



COMPANY PROFILE

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FIDELITY SERVICES GROUP: THE POWER OF INTEGRATION.

Overview

Fidelity Services Group is Southern Africa's largest integrated security solutions provider and the industry leader in protection innovation. Excellence in service delivery and implementation are fundamental to our impressive record of accomplishments. By keeping abreast of the latest trends and technological developments globally, and continuously evolving and innovating, the Group remains a front-runner in the security solutions market.

Through a bouquet of services and related products, the Group can tailor make a solution for any requirement.

With over 60 years of experience, the company's strength lies in exceptional leadership, an unwavering commitment to excellent corporate governance, a comprehensive infrastructure and an aggressively proactive approach to staying at the forefront of the continually evolving security environment.

The Group offers unmatched coverage, with a staff complement of over 58 000 in over 160 points of contact and depots across South Africa.

The Group's strategic and highly successful transformation and BEE initiatives have made it South Africa's largest Black Economic Owned Integrated Security Solution Provider, with a 51% BEE shareholding and being 100% South African.

Vision:

To be the pre-eminent provider of integrated services protecting the assets of our clients in Southern Africa and targeted international markets, through the consistent achievement of excellence in every sphere of security provision and client service.

Mission:

- To ensure that the client remains the focus and centre of our activities
- To differentiate through superior service which adds value but remains affordable
- To provide operational excellence
- To stay innovative in the application of technologies and solutions
- To continually invest in employing and developing quality personnel
- To remain the market leaders who lead by example



FIDELITY HISTORY

From humble beginnings in 1957 when Fidelity started the first Cash Solutions services, it is now Southern Africa's largest integrated security solutions provider.

The Group has continued to evolve but throughout its history, there has always been one constant - a disciplined and uncompromising ethos of service excellence to the customer.

Exceptional leadership and an unwavering commitment to service excellence from both management and staff have contributed to its exceptional growth and positioned it as a front-runner in the security solutions market.

Some of the highlights over the years include:

- 1957** • Commenced trading providing Cash Solutions Services (Fidelity Guards - FG)
- 1963** • Founding of Khulani Springbok Patrols, Bartmann Family Business (KSP)
- 1968** • Introduced Guarding Services (FG) and Rennie's Group
- 1991** • Fidelity Guards Unbundled from SAFREN
- 1997** • BEE transaction - Springbok Patrols becomes Khulani Springbok Patrols
- 1999** • Fidelity Group merged with Khulani Springbok Patrols (FG +KSP)
- 2006** • Unbundling resulting in divestiture of Cash Solutions and Cleaning businesses
- 2012** • Additional restructure - exit of BEE Shareholder, Khulani and entrance of Shalamuka Capital
- 2015** • Acquisition of Bidvest Protea Coin Cash Management Solutions business.
 - Introduces Fidelity Cameo Devices
- 2017** • The acquisition of ADT South Africa
- 2018** • The acquisition of 2RM
- 2019** • Commenced trading of Fidelity Cleaning Services
 - Commenced trading of Fidelity SecureDrive
 - Commenced trading of Fidelity Fire Solutions



FIDELITY SECURITY SERVICES

Fidelity Security Services offer guarding solutions in a vast range of industries including:

- Residential and Golf Estates
- Shopping Centre and Retail
- Banks and Financial Institutions
- Casino and Gaming
- Commercial and Industry
- Government
- Health and Education
- Hospitality
- Oil and Gas
- Ports and Airports

With over 90 branches across South Africa, the guarding division is split into six regions (Gauteng, KwaZulu Natal, Western Cape, Eastern Cape, North West and Northern Cape).

With over 60 years' experience within the guarding sector, Fidelity can offer peace of mind to corporate customers through specialised and professionally trained guards.

FIDELITY CASH SOLUTIONS

Ideal for all financial, casino, property and retail institutions. Cash Solutions utilises effective strategies and state-of-the-art technology, backed by a hands-on management approach, to offer unsurpassed cash management and asset management solutions.

All cash-in-transit operations are managed from the various custom-designed Control Centres. All staff undergo stringent vetting processes, are registered with PSIRA, are fully certified and have undergone training in advanced driving skills.

