

THE PRIVATE SECURITY INDUSTRY, STATE SECURITY ACTORS AND THE BUILDING OF PARTNERSHIPS FOR CRIME PREVENTION IN SWAZILAND

Introduction

The concept of security is old but through history it has been continuously contested. Such contestation has largely been positive because it has allowed those researching in the subject to adopt an evolutionary approach that has allowed previously neglected actors to be integrated in the study of security. For instance, traditionally, and more so, among analysts of international relations, security was analysed within the context of the operation of the state because it was assumed that the state was the only agent for ensuring security. The works of Ullman, and Buzan have shown that even non-military aspects of society constitute elements of security (Ullman, 1983; Buzan, 1991). Consequently, scholars in the fields of critical security studies, feminist security, and human security began to broaden the concept even further to allow individuals and communities to be referent objects. It is through this evolutionary conceptual process that research on security issues has been broadened to cover on private and community security.

While there has been a very clear paradigm shift in the analysis of security provision (Baker, 2008; Singleton, 1988) and an impressive array of studies that have emerged especially on the nexus between security and the role of the state (Holmquist, 2005; Ndlovu-Gatsheni, 2007; Sheehan, 2005), there are still grey areas in the research and general study of security. It appears that in countries with a high democratic deficit such challenges are more pronounced. This is the case because in such countries the question of security for whom punctuates all analysis of security provisioning. Also, while at an international level there are numerous studies on security, the development of such studies has not been even. Swaziland is one of the countries in which research on different aspects of security is at an underdeveloped stage. It was as recent as 2007 that the first academic research on the Swazi security architecture emerged.

While this neglect continues, the narrative of the Swazi security architecture remains incomplete. However, the demand for security has increased the demand for security provisioning, going beyond the capabilities of the state as an institution. This has witnessed a rapid entry of non-state security actors into the scene, and this entry has complicated the discourse on who provides security, for whom and how? Notable amongst these non-state actors, was the rapid growth in the number of private security companies (PSCs). While there is no dispute that security actors have grown beyond the confines of the state, that their purposes converge to the single goal of combating crime, for Swaziland and other countries of southern Africa, the extent to which they incorporate, collaborate, and form partnerships with the state in combating crime, remains very unclear and begs more authoritative research.

It was out of the realization of the above that the South African Private Security Industry Regulatory Authority (PSIRA) embarked on a research to interrogate the extent to which security actors have forged partnerships for more effective combating of crime. The purpose of the research in Swaziland, on which this report is based, is to interrogate the extent to which state, and non-state security actors have constructed partnerships for effective crime prevention.

Methodology

The research conducted came through a combination of different research methods. For purposes of understanding the general Swazi security sector desk-top research was undertaken yielding a wealth of information on when the Swazi private security sector was established and how it has developed over the years. Desk-top research also provided invaluable information on how the Swazi security sector has evolved from a state-centric structure to one where even localized communities have developed their own security structures and institutions. The second methodology that was employed was the qualitative research methods in which unstructured interviews were carried out with certain members of Swazi society, especially those connected with the country's security sector. The sampling procedure adopted for identifying the individuals was purposive sampling. An interview guide constructed in the form of a questionnaire was used to collect information on different aspects of the Swazi security sector.

The research in Swaziland experienced some methodological limitations in that it was difficult to get information from the Swazi military. This is because presently there is a lot of secrecy surrounding the Swazi military. The dominant view is that the military is not an institution for public debate such that all issues concerning the army are not available for public scrutiny. The other limitation was that the smaller private security companies in the country were not forthcoming with information on certain matters. It was therefore, impossible at times to get information on their structure and performance.

Country Profile

Geography and Population

Swaziland is a small landlocked southern African country surrounded by South Africa on the south, west, and north, and Mozambique on the east (Booth, 2000). In terms of geographical size, Swaziland is 17,703 square kilometres in area and is estimated to be about the same size as Wales and arguably the smallest country in the Southern Hemisphere. It is divided into four topographical and climatic areas ranging from 400 to 1800 metres above sea level each with its own unique characteristics. From the west there is the mountainous Highveld which features, rivers, waterfalls and gorges. During the colonial period Transvaal sheep farmers grazed their sheep there (Matsebula, 1972). It is followed by the Middleveld at a lower altitude; Lowveld which is the largest region covering about 40% of the country; and the Lubombo Plateau. The activities of private security companies cut across these geographical regions. Regions such as the Middleveld and the Highveld, with a higher concentration of population and economic activities, tend to have a higher concentration of private security companies.

According to the 2007 Swaziland Population and Housing Census, the country has a population of about 1, 018,449 (Population and Housing Census, 2007). A disaggregation of this figure by gender shows that there are 481, 428 males and 537, 021 females. The census report also indicates that the population is largely rural as 793, 156 (78%) Swazi reside in the rural areas while 225, 293 (22%) reside in urban areas. This spatial distribution of the country's population provides an indication of the concentration of private security companies. Most of their activities address the needs of only 22% of the population. According to the 2007 Swaziland Population and Housing Census, the regions of Manzini and Hhohho accommodate a large proportion of the population (See Table I). Because they are locations of the two largest cities of the country, they also enjoy a much larger concentration of private security companies.

Table I
Regional Distribution of the Swazi population

Region	Population
Manzini	319,530

Hhohho	282,734
Shiselweni	288,454
Lubombo	207,731
Total	1,018,449

Source: Swaziland 2007 Population and housing census.

Brief history

The modern Swazi state was in an embryonic stage at the beginning of the nineteenth century. Security issues were important even then as the new state developed in the neighbourhood of more powerful indigenous states. The nineteenth century was also an important historical period as the forces of Western imperialism began to affect state architecture and bring a very strong change dynamic. As a result of the dynamic of imperialism, between 1902 and 1967 the country was governed by Britain under a very ambivalent status. It was never clear whether Swaziland was a colony, a protectorate, or a protected state. In spite of such ambiguities, the country gained political independence in 1968. While, it was during the colonial period that the basics of the Swazi security architecture were founded as the coercive state security machinery was created and the precursor of the private security industry germinated, it was after independence that the growth of private security companies was consolidated and expanded.

From 1973 to part of 2005 the country was governed without a constitution, and this period bequeath to the country a legacy of a substantial democratic deficit. Such a deficit was not even addressed by the promulgation of a constitution in 2005. Although the constitution provides for the freedoms of assembly and association, the respect and guarantee of these freedoms remains very questionable. Swaziland's political landscape has the outward appearance of stability, while internally there is a lot of tension and political contestation. The Swazi monarchy continues to rule supreme and opposition political groupings are systematically squeezed out. The democratic deficit that is characteristic of the country informs security dynamics in many respects. It may even inform the structure and operations of private security companies.

Recently, the economic performance of country has been less than satisfactory. This is partly shown by the fact that the overall real Gross Domestic Product (GDP) went down from 1.9% in 2010/11 to about 1.2% in 2011/12 (Swaziland business Year Book, 2013). Even though this is a very crude measurement of a country's economic performance, it is an indication that all is not well. This low economic performance can be explained in different ways. Conventional wisdom posits that it is a result of fiscal problems allegedly induced by loss of revenue from the Southern African Customs Union (SACU), others have argued that it is a long-run problem associated with the country's democratic deficit. The only positive economic performance came from agriculture that grew by 8%. While there has been some improvement in agriculture, the same cannot be said of the tertiary sector that normally accounts for 51.2% of GDP. This sector went from 5.3% to 1.3%. Poor economic performance impacts significantly on security issues, especially increase in the level of crime.

In spite of its numerous challenges, the country is not a conflict-zone and is amongst the most peaceful African states, but the majority of the citizens live in poverty, especially those residing in the rural areas. Poor economic performance has direct relevance to security issues as it leads to job loses, which can in turn lead to an increase in the level of crime. Furthermore, the economic security of individuals at community level is undermined as some fail to reproduce themselves economically.

The country's constitution places issues of peace and security in the hands of the state and consequently government. This has been done through the creation of certain structures that are responsible for peace and security. The state police are responsible for peace and security at both state and community level. They monopolized this function for a long time until the formation of the Ubutfo Swaziland Defence Force (USDF) (Simelane, Kunene, Magongo, 2006).

The question of how effective state security actors are remains a subject of debate. State police annual reports indicate successes. They indicate that for the last three years cases reported were reduced from 44,334 in 2010 to 40,510 in 2012. However, broader developments indicate that the state police are not coping. For instance, the fact that communities in Swaziland have constructed their own community security structures, is evidence that the state police are not reaching all the areas with their crime prevention strategies (Simelane, 2013). Also, the fact that over the years Swaziland has experienced a fast growth in the number of private security companies, indicates a deficit in security provisioning by state police (Simelane, 2007). While all these issues raise concern about the extent to which structures created by the state ensure peace and security, the overarching question is whose security is being considered? (Simelane,2008).

SECTION II

Swaziland security threads: real and perceived

The issue of security threats to a state and society has evolved over time. Traditionally, the conception of threats was always in the context of external forces. Consequently, the militarization of the state was seen as a security solution. This was very evident during the period of mercantilism when state power that was measured through military power. However, overtime the whole concept of threats has been expanded to include a much wider range of issues that could constitute threats to a state.

Swaziland security threats are both perceived and real. One of the perceived threats concerns a possible invasion of the country by other countries. This was probably at the back of the minds of the Swazi leadership that established the Swaziland Ubutfo Defence Force. Looking at the terrain of international relations in the present century, it is very unlikely that such a threat will come true.

Another security threat revolves around the issue of regime security. Presently, there are no public expressions of issues of regime security. However, there is indication that the Swazi leadership is constantly concerned with possibilities of internal revolts. The security scenarios that emerge out of this are diverse. There has been a drive by the monarchy to control the security forces. This scenario has been unveiled several times over the years, the most recent being in 2012 when the Swazi military was used against pro-democracy protesters (Simelane, 2013). Such a threat is sometimes projected as an issue of protecting the national interest.

Internal migration constitutes a real security threat for Swaziland. This is particularly the case with continuous internal movement of people from rural to urban areas. This process has a long history and it has been intertwined with cross-border migration. This has become a serious security threat as the state has not been able to cope with the demand for diverse services. State security has been overstretched and incapable of handling the surge in crime associated with rural-urban migration.

Arguably, one of the major factors behind the fast development of the private security sector in the country is escalating crime that makes individual home owners and business individuals to be very insecure. According to state police reports the most reported crimes in Swaziland are housebreaking and theft, stock theft, drug abuse, car-hijacking, rape, armed robbery, and murder and culpable homicide. According to several police reports, such crimes are more pronounced in areas of in-migration. Research has shown that one of the reasons for the development of community security actors has been crime against women who remain in their homes in the absence of husbands who had taken up work in neighbouring South Africa and some areas of employment inside Swaziland (Simelane, 2013).

The security threats continue to rise because the state police are thin on the ground. The compliment of the Royal Swaziland Police Force is currently four thousand six hundred and eleven (4611) men and women. Evidence suggests that male state police outnumber female state police officers. This suggests that the police ratio to the Swazi population stands at 1:260. However, taking into account that there are some officers who are not operational, but administrative, the ratio may be higher. This indicates that it is extremely difficult for the state police to provide security for all and this opens space for private security. Private security personnel have risen much higher than state police. The ratio of public police to private security guards in the country is around 1:5.

Research carried out in Swaziland six years ago indicated that the state police and the armed forces are not able to address the security challenges in a satisfactory manner (Simelane, 2007). The situation appears to be worse at the moment as the dynamics demanding for security have become more pronounced and more complex. As a result, there has been a more intensive privatization of security, a tendency that points to a continued growth in the demand for services provided by private security companies. Most security threats in Swaziland are internally generated.

The perceived threats are state-centric in that they are conceptualized in terms of regime security. They lead to an over-concentration of public security measures on protecting the political interests of the institution of monarchy in general. They also lead to an increase in the number of people employed in the army and the police. The perceived threats do not have a direct impact on the development of the private security sector in Swaziland. However, there is an observable impact in the sense that as the public security forces are overstretched, there has been a growing tendency to engage private security companies in the public domain, especially that section of the public domain that concerns the functioning of government. Increasingly, the public domain becomes a viable market for private security companies. This is an observable and growing trend that continues to result in the growth of public security companies.

