



CASH

NEWSLETTER

I would like to thank you for your continued business support following the recent cash in transit incidents.

We have taken risk management measures to reduce chances of a similar occurrence in the future. The investments we have made on technology and people which was audited on the 9th of April by the Kenya Bankers Association attests to our seriousness and resilience on dealing with this issue. I am happy to confirm we were found compliant on the cash in transit standards set by the Kenya bankers association and which will soon be rolled out as cash in transit industry standards in Kenya applicable to all players.

We received government support to accelerate integrity tests targeting all our staff in the cash business and this project is at an advanced stage. So far, seven (7) of our staff did not pass the vetting tests and had their contracts terminated.



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Charles Mbindo
Ag. Operations Director

We have integrated various technology solutions for control and effectiveness of the cash processes. This includes: real time vehicle tracking, vehicle vault remote door controls, cash container bar code scanning and one time combination locks for ATM's.

In the coming few weeks, we will be opening the Kisumu cash centre. I believe this will increase our efficiency and make it more manageable for you to your business. The aim is to provide a seamless service in Western Kenya . There are plans underway for the construction of cash centres in Nyeri and Nakuru.

Finally, I wish to remind you of our commitment to your business, and in particular, to ensuring we continuously add value to your operations.

MESSAGE FROM THE Operations Director

INSIDE

TECHNOLOGY



E- Viper

PRODUCTS



Raise & Bank

IN-FOCUS



ATM Cash Management

NEWS



G4S Cash Management

E-Viper

Leveraging on our global expertise, we introduce the E-Viper management system. This will enable us better track all of your consignments (cash and other valuables) and ensure adherence to security procedures. With this system, we will be able to know the containers next task and log each handover of responsibility through every stage of the transaction.

Our crews scan the cassettes using the hand held terminals drastically reducing turn around time for loading your ATMs.



This will aid in the following:

- Automated consignments track and trace hence full audit trail of consignments
- Reduced manual activities and errors at collection and delivery points
- Resource management and scheduling
- Accurate reporting of vault and department cash holdings
- Accurate management information increasing the ability to monitor trip activity
- Improved service delivery through quicker truck loading and unloading
- Management of vehicle loading limits

We can now proudly state that all customer queries with regards to consignment movement can be responded to at a faster rate hence improving our service delivery to you.



ONE TIME COMBINATION LOCKS (OTC)

This quarter, we will see an adaptation of Electronic ATM locks from the manual ones that will help in the elimination of easy compromise of ATMs that would lead to possible losses.

The OTC electronic locks will ensure that once a pass code is used, it cannot be re-used to open the site ever again. The pass codes are computer generated on site and will be issued centrally through a secure procedure that offers secure identification and ensures that codes are only issued to the specific authorized individuals.

TAMPER EVIDENT BAGS (T.E. Bags)



This tamper evident bag specifically meant for cash transportation ensures secure movement of your cash from one location to the other. It has various security features that ensure safe end to end transportation of your cash and other valuables. The barcode features on the bags improve audit trails on containers once integrated into the E-viper.

The adaptation of this innovation will help reduce manual paper recording and waiting time on site. These bags are easier to handle due to their weight when compared to the current use of metal boxes.



RAISE & BANK

Are you hosting a fundraising function for a medical, educational or any other need?

Take advantage of our raise and bank solution that is geared towards an efficient and secure management of your cash and cheques whenever you are raising funds. What's more it's convenient, secure, professional and just a phone call away!

In this, we offer you the following solutions:

- Secure collection and transportation of your funds
- Cashier services to count your cash in your presence on location.
- Next day banking services
- Overnight cash and valuables storage

So whatever your event, eliminate the risk by reaching us on cashcs@ke.g4s.com.

NEW ROUTES

In the aim to serve you better, we have now introduced new routes in Nairobi and Central region to improve your business accessibility and service delivery to your customers. These routes are:

1. **Limuru**- Previously served from Nairobi 94Kms to and fro, now within Limuru town.
2. **Kerugoya**- Previously served from Karatina via Nairobi, 180 kms to and fro, now served from Kerugoya town.





