



# COMPANY PROPOSAL



## INDEX

01 ABOUT US .....	3
02 EXPERTISE .....	4
03 SERVICES .....	5
04 METHODOLOGY .....	6
05 TECHNOLOGY & INNOVATION .....	7
06 QUALITY STANDARDS .....	8
07 ENVIRONMENTAL .....	9
08 COMMUNITY & SOCIAL RESPONSIBILITY .....	10

# 01

## ABOUT US

METROPOLITAN GUARD SERVICES IS THE PIONEER IN TAILORING SECURITY SOLUTIONS ACCORDING TO SPECIFIC SECURITY NEEDS. WE HAVE EXPERIENCED AND LICENSED PROFESSIONAL SECURITY GUARDS EQUIPPED WITH ADVANCED TECHNOLOGY AND EXTENSIVE TRAINING TO OFFER OUR CUSTOMERS THE UTMOST SAFETY.

We offer fast, professional and exceptional protection services to organizations no matter which industry or sector they belong to. Whether they require short or long-term security guards. We have multi peloons that meet their safety and budget requirements.

### WHAT WE DO?

By leveraging our extensive experience and exceptional talent we offer professional security guards and other protection services to our clients from different businesses and sectors.

At first, we understand what specific security assignment is required from the client, then we design the perfect customizes security plan for our customers."

### OUR VISION

To archive excellence and become the first choice of Security Guard Company for all the executives, businesses, and other personnel in Australia.

### OUR MISSION

To Always archive the most effective security solution and assure a safe environment for our clients, irrespective of their events or solutions.

**WE STAND READY  
to help organizations  
realize their strategic  
aspirations.**



# 02

## EXPERTISE



### Corporate

We understand that organizations and other buildings require maximum safety. Therefore, we keep professionalism at our core and dedicate a high level of supervision to the building. Our staff ensures that no area goes unattended, so our clients can have their peace of mind.

#### Where We Serve:

CORPORATE OFFICES

OPEN LOBBY SPACES

RETAIL HUBS

CONFERENCE CENTRES  
& VENUES

COMMERCIAL ESTATES

TENANCY SERVICES

LOADING DOCKS

PRODUCTION ROOMS

CONCIERGE & VISITOR INFO



### Construction Sites

We specialize in offering safety for construction sites in the industrial and manufacturing sectors. Our protection services and security guards ensure that the construction is done smoothly with minimal to no risks. In this way the business operations are not interrupted and our clients remain satisfied.

#### Where We Serve:

PUBLIC & PRIVATE  
PARTNERSHIPS

MAJOR CONSTRUCTION

CIVIL TRANSPORTATION

GATEHOUSES

PERIMETER MONITORING

PATROLS & STATIC

GRAFFITI MANAGEMENT



### Education

Our service delivery in the education sector puts in place measures to manage risks specific to academic environments, providing a safe and secure environment conducive to learning and research.

#### Where We Serve:

GOVERNMENT &  
PRIVATE SCHOOLS

HIGHER EDUCATION

TERTIARY INSTITUTIONS

COMMUNITY LEARNING  
CENTRES

FETES & COMMUNITY  
EVENTS

SEASONAL CAMPUS  
PROTECTION



### Industrial and Manufacturing

Utilizing industry trained and qualified personnel allows us to transition and mobilize smoothly with no risk to business continuity and site stakeholder experience.

#### Where We Serve:

FOOD AND BEVERAGE

LOGISTICS & WAREHOUSING

UTILITIES & GATEHOUSE

VISITOR INDUCTIONS & SUB  
CONTRACTOR MANAGEMENT

INBOUND & OUTBOUND  
MONITORING

# 02

## EXPERTISE



### Major Events

Handling the crowd in major events can easily get out of hand. Metropolitan Guard services have specialized and trained working professionals for crowd controlling areas.

#### Where We Serve:

PARADES & FESTIVALS

SPORTING EVENTS AND STADIUMS

CONCERTS

CARNIVALS

MARKET FAIRS

INFORMATION CENTRES

USHERING & ASSISTANCE

SUPPLIER VISITOR COORDINATION



### Retail

We have proven expertise in retail stores and offer security services for many leading retail stores in Australia. From shopping malls to big departmental stores, we offer customized security plans for each area.

#### Where We Serve:

SHOPPING COMPLEXES & CENTRES

RETAIL HUBS & PLAZAS

BOUTIQUE RETAIL

STRIP MALLS & BIG BOX RETAIL

CARPARKS

# 03

## SERVICES

We offer immediate, temporary, or long-term security services to our clients depending on her needs. Our sta is professional, experienced, and competent, as well as customer- focused to ensure that the clients are completely satisfied. We offer the following security services:

### Corporate

Concierge Services

Response Teams

24/7 Monitoring Control

Alarm Response

Plant Room Monitoring

Access Control Management

Access Card & Key Management

Employee, Contractor & Visitor Escort & Management

Chief Warden

Control Room Operators

### Retail

Loss Prevention Planning Services

Covert Operatives

Customer Service Officers

Door Greeters

Intelligence Analysis

Duress Response & Lone Worker Response

Store Opening & Closing Services

Building Maintenance

Static & Roving Patrol Guards

Asset Protection

Mobile Patrol Response

### Event Management

Event Planning

Risk Assessment Services

Emergency Evacuation

Crowd Control

Rsa Officers

Major Event Security

Vehicle & Bag Checking Services

Pedestrian Management

Traffic Management

# 04

## METHODOLOGY



### Analyze and Priorities

Analyze and priorities customer requirements. Tailor a plan according to customer requirements. Review existing service structure.



