



**YOUR
SECURITY
SOLUTION**

CONTENTS

About Allied Risk Services	Page 4
Risk Management	Page 5
Corporate Investigations & Surveillance	Page 5
Manpower Security	Page 6-7
Training & Development	Page 8-11
Criminal History Checks	Page 12
Predictive Psychometric Assessments	Page 13
What Our Clients Say	Page 14-17
Your Guarantee	Page 18-19



“If you are not satisfied with our service and we are unable to deliver within a reasonable time, there will be no charge.”

Sam Ekinici
General Manager



About Allied Risk Services

Allied provides you a SYSTEMATIC approach to security management providing you with a variety of specialised services to establish industry benchmarks and standards.

The integration of services in security and risk compliance, training and development and manpower services form the foundations of the security management system. You, as the client, obtain the benefit of a full risk review prior to implementation of any manpower security service.

Our services establish transparency and accountability that the courts in prosecution matters have found to be sound defensible systems.

The areas of integration services are:

- Risk Management
- Corporate Investigations & Surveillance
- Security Services
- Training & Development
- Criminal History Checks
- Predictive Psychometric Assessments



Risk Management



Allied will provide a holistic and integrated Risk Management Service. Our Safety Management program provides the nexus between Allied Risk Solutions' Safety Management System and your specific security and service needs.

Our consultants will identify and manage the risks your staff, customers and assets are exposed to, through a comprehensive audit. We will design a security system which takes into consideration the areas of incident and report management, cash handling, internal and external risks, integration of services between departments and exposure to civil or criminal liability. A central principle of our systems is a commitment to occupational health and safety. Allied will tailor a Risk Management program that integrates with your existing policies, reporting systems and procedures.

Essentially you will have a security provider/department providing you accountability in Administrative, Operational, Physical and Electronic security measures. This system was developed over a 20 year period and is currently implemented at numerous hospitality venues, tested and endorsed by the courts.

With many industry prosecutions since the State Governments focus on Alcohol Related incidents, you have nothing to lose by taking up an obligation free offer to discuss your security and risk requirements.



Corporate Investigations & Surveillance



Allied Investigations was formed to help everyday Australian's resolve issues, deliver justice and obtain peace-of-mind.

We have a range of investigative services that are performed by our team of experts:

- Criminal Investigations
- Covert Camera Surveillance
- Legal Research and Investigations
- Insurance & Workers Compensation Investigations
- Undercover Investigations
- Infidelity – Cheating partners
- Factual Investigations
- Fraud Investigation
- Computer and Telephone Investigations
- Industrial Disputes
- Intellectual Property/Trademark Investigations
- Surveillance: Urban and Rural
- Online Investigations
- Cybersecurity
- De-Bugging
- Asset Checks

A common belief is that the law enforcement services (state Police, Australian Federal Police, etc.) are the only avenues available when it comes to criminal investigations.

However, it's important to know that there are alternative solutions available, beyond the traditional services.


Allied Risk Solutions provides the alternative solution.

Thanks to our team of investigative and security experts, we're able to give individuals and companies the opportunity to seek justice and uncover the truth of a matter.

Backed by Allied Risk Solutions, a company that provides security and risk compliance for organisations across Australia, Allied Investigations offers a holistic range of services through our team of highly skilled, highly trained and highly experienced investigators.

Our team operate within the boundaries of the law, so as not to undermine any potential legal proceedings that may arise as a result of any investigation. They also operate discreetly when dealing with delicate matters, and ensure clients are continually informed as progress is made.

There are situations where traditional detective and judicial services are unable to effectively resolve a matter. It's in these instances where it can feel as if justice hasn't been done and be incredibly frustrating for those parties involved.



“Perceptions become reality”

For that reason we go to extreme lengths to ensure that our staff are the best available in an ever shrinking pool of employees available to the security industry.

Staff induction, training, culture is established and enforced from initial point of employment and each staff member is inducted into your venue and briefed on your specific requirements.

Customer focus and service is an ongoing process for development, ensuring that your security becomes a key component of your customer service focus.

