GYTO SUCCESS COMPANY LTD

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Company Profile

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1. COMPANY HISTORY

Incorporated Twenty two (22) years ago, GYTO Security Company is a growing, medium sized Kenyan owned firm with guard force strength of approximately 2,300 based in Nairobi, Mombasa, Nakuru, Kisumu, Kericho, and Machakos. Besides, it is engaged in other related services like security consultancy, private investigations, repossessions and Radio alarm services. Professionally trained, experienced officers who are at the clients' disposal 24/7 manage it.

1.1 Vision

» To be the leading security provider not only in kena but across Africa

1.2 Mission

» To deliver quality services and products to all our customers and ensure empowerment to all our employees while giving back to our community at large

1.3 Our Value

» Teamwork

» Quality service

» Integrity and Ethics

» Empowerment

» Diversity

2. CUSTOMER SERVICES

Customer service is a skill that every business should train their employees on. There's nothing like an upset customer speaking to an employee or representative of a company with little to no customer service skills. A great deal of businesses lose clientele quite frequently due to a nonchalant approach to this issue. customer service training for guards

Not many companies in the guard industry require or have ongoing customer service training, which is horrible for this profession. Listed below, are a few helpful customer service tips for security guards.

2.1. Greet Customers

When customers need a question answered or when someone needs to greet a customer, one of the first individuals that a customer may come in contact with is a security guard.

2.2. Make a Great First Impression

Security guards are often the first impression that a customer has of your business. It is therefore important that security personnel maintain an excellent physical appearance. Customers will usually see security personnel before they hear them. Therefore, the appearance of the security must never be underestimated.

2.3. Protect & Communicate with Customers

The job of a security guard is not only to protect the property, but to also make sure that customers are safe. For instance, if there is a hazard in the building that customers are not aware of, security should inform them of this. By knowing that they are protected, customers are more likely to feel relaxed.

2.4. Offer Assistance

When customers need assistance, a security guard is the most trustworthy individual to turn to. For instance, if a customer does not know where a particular building is, a security guard can direct him or her in the right direction.

3. COURIER SERVICES

In a world of increasingly demanding schedules,you need a partner who will help you achieve your goals. A partner who understands your needs and provides you with efficient, reliable end to end logistical solutions that help you expand your business.

Providing timely and efficient delivery is key. Our dispatch centres are strategically spread across the country, making GYTO Security your trusted courier partner.





4. QUALITY POLICY

GYTO Security Ltd is a security services provider to corporate and individual clients. We are commited to consistently provide quality services that meet our customers' and applicable requirements, satisfy our customers and give value for money.

In pursuit of this commitment we have established we have established a Quality Management System in line with requirents of ISO.9001.2015. We shall;-

- Continually improve the effectiveness of the Quality corporate and internal capacitiess,
- Establish, implement, and review the quality objectives regulary;
- Ensure the policy is reviewed regulary for continued suitability.
- Engage and develop highly skilled human resource and
- Communicate the importance of meeting our customers' requirements and the requirements of the QMS to all employees;
- Effectively communicate with our customers in order to enhance service provision and product quality

5. AREAS OF FOCUS

5.1. Residentials

Our security personnel are highly trained and have extensive working experience in domestic security environments. They are able to act quickly and appropriately to any given situation with the protection of life and property being at the forefront of their minds.



Our personnel, with the help of the latest security technologies, will carefully control access to your home, monitor intruder and fire alarms, and escort guests as instructed. Depending on your security requirements, we will compound our manned services with our canine officers, whom together with their handlers provide a higher level of deterrent to intruders whilst also safeguarding against damage to your home and property.

5.2. Institutes

Institutes security for colleges is a paramount consideration for parents and students when choosing a school. At GYTO Security Ltd, we focus on the safety and security of the students, staff, faculty and guests, whether that's through routine patrols of campus, or managing a bustling crowd at a sports event or graduation. Our school security professionals come from a diversified background with specialized training geared to the college community, and are able to expertly handle a variety of events and security scenarios that may occur on campus.



5.3. Government Ministries

GYTO Security Ltd provides superior protection for Government Ministries , government buildings across Kenya. We provide a combination of professional Security Officer services, access control systems, CCTV systems, alarm systems, monitoring services and alarm response to ensure the efficient and effective provision of security.