Development of the Swaziland security industry

The analysis of the development of the private security industry is always attended by conceptual ambiguities. While the concept of private is easily understood within the ethos of capitalism, it becomes less easy to understand when it is applied to issues of security. This is the case because conventional wisdom has it that private security is provided by

organized companies for corporate organizations and individuals for profit. However, there has also been the emergence of community non-state security actors whose purpose and nature is different from that of conventional private security companies. For purposes of better understanding of the Swazi security architecture, this chapter will extend the discussion to community non-state security actors, and will refer to them as quasi-private security actors.

The development of the Swazi private security industry began in the colonial where there were indications of private security activity. It was, however, in the post-colonial period that the industry grew to higher levels of organization. Such growth was due to internal dynamics that tended to transform the whole security architecture of the country. Amongst the most important dynamics was an increase in economic activity, and the inability of the state to cope with security demands. During this period the industry was consolidated and re-organized into formal companies. While in 2007 there were about fifty private security companies, in 2013 they had increased to over seventy. The areas of operation were diversified such that some are in surveillance, intelligence and undercover activities, preventive activity, and investigation and detection. About 61% of the employees are working for only nine companies. In the manned sector the four most dominant actors are Guard Alert, VIP Protection Services, and Buffalo Soldiers. The companies employ about 10,000 workers but this figure should be used with caution because some private security companies refused to share information on the size of their establishment. Using the above estimate, the ratio of state police to private security employees is 1:2.5.

The Swaziland private security industry is divided into three categories. The first category is that of companies providing physical or mechanical items such as security locks, safes, strong rooms, grills, shutters, security glass, anti-bandit screens, vehicle security etching, and cash bags. The leading ones in this category are Chubb Electronic Swaziland (Pty) Ltd and Swazitronix which supply safes, vaults, security locks and doors. In spite of the presence of these companies, a large number of security items are still imported from South Africa, and to a limited extent Europe.

The second category of comprises are the manufacturers and installers of security electrical or electronic devices such as intruder detection, alarms, control panels, CCTV, signalling apparatus, video motion detection, access control systems, security cameras, and cash-handling aids. At the moment it is only Sequire Retractable Barriers (Pty) Ltd which manufactures these items. The country has experienced a proliferation of electronic systems in clubs, discos, shops, banks, residences and offices. The most lucrative sector of the industry is in alarms, access control and CCTV because of its multi million worth tenders. The advent of such systems inevitably has led to restructuring of security architecture in many facilities while enhancing security.

For purposes of convenience and clarity the installers can be divided into two. They include those who specialize in the installation of residential and commercial security gadgets such as alarms, CCTV, and access control systems. There are presently over ten companies that specialise in installations. The oldest is Swazitronix (Pty) Ltd, followed by Radio Link (Pty) Ltd. Swazitronix specialises in the supply, installation, and servicing of Integrated Security Services encompassing Building Management Systems involving Access Control, CCTV Surveillance, Evacuation, Fire and Intrusion Detection. The company was registered in 1988 and has been under the management of the current owners since May 1991 (see Annexure I).

The second subdivision is the installers of vehicle tracking gadgets and fleet management systems. Under this category we have five companies: V-Trac Investment, Cartrack, Tracker,

Netstar and Instrument and Control (Pty) Ltd. Based on the number of subscribers, the market leader is Netstar, as she is currently monitoring 1190 followed by Tracker / Radio Link with 1012. Netstar is a subsidiary of Altech Group, an international company with its head office in Midrand, South Africa, and offices in Botswana, Namibia, Swaziland, Zambia, Mozambique, Zimbabwe & Ivory Coast. Out of the service providers, V-Trac and Instrument and Control (Pty) Ltd are independent companies. V-Trac uses products of Tramigo, a Finland company although they are free to use any other system. Instrument and Control Investment, on the other hand, uses VDO systems, as a sole distributor of the same in the country.

There is also Radio Security Link Ltd. (Radio Link) which was formed in 1989 and acquired by Secure Holdings in 1991. Other members of the Secure Holdings group include Guard Alert Security Services (Pty) Ltd and Cash Security Services (Pty) Ltd. Originally a Guard and Alarm company, for more than 20 years, Radio Link has focused on Alarm installation and monitoring, and complementary activities including Access Control and CCTV installation.

The Swazi based installers compete with South African based companies. This may be one of the indications that this is a lucrative sector in addition to its multi million worth tenders awarded by both the private sector and government. The South African based companies have a competitive advantage over the locally based companies in terms of costs and experience. However, they are challenged in after sale services. The locally based companies import most of their systems from South Africa hence their prices are much higher as compared to the South African based companies (Nxumalo, 2013).

In addition to these there are eleven PSCs which do installation to augment their core business of providing guarding services. These are VIP Protection Services, Buffalo Soldiers, Awesome Security, Phoenix Security, 4Him Security, Stealth Security, Gridlock Security, Swaziland Lumber Security Services, One-to-One Emergency Services, Anped Security Services, and Swaziland Security Guards. These companies mainly install intruder detection systems which they also monitor. Using the number of systems they are currently monitoring, it seems the market leader is VIP Protection Services as it currently monitors 195 clients (see Annexure 4)

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The last category of private security companies are those that provide what Johnson (1992) refers to as manned (and womaned) services. These include static or patrol guarding services, cash transportation (bank collection, wage packaging), key holding and responding to alarms, alarm monitoring, CCTV; and audio surveillance remote monitoring. The manned/womaned security category accounts for 98 per cent of the total man/woman power absorbed in the private security industry.. These include proprietary security guards and those employed by private security companies. There are about twenty companies that have in-house security employing about 550 staff or 6 percent of the manned/womaned security labour force in the country. These companies are in different industries. The Swaziland Civil Aviation Authority has the highest number of proprietary guards.

It seems to be a norm that the proprietary guards enjoy a better status compared to the guards of the PSCs because the operations of the proprietary guards are supported by certain legislations with certain privileges. For instance, the Civil Aviation Authority (Security) Regulations, 2011 promulgated in terms of section 104 of the Civil Aviation Authority Act of 2009 establishes a Civil Aviation Security and Regulatory Division with vast powers in order to ensure safety and security in the operations of the Aviation Authority. The powers of the aviation security officers include, inter alia, unobstructed access at all times to an aircraft and premises of an operator within the country, for the purpose of inspecting security operations or to carry out security inspections and surveys, safety and security audits and testing functions.

The manned/womaned services sector also includes cash transportation. There are six players in this sector namely, Cash Security Services, Fidelity, VIP Protection Services, Swaziland Security Guards (Pty) Ltd, Swaziland Lumber Security Services (Pty) Ltd, and Stealth Security Services (Pty) Ltd. The leader in this sector is Cash Security Services (Pty) Ltd. This market leader in this sector is a sister company of Guard Alert Security Services and Radio Link (Pty) Ltd under Secure Holding. It prides itself of being in the industry for over twenty years with a fleet of seventeen (17) specialized armoured vehicles manned by a staff of fifty one (51). Its crew comprises people with police or military training background.

In the entire private security industry of the country, it is in the manned/womaned services sector, especially the guarding sector, where work conditions are poor. There is widespread sexual abuses; exposure to harsh weather conditions; 12 hours of work that are not commensurate with the salaries; work for some months without rest; always first suspects when there is no one to be blamed for a crime committed in their areas of responsibility; alienated from their families as they hardly find time to spend with their better halves and children; insufficient sleep because at times some get home as late as mid night and needs to wake up three hours thereafter to prepare for duty; provident fund subscriptions not deducted and some employers do not remit such deductions to the appropriate institution (Sukati, 2013). The plight of the security guards has not gone unnoticed by the Ministry of Labour and Social Security, as it will be shown under control and regulation section in this paper.

The guarding sector is both ineffective and inefficient because companies compete on costs not on differentiation. They win guard contracts by undercutting their competitors. This kind of practice has detrimental effect in the long run for as the companies end up offering wages below the minimum wage and offering substandard services. There is no private security company in Swaziland that offer wages that are above the stated minimum wage. Although some companies offers performance bonuses in addition to the basic pays. The

use of pricing as the major determining factor in awarding contracts also negatively affects the standard of security as clients end up getting what they had paid for: substandard service. It is a common practice the companies not to have enough staff on duty, staff not wearing proper uniform and protective clothing, guards engaged in dishonest acts while in their areas of responsibility because employers do not conduct strict screening procedures. In the absence of a centralized database of security guards this is bound to happen.

The practice of price cutting has also pushed down the profit margin to as low as 2 percent at times. Because of this low profit margin, Peter Drummond who is one of the directors of Cash Security Services said:

It is more like we are doing social responsibility program, not in business. In one of our board meetings we asked ourselves as to why are we not closing down the guarding aspect and concentrate on the other sectors, but because of the number of people it has been difficult yet to take that route (Peter Drummond, interview, Mbabane, 5 November, 2013).

All the private security companies in Swaziland are not big enough to have subsidiaries operating outside the country. The only exception is Fidelity, which is a subsidiary of a South African company and commands 7% of the market share. In terms of market share, it is smaller than VIP Protection Services which has 17% of the market share and Guard Alert Security (Pty) Ltd which has 14% of the market share.

Almost all the private security companies in Swaziland operate in the urban areas or in rural areas where there are industrial establishments. The majority of them are found in the Mbabane-Manzini corridor, which is at the same time the most economically advanced area of the country. This is an indication that private security companies are predominantly capitalist establishments that are at the service of individuals or groups who have the money to hire them.

There are no specific regulations for private security companies, but they are established in terms of the Companies Act and get trading licences in terms of the Trading Licences Order no 20 of 1975. Due to this reason it is very difficult to ascertain with certainty the number of security private companies in Swaziland. These are licenses that do not restrict them in terms of geographical area but in terms of the kind of work they do.

Presently, business people can establish private security companies whenever they want. In fact, the only conditions they have to satisfy are those related to the establishment of companies as stipulated in the laws of the country. There is no process of screening and it does not appear that there is a system for monitoring their operations. It is only when they have violated some of the country's laws that they are brought to book. This appears to be a very unstable situation especially when it comes to the protection of citizens who are employed by the private security companies. At the same time, the companies themselves cannot be blamed for such a situation as it is the responsibility of the state to construct and implement vetting or screening policies.

Owners of private security companies have not been totally against the unionization of workers. Presently there is a union of the employees of private security companies that has been in existence for some time. However, information from some office bearers in the union indicates that it has not been functioning well. This has not been due to employer intransigence, but because many employees of some companies did not register with the union. The failure of the union to work well is a disadvantage for both the employers and employees, but more so for the employees.

The issue of transparency about their operations is not uniform. Through fieldwork for this research, it came out that the more established and bigger private security companies were

more willing to share information about themselves and their operations. However, there is a challenge with the small companies who were reluctant to provide information about their operations. The situation was worse among those companies engaged in game ranging. Their lack of cooperation was justified with arguments of security sensitivity. This made it very difficult to create a general picture on most issues. In some instances the bigger picture was established through estimates from the information provided by the main private security actors.

Research on the development of the Swazi private security industry shows that the industry has witnessed extensive growth, and such growth is continuing. The research also indicated that in terms of extent, the private security industry is moving towards being larger than the state security structures. This leads to the conclusion that the private security industry is a real factor in the provisioning of security in Swaziland and cannot be simply wished away. This demonstrates that the state needs to be sharper in dealing with the governance of the private security sector to maximise its benefits to the economy and society.

Drivers for the growth of the Swaziland security industry

The issue of the factors behind the development of the private security sector in any country remains a debatable one. This is the case because different researchers are bound to give emphases on different dynamics. Much as the Swaziland situation has its own peculiarities, the country still shares common dynamics with other countries of the world. The development of the private security sector has been founded on several economic and political considerations. Consequently, different scholars have juggled with the reasons behind the development of PSCs in different parts of the world.

