Quality Procedure Manual Rev 1 dated 01 November 2020
- FSGHOCOV SECURECO (Pty) Ltd Quality Policy Manual for Guarding Rev 2 dated 01 March 2019

Leadership

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Leadership, Customer Focus and Satisfaction)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Roles and Responsibilities, Limits of Authority, Strategic Development, Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- FSGHOCON Annexure B15 Secureco Functional Organogram Rev 3 dated 01 November 2020

Documented Information

The following documented information was available:

- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020
- HOGEO1A Document Amendment Memorandum Rev 1 dated 01 February 2018
- HOGEO1B Document Issue Memorandum Rev 1 dated 01 February 2018
- HOGEO1C Distribution List Rev 1 dated 01 February 2018

Resources, Competence, Awareness and Communication

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Communication)
- SECPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018
- FSGHOCON Annexure B15 Secureco Functional Organogram

Customer Satisfaction

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- SECPR06 Client Visits, Site Inspections, Duty Manager, Reaction Officers and Business at Risk Rev 1 dated 01 February 2018
- SECPR01.1 Customer Care Rev 2 dated 01 November 2020
- SECPR08.3 Client Claims Work Instruction Rev 1 dated 01 February 2018

Internal Audit

The following documented information was available:

- HOGEO2 Internal Auditing Rev 1 dated 01 February 2018
- HOGEO2A Monthly Return of Compliance by Branch Manager Rev 2 dated 01 November 2020
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Management Review

The following documented information was available:

- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Nonconformity and Corrective Action

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- SECPR08.2 Rev 1 dated 01 February 2018 Investigations Work Instruction

Continual Improvement

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Continual Improvement)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- SECPR08.2 Rev 1 dated 01 February 2018 Investigations Work Instruction

Operations

The following documented information was available:

- FSGHOES Executive Summary 4 dated 01 March 2019 (Organisational and Quality Management System Changes)
- SECPR01 New Business Development Rev 01 dated 1 February 2018
- SECPR01.1 Customer Care Rev 2 dated 01 November 2020
- SECPR02 Security Surveys, Quotations and Agreements (Guarding) and Service and Installation Agreements (Reaction Services) Rev 1 dated 1 February 2018
- SECPR02.1 Survey Reference Check List Rev 1 dated 01 February 2018
- SECPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018
- SECPR04 Preparation and Delivery of Service Rev 1 dated 01 February 2018
- SECPR04.1 Site Instructions Rev 1 dated 01 February 2018
- SECPR04.2 Site Instructions Contents Check List Rev 1 dated 01 February 2018
- SECPR04.3 Example of Covering Letter for Site Instructions Sent Out to Clients for Authorisation Rev 1 dated 01 February 2018
- SECPR05 Technical Department/Sub Contractors (Reaction Services Only) Rev 1 dated 01 February 2018
- SECPR06.1 Armed Response Standing Operational Response Procedure for the Response Department Rev 1 dated 01 February 2018 [Refers to Fidelity Security Services]
- SECPR07 Control Room Rev 1 dated 01 February 2018
- SECPR07.1 Control Room Work Instruction (Guarding) Rev 1 dated 01 February 2018
- SECPR07.2 Control Room Work Instruction (Reaction Services) Rev 1 dated 01 February 2018
- SECPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- SECPR08.1 Strike Contingency Work Instruction Rev 1 dated 01 February 2018
- SECPR08.2 Investigations Work Instruction Rev 1 dated 01 February 2018
- SECPR08.3 Client Claims Work Instruction Rev 1 dated 01 February 2018
- SECPR09 Service Termination Rev 1 dated 01 February 2018
- SECPR10 Operational and Client Equipment Control Rev 2 dated 01 November 2020
- SECPR10.1 Uniform Policy Rev 1 dated 01 February 2018

Management System Processes well documented.

CSG Guarding Roodepoort:

Context of the Organization

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisation and its Context, Need and Expectations, Scope, Quality Management System)
- FSGHOGP Group Profile Rev 2 dated 01 March 2019
- CSGCONP Procedure Manual Rev 5 dated 01 November 2020
- CSGCOVP Quality Management System Procedure Manual Rev 1 dated 01 February 2018

Leadership

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Leadership, Customer Focus and Satisfaction)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Roles and Responsibilities, Limits of Authority, Strategic Development, Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- FSGHOCON Annexure B17 CSG Guarding Functional Organogram Rev 3 dated 01 November 2020

Documented Information

The following documented information was available:

- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020
- HOGEO1A Document Amendment Memorandum Rev 1 dated 01 February 2018
- HOGEO1B Document Issue Memorandum Rev 1 dated 01 February 2018
- HOGEO1C Distribution List Rev 1 dated 01 February 2018

Resources, Competence, Awareness and Communication

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Communication)
- FSGHOCON Annexure B17 CSG Guarding Functional Organogram Rev 3 dated 01 November 2020

Customer Satisfaction

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- CSGPR06 Client Visits, Site Inspections, Duty Manager, Reaction Officers and Business at Risk Rev 1 dated 01 February 2018
- CSGPR10 Operational and Client Equipment Control Rev 2 dated 01 November 2020

Internal Audit

The following documented information was available:

- HOGEO2 Internal Auditing Rev 1 dated 01 February 2018
- HOGEO2A Monthly Return of Compliance by Branch Manager Rev 2 dated 01 November 2020
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Management Review

The following documented information was available:

- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- CSGPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018

Nonconformity and Corrective Action

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- FSSPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- HOGEO3A Quality Reports Issued on 26 November 2020 (Recorded and addressed NC's raised during Internal Audit)
- HOGEO3B Quality Report Register
- CSGPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018

Continual Improvement

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Continual Improvement)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- CSGPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018

Operations

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisational and Quality Management System Changes)
- CSGPR01 New Business Development Rev 01 dated 1 February 2018
- CSGPR02 Security Surveys, Quotations and Agreements (Guarding) and Service and Installation Agreements (Reaction Services) Rev 1 dated 1 February 2018
- CSGPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018
- CSGPR04 Preparation and Delivery of Service Rev 1 dated 01 February 2018
- CSGPR05 Technical Department/Sub Contractors (Reaction Services Only) Rev 1 dated 01 February 2018
- CSGPR06 Client Visits, Site Inspections, Duty Manager, Reaction Officers and Business at Risk Rev 1 dated 01 February 2018
- CSGPR07 Control Room Rev 1 dated 01 February 2018
- CSGPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- CSGPR09 Service Termination Rev 1 dated 01 February 2018
- CSGPR10 Operational and Client Equipment Control Rev 2 dated 01 November 2020

Management System Processes well documented.

