



Company registration number: 320170015275

COMPANY PROFILE

Lusaka Office

Plot no 17692 behind Puma filling station (next to Orca Deco) along Kafue Rd, Lusaka.

OR

Shop No. A-04 Carousel Mall



+260 974 448 444



info@starnooragency.com



www.starnooragency.com

COMPANY OVERVIEW

Star*Noor Security and general consult is a fully registered company in accordance with the provisions of company regulatory laws of Zambia to provide professional and uniquely placed security products and service within and beyond Zambia. Star*Noor works in collaboration with alert safety and secures safety which are both registered companies involved in the provision of security services in Zambia.

Star*Noor security is set to revolutionize the security industry by introducing the state of art, physical and technological security products and services for both commercial and residential markets. we consistently maintain a large pool of qualified officers equipped with the right tools to meet, respond to and handle a variety of situations and events.

We have a record of reducing shrinkage (losses) in commercial retail stores and keeping shrinkage levels below one percent (1%) which is normal.

Vision

Our vision is to be the most prominent and reliable brand in the security industry of this dispensation. We have begun on a very strong platform and we continue to grow aggressively from strength to strength.



Mission Statement

Our mission is to provide state of the art security services and products with an urge to protect and safe guard the interest of our clients.

Our approach

Our services are professionally tailored to suit individuals or client's specified requirements. We carry out security assessments at the location in order to have a full understanding of what exactly the location demands.

- We always encourage our clients to provide us with detailed information on procedural rules which the officer/s are expected to abide by according to the location's specification. .
- All intrusion points are detected and rectified through management approval. .
- We have an exacting approach of vetting and recruiting standard to see all personnel screened for previous criminal convictions, thorough background and reference checks. .
- Once our high criteria are met, a vigorous and intensive training period ensures that the only persons of a high calibre are passed into guard unit.

OUR SERVICES

1. Armed response:

Security crew that responds to any alarm signal or any activation of the alarms or call from Client.

2. Defensive lights:

Defensive weapon used for self-defence or paralyze any suspect and early arrested.

3. Two way radios:

Used by security officers or CCTV operators to communicate any problem monitored on site.

4. Cashin transit (CIT):

Transport huge sums of money with armed crew vehicle

5. Escorts:

Escort of sensitive goods or persons with any high risk of items from one destination to another.

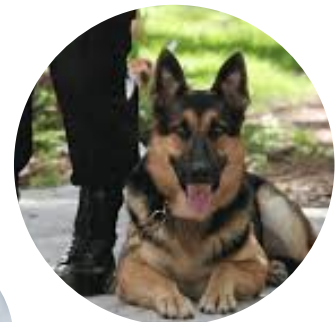
6. Body Guard:

We provide body guarding services for VIPs or individuals that require these services.

Our officers are available for both day and night shifts. We are able to provide either unarmed on armed security guards. Each of our officer(s) comes with part or all but not limited to the following

- Teaser
- Radio communication
- Short button.
- Handcuffs
- Rapid response and monitoring
- Security trained dogs

We provide professionally trained security Personnel for day and/or night guarding for homes and commercial purposes (ranging from retail stores, financial institution, schools, manufacturing plant, warehouses, governmental and non-governmental organizations etc.)



ALARM MONITORING/CCTV/ACCESS CONTROL SYSTEMS

We sell, install and maintain the latest state of the art alarm monitoring systems, panic buttons, CCTV and access control systems tailored to the specific needs of our customers.

- We also provide full alarm systems connected to and monitored by the fully computerized control command centre that is situated at our head office.
- a value added service to all our technical clients, our technicians will carry out a complimentary system check at regular intervals of 4 to 6 weeks. This gives our clients the peace of mind in knowing their system is working all the time and will not fail them in the time of need.



INVESTIGATIONS

Our investigation section works in close collaboration with Zambia police service and carries out investigation in an endeavor to retrieve stolen property locally and internationally. In addition to this, we provide undercover operation staff to clients that need to have more insight of internal frauds.



1. ISLES OR SALES FLOOR PATROLLERS

Isles or sales floor patrollers are security officers that patrol the sales floor of retail businesses in civil clothing.

- These personnel are invaluable to apprehend thieves on site. Many arrests are made in this fashion.
- Isles or sales floor patrollers also trained to check pricing and help managers to minimize administrative errors. Sometimes they can be in uniforms.

2 STAFF ENTRANCE SECURITY

We provide security officers that man the staff entrance from time of opening the store till closing.

- Check and screen all staff members with bags or without bags.
- Conduct thorough search on all staff members, merchandisers or visitors.
- Ensure that items brought in by staff members merchandisers or visitors are declared.

3. CHECK OUT SECURITY

Security officers that checkout every customer that walks out of the checkout or tills.

- Monitor Cashiers, whether they are working according to the given checkout procedures.
- Witness staff buying as well as enforce checkout procedures.

4. CUSTOMER'S ENTRANCE SECURITY

- Man customer's entrance.
- Ensure that customer's entrance is manned and controlled by them.
- Check all till slips or invoices of all purchase made.

5. RECEIVING SECURITY

- Enforce the receiving procedures by verifying the stock which is being received by the receiving clerks and ensure that the received stock is corresponding with the information on the invoices.
- Makes sure that the received stock is safe and goes inside the store.
- Above all he does not allow stock to leave the store without proper documents through receiving gate.

6. WASTE MANAGING SECURITY OFFICER

- Verifies waste making sure that the stock which has gone bad is recorded or scanned in the system correctly.
- He also makes sure that the stock which is disposed off is truly bad and that it is on the authorized waste document.

“ If there is any need or any assignment special training is offered to these security officers to carry out all specific assignments.

OUR TEAM

Our team consist of management and supervisory staffs that work under our head office and some of the more specialized officers in armed response, cash in transits, guard supervisors, control room, instructors, technical, investigations, legal advisors, equipment and admin etc.

We have highly trained, experienced and carefully selected & recruited managers, legal advisors, supervisors and guards. We have among the best available in the industry, offering dynamic services to the customers with efficiency.

We ensure that each officer undergoes an initial substantive training program of one month (1) with the refresher training every half a year. This is meant to prepare officers as well as maintain the provision of high quality.



Health and Safety Medical assistance

All our security officers are well trained with first aid procedure to render emergency assistance in an event of accidents and/or injuries before engaging paramedic unit or nearest health centre

Customer Care

Management of STARNOOR security takes note of comments and complaints on our service delivery from our clients. In an event an officer has misbehaved report the matter immediately to our 24/7 command centre.



We have the most experienced technicians who are capable of installing and maintaining any alarm systems on the market. Our technical team offers 24hrs support to all our clients.

Our security management handles scheduled issues including emergency situation and we are on call 24/7 to co-ordinate with our clients and handle situations on ground.

OUR CLIENTS

We have continued to deliver excellent services to our customers and grow our clientele base.

Below are some of the companies we have served.

- JUBA Transport, Lusaka
- Sarodi hardware and Properties
- Star Milling
- Star Beef
- Continental milling
- ASA Micro Finance
- Afro-Egypt Engineering Co.
- Levant Biotech
- Engine filling station
- Admire energy
- Sonex Hardware
- Volexy Hardware
- Tyre Doctor
- Mobile Monisters



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