The marketisation and commodification of the public in the form of the 'privatization revolution' has played a crucial role in the worldwide growth of the private security sector (O'Brien, 1998). This has gone hand in hand with the principle of globalization in which it is believed that privatization can maximize the efficiency and effectiveness of states through comparative advantage and competition. It symbolizes a belief in the superiority of the marketplace over government in the provision of services. The main result of this has been an upsurge in outsourcing of service provision by the state such that services that were traditionally provided by the state are now performed by private companies. Some state institutions have turned to the private sector for their security requirements. The analysis of the drivers of the growth of private security companies in Swaziland is informed by these broad arguments, but also largely anchored on the realities of Swazi dynamics.

There are several factors behind the growth of PSCs, but they also tend to revolve around economic and political issues. In both the colonial and post-colonial periods economic and political relations have always been at the base of the growth of the private security sector in Swaziland. Politically the growth is spearheaded by the tendency to concentrate security measures on protecting the interests of the leadership. As mentioned above, this tends to overstretch the state security resource, and consequently giving space for private security companies to play a role.

The Swazi economy experienced a fundamental transformation after the Second World War. This was a product of intensive capitalization of the economy through British and South African capital (Booth, 1983; Simelane, 2004). As a result of capital investment numerous industries were established mainly in the areas of mining and agro-industries (Crush, 1979). Such a development continued into the post-colonial period as more and more industries were developed in different parts of the country. From 1968 the management of the growing Swazi economy was taken over by the indigenous leadership

that was a mixture of traditionalists and the middle class under the leadership of the monarchy (Macmillan, 1983).

Security began to be confined to the protection of the economic interests of the monarchy and the middle class (Simelane, 2006). The growth of the economy imposed unprecedented security demands on the state, and this was made worse by the ascendance of social classes that also imposed further security demands on the state. The paradox was that the state was no longer able to adequately provide protection to all economic enterprises. It could not provide security to rural dwellers who by the beginning of the post-colonial period made up more than 70% of the Swazi population (Fair, Murdoch, and Jones, 1969).

The growth of the private security sector in Swaziland derives its character from the economic disparities that accompanied the growth of the Swazi economy. Economic growth significantly contributed to the affluence of the royal family and the middle class (Fransman, 1978). Economic disparities reached high levels as poverty became more entrenched while the rich became richer (*Times of Swaziland*, 23 September, 2005). It is also estimated that about 69% of the Swazi population lives below the poverty line. About 400,000 (about 40%) Swazis depend on food hand-outs. Research has also shown that 20% of Swazis control about 54% of the country's wealth, while the poor control only 4.3%. Swaziland is therefore, a country of huge economic inequalities. Security has come to mean protecting the economic interests of the rich and the development of the private security industry addresses this goal. The poor majority remain outside the operation of private security companies and they remain vulnerable to many security threats. The private security companies have therefore become synonymous with the rich whose interests drive them.

The development of the private security sector in Swaziland has a lot to do with the desire by individuals to ensure personal safety and that of their families and properties. From the time of colonialism, into the independence period, Swaziland has experienced crimes of different magnitude. These crimes have occurred at a personal level and also at the level of economic enterprises. The crime level has gone up as a result of easy access to firearms that are used to rob families and economic enterprises. The increase in the crime rate has expanded the market for private security companies. Individuals are compelled to find means to protect their homes and their businesses. Local and foreign companies are compelled to hire security companies to protect their operations and premises. In the same breath, foreign missions in Swaziland are compelled to hire private security companies to protect themselves against all security threats including crime. As a result of the escalation of crime, Swaziland has developed a strong market for private security services.

Swaziland provides a conducive environment for the development of crime as the majority of her citizens live in abject poverty and they witness the affluence of the rich few on a daily basis, the country has an unemployment rate of about 40%. Crime has become a weapon of the poor in an attempt to realize economic justice. The response of the rich has been heavy reliance on private security companies as the police are overstretched and are not equal to the task.

From 1968 the Swazi state was characterized by weaknesses that rendered it unable to discharge its obligation of being a protective shield for its citizens. The state had no capacity to effectively deal with the security concerns of the citizens in both rural and urban areas. The state's diminished capacity to deliver on its promise of security has been justified by some commentators. While it is true that the responsibilities of the state have expanded, some observers fill that the Swazi state is failing to protect the economic interests of the majority of its citizens in the rural areas. Because of its weakness, and because security demands have dwarfed state security institutions, the Swazi state is visibly on the retreat in terms of security provisioning. Some commentators have observed that, "The private

provision of security and military services challenges conventional assumptions about the roles of the nation state as the main protagonist in military affairs and as the guarantor of physical security for its citizens” (Holmquist, 2005: 1). This is true of the Swazi state today.

The relationship between the Swaziland Government and private security companies has been good. This has been the case since the early days of the growth of private security companies. There has never been an indication of conflict or tension between the two. This is indicated by the fact that the government has continued to employ private security companies to guard its own establishment as the state police are not enough to perform all the security functions of the state. Although no authoritative research has been conducted into this area, anecdotal evidence indicates that all government ministries have employed security companies for protection services. This has extended to schools in different parts of the country that are guarded by private security companies. The only area that has not been penetrated by private security companies has been the guarding services of the royal family as it still relies on military personnel. The government recognises the private security providers as important stakeholders in the war against crime. This is indicated by the government’s reliance on private security companies to provide security to offices and facilities such as hospitals.

Privatization of some government functions also cemented the relationship between the government and private security companies. A good example is the collapse of the Income Tax and Immigration government departments and the establishment of the Swaziland Revenue Authority to take over their functions. This authority has engaged private security guards to provide security at the various border gates and posts and their offices.

The question of the cooperation between the state and private security companies can be a source of concern. It appears that such cooperation contributes to the violation of the human rights of citizens. Rumours have circulated to the effect that some private security companies have been employed to suppress trade union action in different parts of the country. In different periods of labour unrest, there has been claims that the state, to augment its police force, has employed private security companies to do its dirty work.

Considering the limitations of the Swazi state and state police, private security companies will always be a needed factor in Swaziland. This is particularly the case because as the economy of the country continues to grow, the demand for security beyond state capability, will always be in need. It is also very reasonable to conclude that as the demand grows, more private security companies will be established to satisfy the supply end of the equation. It is doubtful if the Swazi business community, and the Swazi economy can survive without the private security companies.

Presently, no serious concerns have been raised against the private security companies in Swaziland. This derives from certain circumstances. First, Swaziland has not experienced serious social divisions and conflict that would force private security companies to take sides. Also, up to now, the Swazi state has been very cautious in terms of involving private security companies in political conflicts. Again, this may be due to the fact that up to now the country has not experienced serious political conflict. However, there have been some concerns about the involvement of employees of the security companies in crime. Anecdotal evidence indicates that in many cases of break-ins into business establishments, the guarding personnel had a hand. It also indicates that in many heist of money-in-transit, an employee of security companies was implicated.

The Swaziland private security industry and the provision of services

The development of the Swazi private security industry was a response to the security needs of some sections of the Swazi population. It was to satisfy an existing market, and therefore the services provided are always determined by what the market needed. The services provided by private security companies can be divided into four broad categories, namely, guarding and protection; surveillance, intelligence and undercover; preventive activity; and investigation and detection.

Most private security companies in Swaziland are engaged in the business of guarding and protection of property and persons. Such duties include the protection of industrial, commercial, and retail premises by static uniformed security guards and a very small percentage of personal protection services, normally referred to as 'body guarding'. There are only two companies that provide the services of personal protection services. The first one is Gridlock Security (Pty) Ltd. It offers this kind of services to the Managing Director of Sulgaocar Swaziland, a company involved in mining iron ore in the country. The second one is a small company, Kwekwe Security (Pty) Ltd which is usually engaged when there are music festivals in the country to provide such services to outside artists.

The social and economic position of the company and activities for which the services of body guards are utilized may indicate that this kind of service is associated with prestige, more than anything else. Hence, its demand in Swaziland is very low. Those companies which offer this kind of service rely on people with military or police training background. For instance, when the managing director of Salgarocar Swaziland is in the country it becomes the sole responsibility of the Managing Director of Gridlock to escort him because he is a former police officer. The Managing Director of Kwekwe has a military background from the army of Zimbabwe, as well.

Another area of guarding and protection is that which relates to the protection of wild life. The country has two major players, four small players and one PSC of game rangers. The major players are The Game Parks (Mkhaya, Mlilwane and Hlane game parks) and Swaziland National Trust Commission (Mlawula, Magadzavane, Malolotja, Mantenga and Orion game parks). The small players are Nisela, Phophonyane, Embuluzi and Tshaneni game reserves.

The category of preventive activity involves private policing, which has increased the emphasis on proactive, rather than mere reactive, modes of intervention, aiming to intervene before crime is committed. The preventive role of the private security players is typically referred to as "loss prevention" in terms of which the role players acknowledge that their principal concern is the protection of their clients' assets. The industry's commitment to loss prevention is well illustrated in the case of risk management. Risk Management is concerned with anticipating risks, planning for avoidance of risks whenever possible and, where it is not possible, shifting risks to another, for instance, to an insurance company (Johnson 1990).

There are two companies which specialise on risk management. These are Kosi Capital (Pty) Ltd and AON Insurance Brokers. The former specialises on enterprise wide risk management while the latter on insurance risks. One of the factors which may cause few Swazi companies to participate in this sector is that some people tend to draw an artificial line between risk management and security instead of treating the former as the governing body and the latter as a branch of the former although security, as a concept, has a long history (Theminkosi Dube, Interview, Mbabane, 28 October, 2013).

Another factor might be that the first PSCs were formed by ex-police or military men, mainly concerned with their area of speciality of crime prevention, wherein the emphasis was visibility of security guards as mitigating factors. The private security guards were considered as a substitute of the state police who could not meet the level of public demand

for a visible uniformed police presence on the streets or public places. This mindset has robbed the industry of its wide encompassing approach of risk management, where its primary concern should be one of loss prevention and offering an array of loss prevention strategies such as physical security, information security, business continuity management, disaster recovery planning, and safety and health programs.

In Swaziland another area into which private security shows signs of expanding is the policing of transport facilities. These include the railway stations and airline facilities. The Swaziland Railway Company has engaged two small private security firms which have deployed their personnel both to man the trains and their facilities. The Swaziland Civil Aviation Authority has an in-house security force of over 90 people that has statutory powers to search airline passengers and their luggage (Civil Aviation Authority (Security) Regulations of 2011).

Further more, another activity under preventative measures is that of alarm or emergency response. Private security companies have taken over first response to intruder alarm calls, the police only being notified when someone has actually broken into a building to take appropriate steps in order to effectively prosecute the offender.

Despite the industry's preoccupation with loss prevention there are elements of reaction once preventative measures have been compromised. As reactive measures, the private security providers carry out some preliminary investigations if crime has been committed in their areas of responsibility. Insurance companies and banks have recruited people with police backgrounds to investigate internal insurance and fraud cases. In part, this is due to the inability of the state police to keep up with the sophisticated techniques of those engaged in large-scale fraud. The other reason for the privatization of fraud investigation, of course, is the fact that it remains private, thus mitigating reputational loss if such incidents are publicized. Banks in particular, do not hastily report fraud cases to the police because they feel that exposure of the crime occurrence might threaten public confidence in their operations.

In addition to private security providers doing investigations as reactive measures, there are organizations and individuals (self-employed) who specialize on investigations. It is very difficult to tell with certainty the number of private investigators in the country. However, research has identified five private investigators operating in the country. Their activities include tracing missing persons, process serving undercover work industry, vetting prospective employees, insurance claims, debt collection, bailiff work (hence some are appointed deputy sheriffs), and, to a lesser extent nowadays, matrimonial work investigating unfaithfulness in matrimonial affairs. The sector's strong links with the police force is inevitable given the problem of 'moonlighting' and the fact that private investigation is a normal second career for retired police officers. The investigation aspect is dominated by Huntsip (Pty) Ltd which is oldest in the field.

If one considers the array of services provided by the PSCs, it may be assumed that the PSCs in Swaziland provide rigorous training to empower their employees for the different activities. In practice that is not the case because people are taken from the street and given uniforms and deployed at a post to provide security. This works well for most clients who give tenders based on cost instead of quality of service. The problem here is related to the fact that there is no regulatory framework stipulating minimum education requirements for employees of private security companies. This is in spite of good practice experience from other parts of the world stipulating minimum education required.

