

# ALLIED SECURITY MANAGEMENT

Capability Statement  
[alliedmanagement.com.au](http://alliedmanagement.com.au)





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## About Us

Allied Security Management is an independent business within the Allied Group of companies.

We deliver superior protection services across Australia. Offering everything from security personnel to risk management services, from electronic security to mobile patrol and response services.

We utilise breakthrough technologies, compliance reporting systems and our 24/7 National Operations Centre. Our ongoing commitment to service, risk mitigation, compliance, governance and transparency is the foundation of ability to provide solutions to our clients.

It is this commitment that drives our rapid growth. Since the company's inception in 2016, we now employ over 250 staff and have offices in the eastern seaboard states and Western Australia. We are well equipped to provide you with standout service without exception.

### Company Details

Company Name	Allied Security Management
Legal Name	Allied Security Management Pty Ltd
ACN/ABN	76 169 557 493
Date of Incorporation	2013
Address of Registered Office and Principal Place of Business	19/55-61 Pine Road, Yennora NSW 2161
Postal Address	PO Box 140 Bankstown NSW 2200
Telephone	(02) 9601 0368 or 1300 003 456
Facsimile	(02) 9601 0369
Email	info@alliedmanagement.com.au
Number of Employees	250+
Interstate Offices	Melbourne, Brisbane, Perth



## What We Do

Allied provides a comprehensive range of security services nationally.

We are licenced to provide security services in every state and territory. Our head office is located in Sydney, with state offices in Brisbane, Melbourne and Perth.

Our National Operations Centre supports our services,  
24 hours 7 days a week.



The key functions of our National Operations Centre are to:

- Provide an afterhours contact for our staff and clients
- Be the point of contact for emergencies
- Liaise with emergency services if and as required
- Provide shift coverage afterhours as required
- Manage surge and urgent adhoc service requests

We are proud to have achieved Quality Assurance Accreditation ISO 9001:2015, Safety Management Accreditation AS/NZ 4801:2001 and CM3, and Environmental Management Accreditation ISO 14001:2015.





## Our Commitment

Our quality and ongoing training programs are unparalleled in the Security industry.

We ensure the service provided to every client exceeds expectations through the recruitment and selection of the right staff by client requirements and location.

## Our Performance

We offer our clients a full complement of security solutions across Australia. Our innovative compliance technology provides complete transparency in the delivery of our professional security service.

## Our Reliability

Australian owned and operated, we can provide security staff across all states and territories.

Our management will work with you from transition through the life of the contract, providing 24-hour support, monthly reporting and our comprehensive KPI process, where the client rates our service.

We maintain a business continuity planning system that meets AS 5050.

## Our Experience

Our management team has extensive industry experience in providing security solutions across multiple segments, including commercial corporate, retail, logistics, tertiary education and critical infrastructure.

Our management and security personnel are supported by our experienced 24-hour National Operations Centre team.

Together we have the experience and capability to provide solid security solutions.





## Our Services

Allied employs our cutting edge technology, The EDGE, to deliver a superior solution with professionally trained security officers.

Our teams are customised to your needs ensuring the right protection is implemented across your industry and organisation.

All of our security staff are fully trained and licenced, providing you peace of mind that your asset is being protected by industry professionals.





## Recruitment, Induction & Training

### Staff Recruitment & Selection

Allied understand that our people are our greatest asset. They are carefully selected to ensure they are suitable and aligned to our clients, and passionate about delivering a seamless customer experience.

Our attraction and recruitment process are at the heart of our business as this ensures we only select people for our team that have the passion and desire to service customers to the highest standards.

Allied maintains a robust recruitment process. Our Human Resources and Management teams are well accustomed to interviewing, assessing and selecting staff. An intensive and judicious selection and screening process allows Allied to evaluate and select only the most qualified candidates.

### Training

Allied strongly believes that training is one of the most crucial factors to guaranteeing that a client's expectations are continually exceeded.

In consultation with our clients, we develop a tailored induction and training program that all staff will complete prior to commencement. Training programs include provision for refresher training for all staff throughout the duration of the contract.

Training is also leveraged to compliance with risk assessments directly focused on preventative actions.

We believe that effective security involves identifying client expectations and addressing potential areas of risk and concern, preventing such risks from materialising and responding to any problems quickly and effectively when intervention is ineffective. We value the importance of regular, challenging and role-specific training such as simulations and scenarios for all our staff.

Allied ensures the strictest compliance with training and licensing requirements and maintains a Training Matrix to continually monitor and ensure our staff are trained and licensed.

We also use a Training Needs Matrix for management staff to identify staff that have the potential to undertake further training and upskilling.





## Diversity

Allied maintains a Diversity and Inclusion Policy covering recruitment, selection and performance, remuneration, career development, talent and succession planning and gender diversity.

This policy operates in line with our Equal Employment Opportunity Policy.

Allied also operates in accordance to our Australian First Nations Persons Statement of Recognition and in line with the premise of anti-slavery.

We are also in the process of attaining ISO26000 certification to formalise our commitment to corporate social responsibility.