Ongoing in-house training programs supplementary to basic training cover:

- Company Policy Induction
 - Employee Code of Conduct
 - Registered Clubs Act
 - Liquor Act 2007
 - Customer Service
 - Confrontation Management
 - Inclosed Lands Act
 - Assaults and Offences Akin
 - Incident Reporting and Report Writing
 - Weaponless Control and Restraining Techniques
- Public Relations and Customer Relations
 - Communications (verbal & non verbal)
 - Team Building Skills (Controlled Aggression Exercises)
 - Problem Solving Scenarios
 - Standard Operating Procedures (Opening & Closing Procedures)
 - Club Bi-laws
 - Fire Warden Duties
 - Occupational Health and Safety

At Allied, our personnel are trained and experienced in these tasks integrating the roles, systems and accountabilities to provide you with the satisfaction guaranteed service whilst protecting your assets.

Interactions and active committee involvement with various Liquor Accords, Alcohol and Licensing Enforcement Command, local Licensing Police and Local Area Commands along with Office of Liquor Gaming and Racing ensures that your business is always up to date with the ever changing industry benchmarks and standards.

Allied’s range of specialist security services include:

- Crowd Controllers
 - Security Guard Services
 - RSA Marshalls
 - Concierge/Reception
 - Sporting and Special Event Security
 - Retail Security
- Loss Prevention
 - Armed Escorts
 - High Rise Complexes
 - Shopping Centre Security
 - Industrial and Construction Security
 - Gate House Guards

Allied has a 100% money back satisfaction guarantee for the integration of services we provide. Throwing people at a problem is not the solution or the option and we have historically shown to streamline any security system to work to a standard and reduce your costs. The initiatives are measurable and enforceable.

For an obligation free review of your security requirements please take the time to contact our office as you have nothing to lose and everything to gain. **Call now on (02) 9635 0477.**



“Customer focus and service is an ongoing process for development, ensuring that your security becomes a key component of your customer service focus.”



Club Security Skills Course

A comprehensive course for the person/s responsible for the enforcement and co-ordination of confrontation at your premises. The specific skills, knowledge and lawful requirements of this role are constantly changing and employers need to ensure their front line staff, Duty Managers, Security and RSA staff are ‘up to date’ in these areas.

Failure to do so will lead to both civil and possibly criminal litigation not only to the individual but to the licensee. Our Club Security Skills Course is manifestly designed to meet all of these critical elements essential to security and RSA staff employed within your premises.



Duty Manager Module Training

Achieving breakthrough performances through industry specific knowledge and providing tools to provide the way forward thus making the decision process tangible and actionable.

The training identifies and seeks to remove the internal interferences empowering the manager to effectively focus on the critical variables of decision making, ensuring a greater level of commitment, focus, clarity and direction is achieved.

Specific understanding of the core operational functions of Basic Security, Confrontation management, Human Resources, Public Relations, Communications, Staff and Complaints management, Administrative and Operational accountability.

This particular training was designed to facilitate operational and middle management and has been successfully implemented at numerous hospitality venues.



RSA Refresher Courses

The responsibility of ensuring that all RSA legislation and guidelines are complied with falls not only on the serving and operational staff but on the licensee. There is no room for complacency in this matter as the regulatory bodies continue to prosecute where breaches are evident.

The refresher courses take into consideration the “Harm minimisation” strategies and the various pro-active techniques, understanding in recognising and preventing intoxication.



Armed Hold-up Refresher Courses

Armed Robbery has a considerable impact on your business, and the health, safety and welfare of those involved in the Robbery.

The program is designed to address not only your Duty of Care provisions but to provide the strategies to establish a proactive security environment. A review of workplace design and layout, physical security and workplace procedures and protocols will be taken into consideration and incorporated into the staff training needs. Pre, during and post Robbery procedures are taught in this comprehensive competency based training.

All in-house training is designed specifically to your needs including those of your employees addressing the generational differences in the workplace.



“Achieving breakthrough performances through industry specific knowledge and providing tools to provide the way forward thus making the decision process tangible and actionable.”

Customer Service Training *"Delivering Service Excellence"*

Your customers buy an experience every time they frequent your venue. Customer service is an attitude which can become a standard and form the "service driven culture" within your establishment. Some of the content covered in our Customer Service workshop include:

- Deliver what you promise
- Under promise and over deliver
- Exceed customer expectations
- What makes customers stay, and the reasons they leave
- The 80 / 20 Rule
- Finding new customers costs five to seven times more
- Value of existing customers
- Critical moments
- Responsiveness
- Empowerment
- Developing lasting relationships
- The customer is not an interruption
- A complaint is a gift
- You own a problem until it is resolved
- Service recovery
- Courtesy
- Remember to capture compliments
- Love your customers

By understanding the relationship business environment, there are clear outcomes for the individual as well as the organisation through customer loyalty, reputation, trust, viability and profitability.