The private security industry, especially the guarding sector, offers no upward mobility to its employees. A guard will remain a guard for the rest of his/her working days in the company. In the absence of standardized training, a guard will always be treated as novice irrespective

of the fact that he/she might have been in the industry for for a long time. This is the case because when he/she moves from one company to another he/she has to undergo one and the same training because the other company would not recognise the training and experience he/she would have acquired from his/her previous employer. For instance, Guard Alert offers a basic training course which include: introduction to security, discipline, hygiene, communications, access control, patrols and searching, legal aspects of arrest and search, fire and first aid. Fidelity uses the South African grading system which also covers the topic covered in Guard Alert basic course. But when a guard moves from Guard Alert to Fidelity or the other way, she/he has to undergo the same training before deployed.

A few private security companies that operate in Swaziland are easily identifiable. Most of them, especially the small ones operate in a hidden way, they are unregistered, do not have identifiable offices, and their employees do not wear uniforms.

Research revealed that private security companies in Swaziland offer a range of activities. The major difference between the companies is always one of concentration or specialization. However, the general practice is that the majority of them attempt to cover most aspects of security. The research did not bring out any evidence of enforced or compulsory specialization. The market for the Swaziland private security sector is both private and public. Government departments and institutions employ private security companies for different service depending on their expertise.

Effects of the privatization of security on human rights: vulnerable groups, women and children

There has always been a concern over the operation of PSCs when it comes to the subject of human rights. The main concern has been that in their operations PSCs have little regard for human rights or have been used by repressive regimes who desire to entrench their authority irrespective of how that process violates the rights of individuals or groups (Hansen, 2008; Buur, 2008). It is important to note that in most instances the nexus between private security companies and human rights violation is usually not an aberration but is a product of existing socio-political configurations. Consequently, an analysis of the privatization of security and human rights in Swaziland should be undertaken within the context of existing local conditions.

The constitution of Swaziland embraces some fundamental human rights and freedoms that are applicable to all vulnerable groups and minorities in the country. Section 14 of the constitution guarantees these fundamental rights and freedoms (Swaziland Constitution, 2005). However, there is a challenge in upholding some of these fundamental rights and freedoms (Bureau of Democracy, Human Rights and Labour 2012). Women and children are sometimes victims of these challenges.

There are numerous reports of sexual harassment in the workplace that have gone unpunished. Frank Mncina, the Secretary General of Swaziland Amalgamated Trade Union:

We are aware of sexual harassments going on within the security industry on women by male supervisors. It has been reported to us a number of times and we have raised it in other forums where some companies have unionised employees. Some supervisors dangle contracts to hire females on condition that they have sex with them. Where an employee agrees she will be subjected to the very ill-treatment of having to have sex with the manager before the contract can be renewed. We call this kind of process a 'carpet interviews' which has become a norm. If a female security guard does not wish to be stationed in unfavourable working conditions she is forced to have sex with her boss or risk being fired. If you give in to those sexual advances you get to be posted to

flexible workstations (Frank Mncina, Interview, Mbabane, 20 January, 2014).

As much as the rights of persons with disabilities are enshrined in the constitution, only one security firm (Buffalo Soldiers) has reported having employed people with disabilities. The small number of people with disabilities in the industry suggests that such people are discriminated against. This state of affairs is made worse by government failure to enact laws to prohibit discrimination against persons with disabilities in employment.

There are indications of violation of the rights and freedoms enshrined in the constitution in the security industry. However, compared to what happens in other countries of the world, PSCs in Swaziland as entities, do not appear to be high on violation of human rights. There is no doubt that from time to time a security guard may violate peoples rights, but the companies themselves seem to be marginally involved. The reasons behind this are actually not very hard to identify. The main one has to do with the fact that the integration of private security companies in the political activities of the state is presently very minimal.

Present research does not indicate that PSCs in Swaziland impact negatively upon women and children. It appears that the companies play no defined role affecting women and children except in those instances where individuals have committed some crime in the sphere of operation of private security companies. Even in these cases, evidence suggests that the general pattern is that these companies deal with such crime in accordance with the laws of the country. However, there have been incidences where employees of private security companies have acted in an abusive manner to members of the public irrespective of whether they are women or children. For instance, violent action against individuals suspected of committing some crimes has been observed.

While the above information may be true, the actions of private security companies in the country sometimes raise human rights concerns. According to principles of liberal democracy, the right to self and family reproduction is fundamental. Private security companies in Swaziland are notorious for paying low wages that militate against the ability of employees to construct a decent living for themselves and their families. These low wages perpetrate poverty and may also lead to social ills that undermine the security of those concerned and society at large. The private security companies are also very notorious for providing sub-standard working conditions. Once again this may be considered to be a violation of human rights.

PSCs in the country employ both men and women and the duties they carry are largely the same. However, women constitute only about 15% of the total workforce of the companies. It is presently not clear if women are treated equally with men in the workplaces of private security companies. There have been no incidences of abuse of female employees that has come out to the public domain. Considering the issue in the context of general Swazi society, it is very possible that acts of discrimination and abuse against women have been committed but they have not been reported. Although child labour is rife in Swaziland (Simelane, 1998), there are no reports on child labour in the employ of private security companies. This is possibly the case because the companies have access to plenty adult labour that they can control and pay low wages.

At the moment, the Swazi media, the Human Rights Commission, and non-governmental organizations have not reported any violation of human rights for women and children at the hands of private security companies as corporate bodies. Most of the reports from these structures have concentrated on violations by the state, especially state security forces.

Generally, therefore, the Swazi private security industry does not have a bad record of abusing the human rights of women and children, or vulnerable groups of different kinds.

Advantages and disadvantages of the private security industry in Swaziland

From a historical point of view the development of the private security industry has been attended by both positive and negative elements. As a result, the industry can be analysed in terms of advantages it offers those who employ them while at the same time containing certain disadvantages.

Private security companies have improved access to security for those who have the money to hire them. This has happened at both the personal level, and at the level of business enterprises. Presently, it is easy to employ the services of private security companies for ones security. In this manner, the private security companies have made many people feel safe and can follow their pursuits for the betterment of the country.

They have filled the security void created by the failure of state security forces. Over the years, state security has become overstretched resulting in failure to provide security for all. This has been compounded by the unreliability of state police as they have increasingly been involved in crime themselves. Private security companies have expanded security options beyond the limits of state security provisioning. They have reached a market that was increasingly becoming too big for state police.

Private security companies have made a significant contribution to the expansion of economic activity. Almost all economic establishments and enterprises in Swaziland are protected by private security companies. The increase in the gross domestic product of the country is highly dependent on the security of business enterprises and this would not have been possible without the presence and operation of private security companies. Even agricultural economic enterprises are able to meet their quotas in the international economy because their produce is protected by private security companies. If it were not for the presence of private security companies the economy of the country would be subjected to widespread criminal activity which would undermine its growth.

They have contributed to the reduction of crime through the many services they provide to individuals and the business community. Between 2010 and 2012 police reports indicated that because of the partnership between state police and private security companies, many of the major crimes in the country have been reduced. Crimes of domestic violence, murder and culpable homicide, housebreaking and theft, car theft, and car hijacking have been reduced because state police and private security companies have been able to work together towards crime prevention. As a result many citizens of the country are able to live in an environment of reduced crime. There is no doubt that private security companies can make an even more significant contribution to crime prevention and reduction, but there are already visible indicators of positive contribution.

Private security companies have significantly contributed to the reduction of the rate of unemployment in the country. Such a contribution has been most notable in the last decade where the Swazi economy has not been able to open more job opportunities. This has been especially the case with high school leavers whose absorption into the country's workforce has almost been stagnant if not declining. The more than seventy private security companies that have been established in the country up to now have created jobs for a large number of young people. The creation of job opportunities, has not been limited to young people, but extended even to older people. The contribution of the companies to employment has also been made significant by the fact that they have also offered jobs to women. While the number of women employed by these companies is still low, there is evidence that the

companies have contributed in breaking down patriarchal barriers and ventured into employing women.

While several advantages offered by the presence of private security companies can be outlined, there are also numerous disadvantages that can be raised.

The presence of private security companies has fulfilled the neoliberal dream of rolling-back the state. The privatization of security has allowed the state to avoid its traditional responsibility of providing security to the citizens. There has been a gradual but consistent tendency to commercialized security out of the arena of the state. For some, this is a welcome development because the state is sometimes characterized as an inefficient and ineffective institution. However, the privatization of security has tended to crowd out the public security architecture. The commodification of public security that comes with the growth of private security companies may not be a positive development for ordinary citizens.

While private security companies can be praised for increasing job opportunities, they are guilty of offering very low wages. These low wages are sometimes justified in terms of low skills capacity of those employed. The low wages are a huge disadvantage to the recipients who cannot redeem themselves from poverty through them. Historically, wages and savings have played a very important role in capital formation and investment. These ingredients of economic growth and possible development are not possible under the low wages paid by Swazi private security companies. They only perpetuate levels of exploitation that have been characteristic of the private ethos of capitalism.

Another disadvantage of private security companies in Swaziland is that they fail to lead to social cohesion. This is the case because private security companies are exclusive. As market driven entities, their services can only be accessed by those who have the capacity to buy them. In other words, they are class specific and cannot be relied upon to serve all sections of a country's population. This discriminatory characteristic can hardly serve countries well, especially African countries as they have been subjected to numerous divisive elements in their histories. Private security companies have marginalized the majority of the indigenous population in Swaziland.

In the case of Swaziland, private security companies are a huge disadvantage because they are not controlled by any regulations. It is an unregulated industry and this can become a huge problem when the companies become a law unto themselves. When such a development takes place, the companies become a security threat to individuals and citizens at large. This condition is not caused by the companies themselves, but it is an environment that allows them to become dangerous to the citizens.

Another disadvantage is that private security companies are a window for possible undermining of democratic principles. This is the case because the only value system that guides their operations is money. It does not appear that they are guided by values of preserving humanity or protecting the human rights of individuals. If a dictator can pay them to violate democratic principles and force citizens to acquiesce, they can readily do so. They can intervene in political disputes on the side of the pay master in spite of the immorality of the action. They have the propensity to prop undemocratic regimes only on the promise of payment. In this manner, private security companies are potentially a huge danger to society. Even in instances where they are regulated, they do proceed to commit atrocities against humanity. In the case of Swaziland this disadvantage has not as yet played itself out, but the potential is there because the country has an observable democratic deficit.

The use of private security companies has impacted on different aspects of the country. For instance, it has impacted on the public security services. To a large extent, its impact on public security services has been positive. PSCs have expanded public security services much beyond the capabilities of the Swazi state. In fact, it is doubtful if the present services outlined above would have been available to the Swazi public if private security companies were not available.

When it comes to the impact of the private security companies on crime levels the evidence is not very conclusive. It is very difficult to quantify the extent to which the private security industry has impacted on crime level **because interviews with members of the state police and public personnel could not come up with the necessary statistics to demonstrate the impact.** For instance, a police officer responded to the question on the impact:

Up to now, no person can tell in quantifiable form the extent to which private security companies have impacted on crime levels. This is because we have failed to put into place a system of identifying in record form arrests that have been due to the actions of private security company personnel. There are many such arrests but they have not been recorded as such. May be this is because private security personnel report crime rather than make arrests. May be we should begin a system of disaggregating the reported crimes in terms of who reported them. I am therefore, not able to answer your question constructively (Interview, Ndabazwe Ngwenya, Manzini Police Station, 23 November, 2013).

When asked the same question, a director in one of the private security companies said:

Although I do not have the figures to prove what I am saying, private security companies have played a very important role in the reduction of poverty in this country. Our strength has been at the preventive level, and less so in making arrests. The physical presence of private security personnel in most public and private establishments has been a huge deterrent factor in reducing crime. At the moment, our main weakness is that we have not been able to make a systematic analysis of how many crime activities were reported before private security companies were engaged, and how many were reported after. Most of us do not have the resources to do so, and it also appears that our clients do not either. However, even though I cannot provide you with the evidence want, I can assure you that private security companies have made a huge impact in the reduction of crime in the country (Albert Smith, Manzini, 23 November, 2013).