## Quality Assurance

Allied maintains a desired level of quality in the services we provide. We strive to provide our clients with a service that will meet and exceed expectations.

We are committed to continuous improvement and operate within a Quality Management System which provides the framework for measuring and improving our performance.

We have implemented systems and procedures to support the business in our aim to deliver total customer satisfaction.

- Regular gathering and monitoring of customer feedback
- Compliance audits to identify any gaps and ensure an efficient and professional service delivery
- Monthly client meetings with minuted reports, KPI assessment procedure
- Customer compliant procedure
- Selection and performance monitoring of suppliers against set criteria
- Recruitment, training, retention and development of our staff
- Regular audits of our internal processes
- Measurable quality objectives reflecting our business aims
- Management review of audit results, customer feedback, KPI assessments and complaints





## Drug & Alcohol Policy

Allied strictly adheres to our Drug & Alcohol Policy. The Policy outlines the processes in identifying and/or dealing with drugs and alcohol in the workplace.

It is applicable to all personnel including contractors within Allied.

The Policy defines the obligations of all employees and contractors, as a condition of employment, to work in a fit state.

This includes the obligations to fellow employees and contractors to notify their supervisor of any employee or contractor who does not appear to be in a fit state to work.

The Policy outlines the procedure for random testing and the right to remove an employee or contractor from the work site.



## WHS & EHS Safety System

Allied manage our safety system through:

### Injury and Incident Management

Allied has developed and maintains a reporting and corrective action system and register of all injuries and incidents that occur in relation to the delivery of services.

### Personal Protective Equipment (PPE)

Allied provides, records and maintains PPE for its staff.

### Risk Assessments

Risk assessments of the services provided to clients are prepared and reviewed annually. This assessment forms part of our Operations Plan.

### Safe Work Method Statements

A documented safe system of work is developed and implemented at all sites.

### Site inductions and Training

Allied develops and maintains generic and site specific induction and training that is applicable all staff by site. A register of completed inductions and training is maintained.

### Staff inductions

Appropriate levels of WHS Induction are provided to staff, which is documented and maintained by client and site.

### Records Management

Allied maintain WHS records in a detailed yet legible format.

Fatigue Management rostering is a critical component of our approach.





## Technology and Innovation

Allied's commitment to good governance, transparency and compliance is supported by our innovative use of technology.

We continually assess existing technologies including guard touring systems, and electronic security solutions.

## The EDGE

Our proprietary web-based system, The EDGE is designed to manage our business processes.

The EDGE is continually refined and developed to add new features.

The system provides portal access for users and is available as an app for Smart/Android devices.

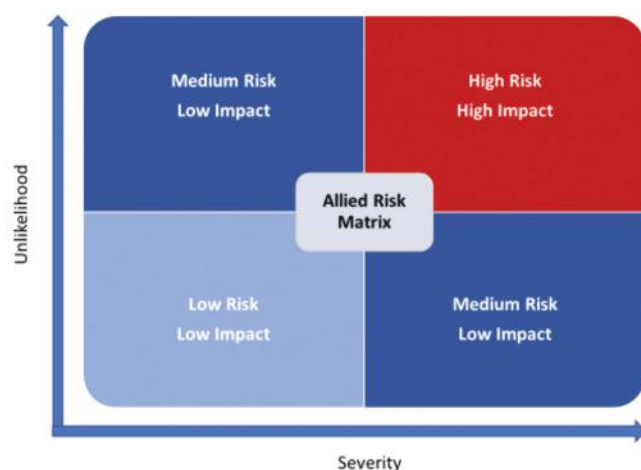
A comprehensive description of The EDGE is detailed in the Allied Integrated Management Capability Statement.



## How We Manage Your Risk

Based on initial discussions and listening to each client, we profile initial risks that are essential to providing a professional and reliable security service, while supporting our client's brand.

Actions to mitigate these risks are integrated into the transition process, allowing Allied to effectively manage these risks from Day 1.



## Community Engagement

Allied partner with:



Allied would happily support and/or participate with our client's community engagement, through fund raising or charity events.

## Why Allied?

- We are committed to providing a professional and reliable security service
- We are available 24 hours a day
- We are committed to client reputational management and supporting their brand
- We provide seamless transitions
- We are committed to deploying the right people by site requirement
- We provide a solid customer service, supported with compliance auditing, reporting, KPI assessment and contract management
- We are committed to continuous improvement in service delivery
- We offer our clients access to our proprietary web-based system, The EDGE
- We develop strong and enduring relationships with all our clients







## **ALLIED SECURITY MANAGEMENT**

**NSW & National Head Office**  
**19/55-61 Pine Road, Yennora NSW 2161**

**Victoria**  
**Level 2 Riverside Quay, 1 Southbank Boulevard, Southbank VIC 3006**

**Queensland**  
**Level 19 / 10 Eagle Street, Brisbane QLD 4000**

**Western Australia**  
**Level 11, Brookfield Place, 125 St Georges Terrace, WA 6000**

**1300 003 456**

**[info@alliedmanagement.com.au](mailto:info@alliedmanagement.com.au)**

**[www.alliedmanagement.com.au](http://www.alliedmanagement.com.au)**