FSS Gauteng Province Robertville:

Context of the Organization

The following documented information was available:

- FSGHOCOV Fidelity Security Group Quality Policy Manual for Guarding Rev 2 dated 01 March 2019
- FSGHOGP Group Profile Rev 2 dated 01 March 2019
- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisation and its Context, Need and Expectations, Scope, Quality Management System)
- FSGHOCON Annexure A Quality Policy Manual Process Description Rev 2 dated 01 March 2019

Leadership

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Leadership, Customer Focus and Satisfaction)
- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- HOGEO4 Management Rev 2 dated 01 February 2018 (Roles and Responsibilities, Limits of Authority, Strategic Development, Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- HOGEO4.1 Limits of Authority and Governance Directive Security Services Rev 5 dated 01 October 2018
- FSGHOCON Annexure B6 Gauteng Region Functional Organogram Rev 3 dated 01 March 2019
- FSGHOCON Annexure B9 Gauteng Region (North West) Functional Organogram Rev 3 dated 01 March 2019

Documented Information

The following documented information was available:

- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020

Customer Satisfaction and Performance Evaluation

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- SECPR06 Client Visits, Site Inspections, Duty Manager, Reaction Officers and Business at Risk Rev 1 dated 01 February 2018

Internal Audit

The following documented information was available

- HOGEO2 Internal Auditing Rev 5 dated 01 November 2020
- HOGEO2A Monthly Return of Compliance by Branch Manager Rev 2 dated 01 November 2020
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- FSS Gauteng West (508) Quality Audit Review Report dated 18 December 2020
- HOGEO3A Quality Reports issued for incidents that occurred December 2020
- HOGEO2A Quarterly Return of Compliance by Branch Manager for November 2020 and January 2021

The following Service Analysis documented information was scrutinised and found to be in order:

- SPECPR06D Analysis Of Service (Information obtained from the Security Reports) Month ending December 2020
- SPECPR06D Analysis Of Service (Information obtained from the Security Reports) Month ending November 2020
- SPECPR06D Analysis Of Service (Information obtained from the Security Reports) Month ending October 2020

The following Site Withdrawal documented information was scrutinised and found to be in order:

- FSSPR09A Site Withdrawal Checklist Eskom Holdings dated 15 October 2020
- FSSPR09A Site Withdrawal Checklist SARS dated 30 November 2020

The following Inspection documents for 22 November 2020 were scrutinised and found to be in order:

- 16A Daily Vehicle Pre-Drive Inspection List for Vehicle Registration No HZ 99 PF GP dated 22 November 2020
- FSSPR06G After Hour Visit Sheet (Also for use during normal working hours) dated 22 November 2020
- Fidelity Security Group Site Inspection Sheet Randfontein DOJ dated 22 November 2020 [officer on Duty/SIRA No not recorded]
- FSSPR06F Daily Site Equipment Check Sheet Randfontein DOJ dated 22 November 2020
- FSSPR06D Day/Night Client Visit Schedule (Management/Supervisor) SARS dated 22 November 2020
- Site Audit Form SARS dated 22 November 2020 [Uncontrolled]
- FSSPR06F Daily Site Equipment Check Sheet SARS dated 22 November 2020
- FSSPR06D Day/Night Client Visit Schedule (Management/Supervisor) Village Square Mall dated 22 November 2020
- Site Audit Form Village Square Mall dated 22 November 2020 [Uncontrolled]
- FSSPR06F Daily Site Equipment Check Sheet Village Square Mall dated 22 November 2020

The following Inspection documents for 31 October 2020 were scrutinised and found to be in order:

- 16A Daily Vehicle Pre-Drive Inspection List for Vehicle Registration No JC 24 BQ GP dated 31 October 2020
- FSSPR06G After Hour Visit Sheet (Also for use during normal working hours) dated 31 October 2020
- FSSPR06D Day/Night Client Visit Schedule (Management/Supervisor) Roodepoort dated 31 October 2020 [No Times]
- FSSPR06E Daily Site Equipment Check Sheet Roodepoort Court dated 31 October 2020 [Incorrect Doc No FSSPR06F]
- Site Audit Form Roodepoort Court dated 31 October 2020 [Uncontrolled]

Operational Planning and Control processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

The following Client Monthly Summary Reports for Clearwater Mall were scrutinised and found to be in order:

- FSSPR06C Client Visit Monthly Summary October 2020
- FSSPR06C Client Visit Monthly Summary November 2020
- FSSPR06C Client Visit Monthly Summary December 2020

The following Security Reports (Monitoring of Service Provision) for Clearwater Mall were available:

- FSSPR06B Security Report dated 31 December 2020
- Security Monthly Report December 2020
- Inspection Summary Report dated 20 November 2020
- FSSPR06B Security Report dated 01 November 2020
- Security Monthly Report October 2020

Monitoring and Customer Satisfaction processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Sales

The following documented information was available:

- SECMPR01 New Business Development Rev 01 dated 1 February 2018
- SECMPR01.1 Customer Care Rev 2 dated 01 November 2020
- Letter Target Structure 2020/2021 dated 01 March 2020

The following Sales documented information was scrutinised and found to be in order

- Sales Order No 522401 dated 10 November 2020 (Guarding Detail, Contract Dates, Shift Billing, Equipment Detail)
- FSSPR01A 1st/Initial Visit Contact Report Tulisa Park Properties dated November 2020
- Quotation for the Provision of Security Services Tulisa Park Properties dated 09 September 2020
- FSSPR01B Potential Client Feedback for September 2020
- FSSPR01C Daily Activity Report for period 05 to 09 October 2020
- FSSPR01D Weekly Sales Report dated 16 October 2020
- FSSPR01F Monthly Sales Report dated 30 October 2020
- FSSPR01G Monthly Sales Commission Claim for Employee No 1186627 for October 2020

Sales processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Resources, Competence, Awareness and Communication

The following documented information was available:

- FSGHOES Executive Summary 4 dated 01 March 2019 (Communication)
- FSSPR03 Recruitment, Selection, Skills Development, Training and Induction Ver 1 dated 01 February 2018

HR File for Employee No 1303716 was scrutinised and the following documented information was available:

- Application for Employment PER1 dated 10 December 2020 [Uncontrolled, No Witness Signatures]
- Site Specific Fixed Term Contract of Employment dated 10 December 2020 [Uncontrolled]
- Annexure B Restraint of Trade Agreement dated 10 December 2020 [Uncontrolled]
- RSSPRO3C Company/Branch Induction Checklist dated 10 December 2020
- FSSPR03B Reference Check dated 07 December 2020
- Copy of South African Identity Document
- PSiRA Certificate No 2037795 Expiry 11 December 2020 (Pending Renewal)
- Pre-Employment Voice Stress dated 09 December 2020 [Uncontrolled]
- Extract from South African Police Service Criminal Database dated 10 December 2020
- SecuriLab Final Report dated 19 January 2021
- SecuriLab Consent and Indemnity by Applicant dated 10 December 2020 [No Witness Signatures]
- PER10 Banking Detail dated 10 December 2020 [Uncontrolled]
- PPP-D11 Personnel Policies and Procedures (Entertainment and Gift Policy) Rev 1 dated 08 August 2014 [Not Revised]
- Integrity Profiles200 Summarized Report dated 19 January 2021
- Illness Procedure/Absenteeism Declaration dated 10 December 2020 [Uncontrolled]
- Fidelity Security Group Code of Ethics [Uncontrolled]
- Reporting Structure Checklist [Uncontrolled, Displays SABS ISO 9001 Logo]
- Job Description Contract Manager dated 10 December 2020 [Uncontrolled, Displays SABS ISO 9001 Logo]

