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GAP MANAGEMENT is proudly founded in 1999 and has grown into a dynamic and established foundation, delivering superior property and facility management on a global scale.

We are committed to the highest standards of ethics and integrity which has lead us to **BE THE BENCHMARK**

Our employees are the most valued assets of our company and are essential participants with a shared responsibility in fulfilling our mission.

**VISION**

We are committed to the highest standards of ethics and integrity. Our employees are the most valued assets of our company and are essential participants with a shared responsibility in fulfilling our mission.

**MISSION**

Supply fully trained and professional services of the highest quality for selected markets at affordable rates.

**MANTRA**

Be the Benchmark!
PROPERTY AND FACILITY MANAGEMENT AND MAINTENANCE

We value being a leading provider of highly skilled FACILITY and PROPERTY services in South Africa and abroad.

Specific maintenance include civil and structural, electrical, generator services, plumbing, plant maintenance and HVAC.

PROTECTION

Supplier of fully trained, professional security and protection services of the highest quality for selected markets at affordable rates and of superior quality.

DEBT COLLECTING

We maximise the return on any delinquent or bad debt portfolio by providing tailor-made recoveries / collections endeavors through strategic interventions that focus on each client / debtor, ensuring that we maximise the return of our stakeholders.

CLEANING

We value being a leading provider of highly skilled and trained COMMERCIAL CLEANING services in South Africa.

FIRE

GAP FIRE is part of the wide range established and quality GAP MANAGEMENT service bouquet that specialises in the design, supply, installation, commissioning and maintenance of both electrical and mechanical fire and related security systems & equipment.
PROPERTY, FACILITY MANAGEMENT AND MAINTENANCE

CIVIL AND STRUCTURAL

We provide innovative solutions to civil and structural needs that include:
- Tiling
- Painting
- Roof repairs and maintenance
- Floor and carpet maintenance

ELECTRICAL

Specialised care to electrical needs ensure full rounded solutions to your property or facility.
- Lighting maintenance
- Power circuits and distribution boards maintenance
- Cleaning of electrical rooms
- Electrical fence maintenance

GENERATOR SERVICE AND MAINTENANCE

Effective generator service and maintenance are key to any facility. Our high care and thorough approach ensure excellent service and control.

PLUMBING

We cover all plumbing needs, big or small to your property or facility that includes:
- Pressure jetting
- Attendance to water leaks

PLANT MAINTENANCE

We give additional care and specialization to different plant maintenance that include water plant maintenance like:
- Water sampling
- Water treatment
- Service equipment maintenance ie. pumps and control valves

HVAC

We supply the following HVAC services to our clients:
- Monthly servicing to specification
- Cleaning of filters and coils
- Re-gassing
- Supply of basic spares
- Building maintenance system and repairs

FACILITY MANAGEMENT

Gap Management specialises in the supply of office furniture together with innovative design solutions. Our services include office space planning and design, office refurbishment and relocations. Gap continues to be committed to delivering superior product quality along with excellent service.

Gap Management’s constant pursuit of excellence provides, installs and services refrigeration systems that are consistently superior in reliability, quality, efficiency and value. This has been aligned with Gap Managements aim to build mutually beneficial partnerships with our customers and suppliers through our professional service and dedication.
ALARM SYSTEMS

We supply entirely wireless, no trace removal, modular to any size building and totally independent from Eskom alarm solutions with a quality assurance.

ARMED RESPONSE

Our Armed Response measures will protect you 24/7. As soon as our alarm receiving centre gets the signal, we will be on our way, often reaching your premises before the Police.

ESTATE SECURITY

Your estate is secured with our security services that are closely supervised and supported by team leaders and managers. You will have the back-up of our highly professional security control room and management system providing state-of-the-art nerve centre technology and which is at the forefront of CCTV technology, supporting static- and mobile patrols in the estate.

INDUSTRIAL SECURITY

Agile and attentive, our specially trained security guards are dedicated to secure industrial or construction environments. We will work in tandem with CCTV surveillance cameras to supply cutting edge service delivery.
INVESTIGATIONS

We will investigate, covertly and discreetly until we identify the source of the problem. As well as tracing missing funds and assets, we will protect your brand’s intellectual property by going after product counterfeiters, tracing patent and trademark infringements.

RETAIL SECURITY

With our extended experience in retail with the Foschini group, we are your ultimate retail and commercial security solution. Our uniformed officers are skilled at dealing with large crowds in retail environments or evacuating entire shopping malls in an emergency. We also deploy covert store detectives, oversee control room operations, manage car parks and provide First Aid if needed.