In spite of the absence of statistical data, the extent to which they have provided protection to private and public establishments is indicative of a positive impact on crime prevention. In fact, almost the whole economic establishment in Swaziland is dependent on the services of private security companies. It can be argued that if there has been reduction of crime in Swaziland part of the credit should go to private security companies although we are not able to quantify the extent. This is particularly the case at the level of prevention because private security companies have provided security protection to both private and public establishments. The reality of the situation is that even the Swazi state relies on

private security companies for prevention of crime in its establishment. The companies have a lot to improve in their operations in providing security, but their contribution to the prevention of crime and lowering levels of crime in the country has been very significant.

The contribution of the companies to public safety is debatable. As indicated above, the services offered by private security companies are not available to 70% of the Swazi population. These are the poor and marginalized who reside mainly in the rural areas. This is because the private security industry is largely defined by the commercialization of security that is usually beyond the means of the majority of the citizens. The reality of the private security industry in Swaziland is that it is not focused on general public safety. It usually provides safety to the public when there are national functions organized by the state. Whatever protection members of the general public receive from private security companies, it is not direct, but circumstantial or by association.

It is on the economy of the country that the impact of the public security industry has been felt. As pointed out above, the development of the Swazi private security industry has been associated with developments in the Swazi economy. The security of the Swazi economy is in the hands of private security companies. All the premises of private firms and are protected by private security companies. The movement of cash between different points of the country is largely in the hands of private security companies. In fact, the whole private security architecture in Swaziland is constructed around economic dynamics.

The private security industry has had only a marginal effect on poverty levels. The contribution of the industry has been through wages paid to workers. However, there has been a complaint that the wages in the private security sector are very low. It is possible that the low wages are due to the fact that most of the people employed in the private security industry are not skilled and not educated. In the final analysis, the private security industry has had very little impact on the reduction of poverty levels in the country.

The growth of the private security industry has benefitted many sections of Swazi society. There is even no doubt that the Swaziland government itself has benefitted immensely from the presence of private security companies. Evidence of this, is the fact that many government establishments are day and night protected by personnel from the private security industry. Even the orderly performance of some government offices hinge on the services provided by private security companies. Private security personnel monitor public visits to government offices to ensure that there is order and the officers are able to conduct public business in an orderly fashion. Much as there is no evidence of a statement from the Swaziland Government expressing or acknowledging the benefits it receives from the operations of private security companies, the extent to which government has contracted these companies for certain services indicates acknowledgement. Government is fully aware that the state security forces are overstretched and thin on the ground and cannot cope with the ever increasing demand for security. The private security companies have relieved the state of the huge burden of security provisioning, and there is ample evidence to demonstrate this.

No study has been conducted to determine the general feeling in the country about the presence of the industry. The conclusions and assertions we can make can only be based on anecdotal evidence. Up to this point, there has been no expressed complaint against the presence of the industry from the citizens. This may largely be because to a large extent, private security companies in Swaziland have been able so far to restrict their activities to security provisioning and not venturing into the arena of perpetrating violence against the citizens. It therefore appears that the citizens of Swaziland are still happy with the presence of private security companies in the country. This is partly the case because as the citizens interact with different establishments where private security companies operate, they, by

extension feel protected as they are able to conduct their businesses freely. Much as this positive image is portrayed, there is still need for more authoritative research into this issue.

Partnerships between state police and private security companies

Like many jurisdictions, Swaziland has experienced an increasing complexity of crime control as indicated by the emergence of other actors in the policing arena producing a shift from the traditional state police monopoly. Such plural policing is productive and synergic only if some form of cooperation or partnerships between the role players are established and maintained. Since state police officers and private security officers are the most common representatives of the 'plural police family', it is imperative that there should be some kind of a relationship between both the state police and private security personnel and the organizations to which they belong. It is illogical that we may have two organizations, operating in different spheres, where the state police perceive themselves as the only institution established and dedicated to the provision of security, public order and legality, while private security is first and foremost an economic activity only concerned with profit maximization (Sotlar & Mesko 2009).

Partnerships between state law enforcement agencies and private security providers have become a popular phenomenon in many countries. In some jurisdictions this is so common that some practitioners have termed them "P3 network", which refers to a public-private partnership network (The Law Enforcement-Private Security Consortium, 2009). Generally speaking, the attitude of the state police in Swaziland is 'to protect and serve' while that of the private security providers is 'to protect and make profit', hence their relationships take different forms and shapes because of the intersection of protecting life and property although with different emphasis and latitudes.

Public-private partnerships exist in different forms. They may be formal or informal, open to all or limited to approved members, dues-charging, or free. Partnerships for crime prevention can take different forms (The Law Enforcement-Private Security Consortium, 2009; and Johnston, 1990). Some of the notable forms revolve around organizational structure, specificity of purpose, leadership source, funding, and the nature of relations between the police and the private security.

In terms of organizational structure partnerships may be non-formal, written commitment, reliance on structure of related organization, non-profit making, and task team membership. In the case of Swaziland the relationship between the state police and private security practitioners is a mixture of formal and informal. There is a common understanding of cooperation whereby the state police invite the security companies to discuss different issues. This is usually the during the festive season and when there will be big gatherings where the security actors share strategies of crime prevention. These forums also incorporate other stakeholders such as the commercial banks, depending on the topic of the day. The commercial banks are involved in issues touching on cash-in transit and ATM frauds or /and scams would be discussed.

The security companies have the leeway to have direct relationships with specific police officers. For example, Mr Malcolm Barlow-Jones, the Managing Director of Fidelity, said that if there is a topic he wants to cover he simply calls Thembinkosi Dlamini, a police officer assigned by the National Commissioner of Police to escort their cash-in transit vehicles to come to their premises and address his staff and also to take them for shooting sessions, (Mr. Barlow-Jones, 2013). **The relationship with this police officer is so strong that the police even avail themselves on Sundays during their own spare time. This kind of sacrifice is appreciated even by the police authorities.**

What is also important to note in their relationship is that the PSCs do not pay for the services provided by the police. However, this works to their disadvantage in certain areas. For instance, the cash-in-transit operators have to queue for the limited number of police assigned to escort them. The delays that are caused by the limited resources negatively affect their daily schedules. The fact that PSCs do not pay for the service shows how committed the police are in ensuring that the country is safe and secured.

The police also have some formal relationships with other private security providers. By formal partnerships we refer to written commitments establishing parameters of control. One example is a memorandum of understanding between the state police and the Central Bank of Swaziland signed on the 16 May 2012. In terms of this agreement, inter alia, the Bank has a dedicated armoured vehicle worth over a million Emalangeni that is fitted with police equipment and only used by the police when conducting the Bank's cash-in transit operations. This is a partnership and at the same time it can be considered as a form of outsourcing.

There are different forms of partnerships manifested through the operations of the state police and private security companies. Some of these come in the form of reliance on structures of either party. The security companies, for example, rely on the police for vetting their staff. The security companies also avail their technological systems to help the police to crack down some crimes. For example, some car tracking gadgets of some private security companies such as Tracker, are installed in some police vehicles to facilitate tracking of stolen vehicles by the police. These structural linkages and collaboration indicate partnerships aimed at combating crime.

Partnerships also come in the form of task team partnerships. It is common to have the police being members of task teams. For example, the National Commissioner of Police assigned two police officers to be members of a technical task team established by Swaziland Standards Authority, a body responsible for establishing standards in the country, which was responsible for establishing Swaziland National Standard Private Security Services - Requirements (SZNS 024:2012). In these task teams members of the state police and personnel from private security companies work together for the common goal of fighting crime

In terms of their degree of focus in addressing crime and other problems, state and private security partnerships tend to fall into three groups, namely multipurpose, single purpose, and evolution to multipurpose. Multipurpose partnership addresses several security and public safety issues. Single purpose partnerships may be established to address a single issue and keep on focusing on that issue alone. Under this type we have the Fraud Liaison Committee established by all the players of the banking sector and the police to share information on fraud. The commercial banks and the Central Bank of Swaziland are represented by officials who are instrumental in the investigation of fraud and related cases in their respective place of employment. In the case of evolving partnerships there is specificity of purpose that can be seen in partnerships that originally addressed a particular concern but created relationships that proved useful in solving a range of problems.

Leadership is another characteristic that varies from one partnership to another. Leadership in this context, refers primarily to the task of setting the partnership's agenda or representing the partnership before other groups. There are three options of leadership of partnerships, namely law enforcement leadership, joint leadership by law enforcement and private security, and private security leadership. Law enforcement leadership is common in the country because the main activity is the sharing of crime-related information. The police leadership can be viewed as a function of the department's ability to provide funds, meeting

space, staffing, and other resources. Joint leadership is common although it perfectly exhibits the nature of the organization as a partnership. In such leadership, leaders are elected on regular intervals and could come from either the police or private security. The Crime Prevention Councils and Committees embrace private security leadership.

When it comes to funding, for any partnership to execute its responsibilities, resources such as finance are needed. Either partners purchase them or members or outside benefactors donate them. Most of the partnerships are funded by the state police as they provide meeting spaces, refreshments. Some are funded by private security providers. For instance, the Central Bank provides the necessary resources such as meeting space and refreshments.

Partnership or cooperation between the state police and the private security providers can further be dissected by analysing interpersonal and inter-institutional relations of the two groups of security professionals. Johnston (1990), posits that the relations between the two groups can be dissected into interpersonal relations between the police officers and security officers, common operations, exchange of favours and outsourcing of security functions to the private security companies as would be discussed herein under.

Interpersonal relations between state police officers and private security officers have shaped the nature of partnerships. Many retired police officers join or establish private security companies. Some, in search of greener pastures, quit the police force and join the private security providers. The latter is more common with in-house security. Almost all the proprietary security is staffed with ex-police officers. This kind of scenario makes it easier for a good working relationship between the police and the private security providers to exist because they usually know one another on personal level. Anecdotal evidence indicates that some police officers on their personal capacity are engaged by the private security companies for specific assignments. However, this kind of behaviour is not encouraged by the National Commissioner because there is an element of abuse of power because such police officers do so for their personal benefit while using their official capacity and official resources.

Common operations of the police and private security in Swaziland present opportunities for closer contact between the two groups. In most cases the two groups work together in sporting, cultural or musical events because it is impracticable that the police can provide security in all events due to limited resources. In order to augment the effort of the police it has become a norm for organizers of such events to contract private security officers to work along the police. The same applies to organizations that have their in-house security such as the Central Bank of Swaziland and the Swaziland Civil and Aviation Authority where you find the police and the proprietary security officers working hand-in hand.

The police and private security companies practically exchange various favours. There is a flow of relevant information between the two parties. For instance, the private security companies screen their employees by getting criminal records from the police and the private security also share information with the police on issues of crime to assist the police in their own investigations. Depending on the intensity of their relations, sometimes the police share intelligent information with the private security especially on possible crime risks so that the latter may harden their operations to ward off any attack. It has become a norm for the police to offer some training to the private security staff in areas of crime prevention, firearm, inter alia. In a nutshell, it can be said that the relationship between the two parties is of mutual benefit and is founded on respect for one another.

It has become accepted practice for the government of Swaziland to engage PSCs to provide security services in its premises. The services outsourced from the private security are guarding and installation of electronic security gadgets.

The Government Senior Security Officer under the Prime Minister's Office issues a call for expression of interest for the supply of security services to the Swaziland government annually through which potential vendors are short listed to supply security services to government ministries and departments. Once vendors have been short-listed, they are then invited, during that financial year, to submit tenders for the provision of security for a specific category they are eligible and qualified for. Tenders are issued to short-listed firms to obtain competitive prices. This means that government ministries and departments are obliged to engage only the short-listed security providers for their security needs.