Site File for Clearwater Mall was scrutinised and the following documented information was available:

- SPECPR04A Check List for Starting a New Service dated 13 February 2019
- Letter of Good Standing dated 31 December 2020
- Private Security Industry Regulatory Authorisation (PSiRA) Certificate No 11846172 dated 28 February 2020
- SECMPR04.1 Site Instructions Clearwater Mall dated 19 January 2021 (Client Information, Standing Orders, Shift Duties, Client Visits and Site Inspections, Records on Site, Site Specific Instructions, Emergencies)
- FSSPR02A Security Survey For Sales And Quotation Purposes Clearwater Mall
- FSSPR10A Site Equipment Register Clearwater Mall dated 17 December 2020
- Clearwater Mall Incident Report dated 03 November 2020 [Uncontrolled]
- Organogram/Hierarchy with contact detail [Uncontrolled]
- Clearwater Mall Manpower 01 September 2013 to 31 August 2014
- Form 1 Change Control Note to SLA dated 02 September 2013 dated 02 March 2020
- Clearwater Mall Suggested Manpower and Equipment dated 01 March 2020
- Form 1 Change Control Note to SLA dated 02 September 2013 dated 01 September 2019
- Clearwater Mall Suggested Manpower and Equipment dated 01 September 2019
- Personal Detail of Manpower Available (Personal Detail, Copy of South African Identity Document, Copy of PSiRA Certificate)
- Monthly Training Reports for November and December 2020
- Clearwater Mall Shift Detail 19 January to 18 February 2020
- Gauteng Overall Performance Report for Period 18 to 19 January 2021
- Security Service Level Agreement dated 02 September 2013

Operational processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Payroll Eastern Cape:

Context of the Organization

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisation and its Context, Need and Expectations, Scope, Quality Management System)
- FSGHOCON Annexure C Quality Policy Manual and Quality Procedure Manual List Rev 3 dated 01 November 2020
- FSGHOGP Group Profile Rev 2 dated 01 March 2019
- SPECCONP Procedure Manual Rev 5 dated 01 November 2020
- SPECPOVP Eastern Cape Quality Procedure Manual Rev 1 dated 01 November 2020
- FSGHOCOV Security Payroll Eastern Cape (Pty) Ltd Quality Policy Manual for Guarding Rev 2 dated 01 March 2019 [Same doc No as Secureco]

Leadership

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Leadership, Customer Focus and Satisfaction)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Roles and Responsibilities, Limits of Authority, Strategic Development, Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- FSGHOCON Annexure B18 Payroll Eastern Cape Functional Organogram Rev 3 dated 01 November 2020

Documented Information

The following documented information was available:

- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020
- HOGEO1A Document Amendment Memorandum Rev 1 dated 01 February 2018
- HOGEO1B Document Issue Memorandum Rev 1 dated 01 February 2018
- HOGEO1C Distribution List Rev 1 dated 01 February 2018

Resources, Competence, Awareness and Communication

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Communication)
- SPECPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018
- FSGHOCON Annexure B18 Payroll Eastern Cape Functional Organogram Rev 3 dated 01 November 2020

Customer Satisfaction

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- SPECPR06 Client Visits, Site Inspections, Duty Manager, Reaction Officers and Business at Risk Rev 1 dated 01 February 2018
- SPECPR01.1 Customer Care Rev 2 dated 01 November 2020
- SPECPR08.3 Client Claims Work Instruction Rev 1 dated 01 February 2018

Internal Audit

The following documented information was available:

- HOGEO2 Internal Auditing Rev 1 dated 01 February 2018
- HOGEO2A Monthly Return of Compliance by Branch Manager Rev 2 dated 01 November 2020
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Management Review

The following documented information was available:

- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Nonconformity and Corrective Action

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- SPECPR08.2 Rev 1 dated 01 February 2018 Investigations Work Instruction
- SPECPR07.2A Incident Report Rev 1 dated 01 February 2018

Continual Improvement

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Continual Improvement)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- SPECPR08.2 Rev 1 dated 01 February 2018 Investigations Work Instruction

Operations Processes

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisational and Quality Management System Changes)
- SPECPR01 New Business Development Rev 01 dated 1 February 2018
- SPECPR01.1 Customer Care Rev 2 dated 01 November 2020
- SPECPR02 Security Surveys, Quotations and Agreements (Guarding) and Service and Installation Agreements (Reaction Services) Rev 1 dated 1 February 2018
- SPECPR02.1 Survey Reference Check List Rev 1 dated 01 February 2018
- SPECPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018
- SPECPR04 Preparation and Delivery of Service Rev 1 dated 01 February 2018
- SPECPR04.1 Site Instructions Rev 1 dated 01 February 2018
- SPECPR04.2 Site Instructions Contents Check List Rev 1 dated 01 February 2018
- SPECPR04.3 Example of Covering Letter for Site Instructions Sent Out to Clients for Authorisation Rev 1 dated 01 February 2018
- SPECPR05 Technical Department/Sub Contractors (Reaction Services Only) Rev 1 dated 01 February 2018
- SPECPR06.1 Armed Response Standing Operational Response Procedure for the Response Department Rev 1 dated 01 February 2018 [Refers to Fidelity Security Services]
- SPECPR07 Control Room Rev 1 dated 01 February 2018
- SPECPR07.1 Control Room Work Instruction (Guarding) Rev 1 dated 01 February 2018
- SPECPR07.2 Control Room Work Instruction (Reaction Services) Rev 1 dated 01 February 2018
- SPECPR07.2A Incident Report Rev 1 dated 01 February 2018
- SPECPR07.2B Service Request Rev 1 dated 01 February 2018
- SPECPR07.2C Daily Control Room Check List Rev 1 dated 01 February 2018
- SPECPR07.2D Hourly Radio Check List Rev 1 dated 01 February 2018
- SPECPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- SPECPR08.1 Strike Contingency Work Instruction Rev 1 dated 01 February 2018
- SPECPR08.2 Investigations Work Instruction Rev 1 dated 01 February 2018
- SPECPR08.3 Client Claims Work Instruction Rev 1 dated 01 February 2018
- SPECPR09 Service Termination Rev 1 dated 01 February 2018
- SPECPR10 Operational and Client Equipment Control Rev 2 dated 01 November 2020
- SECPR10.1A Uniform Policy Rev 1 dated 01 February 2018

Operations Records

The following documented information was available:

- SPECPR01B Potential Client Feedback Rev 1 dated 01 February 2018
- SPECPR01C Daily Activity Report Rev 1 dated 01 February 2018
- SPECPR01D Weekly Sales Report Rev 1 dated 01 February 2018
- SPECPR01E Weekly FSC Terminations Report Rev 1 dated 01 February 2018
- SPECPR01F Monthly Sales Report Rev 1 dated 01 February 2018
- SPECPR01G Monthly Sales Commission Claim Rev 1 dated 01 February 2018
- SOECPR02A Security Survey For Sales And Quotation Purposes Rev 1 dated 01 February 2018
[Incorrect Document No]
- SPECPR02B Costing Sheet Rev 1 dated 01 February 2018
- SPECPR03A Manpower Request Form Rev 1 dated 01 February 2018
- SPECPR03B Reference Check Rev 1 dated 01 February 2018
- SPECPR03C Company/Branch Induction Check List Rev 1 dated 01 February 2018
- SPECPR04A Check List for Starting a New Service Rev 1 dated 01 February 2018
- SPECPR04B Occurrence Book (Sample) Rev 1 dated 01 February 2018
- SPECPR06A Security Report Evaluation A Rev 1 dated 01 February 2018
- SPECPR06B Security Report Evaluation B Rev 1 dated 01 February 2018
- SPECPR06C Client Visits Monthly Summary Rev 1 dated 01 February 2018
- SPECPR06D Analysis Of Service (Information obtained from the Security Reports) Rev 1 dated 01 February 2018
- SPECPR06E Day/Night Client Visit Schedule (Management/Supervisor) Rev 1 dated 01 February 2018
- SPECPR06F Daily Site Equipment Check Sheet Rev 1 dated 01 February 2018
- SPECPR06G After Hour Visit Sheet (Also for use during normal working hours) Rev 1 dated 01 February 2018
- SPECPR06H Incident Report Rev 1 dated 01 February 2018
- SPECPR06I Vehicle Log Sheet Rev 1 dated 01 February 2018
- SPECPR06J Daily Changeover Roster Rev 1 dated 01 February 2018
- SPECPR06K Business At Risk Rev 1 dated 01 February 2018
- SPECPR08.3 Claims/Incident Notification Rev 1 dated 01 February 2018
- FSSPR08A Strike Contingency Planning Document Rev 1 dated 01 February 2018 [Wrong Doc No. Refers to Fidelity Security Services]
- SPECPR08B Stay Away Situation Report Rev 1 dated 01 February 2018
- SPECPR08C Investigation Diary Rev 1 dated 01 February 2018
- SPECPR08D Crime Report Rev 1 dated 01 February 2018
- SPECPR08E Client Visit Report Rev 1 dated 01 February 2018
- SPECPR09A Site Withdrawal Checklist Rev 1 dated 01 February 2018
- SPECPR09B Service Cancellation Form Rev 1 dated 01 February 2018
- SPECPR09C Radio Removal/Change Form Rev 1 dated 01 February 2018
- SPECPR10A Site Equipment Register Rev 1 dated 01 February 2018
- SPECPR10B Reaction Equipment Register Rev 1 dated 01 February 2018
- SPECPR10C Uniform Issue Rev 1 dated 01 February 2018

Management System Processes well documented.

Secureco Metsu Durban:

Context of the Organization

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisation and its Context, Need and Expectations, Scope, Quality Management System)
- FSGHOCON Annexure C Quality Policy Manual and Quality Procedure Manual List Rev 3 dated 01 November 2020
- FSGHOGP Group Profile Rev 2 dated 01 March 2019
- SECMCONP Procedure Manual Rev 5 dated 01 November 2020
- SECMCOVP Secureco Metsu Quality Procedure Manual Rev 1 dated 01 November 2020
- FSGHOCOV Secureco Metsu (Pty) Ltd Quality Policy Manual for Guarding Rev 2 dated 01 March 2019 [Same doc No as Secureco Robertsville, Payroll Eastern Cape]

Leadership

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Leadership, Customer Focus and Satisfaction)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Roles and Responsibilities, Limits of Authority, Strategic Development, Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- FSGHOCON Annexure B14 Secureco Metsu Functional Organogram Rev 3 dated 01 November 2020

Documented Information

The following documented information was available:

- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020
- HOGEO1A Document Amendment Memorandum Rev 1 dated 01 February 2018
- HOGEO1B Document Issue Memorandum Rev 1 dated 01 February 2018
- HOGEO1C Distribution List Rev 1 dated 01 February 2018

Resources, Competence, Awareness and Communication

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Communication)
- SPECPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018
- FSGHOCON Annexure B14 Secureco Metsu Functional Organogram Rev 3 dated 01 November 2020

Customer Satisfaction

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- SPECPR06 Client Visits, Site Inspections, Duty Manager, Reaction Officers and Business at Risk Rev 1 dated 01 February 2018
- SPECPR01.1 Customer Care Rev 2 dated 01 November 2020
- SPECPR08.3 Client Claims Work Instruction Rev 1 dated 01 February 2018

Internal Audit

The following documented information was available:

- HOGEO2 Internal Auditing Rev 1 dated 01 February 2018
- HOGEO2A Monthly Return of Compliance by Branch Manager Rev 2 dated 01 November 2020
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Management Review

The following documented information was available:

- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Nonconformity and Corrective Action

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- SPECPR08.2 Rev 1 dated 01 February 2018 Investigations Work Instruction
- SPECPR07.2A Incident Report Rev 1 dated 01 February 2018

Continual Improvement

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Continual Improvement)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- SPECPR08.2 Rev 1 dated 01 February 2018 Investigations Work Instruction

Operations Processes

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Organisational and Quality Management System Changes)
- SECMPR01 New Business Development Rev 01 dated 1 February 2018
- SECMPR01.1 Customer Care Rev 2 dated 01 November 2020
- SECMPR02 Security Surveys, Quotations and Agreements (Guarding) and Service and Installation Agreements (Reaction Services) Rev 1 dated 1 February 2018
- SECMPR02.1 Survey Reference Check List Rev 1 dated 01 February 2018
- SECMPR03 Recruitment, Selection, Skills Development, Training and Induction Rev 1 dated 1 February 2018
- SECMPR04 Preparation and Delivery of Service Rev 1 dated 01 February 2018
- SECMPR04.1 Site Instructions Rev 1 dated 01 February 2018
- SECMPR04.2 Site Instructions Contents Check List Rev 1 dated 01 February 2018
- SECMPR04.3 Example of Covering Letter for Site Instructions Sent Out to Clients for Authorisation Rev 1 dated 01 February 2018
- SECMPR05 Technical Department/Sub Contractors (Reaction Services Only) Rev 1 dated 01 February 2018
- SECMPR06.1 Armed Response Standing Operational Response Procedure for the Response Department Rev 1 dated 01 February 2018 [Refers to Fidelity Security Services]
- SECMPR07 Control Room Rev 1 dated 01 February 2018
- SECMPR07.1 Control Room Work Instruction (Guarding) Rev 1 dated 01 February 2018
- SECMPR07.1A Control Room Occurrence Book (Sample) Rev 1 dated 01 February 2018
- SECMPR07.2 Control Room Work Instruction (Reaction Services) Rev 1 dated 01 February 2018
- SECMPR07.2A Incident Report Rev 1 dated 01 February 2018
- SECMPR07.2B Service Request Rev 1 dated 01 February 2018
- SECMPR07.2C Daily Control Room Check List Rev 1 dated 01 February 2018
- SECMPR07.2D Hourly Radio Check List Rev 1 dated 01 February 2018
- SECMPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- SECMPR08.1 Strike Contingency Work Instruction Rev 1 dated 01 February 2018
- SECMPR08.2 Investigations Work Instruction Rev 1 dated 01 February 2018
- SECMPR08.3 Client Claims Work Instruction Rev 1 dated 01 February 2018
- SECMPR09 Service Termination Rev 1 dated 01 February 2018
- SECMPR10 Operational and Client Equipment Control Rev 2 dated 01 November 2020
- SECMPR10.1A Uniform Policy Rev 1 dated 01 February 2018