- Services include:
- Continuous monitoring of vehicles via on-board dual-tracking devices with fully integrated GPS and GPRS technology. Should a vehicle deviate from the pre-programmed route, the Control Centre is immediately notified. Our vehicles are fitted with state-of-the-art equipment to minimise risks
- Exception alarms provide an immediate alarm which is generated when crew doors and hatches are tampered with whilst in transit or at the customer's premises
- Service Induction Training for all new customers
- Covert intelligence gathering is continuously carried out via unique methods and distributed to assist in identifying potential threats
- Fidelity's modern armour-plated vehicles are equipped with interlocking systems, vaulting facilities with remotely operated, one-time code locks, panic buttons, cross-pavement carriers and wheels fitted with Run-Flat Tyre defence systems.





FIDELITY CASHMASTER

Retail businesses encounter many specific challenges. CashMaster offers a customised end-to-end cash management solution, which includes cutting-edge hardware, financial management software and productivity-enhancing processes and procedures.

Services include:

- Full analysis and evaluation of current operating procedures
- Customised end-to-end cash management solutions with the security of cash and staff being of primary focus
- CashMaster safe for secure, temporary storage of cash on site
- Same-day banking improves cash flow whilst reducing cash holding within the store
- Cash-In-Transit services are provided nationally, 24-hours a day and 7 days a week



FIDELITY ADT

The Fidelity ADT portfolio of security services includes high-tech security systems, 24-hour monitoring and armed response, as well as professional guarding and management.

The philosophy of our business is to provide customers and communities with a superior level of service with the latest technologies, advanced security equipment and products, regular training and the implementation of a unique methodology in armed response.

With Fidelity ADT protecting your home or business you can rest assured that all your security needs will be taken care of by the largest private security company in Southern Africa.

In 2017, ADT Security was acquired by the Fidelity Security Group (FSG), making it 100% locally-owned and backed by the group's 60 years of security industry experience. This move carries several benefits for our existing and new customers which include access to:

- 5000 compliant, competent and thoroughly-trained armed response personnel
- A fleet of over 800 armed response vehicles that can be deployed to call-outs
- Additional support in the form of FSG's Specialised Services Unit which provides tactical interventions

This increased capacity enables us to provide our customers with more robust, integrated, proactive localised security services.

Fidelity ADT is a 100% South Africa, 54.62% black owned company and a BBBEE Level 1 contributor with points of presence across Southern Africa and supports around 10 000 employees.

FIDELITY ADT COMMERCIAL

Fidelity ADT Commercial is one of South Africa's premier security solutions providers, specialising in medium to large enterprises. We are proudly 100% South African. This means we play local but we have a global reach. As a member of the Fidelity Security Group, we have managed to enhance our service offering to customers by tapping into expertise and solutions across the business.

We offer some of the most world-renowned brands available in the industry. Because of this, we are able to provide our customers with world-class service and solutions that reduce costs, improve efficiencies and safeguard assets.

Fidelity ADT Commercial:

- Is the largest provider of security solutions for medium to large-scale



FIDELITY ADT MONITORING AND ARMED RESPONSE

Our monitoring and armed response services are closely integrated, and combine hi-tech solutions with dedicated manpower, ensuring that we're there when you need us.

Our 24-hour control rooms are equipped with the latest technology, including state-of-the-art digital voice recording equipment, our control rooms can coordinate and dispatch armed response vehicles from our fleet of over 1320 vehicles.

In case of an alarm, our vehicles are instantly dispatched without human intervention thanks to our auto-dispatch system. All response vehicles also belong to a support cluster that can immediately be called upon to assist one another should a resource be occupied.

VALUE ADDED SERVICES

At Fidelity ADT we believe in making security as easy as possible, this is why we've created value added services to help you get the most from your subscription. We realise the importance of differentiating ourselves as industry leaders and therefore aim to form key strategic partnerships that will add value to our service offering.

Moving home service

This includes our moving home service, designed to make protecting your new home as easy as possible so that you don't need to worry about security during tough times.

Safe entry service

We have designed this service to complement our existing armed response

enterprises in the country

- Offers security and fire solutions that improves retail performance and enhances cost-effectiveness and safeguards your assets against theft, shrinkage and loss
- Is the exclusive distributor of Sensormatic in South Africa
- Internationally diverse product and service offerings, expert teams and local knowledge combine for a world-class experience
- Offers integrated security and fire suppressions systems for corporate, commercial, retail, mining and property institutions

As a proudly South African, independent and committed supplier and installer of security fire and Electronic Article Surveillance (EAS) systems, Fidelity ADT Commercial has grown into one of the largest service and supply companies in the country. Fidelity ADT Commercial has operations across South Africa with global partners that allow us to offer our customers unsurpassed technological innovation and globally recognised brands.