At GYTO Security Ltd, we clearly understand the unique security challenges facing governments in today's era where terrorisim is a real threat. We assist our clients in developing safety and security programs for their critical infrastructure, as well as their every day places of work. Since the efficient delivery of service is critical to the Government Ministries, Gyto Security uses benchmarking from similar organizations along with Key Performance Indicators to ensure a streamlined but safe approach to our clients' security needs.

5.4. Corporates

We conduct training need assessments to identify the training needs that your organisation requires. Employee Training promotes employee satisfaction and employee retention hence efficient training for better productivity.

Our security risk management training provides the techniques, understanding and preventive measures that are at the heart of professional security.

Effective managers dealing with several security matters must be familiar with the process, implementation and considerations that can often determine the success or failure of a company.



6. SECURITY TRAINING

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6.1 Training modules

1. Corporate Security Officers Training
2. Corporate Security Management Training
3. CCTV Operators Training
4. Hospitality Security Training
5. Counter Terrorism Training
6. Corporate Investigations Course
7. Advanced Corporate Investigations Course
8. Emergency Preparedness Training
9. Crisis Security Management Course
10. VIP Executive Protection Course etc



6.2 Dog Section

At GYTO Security Ltd we have narcotic and explosive detection dogs trained to detect explosive material on people and in vehicles, compounds, buildings and luggage. Dogs are trained to detect and indicate the presence of explosive material through body language, which the handler reads and begins necessary evacuation procedures.

These search dogs, both passive and proactive, are ideal for detection at airports, ports, stadiums, arenas, shopping centres, nightclubs and any locations where narcotics or explosives are a concern. We have well trained dogs from many breeds for both narcotic and explosive detection.





7. LIST OF SOME OF CORPORATE CLIENTS

Ministry of Transport, Infrastructure, Housing and Urban Development

Konza Technopolis Development Authority

Kenya Urban Roads Authority

Kenya Resource Management Authority

THE JUDICIARY
Justice be our Shield and Defender
REPUBLIC OF KENYA

NEW KENYA CO-OPERATIVE CREAMERIES LTD

OFFICE OF THE ATTORNEY GENERAL AND DEPARTMENT OF JUSTICE

Kenya Rural Roads Authority

Kenya Railways Corporation

KENYATTA UNIVERSITY

Kenya Power

Kenya Power And Lighting Company Limited Central Region

Ministry Of Information, communication And Technology

Kenya Water Institute.

NTSA
Keep our roads safe

National Transport and Safety Authority

nhc
National Housing Corporation

Meat Training Institute Athi

Ministry of Transport - Kisii Laboratory

NATIONAL EMPLOYMENT AUTHORITY

NCA
NATIONAL CONSTRUCTION AUTHORITY

8. SOME OF THE MAJOR RESIDENTIAL /PRIVATE COMPANIES

1) New Burry Court Next To Mash Hotel Off Ngong Road
2) Executive Concepts
3) Miseru Investments Langata, South B
4) Magnum Engineering Road C Next To Wells Fargo Courier Offices
5) Absolute Ventures Along Kandara Road Kileleshwa
6) Fraross Apartments Athi River
7) Kabete Junior Academy
8) Cedar Investment
9) Hill Flats Apartments
10) New Burry Court
11) Igainya Limited
12) New Hope Children Home
13) Olive Tree Management
14) Makau Limited
15) Canopy Home
16) Home Builder
17) Riverdale Medical Centre
18) Magnum Engineering & General Contractors
19) Danki Ventures Limited
20) Gitanga Court - House No. 1, 3, 4, 5

9. RECRUITMENT

Our recruitment criterion takes cognizance of the need to vet prospective employees so as to meet our stated values. They must have the following;

- *Have a valid Certificate of Good Conduct form the C.I.D*
- *Be at least over 25 years of age*
- *Have attained a minimum of form IV level of Education, D+ or above*
- *Be physically fit and able to perform general patrol duty functions*
- *Be Kenyan Citizens*
- *Have no adverse previous employment record*



10. COMMUNICATION

To maintain instantaneous communication with our field staff, we have a VHF base Station at our head office, headed by a qualified controller. This also ensures continuous situation reports from the guards to the office and vice versa.