Operations Records

The following documented information was available:

- SECMPR01A Initial Visit - Contact Report Rev 1 dated 01 February 2018
- SECMPR01B Potential Client Feedback Rev 1 dated 01 February 2018
- SECMPR01C Daily Activity Report Rev 1 dated 01 February 2018
- SECMPR01D Weekly Sales Report Rev 1 dated 01 February 2018
- SECMPR01E Weekly FSC Terminations Report Rev 1 dated 01 February 2018
- SECMPR01F Monthly Sales Report Rev 1 dated 01 February 2018
- SECMPR01G Monthly Sales Commission Claim Rev 1 dated 01 February 2018
- SECMPR02A Security Survey For Sales And Quotation Purposes Rev 1 dated 01 February 2018
- SECMPR02B Costing Sheet Rev 1 dated 01 February 2018
- SECMPR03A Manpower Request Form Rev 1 dated 01 February 2018
- SECMPR03B Reference Check Rev 1 dated 01 February 2018
- SECMPR03C Company/Branch Induction Check List Rev 1 dated 01 February 2018
- SECMPR04A Check List for Starting a New Service Rev 1 dated 01 February 2018
- SECMPR04B Occurrence Book (Sample) Rev 1 dated 01 February 2018
- SECMPR06A Security Report Evaluation A Rev 1 dated 01 February 2018
- SECMPR06B Security Report Evaluation B Rev 1 dated 01 February 2018
- SECMPR06C Client Visits Monthly Summary Rev 1 dated 01 February 2018
- SECMPR06D Analysis Of Service (Information obtained from the Security Reports) Rev 1 dated 01 February 2018
- SECMPR06E Day/Night Client Visit Schedule (Management/Supervisor) Rev 1 dated 01 February 2018
- SECMPR06F Daily Site Equipment Check Sheet Rev 1 dated 01 February 2018
- SECMPR06G After Hour Visit Sheet (Also for use during normal working hours) Rev 1 dated 01 February 2018
- SECMPR06H Incident Report Rev 1 dated 01 February 2018
- SECMPR06I Vehicle Log Sheet Rev 1 dated 01 February 2018
- SECMPR06J Daily Changeover Roster Rev 1 dated 01 February 2018
- SECMPR06K Business At Risk Rev 1 dated 01 February 2018
- SECMPR08.3A Claims/Incident Notification Rev 1 dated 01 February 2018
- SECMPR08A Strike Contingency Planning Document Rev 1 dated 01 February 2018 [Wrong Doc No. Refers to Fidelity Security Services]
- SECMPR08B Stay Away Situation Report Rev 1 dated 01 February 2018
- SECMPR08C Investigation Diary Rev 1 dated 01 February 2018
- SECMPR08D Crime Report Rev 1 dated 01 February 2018
- SECMPR08E Client Visit Report Rev 1 dated 01 February 2018
- SECMPR09A Site Withdrawal Checklist Rev 1 dated 01 February 2018
- SECMPR09B Service Cancellation Form Rev 1 dated 01 February 2018
- SECMPR09C Radio Removal/Change Form Rev 1 dated 01 February 2018
- SECMPR10A Site Equipment Register Rev 1 dated 01 February 2018
- SECMPR10B Reaction Equipment Register Rev 1 dated 01 February 2018
- SECMPR10C Uniform Issue Rev 1 dated 01 February 2018

Management System Processes well documented.

FCS Eastern Cape Region Port Elizabeth:

Context of the Organization

The following documented information was available:

- FSGHOES Executive Summary 4 dated 01 March 2019 (Organisation and its Context, Need and Expectations, Scope, Quality Management System)
- FSGHOGP Group Profile Rev 2 dated 01 March 2019

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Leadership, Customer Focus and Satisfaction)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Roles and Responsibilities, Limits of Authority, Strategic Development, Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- FSGHOFCSQP Quality Policy and Objectives Rev 7 dated 02 March 2020
- FSGHOFCON Annexure B3 Fidelity Cash Solutions Functional Organogram Rev 3 dated 02 March 2020
- Port Elizabeth CIT Branch Organogram

Risks and Opportunities

The following documented information was available:

- FCSPR08 Risk Management Rev 4 dated 05 June 2020
- Minutes of Weekly Risk Meetings dated 20, 27 November 2020 and January 2021

Risks and Opportunities processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Objectives

The following documented information was available:

- Eastern Cape AIT Strategic Objectives 2020/2021

Documented Information

The following documented information was available:

- HOGEO1 Document Control/Quality Records Rev 2 dated 01 November 2020
- HOGEO1A Document Amendment Memorandum Rev 1 dated 01 February 2018
- HOGEO1B Document Issue Memorandum Rev 1 dated 01 February 2018
- HOGEO1C Distribution List Rev 1 dated 01 February 2018

Resources, Competence, Awareness and Communication

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Communication)
- FSSPR03 Recruitment, Selection, Skills Development, Training and Induction Ver 1 dated 01 February 2018
- FSGHOFCON Annexure B3 Fidelity Cash Solutions Functional Organogram Rev 3 dated 02 March 2020
- Port Elizabeth CIT Branch Organogram

Internal Audit

The following documented information was available

- HOGEO2 Internal Auditing Rev 5 dated 01 November 2020
- HOGEO2A Monthly Return of Compliance by Branch Manager Rev 2 dated 01 November 2020
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- Port Elizabeth (861) Review Internal Audit Report Assets in Transit dated 27 November 2020
- HOGEO2B Internal Audit Plan Checklist - AIT - Port Elizabeth 861 period 23 to 26 November 2020
- HOGEO2B Internal Audit Plan Checklist - AIT - Port Elizabeth 861 period January and February 2021 (In Progress)
- HOGEO3A Quality Reports issued for incidents that occurred in January 2021

Management Review

The following documented information was available:

- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)
- Minutes of Weekly Risk Meetings dated 20, 27 November 2020 and January 2021
- Email with Bullet points from CIT/Guarding meeting held at 14h00 - Monday 23rd Nov 2020
- Email with Bullet points from CIT/Guarding meeting held at 10am - 2nd Dec 2020

Nonconformity and Corrective Action

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Customer Focus and Satisfaction)
- FSSPR08 Emergencies, Investigations and Client Claims Rev 1 dated 01 February 2018
- HOGEO3B Quality Report Register

Continual Improvement

The following documented information was available:

- FSGHOES Executive Summary Ver 4 dated 01 March 2019 (Continual Improvement)
- HOGEO4 Management Rev 2 dated 01 February 2018 (Analysis of Data, Management Reviews, Internal Auditing, Preventive Action)