### Assessment

Identify issues, assess outcomes to ensure successful implementation. Incorporates Risk Assessment, OH&S Requirements, Emergency Management Planning, Environmental Considerations & Communications Planning.



### Stakeholder

Engagement meet to discuss sta recruitment, training, operational methodology, equipment, financial systems and safety considerations.



### Resources

Personnel, technology, operational and intellectual resources and documents finalized and made available.



### Project

Management Complete mapping of implementation plan, transition plan and operational plan specifically tailored according to customer requirements.



### Quality

Management System Implemented to ISO 9001 to ensure continuous improvement.



### OHS

Management System Implemented to ISO 45001 to provide a meaningful framework for managing OHS risks and opportunities.



### Environmental and Management Plan

Site specific plan developed to manage risk and promote environmental management in accordance with ISO 14001.



### Continuous Improvement

Reviews conducted to ensure our processes, methods and practices are as efficient, accurate and effective as possible.



# 05

## TECHNOLOGY & INNOVATION

### Trending and Analysis

Information relating to observed anomalies, events and breaches are effectively captured and analyzed. Emerging trends of cause and effect are identified for risk mitigation, continuous improvement and innovation. Trends are presented monthly and can be calibrated by financial or calendar year or on a periodical rolling average dependant on the nature of the service and client environment.

### Guaranteed Performance

Customized workplace audit forms and checklists can be created to capture accurate activity data on sites. Our ability to maintain workplace safety and quality control through our online based website guarantees our compliance to your expected service levels. Our online based website delivers alerts and push notifications to service personnel for any special or instantaneous requirements. Communications are documented and managed for traceability.

### Vetted and Secure Resource Management

We have the ability to manage the licensing, qualifications, inductions, compliance checks and personal details managed through a series of controls and managerial oversight to ensure that only capable, trained and available resources can be deployed. This supports our future purpose, risk and fatigue management policies.

### Real Time Transparency

Our online website allows for real time transparency. The website is designed for use anywhere utilizing a web-based application, time is saved by our team capturing all data directly on their online servers. all customers data submission is available online.

This technology enables Metropolitan Services to provide fully transparent access to clients to ensure they are fully informed of all activities on client sites including the welfare of our personnel.



SUSTAINABILITY AND COMPLIANCE AUDITS ARE CONSOLIDATED AND SHARED WITH THE MUSEUM MANAGEMENT THROUGH REGULAR REPORTING MECHANISMS.



# 06

## QUALITY STANDARDS

AS A TRUSTED PROVIDER OF SECURITY SERVICES THROUGHOUT AUSTRALIA, WE ARE COMMITTED TO INDUSTRY COMPLIANCE AND TAKE OUR RESPONSIBILITIES SERIOUSLY. AS SUCH, WE HOLD THE FOLLOWING ACCREDITATIONS.



Metropolitan Guard Security ensure utmost workplace health and safety. We perform induction, preparation. And assessment to make sure that every worker is aware of their occupational health and safety (OHS) rights.

We follow the following ISO Standards:

► **ISO 14001: 2015**

Environmental Management Systems Standard

► **ISO 9001: 2015**

Quality Management System Standard

► **ISO 14001: 2015**

Environmental Management System Standard

Moreover, we have a wide range of plans, policies, and methods to manage our services to different kinds of OHS and environmental uncertainties.

It includes regular operating procedures, assignment directions, and safe work method records, all of which is in our structured Contract Management Plans.

# 07

## ENVIRONMENTAL

To work effectively in a diverse range of environments and social settings, Metropolitan Guard services recognizes the importance of integral environmental of integral environmental management into how we do business. Our environmental policy objective is to minimize the adverse impact on the environment because of our business activities.

### We Have Achieved This By:

- ◆ Having established and maintained an environmental management system in accordance with ISO 14001:2015.
- ◆ Complied with contract conditions, relevant legislation and other criteria to which the company subscribes.
- ◆ Regularly reviewed business operations, identified & implemented opportunities for improvement.
- ◆ Educated our workforce on key environmental issues, management controls and associated responsibilities.
- ◆ Established defined environmental objectives and targets to measure our performance and identify opportunities for improvement.
- ◆ Strived to prevent pollution, reduce waste and commit to recovery and recycling where feasible.

# 08

## COMMUNITY & SOCIAL RESPONSIBILITY

As a part of this community, we believe, that it is our responsibility to raise awareness. After all, a healthy society is a prosperous society! Therefore, we proudly support the following community groups and organizations:

The Royal Melbourne Hospital has a renowned reputation in healthcare and medical research. MSG is a proud supporter of this hospital.

We support Beyond Blue which is an Australian not-for-profit organization that offers support and raises awareness regarding mental health issues.

We also strongly believe that women should be treated with cordial respect and therefore we support 'White Ribbon' in their divine cause of stopping violence against women.

We are proud to support the following organizations





OUR TEAM PROVIDES nab CUSTOMER-FOCUSED SERVICE THAT CONTINUALLY DEVELOPS AND MAINTAINS STRONG WORKING RELATIONSHIPS.

Here are our current and previous Valued clients





## AWARDS



## CONTACT US



☎ 1300 73 11 73

✉ [info@metroguards.com.au](mailto:info@metroguards.com.au)

🌐 [www.metroguards.com.au](http://www.metroguards.com.au)