As the exclusive distribution rights holder for all Sensormatic products in Southern Africa, we are poised to continue to supply the world's number one brand in EAS and Consumer Analytics Security systems.

service. When you feel unsafe, you can contact our control room and arrange for an armed response officer to meet you at your home to escort you in safely. The officer will also do a security sweep of your property to make sure everything is safe

Medical assistance

We have collaborated with an emergency medical assistance partner to offer you emergency medical assistance and ambulance services when you need it most.

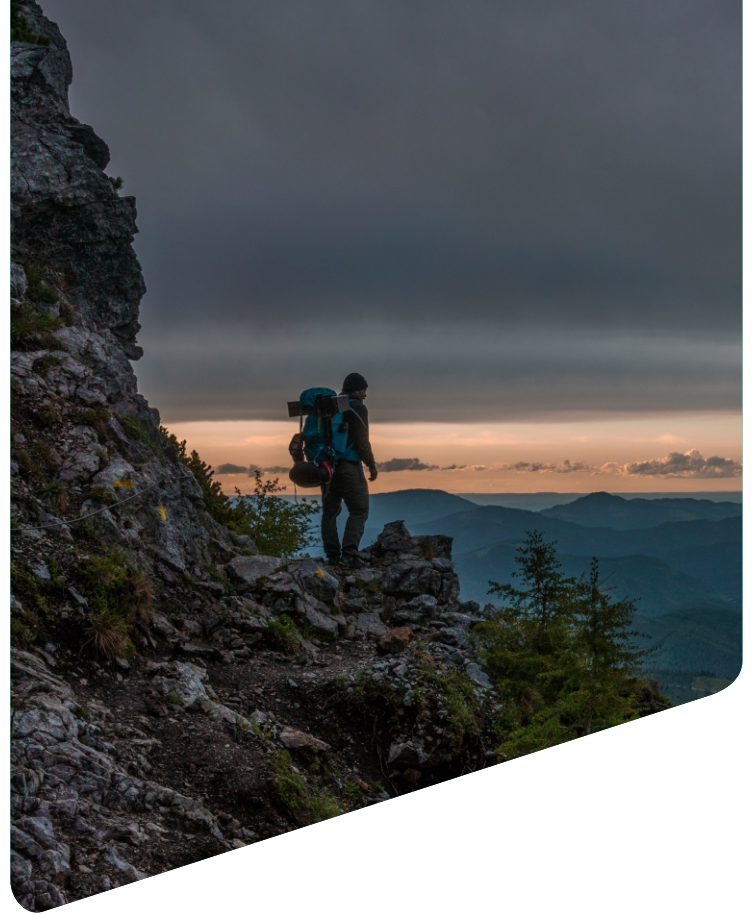
SECURITY PRODUCTS

Make sure your home gets the best protection possible with Fidelity ADT's security products. Fidelity ADT knows that protecting your home is about more than just your alarm. That's why we offer everything you need to make your home as safe as possible.

Our additional security options include access control, electric fencing, outdoor beams, roof passives and CCTV cameras. We also offer hi-tech armed alu-rails as well as transparent burglar bars with built-in alarm sensors. In addition, because we're serious about your wellbeing, we offer smoke detectors as well. Each of these products is designed with your safety and protection in mind, and is built to last.

Small commercial

Partnering with Fidelity ADT's residential arm, our customers in the retail and business spheres have access to a full range of Closed Circuit Television (CCTV) camera solutions tailored to meet our customers' unique business requirements.



FIDELITY ADT SECURITY INNOVATIONS

FindU

With the dedicated Fidelity ADT FindU smartphone app, you can now take the protection of Fidelity ADT with you wherever you go.

When you're not at home, the FindU smartphone app connects you to the Fidelity ADT network of monitoring centres. With specialised feature for journeys and meetings, you'll have the protection of Fidelity ADT with you wherever you go.

This means whether you are hiking, cycling or simply going for a short run, you'll always have a smartphone panic button that you can activate in case of an emergency. We will immediately dispatch a response officer to your location.