DOG HANDLERS

Our dog handlers work with specially trained dogs and are very responsible in caring for the dogs and handling firm control. Our dog handlers work as a team with our highly skilled and trained dogs, helping to prevent and detect crime or protect your property.

OFFICERS

Our highly skilled security officers undergo a strict recruitment process to comply with any standard or challenge set by our clients.

You can rest assured that our security officers have contactable references, are polygraph tested, have formal qualifications, ITC and SAPS clearance and are even physical and ability tested before we apply them to your site specification.
Our dynamic and discreet workforce is ready-vetted and trained, to respond at short notice, be it for an exclusive launch, game, concert, festival or event with attitude.

**EVENT PROTECTION**

Our specially trained close protection specialists provide cover at any specific site or when acclaiming a mobile position.

**VIP PROTECTION**

Off-site real time surveillance is the answer to the protection of your company assets and the safety of clients at ATMs in our country.

**SECURITY MANAGEMENT**

Our solutions are innovative and technology based, ensuring we assist our clients to protect their assets in the most effective manner. Security Management Solutions make use of superb surveillance systems and the best monitoring technology with control rooms in all major cities. We believe in immediate reaction, ensuring that you can immediately recover.

**GUARDING**

Our guards have FULL PSIRA certification and adhere to governance, internal policies and standard operating procedures which have made GAP MANAGEMENT the global superior property and facility management establishment it is today.

**ACCREDITATION**

[ICASA, PSIRA, SAISSA, SABS APPROVED, PSSPE, Department of Telecommunications and Postal Services, Republic of South Africa logos]
COMMERCIAL CLEANING

CLEANING ENVIRONMENTS

GAP CLEANING will meet your most demanding cleaning requirements in the following site specific environments.

- COMMERCIAL CLEANING
  office blocks, banks, financial institutions

- INDUSTRIAL CLEANING
  ranging from heavy-duty vacuuming of factories to regular offices

- HEALTHCARE
  hospital cleaning, instrument washing

- EDUCATIONAL INSTITUTIONS
  schools, universities, colleges, training centres

- HOSPITALITY
  cleaning of hotels, resorts, casinos as well as housekeeping

- RETAIL CLEANING
  cleaning of common areas, large shopping centres, malls and specific retail stores

- TRANSPORT
  cleaning of airports, bus stations and train stations

COMMERCIAL HYGIENE

We value being a leading provider of highly skilled and trained COMMERCIAL CLEANING services in South Africa providing solutions to all commercial hygiene.

- DISPENSERS
  soap, safe seat, sanitizer, air freshener, paper towel, toilet tissue

- FEMCARE BINS

- ODOR PREVENTION

- WARM AIR DRYERS

- WATER COOLERS

- OZONE AIR PURIFIERS

- DEEP CLEANING
  cleaning of neglected places, shower drains, toilet pans and rims, cleaning of kitchen drains, hand basins

SPECIALISED SERVICES

GAP MANAGEMENT provides full cleaning solutions to ensure our client’s image is polished, and health and safety regulations are complied with.

- AUTOMATED OFFICE EQUIPMENT CLEANING

Automated office equipment cleaning service gets rid of dust, dirt and germs on your office equipment including computers, telephones, printers, display screens and fax machines.

- CARPET MAINTENANCE

- UPHOLSTERY CLEANING

- CEILING CLEANING

- KITCHEN DEEP CLEANING

- FLOOR CARE
  that include floor sealing of hard surfaces

- WINDOW CLEANING | HIGH ACCESS CLEANING

- PROJECT CLEANING

- ESCALATOR CLEANING

- ANTI-MICROBIAL FOGGING
  Anti-microbial fogging machines are
specialised air cleaners used to kill bacteria in the air within your buildings. Using air purifiers within your premises means you improve air quality and odour, as well as lowering absenteeism by minimising the spread of germs and disease through the air.

PEST CONTROL

GAP CLEANING also offers a diverse range of pest control services.

We pride ourselves in successfully protecting your business against unwanted and invasive pests without causing damage to the environment or employees.

MOBILE CAR VALET SERVICES

GAP MANAGEMENT uses innovative and efficient car wash technology that offers premium services whilst minimising the use of water, time, energy and space to our client’s entire car cleaning needs.

Our growing ‘footprint’ in South Africa includes all types of locations such as car dealerships, office parks, private business sites and more.