The trend to contract-out security services has also been seen in parastatals such as Small Enterprises Development Corporation (SEDCO), Central Bank of Swaziland, Komati Basin Water Authority (KOBWA), Swaziland Electricity Company, Swaziland Water Services and Sewerage Corporation, to mention just a few. Non-governmental organizations, like World Vision, have also joined the bandwagon. Embassies also depend on PSCs for their security to augment the efforts of the state police.

There has also been the development of quasi-private security actors in the form of community security actors (*Community Police/Emaphoyisa Emmango*) that have joined the nexus of partnership construction. We refer to them as quasi-private because they are a hybrid of private security as they are outside the realm of state security but anchored on group initiatives in the community. The development of community security actors expanded the possibilities of constructing partnerships for crime prevention between state security, private security companies, and community security actors. There have been more concrete developments towards toward developing partnership between state police and community security actors. This was clearly seen in the promotion of the Crime Prevention Bill of 2010 whose main aim was the promotion and coordination of crime prevention in Swaziland. Much as the Bill carries the assumption of establishing Community Police/*Emaphoyisa Emmango*, this structure has been in existence in peri-urban and rural communities for a very long time. This Bill clearly expresses the intention of forming a partnership with community police/*Emaphoyisa Emmango* for purposes of preventing crime. Part IV of the Bill outlines some of the issues pertinent to this partnership. This was an important development because for a long time the community security actors were not willing to collaborate with state police whom they accused of being in cahoots with criminals. The main challenge faced by the construction of this partnership is that the Bill has up to now not been passed as an Act of Parliament. It is not clear why the Minister responsible for the police has not pushed this Bill to be made law. As long as it remains a Bill, the envisaged partnership between the state police and the community police remains unanchored in law.

According to reports compiled by the state police, the partnership between state police and private security companies has yielded positive results in terms of crime reduction. This conclusion was arrived at through an analysis of the occurrence of certain crimes in the period 2010-2012. As a result of this partnership it was reported that, "The overall crime rate was reduced over the period under review by -4.6%" (Royal Swaziland Police, 2013: 2). It was also reported that prioritised crimes such as armed robbery, car theft, housebreaking and theft, stock theft, car hijacking were reduced by 4% in the period under consideration (*Ibid.* p. 3). For instance, a total of 109 cases of armed robbery were reported in 2012 as against 218 in 2011. Between 2011 and 2012 reported housebreaking and theft cases were reduced by 5.4%. Available statistical information indicates that positive results have been reported in the partnership between state police and the private security sector.

Regulating the private security industry

There are no specific regulations for private security companies in Swaziland, and like all other legal entities, they come into existence in terms of the Companies Act and get trading licences in terms of the Trading Licences Order no 20 of 1975. However, the Registrar of Companies indicate that there are over seventy companies that are registered as PSCs. Although there is no regulation or policy framework relating to the legal and procedural operations of PSCs, these entities are expected to comply with certain statutory provisions which relate to general employment issues. These include the Occupational Safety and Health Act of 2001, The Employment Act of 1980, The Wages Act of 1964, and The Workmen's Compensation Act of 1983.

PSCs are under an obligation, inter alia, to provide safety measures to prevent or minimise harm to employees, for example by installing safety equipment, providing protective devices and exercising proper supervision. This common law obligation is ratified by Section 9 of the Occupational Safety and Health Act which provides that an employer has to put in place a systematic and functional way of identifying, evaluating and controlling hazards at the workplace, provide free of charge adequate and appropriate personal protective appliances, equipment and clothing to mitigate exposure to safety and health risks in the workplace, and further ensure that employees are appropriately trained and instructed such that they perform their duties in such a way as to avoid any danger or risk.

It is however, a well known fact that most security guards are not issued with appropriate personal appliances or equipment. According to Frank Mncina, Secretary General of Swaziland Amalgamated Trade Union (SATU), security guards are not issued with the general aids to security and this makes them vulnerable (Frank Mncina, Interview, Mbabane, 20 January, 2014). Some are even forced to pay for the protective clothing (Sukati, 2013).

The Office of the Commissioner of Labour and employers are not in agreement as to what constitutes protective clothing. The employers are of the view that they are entitled to deduct a certain amount of money from the salaries of employees for uniform. which they keep and pay back on submission of the issued uniform by the employee. Their argument is that a uniform is not a protective clothing. On the other hand, the Office of Commissioner of Labour is of the view that everything worn by a security guard is a protective clothing, therefore they have to be given free of charge.

In a nutshell, there are no systematic ways of identifying, evaluating and controlling hazards in the workplace in the security industry. Employers take contracts without any regard to safety issues. This point is illustrated by an unfortunate incident where a cash-in transit operator was gunned down during a heist at Mbabane Swazi Plaza on the 23rd September 2013. It is alleged that the operators had to travel about two hundred meters from the Corporate Place Building carrying literal boxes of money along the corridors where there were throngs of people.

This incident raises several pertinent issues such as the availability or non availability of standard operating procedures, proper firearms for this kind of operation because if the operators were to fight back in such busy streets there could have been many casualties, whether the riskiness of this kind of operation was considered by the banks and their regulator, the Central Bank, when deciding to operate in this place, whether they were actually armed because one guard confided to the researcher the fact that in one of the companies involved in cash-in transit operations security guards who have not been trained in weapon handling are assigned to escort duties without being issued with live ammunitions, and the use of literal boxes instead of technologically sophisticated cross-pavement protective devices.

It is a common fact that most security guards are paid way below the stipulated amount, which is E71.88 per shift or E 1868.88 per month¹. One security guard is reported having said that he had been a security guard for the past five years. In all three companies that he had worked for he had never earned anything above one thousand Emalangeneni (E 1 000) per month (Sukati 2013). Even the stipulated minimum wage is very small, especially when compared with the number of hours they are supposed to work (72 hours per week). This amount is small even if compared with the average manual worker's wage. It is therefore, understandable why the industry has a high labour turnover.

In terms of the Workmen's Compensation Act of 1983, particularly section 25, the PSCs have an obligation to have a valid insurance cover to compensate employees whose safety and health may be negatively affected while in the course of duty. The latest report of the Office of the Commissioner of Labour indicates that over ninety per cent of PSCs do not have any cover in terms of the Act.

Violations under the Employment Act of 1980 (as amended) include employees not having signed written particulars of employment form²; procedural unfairness on termination of contracts of engagement³; employees not paid all their benefits on sale of business⁴; notice of redundancies not given⁵; security guards paid their wages way after month end⁶; employers make unlawful deductions from their employees' wages⁷; employees are not issued with pay slips⁸; no security of wages⁹; Employees not given paid vacation leave¹⁰; employees are not paid for medical leave days¹¹; no provision of first aid equipment for the treatment of accidents¹²; and most PSCs do not keep records of their employees and wages register¹³.

The Employment Act does not appear to be effective in regulating the salaries of the employees of PSCs. Most security guards are paid way below the stipulated minimum wage. One security guard is reported having said that he had been a security guard for the past five years, and in all three companies that he had worked for he had never earned anything above one thousand Emalangeneni (E 1 000) per month (Sukati 2013). This is in spite of the fact that even the stipulated minimum wage is very low compared to the number of hours they work (72 hours per week). This amount is small even if compared to the average manual worker's wage. It is therefore, understandable why there has been a high labour turnover in the industry.

In an attempt to close the gap caused by absence of a regulatory framework for the security industry, and the weakness of statutory laws to regulate the industry, two initiatives have

¹ The Regulation of Wages (Security Services Industry) Order of 2014

² section 22

³ section 33

⁴ section 33bis

⁵ section 40

⁶ section 47

⁷ section 56

⁸ section 61

⁹ section 62

¹⁰ section 121

¹¹ section 129

¹² section 150

¹³ section 151

been put in place. The first one came from the founders of certain small PSCs. It was some kind of self-regulation through the formation of The Security Industry Association of Swaziland in 2012. Its two main aims was to regulate the business activities of the providers of private security, and regulate standards of service delivery, including training of security personnel.

The effectiveness of this association is a source of concern to most people engaged in the private security industry in the country. The association is somehow made ineffective by the fact that membership is not compulsory and this leaves out a number of companies that are not under the regulation of the association. It appears that at the beginning the founders of the association expected the government to issue a directive compelling all the private security companies to be members. This did not happen and at the moment the association does not even have an office. Its members hold their meetings in the offices of one of the companies and this has proved to be a major challenge. It appears that the association will continue to face challenges in terms of membership because it has a very high indigenization tone while the majority of private security companies in the country are South African. At present, the association has remained very ineffective.

The second attempt was the promulgation of Private Security Services – Requirements by the Swaziland Standards Authority in 2012. This standard provides the minimum requirements for the provision of private security services in the country. Among others, the standard provides guidelines on risk management methodology; policies and procedures for performing reference enquiries, verification of qualifications, credit and criminal history checks; requirement on issuance of uniform and personal protective clothing by employer, and in a way addresses the debate whether an employer is obliged to issue a uniform in terms of the law; use of appropriate vehicles; and most importantly, provisions on personnel empowerment to ensure effective service delivery.

The last proviso entails that employees and/or other persons undertaking security work should only be engaged for duties consistent with their qualifications and training. According to this standard the training programme should be comprehensive and cover many essential issues.

Most of the private providers of private security have not embraced the standard. The reason behind this is that the Standard requires a substantial overhaul of the private security sector in the country. For instance, its training requirements are a major shift from what is happening at the moment, and it is doubtful if private security company owners will be willing to invest in it. Another problem is that some service providers are not even aware of the existence of such framework. There is a lot of effort needed in popularising the framework and it is hoped that in the absence of a legal framework, the standard may engender a certain degree of professionalism in the private security industry.

Private security companies, the use of firearms, and wearing of uniforms in Swaziland

The issue of the use of firearms by the personnel of private security companies has remained a contentious issue and its development has not been even. It is even more contentious in circumstances where the state is not in control of the private security industry. There is always danger that the firearms may be misused.

It was indicated above that the services of the security industry can be narrowed down to four categories, namely guarding and protection; surveillance, intelligence and undercover; preventative activity; and investigation and detection. This section seeks to deal with two issues: the use of firearms and uniform by the private security providers in the country. The

main issue here is whether the security companies are allowed, in terms of the laws of the land, to use firearms and wear uniform while carrying out their activities. In many instances, the security of the state or that of the regime in power are taken seriously in considering access or owning firearms.

From a general point of view, the acquisition and usage of firearms and ammunitions is regulated and controlled by The Arms and Ammunition Act of 1964. According to Section 10 of this statute any person, either natural or juristic, who desires to acquire any firearm or ammunition should make an application to the licensing officer through the nearest police station where the National Commissioner of Police has designated the Station Officers of the different police stations to serve as intermediaries between the applicants and the Licensing Officer. The Station Officer accepts applications, make his/her own recommendations and forward the applications to Regional Commander of the region and thereafter to the licensing Officer who is based in Police Head Office in Mbabane. The decision by the Licensing officer, whether to grant or refuse permit, is communicated to the applicant through the Station Officer. This means that if a security company wants to own firearms, it must go through this process as well.

Juristic persons may own firearms but used by people on behalf of the company, hence the Act also deals with possession and usage of firearms to close any possible gap in the administration of control and regulation of firearms and ammunition. Section 9 of the Act states that no person shall be in possession of a firearm or ammunition unless he/she is permitted to possess it under the Act. This means that companies have to follow certain procedures in order to acquire firearms and ammunitions and their staff also need to adhere to certain legalities in order to use the company firearms and ammunitions. In terms of Section 11 (4) the employee must be above the age of eighteen years because this subsection disqualifies a person under the age of eighteen years from owning or possessing a firearm. Subsection 6 of the Act states that private security officers may be granted temporary permits to possess company's firearms and ammunitions in their official capacity.

The above legalities seem to be more of use to those security providers who are engaged in cash-in transit services. This is justified because, from a risk-based approach, the cash-in transit operators are exposed to higher risk as compared to the normal guarding services providers. Since heists are committed by fully armed thugs, it is imperative that the security officers engaged in such dangerous activities are well equipped to return fire with fire. The need to possess firearms by the cash-in transit guards can further be justified by the increase of heists experienced in the country. In 2013 the print media reported two incidents where cash-in transit operators were gunned down while in the line of duty.

