

# FACE OF THE COMPANY



STRONGER \* SAFER \* TOGETHER

[www.trss.co.za](http://www.trss.co.za)

086 111 4021

2020 ed.

# IMPORTANT CONTACT NUMBERS

## EMERGENCY CONTACT NUMBERS

In case of an emergency please use the following numbers:

CONTROL CENTRE:	086 111 4021 / 011 708 0193 / 011 708 0127
TRSS HEAD OFFICE:	086 111 4021 / 011 708 1895
MEDICAL: ER24:	084 124
MEDICAL: NETCARE911:	082 911
NATIONAL POLICE:	10111

WE WOULD LIKE TO THANK ALL OUR CLIENTS FOR THEIR CONTINUED SUPPORT. IN ORDER FOR US TO PROVIDE A BETTER SERVICE FOR YOU, PLEASE FIND CONTACT DETAILS PER DEPARTMENT AS LISTED BELOW.

## CONTROL CENTRE

TRSS CONTROL CENTRE IS THE HEART OF TRSS REACTION. OUR CONTROL CENTRE IS 100% SAIDSA COMPLIANT.

The control centre is a complete system with redundancies and back ups, and is staffed by highly trained and dedicated controllers. The centre is FULLY secure and bomb proof to ensure your continued safety, with dual interlock electronic access control, a 30 strand perimeter fence and CCTV. Constant communication with all reaction officers and infield management is achieved by a controlled switchboard, voice recording and caller ID.

### CONTROL CENTRE TEAM

Control Supervisors: 086 111 4021 (Ext: 2130)



**JOHN**  
086 111 4021 (EXT 2128)  
control@trss.co.za

## REACTION DIVISION

TRSS 24HR ARMED REACTION STAFF STAND OUT ABOVE THE COMPETITORS FOR THESE SPECIFIC REASONS:

- Continuous staff training – firearm, self-defence and defensive driving
- Dedicated armed response vehicles to your suburbs
- Low client to vehicle ratios of 1/250 (competitors 1/750)
- Stringent hiring procedures through our in-house HR (Human Resources Department)

### REACTION TEAM



**REACTION MANAGER: RIAAN**  
011 708 1895 (EXT 2031)  
reactionmanager@trss.co.za



**REACTION ADMIN: VANESSA**  
011 708 1895 (EXT 2033)  
reactionadmin@trss.co.za

## SALES & MARKETING DIVISION

TRSS Reaction aims to deliver only the best service to our clients, therefore we have our own fully trained sales team ready to help you join the TRSS family.



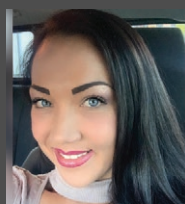
**SALES MANAGER: NEVILLE**  
011 708 1895  
salesmanager@trss.co.za



**SALES COORDINATOR: BRANDON**  
011 708 1895  
salescoord@trss.co.za



**CLIENT LIAISON: LELANIE**  
011 708 1895  
clientliaison@trss.co.za



**MARKETING COORDINATOR: OZANNE**  
011 708 1895  
marketing@trss.co.za

## ACCOUNTS DIVISION

AT TRSS REACTION WE HAVE OUR OWN IN-HOUSE, FULLY TRAINED ACCOUNTS DEPARTMENT. THEY ARE READY TO HELP YOU WITH ANY FINANCIAL QUERY.

Our accounts department is segmented according to your surname. Please take note of the corresponding contact number below:

### ACCOUNTS TEAM

A - B:	086 111 4021 (Ext 2105)	accounts2@trss.co.za
D - K:	086 111 4021 (Ext 2106)	accounts3@trss.co.za
P - T:	086 111 4021 (Ext 2108)	accounts5@trss.co.za
C - F:	086 111 4021 (Ext 2110)	accounts7@trss.co.za
M - N:	086 111 4021 (Ext 2111)	accounts8@trss.co.za
P - T:	086 111 4021 (Ext 2113)	accounts10@trss.co.za
L - O:	086 111 4021 (Ext 2104)	accounts12@trss.co.za
S - Z:	086 111 4021 (Ext 2107)	accounts14@trss.co.za



**HEAD OF DEBTORS: LIESEL**  
011 708 1895 (Ext: 2104)  
accounts1@trss.co.za

## TECHNICAL DIVISION

AT TRSS REACTION WE AIM TO DELIVER ONLY THE BEST SERVICE TO OUR CLIENTS AND A FULL SECURITY SOLUTION. we have our own in-house fully certified and accredited SAIDSA Technical Division. so you, the client, receive the best of services.



**TECHNICAL MANAGER: LEE-ANN**  
011 708 1895 (EXT 2025)  
techmanager@trss.co.za



WE OFFER A WIDE RANGE OF PRODUCTS AND HAVE SPECIALISED TECHNICIANS ON HAND FOR INSTALLATIONS.

## GENERAL MANAGEMENT & PUBLIC RELATIONS

At TRSS Reaction we aim to deliver only the best service to our clients. If you have any queries or complaints, please call our customer care department on the below:



**GENERAL MANAGER: LEE-ANN**  
011 708 1895 (EXT 2004)  
leeann@trss.co.za



**PUBLIC RELATIONS: JADE**  
011 708 1895 (EXT 2006)  
pro@trss.co.za

## SPECIAL PROJECTS

THE OBJECTIVE OF TRSS SPECIAL PROJECTS IS TO PROVIDE DEDICATED COMMUNITY SECURITY TO NEIGHBOURHOODS. SPECIAL PROJECTS IS AIMED AT REDUCING CRIME THROUGH SPECIFIC MULTI-FACETED SECURITY OPTIONS. SPECIAL PROJECTS' KEY STRATEGIC AREAS INCLUDE:

- Ensuring the safety and security of communities and its residents, achieved by assessing, developing and implementing tailor-made crime prevention and community security projects,
- Creating sustainable communities, achieved by partnership building, developing a joint approach to community security and creating strong relationships,
- Establishing community support by providing tailor-made solutions, expertise and specialised support.



**HEAD OF SPECIAL PROJECTS: JUSTIN**  
011 708 1895  
specialprojects@trss.co.za