Performance Evaluation processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Control Room and Access Control

The following documented information was available:

- FCSPR04 Control Room Rev 2 dated 01 June 2018 (Rev 3 under review)
- FCSPR04C Daily Log Sheets Rev 2 dated 04 October 2018
- FCSPR04D Missed Client Register Rev 2 dated 04 October 2018
- FCSPR04F One-Time Code Register Rev 2 dated 04 October 2018
- FCSPR05.1.1 Dispatching to a Schedule Rev 1 dated 10 January 2020
- FCSPR07 Operations Rev 4 dated 04 October 2019 (Rev 5 under review)
- FCSPR07A Vehicle Security Checklist Rev 2 dated 01 June 2018
- FCSPR07B Vehicle Exit Permit
- FCSPR07C Duty Roster Rev 1 dated 04 October 2019
- FCSPR08B Management Daily Checklists Rev 2 dated 01 November 2018
- FCSPR08C Management Weekly Checklists Rev 2 dated 01 November 2018
- FCSPR08.7 Branch Access Control Rev 5 dated 05 June 2020
- FCSPR08.7A Request for Access Rev 4 dated 05 June 2020

The following Control Room and Access Control documented information was scrutinised and found to be in order:

- Vehicle Schedules, Missed clients OTC Codes dated 19 January 2021
- Vehicle Log sheets Driver issued completed dated 5th January 2021
- FCSPR08B Manager/Senior FSC Supervisor Daily Checklist for period 11 to 17 January 2021
- FCSPR08C Management Weekly Checklists for period 28 December 2021 to 10 January 2021 [Not all dates captured]
- Vehicle Security Checklist Fleet 41798 dated 19 January 2021
- Vehicle Security Checklist Fleet 41800 dated 18 January 2021
- Vehicle Security Checklist Fleet 42914 dated 19 January 2021
- Vehicle Security Checklist Fleet 45229 dated 19 January 2021
- Vehicle Security Checklist and Exit Permit Fleet 40464 dated 18 January 2021
- Vehicle Security Checklist and Exit Permit Fleet 41798 dated 19 January 2021
- Vehicle Security Checklist and Exit Permit Fleet 41800 dated 18 January 2021
- Vehicle Security Checklist and Exit Permit Fleet 42914 dated 19 January 2021
- Vehicle Security Checklist and Exit Permit Fleet 44462 dated 18 January 2021
- Vehicle Security Checklist and Exit Permit Fleet 45921 dated 19 January 2021
- FCSPR08.7A Request for Access - Port Elizabeth 23rd to 26th November 2020
- FCSPR07C Duty Roster dated 20 January 2020

Control Room and Access Control processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Vault and Boxroom

The following documented information was available:

- FCSPR05 Vault and Box Room Rev 4 dated 10 January 2020 (Rev 5 under review)
- FCSPR05.1.1 Dispatching to a Schedule Rev 1 dated 10 January 2020
- FCSPR05.1.10 Printing Transtrack Barcoded Rev 1 dated 10 January 2020
- FCSPR05.1.2 Receiving from a Schedule Rev 1 dated 10 January 2020
- FCSPR05.3 Bulk Receipt Book Rev 2 dated 01 June 2018
- FCSPR05.4 Manual Receipt Book Working Instruction Rev 2 dated 01 June 2018
- FCSPR07.2 Identity Cards Rev 3 dated 05 June 2020
- FCSPR07.2B ID Card Register Rev 3 dated 04 October 2018
- FCSPR07.2 Identity Cards Rev 3 dated 05 June 2020
- FCSPR07.2B ID Card Register Rev 3 dated 04 October 2018
- FCSPR08.2 Vehicle Security Rev 2 dated 01 June 2018
- FCSPR08.2A Vehicle Security Key Register Rev 3 dated 04 October 2018
- FCSPR08.3 Client Key Control Rev 2 dated 01 June 2018
- FCSPR08.3B Client Duplicate Key Register Rev 2 dated 01 June 2018

The following Vault and Boxroom documented information was scrutinised and found to be in order:

- FCSPR07.2B ID Card Register
- FCSPR08.2A Vehicle Security Key Register dated 26 Januarys 2021
- FCSPR08.3A Client Operational Duplicate Key Collection Sheet dated 22 December 2020
- FCSPR08.3B Client Duplicate Key Register (Various Clients)

Vault and Boxroom processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Cash Processing Centre

The following documented information was available:

- FCSPR06 Cash Processing Centre Rev 3 dated 04 October 2019
- FCSPR06.1 Cameos Cash Processing Work Instruction Rev 2 dated 01 November 2018
- FCSPR06.5 Manual Banking Work Instruction Rev 2 dated 01 November 2018
- FCSPR06.7 ATM Management Rev 2 dated 01 November 2018
- FCSPR06L Daily Refuse Register Rev 1 dated 01 November 2018
- FCSPR06A Calibration Register Rev 2 dated 01 November 2018
- FCSPR06G Teller Sheets Rev 1 dated 01 November 2018
- FCSPR06M Refuse Removal Register Rev 1 dated 01 November 2018
- FCSPR07.4 ATM Solutions Key Marshall Work Instruction Rev 2 dated 01 November 2018
- FCSPR07.5 ATM Solutions Custodian Work Instruction Rev 1 dated 01 November 2018
- FCSPR08.1 Branch Security Rev 2 dated 01 June 2018
- FCSPR08.1E CCTV Checklist Rev 3 dated 04 October 2018
- Cash Processing I-Cash User Manual Rev 1 dated January 2021
- Cash Processing I-Cash Client Pre-Announcement Administrator Manual Rev 1 dated January 2021
- Cash Processing I-Cash Client Pre-Announcement User Manual - Single Deposits Rev 1 dated January 2021
- Cash Processing I-Cash Client Pre-Announcement User Manual - Multi Deposit Rev 1 dated January 2021
- Cash Processing I-Cash Client Pre-Announcement User Manual - Multi Account Rev 1 dated January 2021

The following Cash Processing Centre documented information was scrutinised and found to be in order:

- FCSPR06M Refuse Removal Registers dated 27 January 2021
- FCSPR06A Calibration Register for Period 26 November to 23 December 2020
- FCSPR08.1E CCTV Checklist for period 18 to 22 January 2021
- FCSPR06G Teller Sheets for 22 and 23 January 2021 (Various Clients)
- Occurrence Book No 36593353/4 Entries of Shortages and Surpluses for 22, 23 and 25 January 2021

Cash Processing Centre processes well implemented, maintained and monitored to ensure intended outcomes are achieved.

Next visit objectives, scope and criteria

The objective of the assessment is to conduct a surveillance assessment and look for positive evidence to ensure the elements of the scope of certification and the requirements of the management standard are effectively addressed by the organisation's management system and that the system is demonstrating the ability to support the achievement of statutory, regulatory and contractual requirements and the organisations specified objectives, as applicable with regard to the scope of the management standard, and to confirm the on-going achievement and applicability of the forward strategic plan.