These officers are permitted to possess and use shot guns and hand guns such as revolvers and 9MM pistols in their course of duty. When one takes into account the kind of attacks targeting the cash-in transit operators, the shot guns are not suitable. The heists now take place in busy streets and if the guards may open fire using their shot guns many people may be injured or even killed. When interviewed on 22 January 2014, Mr M. Barlow-Jones sharing the same sentiments stated the cross pavement operations are becoming more targeted by robbers while the operators can not shoot freely in the streets because of the throngs of people and risk shooting innocent people and be held up for murder. As service providers they are now considering changing their shot guns to hand guns because of these challenges. The hand guns are easier to manipulate than any other type when taking into account that their people have to carry the boxes of money by one hand and the other hand be on the hand gun. He further lamented the fact that they do not have the latitude to deploy more people such that they may have others to codon the area while others doing the other necessary manoeuvres.

In practice these officers are issued with the firearms and ammunitions when they assume their duties on daily basis. This entails that the private security companies discharge the obligation of taking all reasonable precautions to ensure that their firearms and ammunitions do not get lost or stolen or become available to a person not lawfully entitled to possess them. In carrying out this obligation the companies have firearm registers wherein the issuance and receipts of firearms and ammunitions are registered. The registers are occasionally inspected by the police from the Firearm Registry who are more interested in the adherence to the Act by the licensees. However, there has been an incident of firearms of a particular security company reported stolen from their offices, which shows that there is always a need to step up security of firearms to avoid arming the wrong people for the wrong reason.

Static guards are not allowed to use firearms. This practice is supported by all stakeholders because if all guards can be issued with firearms the risk of many firearms being in the hands of wrong people would be in the increase. The only exception to the golden rule relates to proprietary security officers and the game rangers. Organizations such as the Central Bank of Swaziland, Royal Swaziland Sugar Association and Tambankulu Estate allow their guards to carry and use firearms in executing their official duties.

The permission given to game rangers to carry firearms is guided by The Game Act of 1991. In terms of this act, game parks are permitted to own semi-automatic rifles such as LM5. This type of firearm has a similar range to those used by the state armed forces. There has been an outcry against the act which allows game rangers to arrest without a warrant any person suspected upon reasonable grounds to have been poaching on a reserve. In the process of effecting an arrest the game rangers may and have been reported having shot to death suspected poachers and could not be prosecuted for murder (Nsibandze, 2014).

The issuance of uniforms to the security officers is governed by The Occupational Safety and Health Act of 2001 and The Regulation Wages (Security Services Industry) Order. In terms of the former, employers should provide employees with personal protective clothing to mitigate exposure of employees to specific work related risks. This is inline with The Regulation Wages (Security Services Industry) Order which specify that employees should be provided with boots or shoes, whistle, club, torch, and depending on the weather condition may also be issued with hats and raincoats.

The bone of contention between the office of Labour Commissioner and the security companies is whether the word 'uniform' is synonymous to 'personal protective equipment'. The security companies believe they may provide both uniform or/and protective clothing but deduct a certain amount from the employees salary as payment which when the employee submit the uniform or protective clothing on termination of contract of employment. However, the office of Labour Commissioner believe insists that as long as what is issued to the employee has company logo, it should be free of charge and the companies should not deduct anything from the salaries of employees as uniform deposit.

When interviewed on 22 January 2014, in Matsapha, Mr M. Barlow-Jones stated that the interpretation of the Office of Labour Commissioner of this issue works against the security companies and the public at large. Having paid nothing for the uniform, the security officers are not compelled to bring back the uniform on termination of their contracts of engagement. Consequently, it is possible that a person may have a number of uniforms from different companies which he/she may use when committing a crime as he/she may disguise as a security practitioner of a particular company. This risk is exuberated by the fact that there is no law in the country which oblige security officers to carry some kind of identity card while on duty. Therefore there is no other means of identifying a security practitioner other than through what he/she wears.

When it comes to firearms and uniforms for private security companies in Swaziland, the whole terrain is contested. In the case of firearms, the terrain is still uneven in spite of the fact that differences are based to certain Acts which are still effective in the country. Such contestation is not unique to Swaziland as international experience has shown that even in developed countries there are still debates over the issue. As pointed above, the issue of state and regime security has informed most of the debate. When it comes to uniforms for security companies, debate is still evident. In the majority of cases the debate is not just who should pay for what, but how the issue of uniforms for private security companies interfaces with uniforms for state security actors. This debate has not manifested itself in Swaziland because the state has been lax over the matter. International practice has shown that there is a very good case for regulating the type of uniforms worn by private security companies. Such regulation has come very important in consideration of accountability.

Limitations and inconsistencies of the private security industry

The Swaziland private security industry has developed at a very fast rate in the urban areas and industrial centres. This development has been a product of a demand for security for the majority of economic establishments. Research has shown that while the growth has been impressive, there is still a lot of room for improvement in several aspects.

Much as the private security industry has developed under a free-market framework, its regulatory framework remains very weak and poor. The Swazi state or all those concerned with the operation of the industry have not done much to regulate the industry. This gap has been observed over a long period of time, but very little has been done to address the situation. Presently, the Swazi state appears to hope that PSCs will be regulated through general national statutory laws such as those pertaining to establishment of companies, and labour laws. This is in spite of the fact that best practice has indicated that there is a need for well established regulatory approaches for PSCs and their activities. This is particularly the case where democratic concerns are extended to the activities of private security companies. Countries such as Canada and Australia have even gone to the extent of regulating even the terms used in the private security industry. This is a gap that needs to be addressed and failure to establish a regulatory framework for the country may be viewed as an indication of a democratic deficit.

Another gap that exists within the private security industry is poor training of the personnel. Evidence indicates that the personnel of the private security industry are poorly chosen and poorly trained (if at all). This could be partly due to the fact that private security companies who contract with clients are paid very little for their services. Usually, selection of these companies for service is based on cost rather than their experience and professionalism. The issue of training is so crucial that in countries such as Australia, all persons performing security activities are required to undertake a course on professional development. This assists in regulating the educational standards and knowledge base. In the Swaziland situation there is no stipulation of a minimum educational requirement for people to be employed in the private security industry. This has resulted in situations where the guards that are employed are just picked from the street with no reference to their educational achievements. Such a situation creates challenges for the employees and the PSCs.

There is still a gap in the construction of partnerships for crime prevention. While there seem to be a general understanding that state police should be in partnership with private security companies to prevent crime, this remains informal and not enshrined in robust legal or formalized agreements. What is considered as formal at the moment are simple agreements that are largely a gentlemen's agreement and are not binding. Most of them are simply for convenience for the state police or the private security companies. This general

understanding first came to the forefront when the Royal Swaziland Police came up with what was called *The Crime Prevention Strategic Plan*.

This plan came out of a realization that the state police were losing the battle against crime and the feeling was that crime prevention was not being successful because there was no strategic plan. The plan was therefore the first step towards partnership building, but was flawed from the very beginning. The main limitation of the initiative was that it was conceptualized largely through the operations of the state security practitioners. It was not strategic because it did not integrate all the elements involved in security provisioning and crime prevention. It was therefore a good initiative that however, went wrong in terms of building partnerships with all players in the industry. However, the mission statement does indicate a desire for constructing partnerships as it states, "The Royal Swaziland Police is responsible for upholding the rule of law fairly and firmly, and ensuring the safety of communities in partnership with all stakeholders, through prevention of crime, protection of life and property, preservation of public peace and order, detection of crime and bringing offenders to justice" (The Crime Prevention Strategic Plan, 8). The construction of partnerships remains operational rather than cemented in formal legal agreements. The most observable gap here is a transition from theoretical assumptions to practical construction of partnerships. These practical and formal partnerships are need to be constructed for the benefit of society at large, and support of the state police in fighting against crime.

Conclusion

The development of the Swazi private security industry has been very evolutionary in nature and such evolution can be associated with changes in the Swazi economy over time. Evidence indicates that, the first indications of private security in the country were established by colonial officials and white settlers who were to a large extent motivated by some negative attitudes towards the indigenous Swazi particularly as far as crime was concerned. To conclude that the genesis of private security is located in the colonial period and the white population may be a reflection of our shallow knowledge of what was happening in the period just before the imposition of British colonial rule. What ever may have been the situation private security at this time was very informal and unorganized, and therefore, there were no security companies to speak of.

It was, however, during the post-independence period, especially in the 1980s that formalized security companies began to appear. Their growth during this period was anchored on three related conditions. These were increased economic activity, increase in the demand for security services, and the increasing failure of the state police to provide security to individuals and corporate establishments in the country. It was therefore imperatives at the social and economic levels that provided the impetus for the growth of private security companies in Swaziland. The state security structures were on the retreat not for ideological reasons but because of failure to cope with demand for security as a result of increasing levels of crime.

The research conducted in Swaziland indicates that the security threats that have contributed to the growth of private security companies are largely economic. The issue has been economic security as against threats arising from outside. Therefore, politics has had an insignificant contribution to the development and shaping of the private security architecture in Swaziland. Consequently, the Swazi private security industry has had very little involvement in the political affairs of the country. This is particularly the case if compared to what has been happening in some African countries and other regions of the world. Largely because of the nature of their evolution as based on economic threats, the

Swazi private security companies have no history of committing political atrocities or violating the political rights of the citizens.

The report on Swaziland has shown that the private security industry in Swaziland provides a range of services to the Swazi community, but is dominated by the guarding sector. This is especially the case with the business community that are eager to protect their establishments against different acts of crime. It is therefore important to note that the services provided by private security companies in Swaziland are class relevant as they are available to those who command higher financial resources. The reality of this situation is that the services of private security companies are consumed by only about 30% of the Swazi population. The special distribution of the services is such that they are available mostly in the urban areas while most of the rural areas remain outside the operations of private security companies. Such issues give character to the political economy of the private security industry in Swaziland. The government of Swaziland is one of the leading contractors of private security companies. They are employed to guard many buildings of the state. Through the government, the Swazi monarchy has also tapped into the numerous services provided by private security companies. The professionalism of these companies is questionable, but they have contributed to preventing crime in the country. However, due to lack of statistics, it is still very difficult to quantify this claim.

Research conducted in some African countries has shown that private security companies have immensely contributed to the violation of human rights. This is probably the case because in some countries the operations of private security companies is interwoven into the politics of the countries. Evidence indicates that Swazi private security companies are not high on the violation of human rights. There is, for instance, no evidence of the employment of private security personnel in perpetrating violence against citizens. However, individual security guards have been involved in acts tantamount to the violation of the rights of some people. For instance, there have been reports of people beaten by employees of private security companies on suspicion of having committed certain crimes. In some instances they have been implicated in cases of rape.

An analysis of the private security industry in Swaziland shows that it is characterized by both positive and negative dynamics. This points out to the fact that private security companies or the industry as a whole can provide a country with progressive dynamics, while at the same time it contains certain aspects which do contribute positively to the transformation of societies. However, it should be noted that from an economic or business point of view there are a lot of positives that come from private security companies. They protect businesses and allow economic activities to take place in a close to free environment. Also, at the level of crime prevention, there has been positive developments that have contributed to human security. However, this advantage is limited by the fact that the services of the companies have not extended to the rural communities.

When it comes to the construction of partnerships for purposes of preventing crime, the terrain is still very unclear. This is the case because what we can call partnerships between the private security industry and public security actors, particularly the state police are simply acknowledgement of each other's existence. It is always a matter of functional cooperation whenever necessary. There is no indication of the existence of concrete frameworks of partnership. Although security imperatives dictate that partnerships are the best way to go at this juncture, the state police still conceptualize crime prevention as their monopoly. There is no evidence of formal agreements and all forms of cooperation are adhoc. Outsourcing of services by establishments is widespread. This is usually the case because of lack of capacity in some of the establishments that make them not able to adopt the in-house approach to security provisioning. The Swazi state is probably the largest outsourcing institution and that speaks volumes about the capacity of state police in handling

security matters. Where the state police have attempted to forge formalized partnerships is where it deals with community security actors. Formalization in this case is indicated by the production of the Crime Prevention Bill of 2010.