Goals & Achievements

Structure

1230

“Customer service is an attitude which can become a standard and form the “service driven culture” within your establishment.”



Criminal History Checks



Criminal History Checks

In order to screen potential applicants for positions in your organisation you need to consider conducting a Criminal History Check. This will report on any disclosable court outcomes and pending charges sourced from Australian Police databases in each state and territory. We can also facilitate Volunteer Checks, Credit Checks and VEO Checks.

You do not want to have a person with a criminal history in a position of influence unless you are fully aware of their background.

Go to <https://alliedbackgroundchecks.com.au/>

Predictive Psychometric Assessments



Psychometric Assessments

You may have excellent operational strategies in place in your business, but you need the right people to drive your business forward.

Businesses have 2 main components – products or services and its people. To achieve the best results for your business, you must address both of these components due to their complimentary and interrelated relationship.

The global leader in personality assessment.

Grounded in decades of scientific research, Hogan's assessment solutions help you dramatically reduce turnover and increase productivity by hiring the right people, developing key talent, and evaluating leadership potential.

How is Personality Testing used?

Hogan's psychometric profiling is an independent, evaluative measurement tool for Human Resource Managers to be able to select staff, assess / review and develop candidates for higher leadership roles or highlight deficiencies / problem areas to focus on, generating coaching / action plans for staff to achieve goals (usually during their training programs which we offer).

Many different industries and occupational roles are making use of psychometric testing in order to avoid selecting the wrong person in a position of responsibility and causing extreme risk to their business reputation.

In the longer term, this service can also be used for any business that requires interpersonal relationships (teamwork) or self-management, to avoid personality clashes in the workplace or jeopardise the business's safety based on the candidate's underlying behaviour.

Uses can include:

- Predicting Job Performance behaviour (against norms)
- Success in specific Occupational Families (against norms)
- Selection, Development, Leadership
- Recruitment and Hiring
- On-boarding
- Identifying Potential Talent
- High-Potential programs
- Leadership Development and Succession planning
- Evaluating Career Derailers
- Individual and Organisational Culture/Value fit
- Safety-related Behaviour
- Teamwork review and 360 degree peer reviews, Management focus
- EQ (Emotional abilities) and IQ (Cognitive abilities) testing

Go to <https://alliedbackgroundchecks.com.au/predictive-psychometric-assessments/>

What Our Clients Say

“

Sam has been an integral part of the clubs management team over the past 15 years dealing with our security, risk and compliance requirements. The development and applications of a structured training program for our Management and Security teams

has created for us greater integration of services, accountability to tasks and improvement and changes to our club culture. An excellent facilitator and presenter, I would recommend Sam Ekinici and Allied to any organization looking to review, improve or consolidate their current operational requirements.

Michael Lavorato
Chief Executive Officer



”

The standard and support received from Allied Risk Solutions over the past 10 years has been exceptional. The guards supplied by Allied are customer focused and driven and are a key component to our risk management strategies. Allied have trained our staff in Armed Holdup procedures and RSA and the standard and quality of service has been exceptional.

Shane Scanlon
Chief Executive Officer



As the Club of the year 2010 – ongoing development of our management and staffing resources have been the key consideration towards our future development. Sam Ekinici and Allied have created an impact through the training and workshops of our managers and supervisors, to consolidate the various departments towards our culture to promote the quality of standard and services and in our systems accountability. An excellent key note speaker and presenter with a through understanding of the industry and business applications. Would highly recommend.

Durban Arnold
Executive Operations and Gaming Manager

”

“

An exceptional standard and Service provided by industry professionals who understand clients needs and easily adapts and works with our clubs ongoing growth and challenges in the areas of Training and development, Security and Risk and Manpower security services. A long standard relationship for the past 9 years, I would highly recommend Allied's quality service programs.