11. DEPLOYMENT

Guards who have successfully completed the basic course are considered ready for deployment upon undergoing a satisfactory vetting procedure which includes the following: -

* *Production of Certificate of Good Conduct*
* *Production of reference letter from the local Chief (from home area)*
* *Completion of a purpose – designed Personal History Record form (PHR)*
* *Production of certified true copies of School Certificates and the National ID Card*
* *Production of two passport-size photographs*
* *Drawing a map to the recruit's Nairobi residence*

He/She is then kitted in full Company uniform which includes the following:

* *2 sets of uniforms*
* *Military boots (men), shoes (women)*
* *Raincoat (men), pullover (women)*
* *Beret with corporate badge*
* *Whistle / lanyard*
* *Baton / rungu*
* *Torch with monthly supply of batteries*
* *One kilo of bar soap monthly*
* *Belt*



12. SELECTION / SUPERVISION & MANAGEMENT:

- So as to maintain a high standard of security, Gyto would be able to select and assign permanent guards/guardettes with proven experience, and a commitment to reliability, alertness and integrity.
- Before commencing operations, assignments instructions would be drawn up and agreed between both parties, for all properties.
- Permanent changes to assigned personnel would normally only be made with your prior approval.
- Immediate and regular relief duty personnel as necessitated by leave, sickness or other absence will be provided.
- All our day/night guards are normally supervised four times during each twelve -hour shift.
- The supervisor, on arrival at each property, will check the guard's alertness, welfare and turnout before they both patrol the assignment, not only to ensure that all the necessary arrangements are in optimum condition, but to also ensure that the guard is fully conversant with the assignment instructions.
- The supervisor then records his visiting times in the guard book and checking list.
- The supervisor signs the guard book while the guard as part of the management's control system signs the checking list.
- Guards also sign each other's books before each shift's hand/take over.
- Our Senior Managers will also conduct impromptu checks on your Premises to ensure that our Supervisors and guards are rendering quality service
- There is also the Watchman's clock installed at the clients' request where guards are required to clock in at intervals.
- This system is connected to base control unit and every signal is received whenever the guards clock in. This improves delivery of service since the guards are kept awake and alert at all times.

13. ADDED VALUE ADVANTAGE:

i) GYTO Security Ltd, has a 24hours communication short messages services (sms) system linked to all her customers via its control room that enable her to get direct feedback/emergency signals each and every moment regardless of position or location of the client within the republic of Kenya.

ii) GYTO Security Ltd has a guard/ supervision monitoring system. This system sends a unique word character to the guard who is on duty to pass on to the supervisor who will later access it using a restricted password which is only owned by the duty controller. Upon arrival of the supervisor to the assignment he calls the control room that will thereafter send him/her the password, and then he will access the unique word character and sends it back to the control room to ascertain the daily supervision of the assignments. This system can't be manipulated by either the guard or supervisor. A client gets a monthly print out of this system to be sure that his/her premises are well protected and supervised on a daily basis.

iii) GYTO Security Ltd through its customer care wing, occasionally do award her on timely paying customers with trophies as well as well-designed certificates as appreciation recognition towards a good client relationship.

Besides the contractual obligation of providing guarding services to our clients, we undertake to do the following at our own cost (but to the benefit of the client).

1) *Carrying out a comprehensive security survey of the premises and submitting a report thereof, with recommendations in all aspects of security.*
2) *Drafting and promulgation of standard security operating procedures to act as guide to the guards and forestall ambiguity in the execution of duties.*
3) *Liaison with the Police and carrying out investigations in the event of an incident, a report of which is submitted in the shortest time possible*
4) *Dispatch of security fliers in case it is deemed that there is a prevalence of insecurity of any nature so as to alert the clients on possible counter measurers*
5) *Unlimited access to our senior management for any other reason.*

14. STAFF WELFARE

The security industry is labour intensive, hence the need to focus on provision of enabling environment for service delivery. We look after the welfare of our guards, which motivates them to offer superior service and reduces the urge to collude, steal or be involved in improprieties. Here under are some of the highlights:

i) They are paid on time and in accordance with the law

ii) They are paid bonuses and commended for exemplary performance.

iii) They are promoted strictly on merit

iv) All our employees are insured under the workmen compensation and personal accident insurance policies in case of injury while on duty.

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