Swaziland still has a huge deficit in the regulation of the operations of the private security industry. The report has indicated that in Swaziland the private security industry is almost completely unregulated. Instead, the government hopes that the industry will be regulated by the general laws of the country that deal with the establishment of companies, and relations in the workplace. The private security industry is so complex, and at times vulnerable to many abuses such that it needs specific rules and regulations that guide its operation. It is not enough to regulate the industry through general laws. For instance, if poorly regulated, the identity of private security personnel can be mistaken with that of the state police. This is what has made some countries such as Canada regulate the colour of the uniform of private security personnel, together with the emblem attached to their uniform. Non-regulation of the activities of private security companies is bad for the state and citizens.

The report has outlined the gaps and challenges in the analysis of the private security industry in Swaziland. Most of the gaps identified above have a lot to do with the relationship between the state and private security companies. These include the general failure to create a platform for building formal partnerships between all actors involved in the security industry. While ad hoc partnerships have been created, their sustainability is questionable and may compromise crime prevention initiatives. Formal partnerships are also very important for purposes of accountability. All ad hoc formations are very difficult to judge on accountability and that compromises the principle of security provisioning with responsibility.

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ANNEXURES

Annexure I:

SWAZITRONIX (PTY) LTD

Swazitronix is a Matsapha based company specialising in the supply, installation, and servicing of Integrated Security Services encompassing Building Management Systems involving Access Control, CCTV Surveillance, Evacuation, Fire and Intrusion Detection.

The company was registered on 18th March 1988 (Registration No 88 of 1988) and has been under the management of the current owners since May 1991.

Our clientele includes, but is not restricted to: -

- His Majesty's Royal Residence, Engabezweni;
- Her Majesty's Royal Residence, Ebhuhleni;
- The American Embassy;
- The British High Commission;
- Cadbury (Pty) Ltd
- Coca Cola Swaziland (Conco Limited);
- The German Embassy;
- The European Union;
- Central Bank of Swaziland;
- Nedbank (Swaziland) Limited;
- Standard Bank Swaziland Limited;
- First National Bank Limited;
- Swaziland Development & Savings Bank;
- The City Council of Mbabane;
- The City Council of Manzini;
- MTN Swaziland Ltd;
- Nampak (Swaziland) Ltd;
- Swaziland Meat Industries;
- Illovo Ubombo Sugar;
- Royal Swaziland Sugar Corporation;
- Swaziland Beverages Limited;
- Swaziland Posts & Telecommunications Corporation;
- Swaziland Electricity Board;
- Swaziland National Provident Fund;
- Swaziland Royal Insurance Company;
- Swaziland Sugar Association;
- Swaziland Water Services Corporation;
- Tibiyo Taka Ngwane.

Expertise

Employing an experienced and highly qualified team of technicians our expertise covers all facets of access control and electronic security.

Specific areas of expertise are the supply and installation of:

1. Access Control

- Blick, Impro, Softcon, Niagara Tridium, Babylon and Lattice Proximity and Biometric Equipment with Full Report Writing and Anti-Pass back function

2. Alarm Systems

3. Anti-Bandit Doors

4. Digital CCTV Surveillance Systems

5. Metal Detectors

- Walk Through and Hand Held
- 6. Revenue Parking**
 - Automatic Traffic Barriers
 - Ticket Dispensers
- 7. Safes**
 - Supply of Safes and Vaults
 - Time Delay Locks & Seismic Detectors
- 8. Security Access Doors**
 - Anti-Bandit Doors, Level 2 & 3
 - Interlocking Mantraps
 - Automated Sliding Doors
- 9. Speed Gates**
- 10. Turnstiles**
 - Industrial Full Height & Waist Height
 - Glass Waist Height
- 11. Trellidor Security Barriers** – Exclusive Distributor for Swaziland
- 12. Rapiscan X-Ray Machines** – Exclusive Distributor for Swaziland

Site References:

MTN Head Office, Ezulwini Valley – We have just completed the supply and installation of the full electronic security solution including CCTV, Access Control, X-Ray Machines and Intruder Detection all managed from a Control Room. MTN's remote sites at Sidwashini, Manzini, Matsapha and Phutfumani Building are monitored and controlled from Head Office via LAN networking and includes CCTV surveillance of the remote sites.

Central Bank, Head Office, Mbabane – In a joint venture with Engineered System Solutions (ESS) from South Africa we have recently embarked on the revamp of the entire security system for Central Bank Head Office including CCTV, Access Control, Fire Detection and Evacuation.

Nedcor - The installation of the entire security needs of Nedbank's Head Office in Mbabane, and all their branches including Access Control and digital CCTV surveillance.

Nedbank, Corporate Place – We were responsible for the move of the Main Branch to Corporate Place in Mbabane and supplied and installed their CCTV, Access Control, and Intruder Detection systems.

First National Bank – Access control for Head Office and their branches.

Standard Bank Swaziland Limited – Access Control for its Head Office incorporating 20 doors with full report writing capability. Digital CCTV Surveillance of all branches throughout the Kingdom.

Standard Bank Cash Centre, Matsapha – Through a JV with Engineered Systems Solutions (ESS), Swazitronix installed a fully integrated security system including 72 x cameras, 12 x biometric controlled doors, and intrusion and fire detection, all controlled from a manned Control Room.

Standard Bank, Corporate Place – We recently completed the supply and installation of the full electronic security needs for the bank, which includes 73 x CCTV cameras, Biometric Access Control of 18 x doors, and an Intruder Detection system all managed from a Control Room.

Happy Valley Resorts & Casino – The installation of Access Control for the new Casino including automatic Traffic Barriers at the main entrance and into VIP and Residence parking.

Manzini City Council – Card reader access control for their offices.

Swazi Plaza Properties – Full automated revenue-parking system including CCTV surveillance.

Tibiyo Offices, Johnson Street, Mbabane – Parking and Pedestrian Access Control including control of the lift and office doors.

Swaziland Development & Savings Bank – a full 29-door Access Control system covering their Engungwini and Mlunguziwendlovu Buildings (Head Office) includes CCTV surveillance.

Swaziland Electricity Company – Access control system involving 36 x doors including digital CCTV surveillance.

Swaziland Beverages – Full Access Control system with Time & Attendance software linked to their Payroll system. Also CCTV coverage of Production, Vehicle Loading, Accounts, Stores & Main Gate.

Swaziland Building Society – We recently completed the Access Control and CCTV requirements for Head Office, Mbabane involving 14 x doors (Biometric and Card Reader) and 26 x cameras.

Swaziland National Provident Fund – Full Access Control of their Head Office in Manzini.

Swaziland Posts & Telecommunications – The installation of a full Access Control system for the SPTC Head Office and Telephone Exchange.

Swaziland Royal Insurance Company – Full Access Control including vehicle Traffic Barriers.

Swaziland Examinations Council – A full Access Control and CCTV Surveillance system at the Head Office in Ezulwini

Ngwane Mills - Turnstile Access Control for their workforce, linked to the payroll system.

Swaziland Water Services Corporation – Staff and vehicle access control of the Ezulwini Head Office including alarm and Digital CCTV Surveillance.

University of Swaziland – Installation of the full Access Control requirements for the Kwaluseni campus, and High Speed Surveillance cameras covering the Examination Halls at Luyengo campus.

Current Projects:

Sikhuphe Airport – Swazitronix, in a Joint Venture with South African company Landis & Staefa, is responsible for the installation of the entire security system for the new airport including Access Control, CCTV, Fire Detection, Intruder Detection, and Evacuation all controlled from a centralised Building Management System.

Swazitronix is also supplying and installing all Roller Shutter doors and automatic Sliding Door systems at the airport.

As the Swaziland distributor for **Rapiscan Security Screening Equipment** (X-Ray Machines) we are responsible for all the new equipment for the airport.

Swaziland Revenue Authority – The Supply and installation of the Head Office Integrated Security Systems including Access Control, CCTV Surveillance and Intrusion Detection.

Annexure 2:

Radio Link Ltd

Radio Security Link Ltd. (Radio Link) was formed in 1989 and acquired by Secure Holdings in 1991. Other members of the Secure Holdings group include Guard Alert Security Services (Pty) Ltd and Cash Security Services (Pty) Ltd.

Originally a Guard and Alarm company, for more than 20 years Radio Link has focused on Alarm installation and monitoring, and complementary activities including Access Control and CCTV installation.

Alarm monitoring and reaction services are operated from control rooms in Mbabane, Manzini, Matsapha and Nhlanguano.

Since 2001 Radio link has been the agent for Tracker Stolen Vehicle Recovery and Fleet Management systems in Swaziland.

Services/Products offered include:

- Market leading **Access Control Systems** including IMPRO and PROXNET allowing PC Based Management Control, integration with Time Managed Control Systems and Integrated Salary Packages.
- Analogue and Digital IP **CCTV Systems**
- **Security Alarm Installations**
 - Wired and Wireless systems
- 24-hour **Alarm Monitoring and Reaction** with vehicles equipped with state of the art RF, GPS, GPRS and GSM technology for faster reactions to any emergency.
- **Accredited DStv Installer**
 - Residential and commercial installations
 - HD and XtraView
 - Installation training

Annexure 3:

Netstar Swaziland



Leaders in Vehicle Tracking & Recovery HISTORY

1.1.1 Background

GKR Netstar Swaziland was started in January 2011 to resume the rendering of services from Netstar Swaziland; one of the key objectives was to reinstate the services that all the Netstar Swaziland clients enjoyed. This exercise required the removal, refurbishment and sim swop of the tracking/fleet management device. This process has been successfully completed with more **than 900 clients over the past year.**

1.1.2 Business Address:

Unit E3, Printpak Square, Sheffield Road, Industrial Site, MBABANE – 24040946/76723325

...

1.1.6 Previous / Ongoing Contracts

World Vision, SWADE, Parmalat Swd, Swazi Observer, Logico..

Altech Netstar – Combined Profile

- Subsidiary of Altech Group
- Winner of Technology Top 100 Minister's Award for Excellence in 2007
- National footprint includes:
 - Head Office in Midrand, 14 Regional Offices
 - Over 115 Fitment Centres countrywide in Southern Africa:
 - Botswana, Namibia, Swaziland, Zambia, Mozambique, Zimbabwe & Ivory Coast
- 800 employees
- Subscriber base over 486 000 (+550 000) units
- 24/7 Operation Centre and after hours Technical Support
- 8 24/7 Control Centres within South Africa and 4 in Southern Africa
- Dedicated Ground Recovery Teams
- Largest Air Recovery Service – 36 aircrafts @ 12 airfields
- Recovered in excess of 40 000 vehicles, estimated value of E5 billion
- Average recovery time of 47 minutes
- Over 2800 arrests made

Altech Netstar – Swaziland

- 10 employees
- Subscriber base over 1150 units (from March 2011)
- 24/7 Operation Centre
- Dedicated Ground Recovery Teams
- Dedicated Air Recovery – Matsapha Airport
- Latest GPRS enabled Hi Site

WHY US ???

- Previous Franchise owner – liquidated, insolvent ... why???
- Head Office ... quick to respond, Botswana team sent in ...
- Challenges ... to overcome
- Good old fashioned service and professionalism
- Parent company is listed on JSE – E11 billion turnover

UNITS:

Vigil Unit is designed and manufactured in Africa **FOR AFRICA** ...

Mtn RSA sim cards ... Swaziland, Southern Africa seen as local charges ...

Driver ID tags, manage not only vehicles but people as well ...

Full set of generic reports ... Already done ...

Web based as well – view via any internet connection ...

Fleets may be setup to be allocated to different departments within the same company ...

In the event of primary power being cut or lost, the unit will report this event and immediately revert to back-up battery power ...

Two units fitted for the price of one ... SVR and FMS ... Additional stolen vehicle and recovery unit for added security ...

Altech Netstar units are approved by all major vehicle manufacturers ...

Free recover in any SADC country ...

Peace of mind ... monthly airtime ...

Dedicated team of Swazi's ...

Warranty give on our products ...

System proved and working Swaziland already ... As well as Africa ... System gives benefits from first day ... Cost savings ...

Insurance approved ... 15% discount ...