The scope of the assessment is the documented management system with relation to the requirements of ISO 9001:2015 and the defined assessment plan provided in terms of locations and areas of the system and organisation to be assessed.

ISO 9001:2015
Fidelity Security Group management system documentation

Please note that BSI reserves the right to apply a charge equivalent to the full daily rate for cancellation of the visit by the organization within 30 days of an agreed visit date. It is a condition of Registration that a deputy management representative be nominated. It is expected that the deputy would stand in should the management representative find themselves unavailable to attend an agreed visit within 30 days of its conduct.

Next Visit Plan

Date	Auditor	Time	Area/Process	Clause
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To be finalised during Assessment scheduled for 15 to 19 February 2021 and 08 and 09 March 2021

Appendix: Your certification structure & ongoing assessment programme

Scope of Certification

FS 681530 (ISO 9001:2015)

Provision of Services for the Guarding of Assets and Property.
Provision of Cash Management Services and End to End Cash Handling Solutions

Assessed location(s)

The audit has been performed at Permanent Locations.

Kimberley / FS 681530 (ISO 9001:2015)

Location reference	0047653747-004
Address	Fidelity Security Group (Pty) Ltd Fidelity Eyethu Security Services 12 Turner road De beers Kimberley South Africa
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3333937
Assessment dates	25/01/2021
Deviation from Audit Plan	No
Total number of Employees	1
Effective number of Employees	1
Scope of activities at the site	The provision of services for the guarding of assets and property
Assessment duration	1 day(s)

Robertville / FS 681530 (ISO 9001:2015)

Location reference	0047653747-003
Address	Fidelity Security Group (Pty) Ltd Fidelity Security Services CSG Guarding 1170 Domkrag street, Robertville South Africa
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3369988
Assessment dates	26/01/2021
Deviation from Audit Plan	No
Total number of Employees	2
Effective number of Employees	2
Scope of activities at the site	The provision of services for the guarding of assets and property
Assessment duration	0.5 day(s)

Florida / FS 681530 (ISO 9001:2015)

Location reference	0047653747-005
Address	Fidelity Security Group (Pty) Ltd Fidelity Security Services Secureco 1170 Domkrag Street Robertville Florida South Africa
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3369989
Assessment dates	26/01/2021
Deviation from Audit Plan	No
Total number of Employees	22
Effective number of Employees	22
Scope of activities at the site	The provision of services for the guarding of assets and property
Assessment duration	0.5 day(s)

Florida / FS 681530 (ISO 9001:2015)

Location reference	0047653747-006
Address	Fidelity Security Group (Pty) Ltd Fidelity Security Services Gauteng Region 1170 Domkrag Street Robertville Florida South Africa
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3370001
Assessment dates	27/01/2021
Deviation from Audit Plan	No
Total number of Employees	70
Effective number of Employees	70
Scope of activities at the site	The provision of services for the guarding of assets and property
Assessment duration	1 day(s)

Durban / FS 681530 (ISO 9001:2015)

Location reference	0047653747-012
Address	Fidelity Security Group (Pty) Ltd Secureco Metsu Acacia Building, Forest Square 11 Derby Place Derby Downs Durban South Africa
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3372343
Assessment dates	28/01/2021
Deviation from Audit Plan	No
Total number of Employees	4
Effective number of Employees	4
Scope of activities at the site	The provision of services for the guarding of assets and property
Assessment duration	0.5 day(s)

Port Elizabeth / FS 681530 (ISO 9001:2015)

Location reference	0047653747-026
Address	Fidelity Security Group (Pty) Ltd Fidelity Cash Solutions 42-44 Newton Street Newton Park Port Elizabeth South Africa
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3372344
Assessment dates	29/01/2021
Deviation from Audit Plan	No
Total number of Employees	27
Effective number of Employees	27
Scope of activities at the site	Provision of cash management services and end to end cash handling solutions
Assessment duration	1 day(s)

Roodepoort / FS 681530 (ISO 9001:2015)

Location reference	0047653747-002
Address	Fidelity Security Group (Pty) Ltd Security Payroll Eastern Cape 104D Mimosa Road Helderkruin Roodepoort Gauteng South Africa
Visit type	Re-certification Audit (RA Opt 2)
Assessment reference	3372444
Assessment dates	28/01/2021
Deviation from Audit Plan	No
Total number of Employees	1
Effective number of Employees	1
Scope of activities at the site	The provision of services for the guarding of assets and property
Assessment duration	0.5 day(s)

Certification assessment program

Certificate Number - FS 681530

Location reference - 0047653747-002

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	TBD	TBD	TBD
	Duration (days):	1	1	1
Security Payroll Eastern Cape Management System (Context of the Organization, Leadership, Policy, Organizational Roles, Responsibilities and authorities, Risks and Opportunities, Quality Objectives, Change Management, Competence, Awareness and Communication, Documented Information, Customer satisfaction, Analysis and Evaluation, Internal Audit, Management Review, Nonconformity and Corrective Action, Continual Improvement)				X

Certificate Number - FS 681530

Location reference - 0047653747-003

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	TBD	TBD	TBD
	Duration (days):	0,5	0,5	0,5
CSG Guarding Management System (Context of the Organization, Leadership, Policy, Organizational Roles, Responsibilities and authorities, Risks and Opportunities, Quality Objectives, Change Management, Competence, Awareness and Communication, Documented Information, Customer satisfaction, Analysis and Evaluation, Internal Audit, Management Review, Nonconformity and Corrective Action, Continual Improvement)				X

Certificate Number - FS 681530

Location reference - 0047653747-004

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	TBD	TBD	TBD
	Duration (days):	0,5	0,5	0,5
Eyethu Security Services (Context of the Organization, Leadership, Policy, Organizational Roles, Responsibilities and authorities, Risks and Opportunities, Quality Objectives, Change Management, Competence, Awareness and Communication, Documented Information, Customer satisfaction, Analysis and Evaluation, Internal Audit, Management Review, Nonconformity and Corrective Action, Continual Improvement)				X

Certificate Number - FS 681530

Location reference - 0047653747-005

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	TBD	TBD	TBD
	Duration (days):	0,5	0,5	0,5
Secureco Management System (Context of the Organization, Leadership, Policy, Organizational Roles, Responsibilities and authorities, Risks and Opportunities, Quality Objectives, Change Management, Competence, Awareness and Communication, Documented Information, Customer satisfaction, Analysis and Evaluation, Internal Audit, Management Review, Nonconformity and Corrective Action, Continual Improvement)				X

Certificate Number - FS 681530

Location reference - 0047653747-006

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	TBD	TBD	TBD
	Duration (days):	1	1	1
FSS Gauteng Province Robertville (Context of the Organization, Leadership, Policy, Organizational Roles, Responsibilities and authorities, Risks and Opportunities, Quality Objectives, Change Management, Competence, Awareness and Communication, Documented Information, Customer satisfaction, Analysis and Evaluation, Internal Audit, Management Review, Nonconformity and Corrective Action, Continual Improvement)			X	
FSS Gauteng Province Robertville Operations			X	