We offer our client’s the complete innovative mobile car cleaning solution without them driving one meter out of their driveway.

Our Eco Wash water-saving car wash equipment and products ensure a high quality car wash, using a unique Mobile Dispensing Unit (MDU) that fulfill your entire car cleaning needs.

The self-contained MDU includes all the necessary elements to ensure premium exterior hand car washes. The system does not have to be connected to water or electricity supplies, it is totally self-sufficient and is able to work all day without being refilled.

The MDU contains biodegradable products that are not harmful to the environment. It saves water by using a minimal 300ml of liquid instead of 250 litres used in conventional car washes. The units are fully independent and will not leave foam, water or dirt on the floor.

MOBILE TOILETS

GAP CLEANING also offers full solutions regarding hygiene supplying state of the art mobile toilet solutions.

We supply solutions to the following site specifications and support systems:
- INAUGURATIONS
- FUNCTIONS
- SPORTS EVENTS
- FILM CREWS
- FESTIVALS
- CONSTRUCTION SITES ACCREDITATION

GAP MANAGEMENT can provide services that are accredited with:

SAPCA

PCSIB

PEST CONTROL SERVICE INDUSTRIES BOARD

BE THE BENCHMARK
We can decrease and limit role rates in the various arrears / age cycles of installment / credit products by maximizing the utilization of our call center and well trained collection agents using strategic methodology to collect in the market.

CHARGE | POST WRITE-OFFS

GAP MANAGEMENT is excellently structured to recover charge-off portfolios with our specific strategies developed for different product portfolios provided by our clients. The recoveries are done through our call center infrastructure and decentralized staff should business dictate same.

We have experts who focus on specialised portfolios i.e. insolvent estates, deceased estates, unrealised property portfolios, home loan shortfalls, credit cards, personal loans, overdrafts, vehicle shortfalls, bridging finance etc.

VISITS

GAP MANAGEMENT has dedicated people in the field who visit clients to obtain documentation for affordability assessments, conclusion of repayment arrangements. If no affordability exist and no repayment arrangements can be concluded, we will obtain a power of attorney for our clients to realise fixed assets, saving time and unnecessary legal spend. Property assessments are done to allow our clients to make informed business decisions.

SECURITY REALISATION

GAP MANAGEMENT has infrastructure that can deal with any instruction to realise securities on behalf of our clients i.e. sending notifications to clients and realising policies, deposits, guarantees etc.

ACCREDITATION

NCR
National Credit Regulator
FIRE DETECTION

Addressable Fire Detection Systems
- Conventional Fire Detection Systems
- Heat Detection Systems
- Linear Heat Detection Cable
- UV/IR Flame Detectors

FIRE SUPPRESSION SYSTEMS

Fixed Gaseous Extinguishing
- Argonite
- FM200
- Novec
- Pyroshield
- Inergen
- StatX

FIRE SUPPRESSION

Fixed Water and Foam Extinguishing Systems
- Automatic Fire Sprinkler Systems (Commercial and Warehousing)
- Special Risks – High and Medium Velocity Deluge Systems
- Tank Systems (Various)
- Pump Panels (Various)
- Pump Houses (Various Pumps and Motors)
- Fire Hose Reels
- Fire Hydrants with Hoses
- Fixed Powder and Portable Systems
- Pyrogen System (HT Incomers)
- Fire Extinguishers DCP and CO2

FIRE SEALING

- Fire Stopping of Cable Entries
- Fire Painting of Cables in Transformer Bays and Sub-Stations
- Sealing for Room Integrity (Gas Suppression)

ACCREDITATION

ASIB

BE THE BENCHMARK
As organisational structures and operations become increasingly more complex the need to cope increases and subsequently creating an increasing demand for forensic specialists to assist with the identification of vulnerabilities. Implementation of proven preventable measures focusing on financial crime.

GAP Management forensic Services:
- Audits
- Consultations
- Investigations
- Laboratories
- Solutions

Experts in:
- Accuracy
- Auditing
- Investigations

Investigate - Detect - Report
- Asset misappropriation
- Bribery & Theft
- Corruption & Fraud
- Supply Chain Misadministration

Our highly professional teams is a variety of experts including: Corporate, Law enforcement, Government and Economists.

Other than being equipped with state of the art technologies our operational teams enjoy direct access to a dedicated support structure based at our head office. Our head office is equipped with resources required to facilitate metadata recovery, storage and verification which is supported by a rich skill set spanning in access of 20 years.

