



Specialist Skills through Specialist Knowledge



Our company

At **CorpSec International** we are proficient in translating our expertise and skills into intelligent solutions that are relevant to our clients and that drive their business dynamics.

CorpSec International (CSI) was established as a specialised organisation for the sole purpose of providing a quality service to individuals and corporations requiring expert skills in Security Risk management, Emergency response training, Scenario training and security solutions. As a recognised expert in its field, **CSI** has a healthy understanding of the standards and protocols necessary to successfully mitigate and manage a clients' potential exposure to risk and to develop our client's staff.

Through enlisting the skills of highly trained personnel from Police, Military or Emergency service backgrounds who are experienced in working in varying environments we are certain of our ability to deliver service excellence and internationally recognised standards.

As **CSI** has grown and developed over the years, so our passion and expertise has matured, extending to encompass a full range the products.

At **CSI**, we focus on delivering unique solutions for all our clients' security and training requirements. All our personnel have at one point been deployed internationally in a range of capacities, and as a direct result of this collective expertise, have been able to guarantee the provision of best practice emergency management services including, but not limited to:

Solutions:

- **Aggressive Behaviour Management (ABM) training**
- **Ethics & Code of conduct Education**
- **Risk Management Services**
- **Security Operations & Training**
- **Investigation Services**
- **Operational Skills and Tactics**
- **Fire & Emergency Response planning & training**
- **Risk Management Systems Development and Auditing**
- **Personal Pre-Deployment Preparation to Hostile Environment course (30863 QLD)**



Innovation in safety, security and survival is foremost at all times whilst we are constantly driven to achieve the best possible results in the most challenging environments around the world for government, commercial and humanitarian clients alike; always with the high ethical standard of Honesty, Integrity & Sustainability.

Visions & values

As experts in every service we perform, you have a service provider who can grow in step with your business needs. Our proven service and training solutions integrate a range of security, risk management and training activities in a directly managed and largely self-performed service model.



Honesty, Integrity & Sustainability

We set the highest ethical and professional standards at all times. We want all our relationships to be based on Honesty, Respect, Fairness, and a Commitment to open dialogue.



Win through Teamwork

We encourage individual ownership, but work as a team. We value the expertise, individuality, and contribution of all colleagues, working in support of each other and readily sharing good practice in pursuit of shared goals.



Passion for Quality

We are passionate about delivering superior security, training & asset protection and take pride in achieving this. We look to replicate success, learn from mistakes, and develop the ideas, innovation, and practices that will help us improve and lead the market.



Responsibility

We take responsibility for our actions, individually and as a Group. Every day we look everywhere to make a positive contribution to the safety, security and protection of our customers, the communities we work in, and the world in which we live.



Can-do

We take a positive and commercially aware “can-do” approach to the opportunities and challenges we face.



Our team prides itself on the honesty, commitment and experience of each of its individual members.

Our team

CorpSec International is merited with the fact that its directors have been members of emergency response units in some capacity, therefore giving them the contacts and necessary resources to engage experienced staff, secure specialist support and implement proven innovations that enhance quality, customer satisfaction and add value to any operation.

Our values are simply stated and, we believe, mirror those required and expected by our clients:



- **Best for Client** through commitment,
- **Cost Effectiveness** via Lean Thinking solutions
- **Sustainability & Continuity** as a result of operational know-how
- A **Passion** for service

Business solutions and key deliverables

CorpSec International provides a comprehensive range of services, management skills and business solutions. As an organisation, we are committed to the delivery of strategic solutions which are current, cost-effective, timely and appropriate, to what are often complex or emergent situations - and always with the emphasis on discretion and service excellence.

To ensure we consistently hit the mark on all the services we provide our clients, we have developed our own internal key performance indicators, which we apply to all elements of our business as follows:

- **Client benefits** – We develop readily integrated management and training solutions through realised knowledge to provide commercial advantage and risk mitigation strategies.
- **Operational efficiencies** – We recognise and manage critical thinking processes for our clients by applying consideration of all possible crisis variables. We reduce or eliminate the inefficiencies from inadequate planning, training gaps, asset exposure and global threat; and we minimise the impact of 'down-time' during periods of unplanned events.
- **Training and development** – We apply our extensive experience in security and training to determine and maintain competencies for **CorpSec International** personnel, which reflect clients' needs, and address 'problem' areas, via tailored and accredited internal development programmes.
- **Standardisation and quality enhancement** – We maintain and continually update a common operating platform, for standardisation across our business whilst remaining mindful that our clients' needs are often diverse and complex. This process is supported by robust and integrated QA processes, crisis reduction methodologies and peer review.



