

Capability Statement

13 Feb 2018

PROSEK SECURITY PTY LTD



INDUSTRIES SERVED

DEFENCE

MANUFACTURING

CONSTRUCTION &
ENGINEERING

LAND &
AGRICULTURE

RAIL

STEEL

HEALTH

RETAIL, TRADE AND
OTHER SERVICES

PROFESSIONAL
SERVICES

IT &
COMMUNICATIONS

MINING

OIL, GAS & ENERGY

TRANSPORT

WATER

Company Details

Address: Unit 12, 14 Activity Crescent
MOLENDINAR QLD, 4214 Australia

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Web: www.prosek.com.au

ICN Gateway Company ID: 121518

Employees: 200

ABN: 48 099 438 918

Works in Remote Locations: No

Australian Indigenous Owned: No

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Prosek Security delivers comprehensive security services that cut across your business systems and procedures – from the concierge, customer service, to back-of-the-house operations like logistics and warehousing – so you can focus on growing your business. We employ a proactive approach by deeply understanding your priorities, carrying out risk reduction methods, and adopting up-to-date industry techniques and technologies to ensure optimum protection for your assets, staff, and clientele. The value Prosek provides is a balance of security and great customer satisfaction that will help attract new business opportunities and nurture trust and loyalty among your current clientele.

Summary

Prosek Security, an Australian owned and operated company, is committed in providing you with quality security services and in supporting your customers with a first-hand understanding of the complexities of managing large-scale safety risks. Our team has 80 years of combined experience in delivering seamless and professional security services. Our in-depth knowledge in all facets of the security industry coupled with a hands-on approach makes us a reliable choice for security systems management. We value

honesty, integrity, and transparency in serving our clients. We will build a partnership with you, making sure that security is delivered within the context of your branding and business objectives. We prioritise the professional development of our staff. We provide all our employees with training that are relevant to their position requirements. Ongoing training keeps them abreast with innovative security management solutions and builds their capacities to meet any client demand.

Description

Prosek is an established, qualified and reputable company delivering results for clients based on a commitment to customer service and compliance with all standards. We do not just provide security guards. We partner with you to create a full risk management plan that would equip your whole workforce in reducing risks and losses which will allow you to boost your company revenue. Since our incorporation in 2002, we have defined and strengthened our services by offering new and innovative operations. Our

extensive experience in the industry and deep understanding of your priorities makes us the best choice for Australia's most recognised businesses – from major corporations, governmental facilities, commercial and industrial enterprises, to accommodations and estate residences. We understand that your businesses, regardless of industry, may have different security needs but ultimately have similar outlook – having a clientele

that is fully satisfied with your products/services and maximizing the growth of your business. That is why we offer you the same level of professionalism and excellent service as we would to all our clients – regardless if you're a small start-up business or a huge well-established corporation. We exercise full support from the beginning up to the end of our contract. We take time to thoroughly assess your current issues and your long-term goals for your business so that we can perfectly match our resources and capacities to your needs and deliver the most favorable outcome.

What exactly will you get when you work with Prosek?

Cooperation

We'll conduct extensive consultations with your management and executives to for us to understand your expected performance, presentation, interaction with your clientele, responses to situations, and desired results.

Preparation

An initial risk assessment will be undertaken to identify and address any potential hazards that may exist.

Competence

You'll get the chance to work with our highly competent team of security officers who were subjected to one of the most rigorous training program in the country. They are trained to take on a range of roles including loss prevention, concierge and customer service, static guarding, mobile patrols and alarm responses, control room operation, first aid medical response; and specialised services like VIP protection, armed security, K9 handling, traffic control, and drug and alcohol testing.

Professionalism

Our personnel have the communication and interpersonal skills to engage your workforce and clientele. They have the appropriate attitude needed to provide quality customer service and adapt to different challenges and situations.

Transparency

The Guard Verification System that we utilise will allow you to fully monitor the whereabouts and activities of our security officers and measure our company's performance. It generates reports that show electronic date and time stamps and records of any incident that will be sent daily directly to your email.

Coordination

We provide real-time data reporting using a cloud-based reporting system. It ensures that security issues are identified and responded in a timely fashion. Our officers utilise handheld reporting tools that capture photos, voice, and text anytime, anywhere. Report details are attached in a customisable form which can easily be shared and forwarded via email, printed or integrated with other systems.

Credibility

Prosek is duly accredited and certified for Quality Management System (IOS 9001-2015), Environmental Management (IOS 14001.2015) and Occupational Health and Safety System (AS/NZS 4001.2001). We have a successful track record in meeting and exceeding customer expectations while delivering results within a challenging security environment.

Adaptability

Our current operational methodology is based on best practices in the security industry with a flexible approach towards meeting your expected outcomes.

Industries Served

- > Defence
- > Manufacturing
- > Construction & Engineering
- > Land & Agriculture
- > Rail
- > Steel
- > Health
- > Retail, Trade and Other Services
- > Professional Services
- > IT & Communications
- > Mining
- > Oil, Gas & Energy
- > Transport
- > Water

Products & Services

- > Concierge and Customer Service Personnel
- > Secure Logistics and Transport of Valuables
- > Mobile Patrols
- > Security Officers
- > Crowd Control
- > K9 Units and Handlers

Accreditations

- > NSW Master License
- > QLD Security Providers License
- > AS/NZS ISO 9001:2015 - Quality Management Systems
- > AS/NZS 4801:2001 - Occupational Health and Safety Management Systems
- > ISO 14001:2015 - Environmental Management Systems

Previous Significant Projects

2014

**Construction Plant
\$250,000**

Client: Downer EDI Rail

Supply of static guards, gatehouse operators and mobile patrols to the Downer site.

2013

**CCTV Operation
\$500,000**

Client: Moreton Bay Regional Council

Supply of CCTV operators to Moreton Bay Regional Council Safety Camera Network.

2013

**Hotel Security
\$250,000**

Client: Mantra Sierra Grand

Supply of static security to the Mantra Sierra Grand Hotel on the Gold Coast.

2012

**Shopping Centre
\$250,000**

Client: McWhirters Retail

Supply of static guards and mobile patrol services to the McWhirters Shopping Centre.

2002

**Retail Outlets
\$4,000,000**

Client: ALH/Woolworths Group

Supply of static guards and crowd controllers to multiple retail outlets and licensed premises across Queensland.



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