

**INTEGRATED SOLUTIONS****Security and electronic solutions**

Proven and trusted partners in security and protection services.

Spotless' security team has the proven infrastructure, resources and experience required to be a trusted provider of a range of security services. We are a full security partner with all the relevant experience in-house. We focus on delivering outstanding core security services supported by other risk and customer based services.

We operate at over 180 sites across the country including metropolitan, regional and remote locations. Our comprehensive service offerings are delivered to a diverse customer base including shopping centres, sports stadiums and events, port facilities and border protection, major airports, hospitals and other major events throughout Australia.

We form close and enduring partnerships with our clients based on reliable performance and value for money.

**AN END-TO-END SERVICE**

We understand that one single incident could damage your brand and business. Our experience across a broad range of operational contexts, and expertise across the full spectrum of security service lines, enables us to individually tailor service solutions to fit the unique nature of the environment in which you operate. We protect our clients, their assets and patrons through a broad range of physical and electronic security solutions, including digital security, monitoring, guarding, patrols and crowd management.

**CUSTOMER SERVICE EXCELLENCE**

Our personnel will often be the first point of contact for your customers. Customer service excellence is a recognised quality of our security team and a founding principle of our security approach. As our staff are continually in the public eye we invest heavily in training to ensure they understand and deliver to the highest standards of customer service ensuring satisfaction is achieved at all times.

Our customer service focus is demonstrated through our organisational structure, and our hands-on approach is a unique differentiator. The structure is based on single account manager servicing 3,000 man hours per week; a vast improvement on the industry average of 1:6,500. This ratio allows our account managers to be genuinely proactive and always accessible to our clients.

Our range of services includes:

## GUARDING

Control room operators  
Response teams  
Alarm response  
Air-conditioning plant room monitoring and programming  
CCTV monitoring  
Access control management and card issue  
Management of keys  
Event close personal protection services  
Chief warden & emergency responsibilities  
First aid response  
Asset protection  
Mail screening  
Anomalies reporting  
Static guards  
Patrols  
Building maintenance reporting & response  
Concierge services  
Visitor and contractor management  
Security escorts

## SPECIALISED SERVICES

Risk management  
Close personal protection  
Industrial issue management  
Special protection officers  
Annual general meeting security  
Electronic surveillance counter measures  
Brand protection

## ELECTRONIC

Closed circuit television (CCTV)  
Type 1 security systems – government and defence  
Alarm systems  
Access control  
Competency and induction  
Access systems (mines and industrial sites)  
Evacuation mustering systems  
CCTV IP analytics  
Intercom systems  
Integrated systems  
Duress systems  
Number plate recognition  
24 hour alarm monitoring  
Emergency warning and intercommunication systems  
Perimeter detection  
Satellite asset and people-tracking via tracknet  
Patrol services

## EVENTS

Crowd control  
Event management planning  
Emergency evacuation  
Responsible service of alcohol (RSA)  
Security overlays  
Mosh pit management  
High-risk crowd management  
Major event security  
Vehicle and bag inspectors  
Traffic management



## REPRESENTATIVE CONTRACTS:

- Adelaide Town Hall, South Australia
- Asciano
- Brisbane City Hall, Queensland
- Chisholm College, Victoria
- Clipsal 500 Adelaide, South Adelaide
- Coca Cola Amatil, Australia-wide
- Formula 1 Australian Grand Prix, Victoria
- Macquarie Bank, Australia-wide
- Melbourne Airport, Victoria
- Monash University, Victoria
- New Royal Adelaide Hospital, South Australia
- Port Authority of New South Wales
- Port of Melbourne Corporation, Victoria
- Tiffany & Co, Australia-wide
- Victorian Racing Club Melbourne Cup Carnival, Victoria



Spotless is a leading provider of integrated facilities services in Australia and New Zealand. Spotless' 36,000 people deliver millions of service hours a year across more than 100 services that are essential to our customers. Our clients are from a diverse range of industry sectors including business and industry; defence; education; government; healthcare; aged care; leisure, sports and entertainment; airports and resources. Apart from Spotless, we are known as AE Smith, Alliance, Asset Services, Ensign, EPICURE, Clean Event, Clean Domain, Mustard, Nuvo, Skilltech, Taylors, TGS, UAM and UASG. Spotless has a revenue close to \$3.2B in the period ending 30 June 2016. Spotless is publicly listed on the Australian Stock Exchange (ASX: SPO) and headquartered in Melbourne.

[spotless.com](http://spotless.com)

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