

# Resource Security and Training Australia Pty Ltd



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## Capability Statement

Resource Security and Training Australia welcomes the opportunity to present our capability statement to current and potential partners and customers alike. Our approach in all our dealings is and will always be to achieve excellence, eradicate liability issues, provide high quality security services and comprehensive professional security solutions. From every inception we promise to deliver a single source security solution combined with quality client care across a wide portfolio of services. In many instances we have unfortunately seen customers being left short of their expectations, by other security companies – we aim to change this. Resource Security and Training Australia will offer the very latest technology, cross trained and multi-skilled security staff and afford our clients the best standards in the industry. We also know and anticipate that potential threats exist both internally and externally.

We look forward to a favorable review of Resource Security and Training Australia's capability statement and would appreciate the opportunity to earn your business. Also we would be pleased to share with you our vision to build successful business relationships with your organisation at any time and will reveal our pool of resources to ensure business continuity, provide information on our services, compliance, quality, pricing etc.

Trusting we may be of service,

Sincerely,

A handwritten signature in black ink, appearing to read "Michael Dunne", is written over a light blue circular background.

Michael Dunne



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## Company Overview

Resource Security and Training Australia is a privately owned and operated security company based in Brisbane and is rapidly becoming one of the most sought after specialists in Queensland. Resource Security and Training Australia was formed resulting from an industry needs analysis demonstrating a deficiency of highly qualified security operatives. Resource Security and Training Australia is taking the key role in enhancing the provision of service and effective deterrence in protecting your business and property. All our services extend from the company's proven methodology and principles ensuring precision, high quality and expertise, attentive and personalized service. Our broad range of security services have been selected to represent our particular expertise and include the following:

- Security consulting and management;
- Security training from Cert. II through to Diploma;
- First Aid, fire, evacuation and response training;
- 4WD awareness and fatigue training;
- Security investigation;
- Risk identification and management;
- First aid and emergency management;
- Customer service and concierge security;
- Gatehouse operations (specialising in mining);
- Radar and speed checks;
- Drug and alcohol testing;
- Static guard services;
- Event management;
- Crowd control operations;
- Defensive tactics training.

**Through our diversity Resource Security and Training Australia can also offer Professional Planning or Advice and are prepared in developing a new service where a specific need is identified.....**

Resource Security and Training Australia extends its services to: - Government Institutions, Corporate Facilities, Critical Infrastructure Sites, Mining, Maritime, Shopping Centres and Specialised Events. Resource Security and Training Australia is a fully licenced security company carrying all the required professional certifications necessary to provide the agreed protection services for your premises.

Security Firm's Licence No. 3549723.

Our security officers are also individually certificated in respect of the provision security and protection services, pursuant to the security industry's regulations, and conform to our companies' continuous improvement methodologies. We are blessed with a very diverse team and all move forward toward the one set of expectations.... assisting our valued clientele.

### **Mission Statement**

In executing our commitment Resource Security and Training Australia strive to provide comprehensive quality advice and service at all times. We will supply and deliver well trained and client focused committed security professionals. We also aspire to provide support to our employees' personal career options and goals.



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## **Strategic and Goal Statement**

- To exceed our customers' expectations;
- To plan and control all activities that impact quality;
- To establish measurable goals and objectives that support continuous improvement;
- To practice proactive defect prevention;
- To provide the resources necessary to meet our objectives;
- To continuously increase our knowledge.

## **Our Achievements**

Resource Security and Training Australia has established a bench mark standard in the security industry. Our repeat business and client referrals are a testament to our achievements. Long term client relationships with all services delivered in a reliable, professional manner, quantifiable and mutually beneficial.

All our clients know they can trust Resource Security and Training Australia's services.....and this is foremost in our business philosophy.

## **Our People**

At Resource Security and Training Australia we recognize the importance of client satisfaction and know our staff are a direct reflection of your business and ours.

Resource Security and Training Australia ensures their staff are paid above the industry standards and that employment conditions attract the highest caliber people and motivate them to deliver an extremely high quality of service. We know our staff are our biggest asset so strive to provide a greater and more productive career path than other companies. Our staff retention is evidence of our ability to provide an enjoyable working environment. To benefit our clients we make sure all our staff apply detail, have hands-on experience and are 'fit for their role'.

Our company director Michael Dunne has an impressive history spanning over fourteen years of Security Management, Human Resource Management and Business Development experience and unsurpassed administrative skills. Due to his result-oriented skills, safe practices and accurate assessments he has been engaged to manage and provide training to all forms of Security Organisations ranging up to a national level. Michael forges a reputation amongst clients and employees who hold him in high esteem.

## **Our Training**

In appreciating the value of a "Continuous Improvement Culture" Resource Security and Training Australia train our staff in a variety of areas through our RTO. Our knowledge, expertise and guidance is unparalleled and we know, training plays an important part in enhancing our staffs experience. Due to the ever changing standards in today's workplace we have confidently adapted our delivery styles and techniques to suit both our staff and client. All of our staff must complete the following training: -

\* Personnel undergo additional in-house training in communication, conflict resolution, day-to-day operational training and Certificate II and III in Security Operations. Inclusive to this staff receive improvement training in their specialised area for example: medical response, security house operations, customer service officer and cash-in-transit to name a few. Staff members are also subject to eligibility testing and receive a workbook and questionnaire on a monthly basis on various relevant industries and legislation and on-site operations and evaluation testing.

\* Management are required to complete the Diploma in Security and Risk Management. We evaluate our managers and their credentials and experience must attest to their position.



- Resource Security and Training Australia's consultants are respected leaders in their field and hold all necessary qualifications to manage and deliver our services.

### **Our Business Continuity Management**

Resource Security and Training Australia understands the importance of Business Continuity i.e. being able to continue to operate effectively in the event of a major incident or disaster. To prevent the effects on your organisation's ability to keep working or to maintain order and safety. Resource Security and Training Australia is dedicated to being prepared and have detailed emergency procedures in place. Emergencies can take a myriad of forms such as the possible event of fire, union strikes, bomb threats or workplace accidents, you can be rest assured with the Resource Security and Training Australia team of professionals looking after your organisation.

### **Our Risk Management**

Strategic risk management is the result of risk assessment in conjunction with our consultation and recommendations. Resource Security and Training Australia has extensive experience in this vital area in developing the necessary framework and consultative arrangements required to deliver and foster risk management, ensuring your organization complies with its risk management obligations and security issues.

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Should you have any further enquiries, please do not hesitate to contact us.....

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