CAPABILITIES & SERVICES

Security Operations

With a strong foundation in police, corrections, military, special operations, government, resources, emergency services and private industry, our Group's Security Operations experience is incomparable in the market place. Capabilities include;

- VIP protection details
- Security Awareness and assessments
- Firearms and Operational skills packages
- Crisis management training
- All facets of security operations & Procurement

CSI takes pride in the selection and training of its personnel. Selection is strongly based around attitude and experience that is commensurate to the role to be performed and the desire to provide solutions to the Company and Client challenges.

Training commences with the initial induction program which sets the foundation for the expectation of the Company.

The next training phase deals with the specific requirements and expectations of a Client or role that the person will be undertaking. This will often include an induction into the Client's systems, ethics and code of conduct, as well as reporting and other technical and day to day operations. Each staff member has a personal development program developed that provides the incentive to 'get better' at their job. This formal development is at the expense of the Company, and is generally delivered 'in-house' using local expertise and often leads to some form of qualification or accreditation.

Our Operations Supervisors are given full authority to make decisions on day-to-day matters, and have a 24/7 direct access to senior management for contractual and other issues.

Aggressive Behaviour Management (ABM) training

Workplace violence and aggressive behaviour management programs delivered by the us are tailored to the specific environments in which the Client operates. The programs are further adjusted at the operational level to meet specific challenges presented by factors such as; geographic remoteness, high risk work environments, cultural and social impacts and staffing levels and experience.

The program development process commences with a comprehensive review of the specific work environments, empirical data related to previous ABM related incidents, consultation and involvement of key Client personnel and an interactive program presentation to senior decision makers. Following this process, a pilot program is delivered and extensive feedback is obtained to gauge the effectiveness of the material and delivery methodology. Where required, the program is amended and a full roll-out is undertaken.

Continuous improvement is critical to ensure the integrity of the program is maintained. To do this we obtain student feedback from all training sessions that include content and instructor delivery standards. These are all documented and reviewed by the Program Manager and where required, follow-up enquiries are conducted.

Senior Management conduct random Internal Review Audits on program sessions to ensure the required level of professionalism and program integrity is being maintained.

To ensure a level of transparency is developed and maintained, Client review and involvement is encouraged, either individually or in collaboration with senior management. Regular progress reports are prepared and delivered along with scheduled review meetings where any issues are identified, discussed and solutions implemented and documented.



Risk Management Services

The implementation of Risk Management policies and procedures is a clear marker of maturity in a business, signifying that the organisation is prepared to build its “culture”, on a permanent basis, around reducing risk to increase productivity and reduce costs.

Our “enterprise wide” risk management systems consulting is based on the internationally recognized Australian Standard AS NZS ISO 31000-2009 Risk management - Principles. The work we do with our clients helps them embed long term risk management frameworks.

Our proven and trusted methodology delivers clear tangible results in a timely and affordable manner by assisting clients to identify, evaluate and manage risks in diverse areas of their operations. Our engagements have involved helping our clients with a mix of:

- Conducting initial hazard/risk identification
- Reviewing existing systems, policies and procedures
- Implement processes and procedures based on the relevant Australian Standard
- Implementing cost effective, best practice risk controls
- Implementing monitoring strategies
- Advising on approaches to:
 - emergency response systems / crisis management
 - business interruption
 - environmental risk controls

Investigation Services

Our Group’s investigators are one of the most professional and experienced teams in Australia. All have undertaken extensive investigation training programs. Our factual investigation training program ensures our investigators have excellent investigative skills which combined with their qualifications, training and experience provides our clients with a service based on extensive knowledge of relevant legislation, claims and organizational processes and a thorough grounding in common law and natural justice principles. Some of our services include:

Misconduct Investigations: Including: disciplinary and internal grievances, harassment, bullying, sexual assault, assault and misuse of resources

Ethics & Code of Conduct training & services

Employers are often confronted by the need to investigate and resolve significant staff complaints, breaches of internal discipline or misconduct. Such investigations are demanding of time, communication skills, impartiality and objectivity, all of which are qualities that management may possess, but an independent inquiry, free from any perceptions of pre-conceived notions by those personnel involved, is fundamental to a just outcome.

