

# Lionheart Facility Services

Subsidiary of Corporate Security  
Management Pty Ltd

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## LIONHEART FACILITY SERVICES

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# Lionheart Facility Services

With over 17 years of experience in security services, Lionheart Facility Services (Lionheart) is a specialist commercial and domestic private security and facility agent dedicated to providing unparalleled value-added services.

Lionheart has a strong and proactive management team and a skilled team of technical professionals. We are committed to providing an extremely high level of personalised service with the highest integrity and confidentiality. This is reflected in our business and client-base growth, which have been developed very much on referral and excellent service delivery.

As a result of Lionheart's experience and diversity, we can provide assurance with:

- Strong financial backing to secure risk
- Comprehensive insurance policies
- Training and legislative requirements to deliver a cost-effective solution
- Established Occupational Health & Safety policies supported by extensive employee training programs and provision of security licenses
- In excess of 200 employees to provide security services
- Established training division to provide extensive, ongoing and tailored training solutions for our clients
- Effective Industrial Relations policies and procedures ensuring minimal Union disruption
- Management structure constantly reviews and streamlines the cost effectiveness and continued improvement of the service
- Facilities to offer additional security services outside the scope of client service offers.

Lionheart's demonstrated capability in managing high-profile security contracts is made all the more challenging in today's environment of uncertain local and global risk. Lionheart has a proud history in providing professional security services to various blue-chip organisations, small to medium businesses and sporting organisations.

Lionheart's partnering philosophy is to collaborate and optimise on the strengths and knowledge of both organisations for mutual benefit. This approach culminates in a broader understanding of the vision, direction and agreed outcomes of the partnership from the outset. Lionheart has a customer-focused approach to the delivery of our services and we aim to form a true partnership with our clients.

Lionheart will continually strive to exceed our client's expectations by managing costs and increasing operational efficiencies. With our collaborative approach and relevant experience and expertise, Lionheart is well-positioned to provide flexible and efficient security guard and event services.

# Capability and Experience

Lionheart was established in 1998 and has a long history of being ethical, professional and proactive. We are justifiably proud of our reputation with our clients in both the private and corporate sectors of the community. The philosophy of the company has always been to build long-term relationships with our clients throughout Australia.

With over 16 years of experience and knowledge, we have become a specialist within the security services industry. We have been servicing a large portfolio of clients across Australia and have been very successful in retaining contracts with our clients due to our high standard of professionalism, ethics and industry knowledge.

We pride ourselves on the high standards of professionalism in which all employees conduct themselves. This is primarily achieved through the directors and management working “hands on” in the everyday operations of all venues and events. Our management team combine their wealth of experience to develop a dynamic and customer-driven enterprise with a national reputation which we believe is second to none.

To benchmark our security services, we have implemented an Occupational Health and Safety Program to ensure that our service is conducted in accordance with and AS 4421-1996 Guards and Patrols .

## **Crown Casino**

Lionheart has been providing crowd control and event management services to Crown Casino for 16 years. Lionheart currently provides security services for the various outlets and Crown events, including event staff, crowd control and static guards.

Lionheart provides approximately 35 guards and 1500 hours of security services per week to Crown Casino which increases for events and concerts.

## **Harness Racing Victoria and Tabcorp Park**

Lionheart has been the sole security provider for the Harness Racing Victoria for the past five years, and is responsible for managing the security of the new Tabcorp Park in Melton, Flemington Racecourse (including the on-site Tabaret) and all events run by Harness Racing Victoria.

Lionheart provides security services to the HRV's Tabaret venue and the lawn area surrounding this venue.

Security services include:

- roving security
- event security staff
- site supervisors
- control room supervisors
- security personnel for stage and barrier security.

Lionheart also provide cleaning services to Tabcorp Park for major events.

## **Essendon Football Club**

Lionheart have provided security services for Essendon Football games for the past six years. The security services include:

- umpire escorts
- car park security
- responsible service of alcohol
- site supervision
- desk services including taking bookings for the bistro
- hosting roles for functions
- provide security for corporate functions, weddings and birthdays when required.

Lionheart also provides the following services to Essendon Football Club:

- man front desk and assist guests to Essendon Football Club
- handle phone enquires and booking's for the bistro.

### **Rochford Winery**

Lionheart provides event security services to Rochford Winery. The security services include:

- Crowd Control
- RSA Officers
- Monitoring of Control Centre

Lionheart provide 60-100 staff for these events. Crowds at these events can be up to 12,000 people.

