

Capability Statement



Intelligent.
Agile.
Strong.
Collaborative.



**“It’s the quality
of our thinking,
on every level,
which sets us
apart.”**

Company Overview

ESS is an Australian owned, national company that specialises in providing end-to-end security services.



Founded
2006



Australian
owned &
operated



A1 24/7 Security
Operating
Centre



550+
Security
Professionals



AU & NZ
Reach



National Fleet
that reaches all areas
of Australia
Deployed 7 Days
a Week



Innovation is the
cornerstone of
our operation

We deliver guarding, mobile patrols, armed services, customer service, crowd control and electronic security solutions supported by our state of the art Grade A1 Security Operations Centre (SOC). Underpinning our services is our Risk Advisory and consulting team of experts who provide bespoke security solutions.

It's the quality of our thinking, on every level, which sets us apart. Our clients appreciate our thoughtful approach; thinking things through from every angle to provide not just the best security, but the best service.

In every relationship, we believe in collaboration, communication and care. We work together, both as staff members who support one another, and as partners with clients who value the way we align with their brand. By putting people first, we become a part of people's lives.

Our business and our individuals share a sense of strength, which is why so many rely upon us as a trusted choice. With years of experience, industry respect and a large workforce, we're known for being an established and robust choice.

ESS is committed to corporate social responsibility and have a strong commitment to making a real difference in the communities we serve. We are proud of our meaningful Indigenous engagement through our affiliation with Elevate Security (a Supply Nation registered company) and our diverse workforce. Furthermore, we continuously take steps to lessen our impact on the environment.

OUR REACH

ESS operates across
Australia and New
Zealand. 365 days
of the year.



Solutions for every situation

On-site, remote or mobile, ESS deploys a combination of services, tailored to each client's needs. **These include:**



Guarding

- > Static guards
- > Armed guards
- > Gatehouse
- > Events
- > Loss prevention
- > Car park management
- > Logistics



Concierge

- > Corporate concierge
- > Customer service officer
- > Hotel concierge
- > Security concierge
- > Front of house host



Monitoring

- > ASIAL A1 graded
- > Alarm monitoring
- > CCTV monitoring
- > Duress monitoring
- > Virtual concierge
- > Virtual patrols



Electronics

- > Alarm
- > CCTV
- > Access control
- > Maintenance
- > Automation
- > Integration
- > Technical support



Mobile Patrol

- > National Mobile Patrol Fleet
- > 24/7 alarm response
- > Trespasser removal
- > Secure escort services
- > Welfare checks



Risk Advisory

- > Security consulting
- > Risk assessments
- > Emergency management
- > Counter terrorism planning
- > Corporate training
- > Business & continuity planning (threat prevention and recovery)



INDUSTRIES WE SUPPORT

Commercial

Buildings, Shopping Centres, Business Parks, Warehouse Facilities, Corporate Offices, Facilities Management, Owner Operated, Body Corporate.

Retail

Supermarkets, Chemists, High-end Boutiques, Jewellers, Big Box retail, Department Stores, Convenience, Specialty

Education

Universities, TAFE, Secondary Schools, Private Colleges, Independent Education Providers.

Hospitality & Events

Event Spaces, Sporting Venues, Restaurants, Bars, Gaming Venues, Entertainment Venues, Function Centres and Recreational Centres.

Industrial & Construction

Manufacturing, Construction Sites, Food and Beverage, Pharmaceutical, Transport, Mining and Distribution Centres.

Government

Council Buildings, Parks, Public Toilets, Libraries, Sports and Recreation, Major Events, Arts Venues, State and Federal Government assets.



Our Integrated Model

WHAT ARE THE ADVANTAGES OF CHOOSING ESS?

01 Cost Reduction

We continuously identify areas for creating greater efficiency, both in preventing incidents and through the use of technology to lower resource demands and security costs over time.

02 Compliance

We strictly adhere to a comprehensive compliance and governance framework to ensure that all services meet regulatory requirements and standards.

03 Technology

Leading technology drives our systems and our service, providing modernised platforms to monitor and analyse your security environments with the greatest possible supervision.

04 Efficiency

Through our end-to-end service offering, we find better and more efficient ways of working. Our data-driven integrated services model proactively identifies areas of improvement.

05 Risk Management

Our expert in-house risk advisory team works to reduce the risks faced by our clients by establishing a strong security framework both now and into the future.

06 Central Management Model

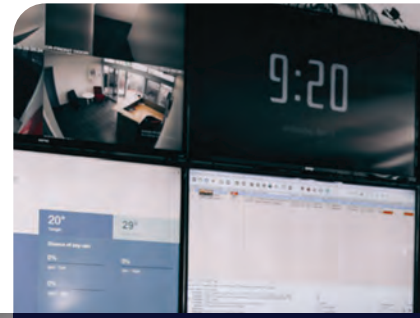
Our dedicated account management structure provides a central point of contact for all security services, making it easier for our clients to manage the security category.