ATM MANAGEMENT SERVICES

We offer unmatched expertise in ATM Management Services to financial institutions throughout the country. We take pride in being the preferred ATMs solutions provider and offer you solutions which best fits your businesses.

Our product profile includes:

Sealed container cassette swap

In this, we replenish ATMs using sealed cassettes that are picked from an authorized bank official and taken to the ATM site. Our crew then swaps the replenished cassettes and returns the depleted cassettes back to the bank official. In this case, the crew has no contact whatsoever with cash and only receives sealed containers or cassettes.

ATM Full outsource:

This end to end service includes cassette replenishment, back office processing, cash balancing, provision of journal rolls, retrieval and delivery of captured cards.

ATM First line maintenance

A value added service that allows us to attend to non complicated mechanical

faults within the ATMs which include but not limited to removal of jammed notes, replenishment of additional note rolls, cash error clearance among others.

Cash Reconciliation

This involves auditing of the cash loaded to an ATM against cash returned back un-dispensed. The reconciliation forms at the tail end of the ATM process in ATM management, provides the final position of cash once loaded, dispensed and any returned as residue cash.

The reconciliation forms are submitted to the customer each end of day providing accountability for the day's transaction.

ATM Monitoring

24/7 monitoring of ATMs performance using dedicated resources that are stationed at the customer's monitoring centre or at the G4S Communication

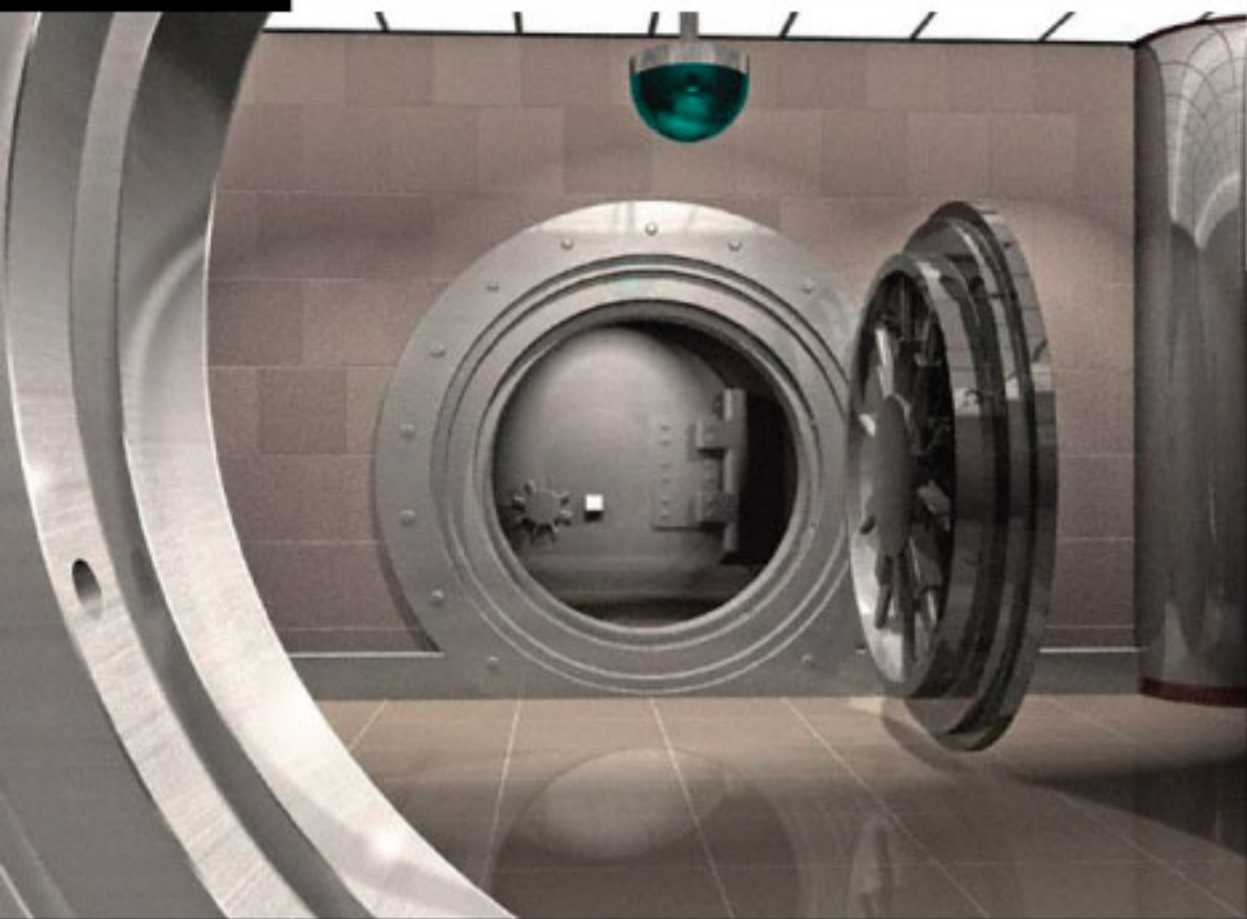
Centre guarantees you the maximum uptime of the ATM machines as downtimes causes are noted and remedial action taken immediately.