Complaints: Investigation of public complaints, agency complaints and other general complaints relating to IT, HR, privacy breaches or financial concerns

Our experienced investigation team has developed a strong reputation and specialisation in investigating a wide range of matters. Our clients are a testament to our “investigation expertise and experience in meeting and exceeding their requirements”.

We have significant experience in managing investigators. The company’s ability to recruit and manage investigators has been clearly recognized by our clients.

All our investigation reports are independently reviewed by case managers. Over the years we have developed a unique and comprehensive performance review program. Performance reviews are logged and we provide immediate feedback to each investigator, assisting in the overall management of their performance on an ongoing basis.

As part of the orientation program, each investigator is required to sign a service agreement.. It is critical in the management of contract investigators that our service expectations are clearly documented, understood and acknowledged by each investigator before the conduct of any work. The service agreements are incorporated into our induction training program. The agreements include important service expectations and contractual arrangements such as:

- Client confidentiality
- Code of Conduct / privacy compliance
- Adherence to client service level standards
- Occupational Health & Safety
- Compliance with legal requirements

Fire & Emergency Response planning & training

With well over 15 years of Fire & Emergency Response planning & training. We are well positioned to tailor solutions for the most discerning Client. With a range of international and local experience, we can offer fit for purpose program development and training to meet legislative and internal obligations.

We engage specialists in the field of the required development and training from our extensive network of consultants and internal personnel.

SECURITY AND CONFIDENTIALITY

Data and Information Security

We have a strong policy of using the latest technology, security and support facilities. They include:

- Access in our information storage area is restricted. Old files are stored in a commercial storage facility which is subject to strict access controls.
- All hard copy files, information, videos etc are stored in steel lockable filing cabinets or lockable compactus.
- Our privacy policy specifically refers to our requirement that all materials obtained during any interaction be stored as soon as practicable for safe keeping.
- Password protection for all office and field computers.
- Fire proof safe for critical exhibits and documents.

PRIVACY AND ETHICS

Privacy

We have been very pro-active in coming to terms with the Information Privacy Principles set out in Section 14 of the Commonwealth Privacy Act 1998 along with the relevant legislation in each of the States.

We have a strong commitment to the protection of people's privacy and this forms part of our philosophy and culture in the way we conduct ourselves.

Code of Ethics

All our staff are required to adhere to a strict Code of Ethics at all times. The following is an extract from our code:

- We provide an honest, objective and independent investigation without bias.
- We will not misrepresent ourselves in any illegal manner.
- We will not utilise any illegal sources to obtain information.
- We may edit reports for grammar so they are court-ready.
- We will provide the original tape for all judicial proceedings.
- We will conduct our investigations in a professional and ethical manner.
- We will not engage in providing any services resulting in any conflicts of interest.
- We shall at all times recognise the legal and equitable rights of all parties.
- We do not sell results. We provide facts and evidence.

TRAINING PACKAGES

We have developed and conducted a range of industry specialized training modules designed to provide a transfer of knowledge from subject matter experts to participants in an interactive environment.

Clients including government and major corporate groups have utilised our training services to develop their staff skills and knowledge and reduce the risk to the organization.

We are able to offer pre-designed modules or customised solutions delivered either one-on-one, classroom or online enabling remote offices to benefit from the training whilst controlling expenses. Our training modules include:

- Ethics and Misconduct training solutions
- Investigations skills and coaching
- Workplace Safety / Risk Management / Crisis Management training
- Mental Health First Aid training
- Dealing with Aggressive Persons – Aggressive Behaviour Management.
- Pre-deployment to Hostile Environment Preparation Course (Accredited)



CorpSec International - Specialist Solutions

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