### **Marriner Theatres**

Lionheart provides security services for all of Melbourne's Marriner Theatres, which host live shows and special events. The Marriner Theatres comprise five of Melbourne's most prestigious and historic buildings, including:

- Comedy Theatre
- Forum Theatre
- Regent Theatre
- Princess Theatre
- Plaza Ballroom

Our security services to Marriner Theatres include:

- five-star security and customer service
- conducting internal and external patrols
- site supervisors
- control room supervisors.

This is a highly customer-service focused role, where our security guards have maximum interaction with members of the public. Therefore, security guards allocated to this contract undergo further specialised training and are selected for their professional demeanor and customer service skills.

### **ColdStream Events and Concerts**

Lionheart is the supplier of RSA Security Offices for all of Coldstream events and concerts. The focus of each event which is attended by crowds of up to 10,000 people is the responsible service of alcohol, as well as being ambassadors for each event. Our staff provide services which include the identification of intoxicated patrons, prevention of excessive intoxication and if required the refusal of service.

### **Peter Rowland Catering**

Lionheart is the preferred supplier of service services to Peter Rowland Catering. We provide security officers, dressed to the appropriate occasion for corporate dinners, weddings, baptisms and company functions. Our security officers are often dressed in suits and other formal attire for the occasion.

We have experience in your industry

Our rich and diverse client portfolio indicates our extensive experience in the provision of security services to the entertainment, corporate, hospitality and gaming industry sectors.

Lionheart Facility Services focuses on building long term relationships with our clients throughout Australia and this is evidenced by many successful repeat contracts. Some of our other valued clients include:

# Construction Tailored and Specific Services

- **Construction Security**
- **Alarm Response**
- **Mobile Patrols**
- **Solar CCTV Cameras**

Lionhearts Construction packages are unique in that we provide tailored solutions to maximize security and reduce costs not only to projects but also to the environment.

A comprehensive Construction package for our clients combines solar powered cameras across multiple sites and a patrol vehicle responding to actual events during the patrol checks to ensure not only the quickest possible response but also the reduction of cost across a multi-site format development or infrastructure project .

Our staff are trained to not only act as a customer service trained officer but an effective response to dealing with site breaches, suspicious behaviour, the identification of hazards and the management of areas of risk whilst staff are occupying and not occupying sites.

Our tier one solutions combine static guards, solar cameras and mobile patrol vehicles to respond and address issues and manage the entire service as a robust support system for safety and security whilst being a self-managed entity reducing the need for management concerns over practices, support and adherence to guidelines as required by each client.

Coupled with our live reporting and incident management systems we ensure our clients have true peace of mind from a self managed and professional security partner committed to best practice and sustainable practices.

# Staff and Management

A team of professional and experienced Security staff supports General Manager and the Operations Managers.

Lionheart provide security officers who are specifically trained and accredited for this service. Our officers are selected for their professional demeanor, attitude and ability, and all employees undergo comprehensive background screening and criminal record checks.

Lionheart has developed one of the most comprehensive OH&S Management Systems in the industry, and we employ a dedicated OH&S Manager to oversee training and to ensure that incidents and hazards are avoided in the workplace. These systems include occupational health and safety, personnel, training, customer service, customer feedback, suggestions and process performance.

Our role in security has evolved to not only include personal and property protection, but also to provide a customer service role that is integral to the public image of the client. Lionheart customises our selection process and training programs to ensure that our officers have a customer-focused skills set.

## Security Training

Lionheart's training program is the most comprehensive in the security industry. We understand that providing our clients with the best security staff goes beyond the recruitment and selection process; this is why, coupled with our rigorous and structured recruitment system, we provide our staff with the training to deliver an outstanding service.

Apart from a Certificate II in Security Operations, which all of our guards will hold for the provision of this contract, our security staff are trained in:

- alarm and access systems
- bomb threat response
- control room and monitoring
- fire warden and emergency evacuation
- first aid
- Responsible Service of Alcohol (RSA)
- Responsible Service Gambling (RSG)
- restraint and removal techniques
- traffic management
- WorkCover occupational health and safety general induction.

In addition to this training, all of our staff are required to complete our comprehensive induction prior to commencing work, and all personnel receive a training calendar to ensure that their skills and techniques remain current. Our specialised induction familiarises staff with Lionheart's carefully calculated and delivered systems and procedures. Our innovative and comprehensive induction program includes instruction on:

- access control
- aggression management
- communication and teamwork
- concierge service
- conflict resolution
- customer service protocols
- event security
- occupational health and safety
- federal and state laws
- fire and evacuation procedures

- personal grooming
- posture and body language
- report writing and reporting procedures
- Responsible Service of Alcohol (RSA)
- self-defence
- senior first aid
- surveillance.

We continually modify and update our induction program in accordance with legislative requirements and industry best practice, and are continually looking for ways to further improve our service.