By applying an exploratory mind set and an out-of-the-box solution development approach we boast the ability to apply experience and technology to customer facing risks in order to create customer specific forensic solutions.

Our reactive and proactive forensic service offering currently present:
- Process analysis, audits & investigations;
- Specialist forensic accounting investigations;
- Accounting litigation support;
- Risk analysis;
- Lifestyle investigations;
- Metadata collection, recovery, storage & validation;
- Statutory compliance verifications;
- Law enforcement specialist support;
- Tracing witnesses and suspects;
- Taking statements and compiling affidavits;
- Polygraph examinations;
- Compilation of criminal and disciplinary cases;
- Development of forensic methodologies & operational plans;
- Solution development, testing & implementation.

All forensic activities are conducted within the perimeters and in total support of governing legislation.
PROTECTIVE GEAR

Gap Management is South Africa’s foremost supplier of protective gear for the safety of all security personnel.

Gap offers a wide range of safety wear built on a foundation of durability, quality and value, leading the industry in delivering functionally innovative gear. Our tactical gear is supplied by industry leaders alike throughout the world, ensuring that are the benchmark."
OUR CLIENT BASE
OUR CLIENT BASE

JONESI MALI

CSIR

GUBB & INGGS

TSHWANE TRUST CO. (PTY) LTD.

TRANSNET

public works

Department: Public Works
REPUBLIC OF SOUTH AFRICA

ATKV

Standard Bank

DHL

telecommunications & postal services

Department: Telecommunications and Postal Services
REPUBLIC OF SOUTH AFRICA

SHOPRITE

BE THE BENCHMARK
GOVERNANCE

- Strict Adherence To Company Standards
- AUDITS Quarterly Internal & Annual External
- Adherence To Governance
- Compliance To Internal Policies & Standard Operating Procedures
- Regular Meetings
- Bi-annual Performance Evaluation
- All In One Business Model
- Constant & Centralised Monitoring & Remote Personnel Management
- Daily, Weekly, Monthly & ADHOC Reporting

GOVERNANCE
VALUES IN EMPLOYMENT

Gap Management has a broad-based black economic empowerment recognition level of 100% and is a status level 2 company.

- **51% BLACK WOMAN OWNERSHIP**
- **EMPLOYMENT EQUITY**
  - 78% of the inspectors are historically disadvantaged individuals.
- **MANAGEMENT**
  - 50% of the Regional Managers are historically disadvantaged individuals.
- **PSIRA GUARDS**
  - 94% of the caretakers and PSIRA Guards are historically disadvantaged individuals.
VALUE ADDITIONS

- Progressive Participation
- We are proud of our 100% client retention rate
- Ownership
- Public sector & trustees participation
- Specialist distressed property management
- Strong communication
- Constant research & development
- Comprehensiveness product & service bouquet
- Management availability
- Proven track record
GAP Management is inspired and dedicated to investing in South Africa’s future.

This intent is clearly demonstrated in our commitment to human resource development and donations to many institutions focused on less fortunate individuals, especially women and children.

Our commitment to corporate responsibility does not end with mere donations, but we are pro-actively involved in organising fundraisers, approaching sponsors and raising awareness.

- Ongoing sponsorship of sport development in the Eastern Cape with the focus on rugby in historically disadvantaged communities by ways of the GAP Challenge.
- Donations towards abused children care in conjunction with ABSA.
- Ongoing support to Thembisa West Secondary School in conjunction with ABSA.
- Donation of houses in Motherwell and Dimbaza to the Premier of the Eastern Cape in support of the ‘Project of Hope’ campaign.
- 10 disadvantaged schools were sponsored with full rugby kit for their rugby teams.

- Donations are made to the Eastern Cape Children’s Home on a continuous basis.
- Sponsored the Youth Day celebrations at Humansdorp during 2006.
- Provided financial assistance to the Child Welfare Organisation in Humansdorp.
- Provided food and clothing to the Missionvale Community during the 2006 floods.
- Monthly donations to the Aids Haven in Salsoneville, Port Elizabeth.
- Sponsored the Soutpan Primary School Family Day.
- Continuous donations to Albino’s Medicine, Port Elizabeth.
- Donation of a DSTV decoder, satellite dish, installation and monthly subscriptions to DSTV
- Bethelsdorp Children’s Care Centre (Children affected with Frederick’s syndrome).
- Donations towards the Machui Primary School Fund.
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