



HOW TSEBO HELPED ESTABLISH VAL DE VIE AS THE MOST SECURE LIFESTYLE ESTATE IN AFRICA

INTRODUCTION

During the early stages of establishing Val de Vie Estate – a global leader in luxury wellness estates – the developers realised that security was paramount to creating an unrivalled lifestyle offering where residents could live a carefree, luxurious life while participating in a range of activities from mountain biking to golf and equestrian sports, without concern about crime, or for their safety.

Val de Vie approached Thorburn Security Solutions, the Tsebo Solutions Group's protection division, to initially provide manned guarding that would evolve into increased technical and specialised security solutions as the estate was established and expands.

Thorburn Security Solutions is an industry-leading security services provider that offers integrated, intelligence-driven safety and security solutions through an advanced risk mitigation approach. Thorburn has an established reputation for risk assessment, safeguard evaluation and design as well as for providing holistic and integrated solutions.

CHALLENGE

The client specified that they required effective holistic security that progresses with an ever-changing risk environment. Thorburn also needed to convey a sense of safety while remaining unobtrusive so as not to compromise the serenity of the landscape.

The challenge was the sheer size and complexity of the estate. Aside from barrier protection for the 15.5 km perimeter and access control across six main points, Thorburn needed to provide 24/7 security for the housing, a hotel and spa, conference rooms and function venues, a retirement village, a preschool, restaurants and wine cellar, and retail facilities. The estate also included three wellness and lifestyle centres, equestrian facilities comprising 100 stables, a polo academy and fields. Also, a signature golf course, 300 hectares parks, fynbos and wildlife reserves, and farms and lakes across **917 hectares**.

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Even with all the complexities and extreme daily demands of such a huge dynamic and constantly growing estate, it remains a rewarding experience working with Thorburn Security Solutions.

Louis de Jager, Val de Vie Estate Risk Manager

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SOLUTION

Because Thorburn was involved at Val de Vie from its early days, they could **offer architectural design inputs**, to ensure the security systems were effective but unobtrusive, and consulted on the design of the gates as part of a total technology strategy.

Highly-trained and visible security staff create a friendly and efficient first point of contact when entering the estate and security guards patrol the interior and exterior of Val de Vie. Through consistent risk assessments Thorburn continually **upgrades and evolves its security offering** at Val de Vie to include the latest and best in technology and tactical security – operating 24/7, 365 days a year.

SCOPE OF SERVICES



Manned guarding



CiiMS cyber management



Speed-limit monitoring and enforcement



Tactical services



Network and wireless



Vehicle plate recognition technology



Dedicated armed reaction



Electric fencing



Contractor criminal record checks



CCTV and thermal imaging detection



Access control



Community safety involvement and intelligence



Intelligent video analytics



Roller shutter and spike technology



Facial recognition



Biometrics



Risk management



Intruder monitoring



Electronic scanning and decrypting of licences



Risk assessments



Guard Tech monitoring



Stress testing

BENEFITS

By conducting frequent risk-assessments, Thorburn has created a **holistic ever-evolving integrated safety and security matrix** that not only prevents unwanted elements from entering the estate, but also maintains control of unwanted behaviour within the estate.

Working in close partnership, Thorburn Thorburn assisted the client to create a security system and presence that works in the background **to maintain a lifestyle with true peace of mind.**



Expertise and experience

Thorburn is well-established and recognised in the estate landscape and has extensive experience and knowledge on how to manage and implement security across various layers, especially when it comes to safeguarding large, dynamic, and developing estate living establishments like Val de Vie.

Security in harmony with the environment

Through carefully designed security systems and implementation, Thorburn maintains a fine balance between stringent security, the aesthetics of the environment and the serene atmosphere at Val de Vie, to ensure that residents feel safe but not overwhelmed by their presence. **World-class security is key to the estate's success and is one of the reasons residents say they choose to live at Val de Vie.**

Single-point service provider

Thorburn is able to offer the client a full turnkey solution; from physical guarding to security monitoring, the provision of cameras and leading-edge technology, to maintenance and effective care of these assets. Thorburn prides itself in providing excellent, ever-evolving service and solutions.

Perimeter security

The perimeter security consists of a two-metre high fully electrified fence with anti-dig razor wire that acts as a base deterrent. Altogether, over 100 state-of-the-art thermal detection cameras are positioned at strategic points along the fence to monitor activity on the perimeter. The use of thermal detection allows the cameras to pick up difficult-to-see movement in dark, rainy or misty environments. Any breaches trigger an alarm and result in further investigation through a CCTV network and on-site patrol officers.



Access Control

Thorburn maintains friendly and professional access control through a number of measures:

- **Biometric access control** - Val de Vie Estate is one of the first estates in South Africa to implement biometric-access control measures to track the entrance, exit and movement of people through various areas of the estate.
- **License plate recognition technology** is linked to the central Western Cape database and helps to monitor suspicious vehicle activity.
- **Vetting and criminal background checks** on all contractors and service staff entering and exiting the estate. Restricted access times and areas for contractors and other controlled visitors – on a busy day more than **3000 contractors visit the site.**
- **CCTV** cameras monitor the six main access points.
- Residents need to **pre-approve guests** before they can enter the estate.
- Authorised tenants and resident's visitors are given a **personal access code** to gain access through the entry system.
- **Roller shutters and spike technology** can be enabled at all of the gates to ensure a total lockdown of the estate in the event of an emergency.
- Residents are safeguarded from unauthorised visitors via **automated booms** that control access to residential villages.

Dedicated site technicians

Teams of dedicated on-site technicians conduct regular preventative maintenance and are on hand to repair and upgrade the security systems as need be.

Tactical guarding

Skilled, well-equipped tactical teams equipped with handheld thermal cameras and trained dogs patrol the perimeter of the property 24/7 for immediate response to any fence and camera alarms. This in addition to response teams who patrol on the inside of the fence.

Preventative measures

Thorburn prides itself on regular stress testing where specialised tactical teams attempt to gain access to the estate undetected and unannounced. This is of enormous benefit to the client because it means that Thorburn's experts constantly pit themselves against their own systems, technology and internal and external security reaction times to ensure that they offer the most effective and best available security and technology.

RESULTS

Through an excellent relationship with the client – which functions as a partnership – Thorburn and Val de Vie work closely together to solve challenges, implement solutions and evolve security systems to stay ahead of risk factors. The ultimate result being that Val de Vie was voted the safest house in Africa six years ago and has maintained its standing as a safe and secure place for its residents to call home.



Safest House Award

Val de Vie was granted the Safest House in Africa award at the International Property Awards (2015) for its polo house.

Security scope:

- **917** hectares within the estate's perimeter fence patrolled 24/7
- **6** main access points
- **40** vehicle access, exit lanes and turnstiles
- **2 metre** high wrought-iron, full electric fence
- **15.5 km** perimeter with anti-dig razor wire and concrete plinths
- **Over 100** intelligent analytical thermal cameras
- **Over 240** optical cameras
- **2** armed 24/7 tactical teams, well equipped with trained dogs and handheld thermal devices
- **3** unarmed response teams on the inside of the perimeter fence
- **4** on-site, dedicated security technicians

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Thorburn's management has always maintained a philosophy of being in partnership with its clients and they value openness, transparency and honesty. Attributes, that I believe, enhance their relationship with Val de Vie and values that are often lacking when working with other large corporate security companies.

Louis de Jager, Val de Vie Estate Risk Manager

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