# Security Personnel

The Lionheart team comprises over 200 experienced and highly-trained security personnel. Lionheart does not subcontract security personnel. We meticulously recruit qualified and experienced personnel and ensure that all employees undergo comprehensive background screening and criminal record checks prior to commencing employment.

At Lionheart, we realise our people are our greatest asset, which is why we developed a comprehensive training program with the assistance of professional training consultants. All of our security staff have completed, at a minimum, Certificate II in Security Operations, which encompasses training in areas such as crowd control, crowd behaviour, mobile patrol and static guard. Lionheart will provide security personnel who are specifically trained and accredited for this service.

Our staff act professionally and ethically at all times, upholding and improving our clients' public image. Lionheart guarantees that all of our staff will:

- hold a current Crowd Controller License with Level 3 accreditation
- conduct themselves with the utmost professionalism, integrity and discretion
- maintain a positive and friendly attitude, both verbally and through body language
- not become involved in discrimination or sexual harassment
- not use offensive language, mannerisms or gestures at any time
- not use or be under the influence of any alcohol, drugs or illegal substances while on or prior to being on duty
- inform their operations manager of any problems or difficulties relating to the efficient performance of assigned duties.

# Quality Assurance

Lionheart is dedicated to providing quality security services to a standard synonymous with industry best practice. We have implemented a quality management system based on the principles of ISO 9001, which includes occupational health and safety, training, customer service, customer feedback, suggestions and process performance.

We have also instituted procedures that enable continuous process improvement. These processes have enabled us to achieve high levels of customer satisfaction and have continually driven repeat business.

Our quality management and improvement program consists of:

- policies and procedures for occupational health and safety, including training, and compliance
- ongoing staff (and customer) training
- benchmarking against our competitors
- any industry requirements to ensure continuous improvement e.g. First Aid, RSA.

We conduct weekly operational meetings which discuss all our contracts and any issues that occurred. All issues are followed up and reported on, and resolved within a timely manner; with our clients being notified of the resolution. Any issues that arise, allow us to examine our SOPs, training program and company policies and procedures. Changes to these which result in an improvement to our services and our customers are implemented immediately.



# Operational Model

## Operating Procedures

Lionheart is committed to ensuring our corporate social responsibility and maintaining ethical business standards and making a positive impact socially, economically and environmentally. Therefore, we have adopted standard operating procedures which ensure Lionheart operates in ways that meets and exceeds ethical, legal, commercial and public expectations. We believe that all employees and parties associated with Lionheart have an important role to play in the community.

Our Standard Operating Procedures (SOPs) encompass the following components

- Health and Safety
- Staff Presentation
- Staff Requirements
- Security Personnel- General Tasks
- Code of Conduct
- Approaching & Dealing With Incidents
- Code of Conduct And Standard Operating Procedures
- Controlling Access
- Monitoring Premises & Intervention
- Ready For the Shift
- Emergency Reporting
- Reporting
- Incident Reporting
- The Incident Log
- The Incident Report
- Witness Statements
- Shift Relief Factors
- Amenities
- Heat Stress & Sun Exposure
- Manual Handling

- Maintaining a Post
- Patrol the Premises
- Radio Communication
- Positional Asphyxia
- Powers of Arrest
- Emergency Management
- Noise
- Security Guard's And Crowd Controllers - Standard of Behaviour
- Fire Equipment
- Standard Fire Orders
- When Dealing With Patrons
- Fire Extinguishers Use

We would be happy to customise these SOPs and alternatively use our client's procedures for conducting our services.

# Innovation / Continuous Improvement

Performance management is an essential tool that forms an integral part of Lionheart Facility Services. It provides a means to improve performance by linking and aligning individual, team and organisational objectives and results. It also provides a means to recognise and reward good performance and to manage under-performance. Our performance management framework is based on the following key principles:

- Focus on learning, improvement and sustainable success.
- Ensure longevity and relevance to the future.
- Act as an essential management and communication tool.
- Align team and individual objectives.
- Link KPI results to strategic direction.

Lionheart is also a member of the Victorian Security Institute (VSI), the peak industry body representing security practitioners operating within the Victorian Security Industry. Through its national affiliations and close association with industry and academia, the VSI ensures that its members are given access to a soundly-based professional recognition framework both on local and national issues. The Institute is an approved association under the Private Security Act 2004 (Vic), and provides a vehicle for Lionheart to undertake continuous professional development through an array of member briefings, seminars, workshop and conferences.

Additionally, as part of our commitment to continuous improvement, Lionheart uses Key Performance Indicators (KPIs) to continually monitor, manage and report on performance.

Lionheart understands that every client and contract is unique, and therefore we aim to form a true partnership with our clients and align ourselves as an extension of their business. This will allow us to truly recognise the needs of our clients and translate these to a successful security management solution.