SecureHome

Take control of your home security with SecureHome from Fidelity ADT. SecureHome is a new, innovative iOS and Android app from Fidelity ADT that puts control of your home security system in the palm of your hand.

With SecureHome, you can view the status of your home security, quickly arm and disarm your alarm system and get alerts wherever you are – whether you're relaxing on the couch, sitting at your desk, or training on the beach.

SecureConnect

Make your home a smart home with SecureConnect from Fidelity ADT. SecureConnect is a new, innovative iOS and Android app from Fidelity ADT that puts the magic of home automation at your fingertips.

With SecureConnect, you can view the status of your home security, quickly arm and disarm your alarm system, switch and dim your lights, detect movement, monitor your CCTV, get video verification, and open and close doors and gates – all at the touch of a button.

SecureGuard

From wired to wireless alarm systems, and now, introducing SecureGuard from Fidelity ADT. The SecureGuard system is a standalone wireless system that seamlessly connects your alarm without wires and in a small form factor that can be expanded to cover almost any sized home.

The SecureGuard all-in-one compact design puts your safety first and lets you take control of your property.



Localised Security Schemes and Residential Guarding

Fidelity ADT specialises in community security solutions, which includes dedicated area vehicles and Localised Security Schemes (LSS). These solutions allow our customers to weave a net of protection around their entire community. We collaborate with community role players and the SAPS to provide tailor made security solutions to a community. This can include anything from dedicated area vehicles, foot patrol guards, and access and egress control to Licence Plate Recognition and Smart Analytics Camera solutions.

Technical and Fleet

Fidelity ADT has one of the largest private security fleets in South Africa with over 800 vehicles. Our fleet of vehicles are equipped with the latest in ballistic glass and Kevlar door inlays, as well as GPS tracking to enable fast and efficient vehicle response.

Our technical fleet and teams are well trained and highly experienced with the ability to finish jobs on the first call-out while maintaining only the very highest quality standard of work.



FIDELITY SECUREDRIVE

Fidelity SecureDrive offers vehicle and fleet monitoring and tracking technology in the palm of your hand. The Fidelity SecureDrive application combines world-class vehicle telematics technology with Artificial Intelligence to proactively manage vehicle and fleet risk events in near real-time.

Fidelity SecureDrive houses one of the smallest telematics devices in the world that comes standard with a global SIM. The SIM allows for seamless operation in more than 145 countries without the need to change the device or SIM.

What makes Fidelity SecureDrive even more exceptional and unique is that, as a world first, the mobile application makes use of Artificial Intelligence (AI) to proactively inform the driver of any risk events associated with the vehicle. All customers also have access to a custom-built web portal where information is aggregated and insights are provided in near real-time.

Fidelity SecureDrive houses one of the smallest telematics devices in the world and is equipped with a local or global SIM to offer the seamless operation of the device.

All customers also have access to a powerful online web portal where information is aggregated and insights are provided in near real-time.

FIDELITY CLEANING SERVICES

With highly trained staff and with the backing of the largest security company in South Africa, Fidelity Cleaning Services aims to add another facet to the one-stop-shop philosophy the company has adopted. Customers not only get best in class security, but also best in class cleaning and maintenance services all on one invoice.

Fidelity Cleaning Services staff are professionally trained to tackle all cleaning requirements from small to large scale office, retail, property and commercial entities. Fidelity Cleaning Services provides only the best cleaning tools, equipment and cleaning agents to ensure that any scenario is managed according to customer requirements.





SENSORMATIC

In today's dynamic retail environment, we understand the importance of new, innovative strategies to improve performance and build shopper loyalty. Surges in technology and innovation have caused customer demands to continuously evolve. To ensure success, retailers are turning to Fidelity ADT Commercial to keep up with changing customer needs by effectively and efficiently recognising, responding, and delivering the technology, solutions, and expertise they need — when they need it.

As a leading global provider of integrated retail performance and security solutions, Sensormatic has solutions deployed at more than 80 per cent of the world's top 200 retailers in 70+ countries. From Sensormatic's humble beginnings with the introduction of Electronic Article Surveillance (EAS) technology to combat shoplifting, retailers worldwide embraced its benefits in helping to deter and detect theft. This allowed customers to browse openly displayed merchandise and protecting the store's bottom line. In fact, every year we help protect over three billion products from theft.

Today, Sensormatic has expanded beyond EAS to include innovative store performance solutions that provide real-time visibility into inventory and assets, helping improve operations, optimise profitability and create memorable shopper experiences.