Certificate Number - FS 681530

Location reference - 0047653747-012

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	TBD	TBD	TBD
	Duration (days):	0,5	0,5	0,5
Secureco Metsu Management System (Context of the Organization, Leadership, Policy, Organizational Roles, Responsibilities and authorities, Risks and Opportunities, Quality Objectives, Change Management, Competence, Awareness and Communication, Documented Information, Customer satisfaction, Analysis and Evaluation, Internal Audit, Management Review, Nonconformity and Corrective Action, Continual Improvement)				X

Certificate Number - FS 681530

Location reference - 0047653747-026

		Audit1	Audit2	Audit3
Business area/Location	Date (mm/yy):	TBD	TBD	TBD
	Duration (days):	1	1	1
FCS Eastern Cape Region Port Elizabeth Management System (Context of the Organization, Leadership, Policy, Organizational Roles, Responsibilities and authorities, Risks and Opportunities, Quality Objectives, Change Management, Competence, Awareness and Communication, Documented Information, Customer satisfaction, Analysis and Evaluation, Internal Audit, Management Review, Nonconformity and Corrective Action, Continual Improvement)			X	
FCS Eastern Cape Region Port Elizabeth Operations (Control Room and Access Control, Vault and Boxroom, Cash Processing Centre)			X	

Justified exclusions / non applicable clauses

Exclusions of the standard are not permitted for certificate: FS 681530

Mandatory requirements – re-certification.

Review of assessment finding regarding conformity, effectiveness and relevance of the management system:

The management system has shortcomings in the following areas as indicated in the non-conformances raised during this and previous assessments:

- ISO 9001:2015 Clause 5.2.2 Communicating the Quality Policy (April 2018)
- ISO 9001:2015 Clause 6.2 Quality objectives and planning to achieve them (April 2018, February 2020)
- ISO 9001:2015 Clause 7.5.2 Creating and Updating Documented Information (April 2018)
- ISO 9001:2015 Clause 7.5.3 Control of documented information (April 2018, February 2020)
- ISO 9001:2015 Clause 8.1 Operational Planning and Control (April 2018)
- ISO 9001:2015 Clause 8.5.1 Control of Production and Service Provision (April 2019, February 2020)
- ISO 9001:2015 Clause 9.2 Internal Audits (April 2018)
- ISO 9001:2015 Clause 10.2 Nonconformity and Corrective Action (April 2018, April 2019)

Management system strategy and objectives:

The following documented information was available:

- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- Eastern Cape AIT Strategic Objectives 2020/2021

Review of progress in relation to the organisation's objectives:

The following documented information was available:

- FSGHOQP Quality Policy and Objectives Rev 4 dated 01 March 2019
- Eastern Cape AIT Strategic Objectives 2020/2021

Review of assessment progress and the re-certification plan:

The following Areas were assessed:

- Fidelity Services Group Management System (4, 5, 6, 7, 8, 9, 10)
- Interview with General Manager (4, 5, 6, 7, 8, 9, 10)
- Fidelity Services Group - Fidelity Security Services Management System (4, 5, 6, 7, 8, 9, 10)
- Fidelity Services Group - Fidelity Security Services Operations (4, 5, 6, 7, 8, 9, 10)
- Fidelity Services Group - Fidelity Cash Solutions Operations (4, 5, 6, 7, 8, 9, 10)
- Fidelity Services Group - Fidelity Cash Solutions Management System (4, 5, 6, 7, 8, 9, 10)

BSI Client Management Impartiality and Surveillance Strategy:

All P and T codes appropriate, and included in assessment team

Continue with the current Total assessment days / Cycle.

Expected outcomes for accredited certification.

What accredited certification to ISO 9001 means

ISO 9001:2015 specifies requirements for a quality management system when an organization: needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements; and aims to enhance customer satisfaction through the effective application of the system, including processes for improvement of the system and the assurance of conformity to customer and applicable statutory and regulatory requirements.

What accredited certification to ISO 9001 does not mean

1) It is important to recognize that ISO 9001 defines the requirements for an organization's quality management system, not for its products and services. Accredited certification to ISO 9001 should provide confidence in the organization's ability to "consistently provide product that meets customer and applicable statutory and regulatory requirements". It does not necessarily ensure that the organization will always achieve 100% product conformity, though this should of course be a permanent goal.

2) ISO 9001 accredited certification does not imply that the organization is providing a superior Product or service, or that the product or service itself is certified as meeting the requirements of an ISO (or any other) standard or specification.

Definitions of findings:

Nonconformity:

Non-fulfilment of a requirement.

Major nonconformity:

Nonconformity that affects the capability of the management system to achieve the intended results.

Nonconformities could be classified as major in the following circumstances:

- If there is a significant doubt that effective process control is in place, or that products or services will meet specified requirements;
- A number of minor nonconformities associated with the same requirement or issue could demonstrate a systemic failure and thus constitute a major nonconformity.

Minor nonconformity:

Nonconformity that does not affect the capability of the management system to achieve the intended results.

Opportunity for improvement:

It is a statement of fact made by an assessor during an assessment, and substantiated by objective evidence, referring to a weakness or potential deficiency in a management system which if not improved may lead to nonconformity in the future. We may provide generic information about industrial best practices but no specific solution shall be provided as a part of an opportunity for improvement.

How to contact BSI

'Just for Customers' is the website that we are pleased to offer our clients following successful registration, designed to support you in maximising the benefits of your BSI registration - please go to www.bsigroup.com/j4c to register. When registering for the first time you will need your client reference number and your certificate number (47653747/FS 681530).

Should you wish to speak with BSI in relation to your certification, please contact your local BSI office – contact details available from the BSI website:

<https://www.bsigroup.com/en-ZA/Contact-us/>

Notes

This report and related documents are prepared for and only for BSI's client and for no other purpose. As such, BSI does not accept or assume any responsibility (legal or otherwise) or accept any liability for or in connection with any other purpose for which the Report may be used, or to any other person to whom the Report is shown or in to whose hands it may come, and no other persons shall be entitled to rely on the Report. If you wish to distribute copies of this report external to your organisation, then all pages must be included.

BSI, its staff and agents shall keep confidential all information relating to your organisation and shall not disclose any such information to any third party, except that in the public domain or required by law or relevant accreditation bodies. BSI staff, agents and accreditation bodies have signed individual confidentiality undertakings and will only receive confidential information on a 'need to know' basis.

This audit was conducted through document reviews, interviews and observation of activities. The audit method used was based on sampling the organization's activities and it was aimed to evaluate the fulfilment of the audited requirements of the relevant management system standard or other normative document and confirm the conformity and effectiveness of the management system and its continued relevance and applicability for the scope of certification.

As this audit was based on a sample of the organization's activities, the findings reported do not imply to include all issues within the system.

Regulatory compliance

BSI conditions of contract for this visit require that BSI be informed of all relevant regulatory non-compliance or incidents that require notification to any regulatory authority. Acceptance of this report by the client signifies that all such issues have been disclosed as part of the assessment process and agreement that any such non-compliance or incidents occurring after this visit will be notified to the BSI client manager as soon as practical after the event.