Lionheart's reporting system is the most comprehensive in the security industry. We are able to produce an extensive range of reporting options in the areas of

OH&S, quality, risk analysis, staffing hours and more. These reports can be produced at regular intervals or ad hoc as required.

In addition to these reports, our supervisors fill out a comprehensive report at the end of each shift identifying staff start and finish times, whether staff are on time and in the correct uniform and giving details of any incidents that occurred. These reports will be signed off by a representative of our client and are sent to our management team, allowing us to respond rapidly to any client concerns.

## Example

For all our clients we have implemented a rigorous and customised training program. This program is free of charge to our clients and consists of the following: Our training is completed on two full training programs and refresher training is done each quarter. Our training consists of:

- Customer Service
- 3rd Party Negotiations
- Conflict Resolutions Training
- Non- Violent, Non-Confrontational Defence Tactics training

In addition we have constant supervision for all our guards with an Operations Manager and daily and weekly reporting.

# Health and Safety

Lionheart continuously strives to provide a safe and secure working environment to all of our personnel. Our Health and Safety Policy incorporates the following actions to ensure the wellbeing of all our employees, customers and visitors:

- Provide and maintain a safe and healthy work environment.
- Protect all parties from injury, fire, hazards and any work-related health problems or illness.
- Provide adequate information, instruction, training and supervision for all employees to safely undertake their duties.
- Develop and implement health and safety programs which ensure that all risks at the workplace are identified, assessed and eliminated or controlled.
- Comply with relevant health and safety requirements.
- Continue improving health and safety performance.

Lionheart consults with our employees and shares information on all health and safety processes, practices and activities. In doing so, Lionheart demonstrates that it is the responsibility of each person to achieve a safe and healthy workplace by following specially developed policies, procedures, training and instruction.

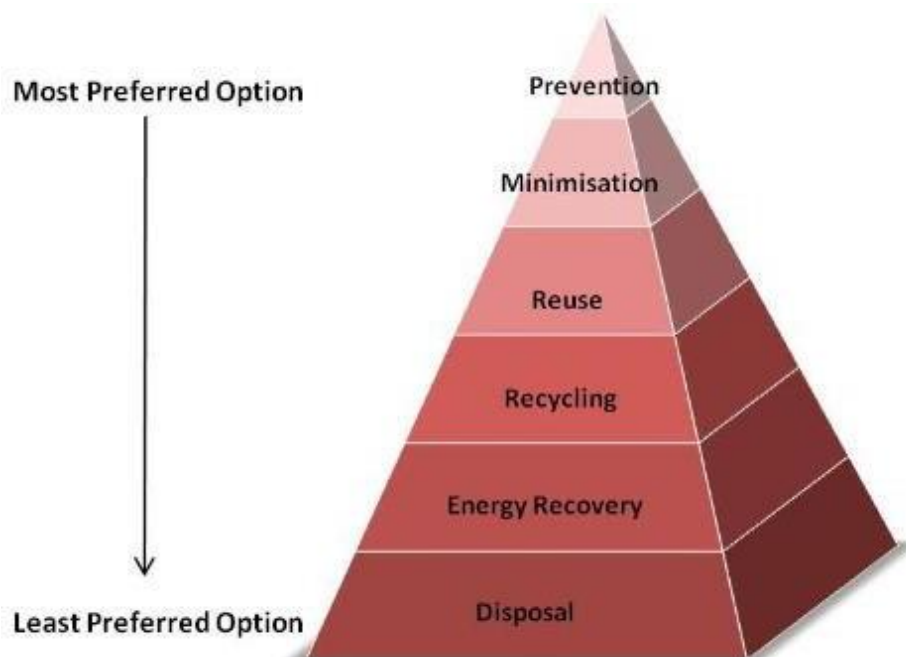


Lionheart is dedicated to ensuring the health and safety of our employees and the community.

# Environmental Management

All our environmental objectives are important to protect and improve the environment. Our environmental objectives are to:

- Minimise water usage by reducing consumption.
- Minimise electrical power usage through turning off lights and use of electrically efficient equipment.
- Collecting paper, cardboard, plastic and glass waste for recycling purposes and reduce waste to landfill.
- Purchase only chemicals that are environmentally friendly (biodegradable) and encourage our suppliers to provide chemicals in reusable containers.
- Use energy efficient equipment which reduces noise pollution and power consumption.
- Comply with all relevant legislation and standards.



## **REACH OUT TODAY**

**SEE WHY LIONHEART IS NOT  
JUST ABOUT TALKING  
INCLUSION, BUT INCLUSION  
THROUGH ACTION AND  
MEASURING REAL NUMBERS  
OF STAFF AND SERVICES**

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