Sensormatic is helping define the future of the industry with innovative retail performance and security solutions that enable intelligent decision making at every level. Our cohesive, yet diverse, set of intelligent, data-driven solutions connect with existing store technology to extract meaningful data you can use to trigger operational improvements and address modern challenges. Whether you want to minimise shrink, increase conversion rates, optimise inventory, or enhance overall store performance, we can show you how to leverage the latest technology to get there.



SHRINK MANAGEMENT AS A SERVICE (SMaaS)

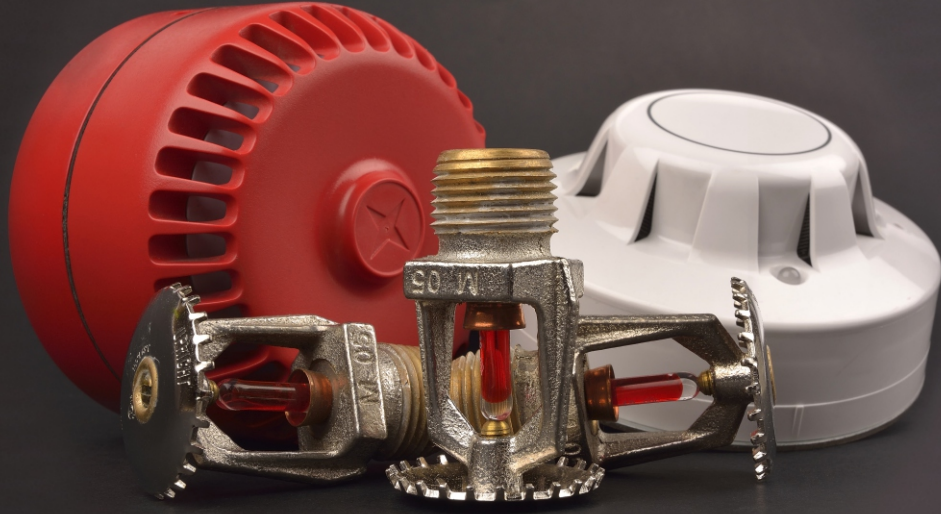
Introducing the latest innovation in Shrink Management solutions Sensormatic now offers Shrink Management as a Service (SMaaS) which is a cloud-based offering designed to help enhance productivity, increase reliability and boost performance for a more effective Loss Prevention program.

SMaaS makes use of predictive analytics and real-time management to help reduce shrink, improve sales and optimise staffing. All this is done through simple and easy to use intuitive dashboards to help you make sense of the data.

Creating value for retailers by:

- Ensures reliability and optimal system performance with remote monitoring and management of connected EAS equipment health statuses
- Proactively correct equipment issues with notification of service required to rectify problems
- Gain valuable insights to help make effective data-driven decisions to positively impact shrink and bottom line results
- Receive email notifications when activity needs a predetermined threshold to know when an exception has occurred
- Minimise downtime to help you spend less time managing the estate
- Highly scalable cloud infrastructure and EAS event reporting





FIDELITY FIRE SOLUTIONS

Fidelity Fire Solutions offers a comprehensive portfolio of life safety and fire protection products through a single service interface underpinned by extensive industry knowledge and the Fidelity Services Group's extensive footprint and backup. Our integrated fire solution offerings have been utilised across projected in more than 12 countries in Africa and many blue-chip customers throughout South Africa. When optimising a building's security and fire safety, you need solutions that protect people, secure assets, lower operating costs and allows for all aspects of your fire and security solution integrated into one easily managed system.

Our solutions protect your business by making sure your security and fire systems perform on demand, as designed. As an industry leader, we are a trusted partner for security and fire safety, specialising in complex integrations serving a wide cross-selection of industry verticals including, mining, aviation, banking, office complexes, government facilities, petrochemical industry, retail and distribution to mention a few. No matter what size or type of facility, we offer flexible, cost-effective solutions tailor-made to customer requirements.