Cash forecasting

No one would wish to have their cash in a vault or ATM unutilized. We partner with our customers to forecast the cash utilization for ATMs. We assist in projecting cash consumption levels identifying traffic patterns for better cash management.

Deposit processing

Ever wondered how your ATM deposited cheque or cash ends up at your bank account? G4S offers same day retrieval of all cash and cheque deposits from bank ATM sites that are then delivered to your bank for processing and account crediting.



Our vaulting service helps you eliminate risks of storing excess money overnight at your premises

G4S CASH MANAGEMENT

after a busy day of work or even on weekends and public holidays. This service can be used by small and medium retailers and wholesalers as well as big businesses, for example entertainment outlets, restaurants, 24 hour shopping outlets and financial institutions. We are spreading our wings further into the regions. We

have regional vaults in Nairobi and Mombasa and now, we will be opening another in Kisumu! Our aim is to ensure that you can transact your business without fear of theft of your cash whilst in transit or storage. Later in the year, we aim at opening additional regional vaults in Nyeri and Nakuru to serve you better.



AGREEMENT

On March 4th, G4S and members of the Kenya Security Industry Associations (KSIA) signed an agreement with the Administration Police. The MOU provides for a dedicated police unit for cash operations that will be vetted, trained and supervised to support the security industry need.



LUNCHEON

Customer engagement programmes in Nairobi and Mombasa.

NEW CUSTOMERS

We wish to welcome on board our newest business partners

Cleanself Supermarkets Ltd
Mutoma Estate
Simba Chai Sacco Ltd
Robly Company Ltd
Mlami Enterprises Company Ltd
Blue-cat Port Services Ltd

Limuru
Thika
Kericho
Nairobi
Mombasa
Mombasa

First Community Bank Ltd
Shin-ace Garments Kenya (Epz) Ltd
Eddah Namachanja Kibaba C/o
Beltop Serv Station
Peminjo Ltd

Nakuru
Mombasa
Nairobi
Nairobi
Nairobi

To you, we commit to business convenience and service delight.

NEW APPOINTMENTS



Martin Otiti
Chief Operations Director



Charles Omondi
General Manager
(Cash Management)



Athman Mwarora
Ag. General Manager
(Cash Logistics)



Godfrey Gichohi
Ag. Regional Regional
Manager



Emily Njagi
Brand Manager



Fred Makori
Fleet Manager



Linda Karani
Bids Services Manager



LET'S TALK...

This is our Maiden Issue and we wish that it is always interactive; we would be delighted to have your feedback on:

- **What you think about our first publication**
- **What you would like us to include in our consecutive publications.**

For any Service issues for the Cash Solutions Division, contact us on:

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