THE ULTIMATE LEVEL OF ACCREDITED SECURITY IN AUSTRALIA

ESS's Security Operations Centre (SOC) is certified as A1 graded (the most secure grade of alarm monitoring under Australian Standard 2201.2-2001) and audited annually by the Australian Security Industry Association Limited (ASIAL).



Technology enhanced security



Body Worn Cameras

Body worn cameras increase the overall security and safety of staff and visitors on site.

Our body worn technology captures live audio and video recordings of interactions between our staff and the public providing you with detailed evidence of incidents.



Virtual Patrols

Viewing pre-determined cameras at set periods throughout the day/night reduces the need for physical mobile patrols. Verifying security breaches remotely reduces false alarms, saving time and resources.

A1 Graded Security Operations Centre (SOC)

With its state of the art equipment and highly trained operators, our SOC is A1 certified (the most secure grade of alarm monitoring).



Remote Guarding

From our SOC, we can remotely manage access control and have the ability to manage and remotely access your site after hours so you don't have to.

Duress App

A smartphone app (with separate wearable panic button) that enables 24/7 monitoring, real-time tracking, instant duress/man-down/SOS alerting, check-in timer, and live video verification, all linked to our SOC.



GUARDING SOLUTIONS

Static Guarding

- › Our static security guards ensure your people feel safe

Responsible for the protection, safety and wellbeing of your assets and people, our guards proactively look for suspicious behaviour and respond to threats.

Customer Service and Concierge

- › The face of your business

Make a positive first impression of your brand and business with well-presented customer service and concierge personnel.

Armed Security Guards

- › Armed security guards for high-risk environments

Highly trained armed security personnel provide an effective, visible deterrent and protect your highly valued assets.

Loss Prevention

- › Loss prevention and protection specialists

Our uniformed or plain clothed loss prevention personnel work across the retail industry and are trained to identify shoplifting trends and implement shrinkage reduction solutions.



MOBILE PATROLS

Real Time Incident Reporting

- › Delivering actionable insights to keep your business running

Real time incident reporting allows you to respond immediately to incidents. Our advanced technology provides our clients with critical information when they need it.

National Coverage

- › Ability to service all points of Australia

Our nation-wide presence allows us to service locations across Australia. We provide mobile patrol services in all major cities.

Vehicle and Guard Tracking

- › Providing full transparency and accountability for our services

Each of our patrol cars is equipped with GPS tracking and our patrols carry PDAs which are tracked, allowing us to dispatch security patrols and monitor mobile patrols in real-time on your sites.

Alarm Response

- › Our technology ensures the timeliest response

Our patrol dispatch system is integrated with our SOC which automatically locates and directs the nearest patrol vehicles to your site, ensuring a time-sensitive and effective response.

Safety & Risk Management – a Priority

At ESS, we always put safety first. With a dedicated OH&S and risk team, we complete Security Risk Assessments at every site, detailing security-specific risks, current controls and any recommendations.

Well-trained operators

All ESS personal receive thorough training, including a robust onboarding program, ongoing refresher courses and regular toolbox talks. Here is just a sample of the training we cover:

- > First Aid and CPR, Mental Health First Aid
- > Working with young people
- > Managing emergency situations in places of mass gathering
- > Fire warden training
- > Sexual Harassment
- > Security Systems
- > Armed Guard
- > Diversity and inclusion training (in line with our strong focus on diversity and creating a safe and equitable workplace for all).
- > Leadership and Management
- > Concierge and Customer Service training
- > Lockdown and emergency response
- > Active Shooter

Data Driven Compliance

At ESS we have implemented state of the art technology to ensure compliance with all Australian standards and laws. Using the latest software, we are also able to monitor important OH&S considerations such as fatigue management and welfare checks.

Examples of this software are:

- > **Workforce management system** – a mobile workforce management platform, to manage all staff rostering, attendance and well-being.
- > **Compliance system** – software providing best practice compliance for Security License and Working with Children checks, VIVO and Crowd Control.

Security Awareness Training for our Clients

ESS provides customised security awareness training programs for our clients. Your vigilant staff will be more likely to notice suspicious activity.

“Effective security is about staying one step ahead.”

We invest in valuable technology because we value people. We train hard to provide an effortless experience. And we bring a personal touch to a professional approach. We keep people safe.



“By crafting a tailored approach to our customers’ needs, we deliver a service which is appropriate and accountable. In a world of increasingly unexpected threats, it’s our agility which keeps us ahead of the game – and keeps people safe.

Our experience brings insight; our technology brings efficiency; and our detailed processes bring peace of mind.

We keep people safe.”

ESS Executive Security Solutions

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