Fidelity Fire Solutions provides you with innovative and versatile solutions for fire detection and alarm systems that provides greater control and peace of mind over your building safety. We offer fire control systems designed to meet the needs of everything from a small stand-alone system to a large integrated network. We offer scalable systems designed to meet the needs of small or large facilities for the seamless integration of your other building management system technologies. Where you don't already have a building management system, we can custom build one for you. To round out the design and installation of your required solution, Fidelity Fire Solutions offers comprehensive maintenance and service plans to reduce the cost burden on your organisation. Fidelity Fire Solutions also offers comprehensive fire risk audits to help you understand your risk profile and the steps needed to mitigate these risks. We offer world-class fire system brands through strategic distribution agreements with these market leaders as well as owning our own international accredited portable range of products that carry BSi rating under the Fidelity PremiumPlus brand.



FIDELITY NATIONAL COMMAND CENTRE

The custom-designed National Command Centre is the first of its kind in South Africa and specialises in remote risk management. Fidelity has the infrastructure that allows the monitoring of alarms and CCTV solutions and tracks assets and vehicles on a national basis. State-of-the-art technology allows expert monitoring teams to keep track of Fidelity's specialised units, vehicles and assets in transit.

The 24-hour Command Centre has a fully equipped Disaster Recovery Site with a comprehensive Business Continuity Plan. The Command Centre infrastructure standards exceed the minimum SAIDSA requirements. All telephone calls are recorded, all actions on our monitoring software are auditable, the entire floor space is covered by CCTV cameras and all access to the centre is controlled and restricted.

Our National Command Centres are designed and fully integrated to ensure total failover of service and data protection of our customers. This provides 24/7 uptime, even during power failures or system malfunctions.

FIDELITY SPECIALISED SERVICES

The Group also has various departments that assist and add value to our three main sectors within the group. With our specialised services division, we can offer our corporate customers enhanced services with special requests and add value to our existing service offering.

Other services include:

- Tactical Air and Ground Support
- VIP and event management
- Parking Management
- National Command Centre
- Mining services



FIDELITY INSTITUTE OF EXCELLENCE

Training Academy pioneered training in South Africa and played a vital role in professionalising this sector by developing the first leadership programme for security officers with SASSETA (NQF Level 3). The company developed its own comprehensive firearm training programmes to ensure competency in a wide range of contexts.

The learning and development departments boast a national footprint, covering all major centres within the country. Recognised as market leaders, the nationwide network of accredited Learning and Development Centres provide practical, job-orientated training and consultancy services to all levels of personnel within the Fidelity Services Group.

The learning and development solutions are also available to selected customers who have internal training needs to up-skill their current staff; these include private companies, Parastatal and Government entities.

Specialised learning and development training solutions:

- Management Development Programmes
- Supervisory Development
- Close Protection Training
- General Security at NQF 3 - National Certificate in General Security Practices
- FET in Specialist Security Practices – NQF 4
- Firearm Competency - all categories of firearms
- Firearm Refresher Training
- Retail Security
- Control Room Training and CCTV Monitoring
- SAPS National Key Points Training
- Aviation Security
- Ports and Harbour Security

- Vehicle Drivers' Training
- Armed Response Training
- Cash in Transit Training
- Special Events Training
- Crowd Direction, Maintenance and Control Training
- PSIRA Grade E-A Training
- First Aid DOL – Levels 1-3
- Learnerships are offered in a variety of disciplines

Accreditation: The training centres are fully accredited in:

- BSI 9001:2015 Registered Training Provider
- Accredited with the Safety and Security SETA (SASSETA)
- Accredited with the SAPS in terms of firearms training provision
- Accredited with the Civil Aviation Authority (Dangerous Goods)
- Private Security Industry Regulatory Authority (PSIRA)
- Professional Firearms Trainers Council (PFTC)
- Accredited with Department of Corrections for the provision of the Pre-Service Custodial Officers Programmes
- Accredited with the National Key Points Authority (NKP)



FIDELITY FOUNDATION

Vision

To empower communities in impoverished areas to live productive, healthy and fulfilling lives through our focus areas of education, health, sports and entrepreneurship.

Mission

- Creating sustainable programmes that will provide permanent life skills such as training for Early Childhood Development (ECD) teachers
- Providing capital to handicapped individuals to buy wheelchairs and/or adjust their living areas to support and empower their freedom of movement
- Partnering with organisations to ensure the viable sustainability of these programmes
- Participating in programmes that contribute to the reduction of crime in our country
- Providing grants to small businesses employing vulnerable individuals, for example, widows who have lost breadwinners
- Collaborating with government departments on certain projects, such as the Department of Education for ECD teacher training



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