John Turnbull
Chief Executive Officer



”

“

Allied provides an excellent support base for our shopping centres with the supply of quality guards, well briefed and trained to address our specific needs. Allied Management are proactive in their daily management of the guards and that of the operational issues on our premises. Allied services are proactive, professional, committed and flexible and would recommend to any organization seeking to better manage their security operations.

Shaun Gibb
Director



What Our Clients Say



“

I would like to take this opportunity to express gratitude and appreciation to you and your team for the contribution to further professional development of my management and customer facing team. The overall improvement in processes, procedures and attitude in general has evidenced an instantaneous improved level of efficiency benefiting the organization and in turn our customers as well.

The sessions were lively, informative and promoted interaction with real day to day business scenarios which staff could relate to which proved most beneficial. I have no hesitation in recommending Sam Ekinici and Allied Risk Solutions for the management development programs which delivers on the ground results leading to success in achieving business objectives magnified in today's ever changing business climate. A small investment for such outstanding results, I look forward to engaging further sessions through the program.

Imad Namrawi
General Manager

”

“

This is just a note to thank you personally and Allied for assisting my business in our strategic planning initiatives. I'm impressed in how efficient the service is and how much we've benefited in our critical analysis sessions with you.

Your personal business insight is refreshing, extremely candid and inspiring. I appreciate it when a consultant challenges the status quo and can guide us down new directions we never saw before.

Your passion for what you do is evident in every call, meeting and email. I really feel like you are one of the team and that makes all the difference.

Pierre de Villecourt
Chief Information Officer



”

“

Having the pleasure to be a client for the past 15 years I can fully support that the systems and crowd management policies in place for Hoyts especially from Movie Premiers to VIP / Personal protection was developed and implemented by Sam Ekinici of Allied Risk Solutions. Sam's industry knowledge, professionalism and expertise combined with the training and mentoring of our management team in Event Management, logistics and operational reporting requirements along with the media interactions has been a key factor in our ability to manage crowds in their tens of thousands. Sam Ekinici and Allied continue to leave an indelible mark for excellence in our organization.

Frank Periklous
Director Of Programming & Operations Australia and New Zealand

”



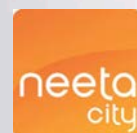
I feel privileged to call Sam a great friend and mentor. He is a patient guide and able to help others see perspective when they need it most. Sams business accument is exceptional and he is drive to succeed for his clients is unquestionable. Sam already has a great deal of wealth in his life and always find a way to add more value to others.

Chris Miller
Business Development Manager



I am pleased to have known and worked with Sam Ekinici and his company during the past five years during which time I have always been grateful for his advice and proud to have had most successful outcomes for any initiative we have worked on. Sam's personal motivation, his professionalism and integrity are his most exceptional values and qualities.

Margaret Martin
Centre Manager



“The greatest asset or risk within any business is your staff and with up skilling and empowering they will go a long way towards enforcing the various standards and establishing a service and standard driven culture within your organization.”

Your Security Solution

Security Management Strategies

Security is an evolving industry and through ongoing changes to legislation, compliance, training and enforcement your organizational needs should be reviewed periodically, ensuring your security management strategies are consistent with industry standards. Some of the considerations you will need to look at as an ongoing measures are:

- Your Standard Operating Procedures
- Key Performance Indicators (KPI's)
- Performance Management
- Training
- Reporting and Recording Procedures
- Liaison with Police and other Bodies or Authorities
- WHS

Staff Empowerment

The greatest asset or risk within any business is your staff and with up skilling and empowering they will go a long way towards enforcing the various standards and establishing a service and standard driven culture within your organization.

Proven Security Systems

Allied provides proven systems to support the integration of security into your core business units, whether it be through manpower, training or consulting.

Confidential Obligation Free Consultation

As a commitment to our quest for excellence in standards and quality of service, we extend to you an obligation free, confidential consultation to discuss your specific security and training requirements.

100% Satisfaction Guarantee

Allied provides a 100% satisfaction guarantee attached to all of our products and services. If you are not 100% satisfied with our service and we are unable to deliver within a reasonable time, there will be no charge.



**Staff
Empowerment**



**Proven Security
Systems**



**Free
Consultation**



**100%
Satisfaction
Guarantee**

What To Do Now

Your next step is to schedule a FREE zero-obligation consultation with one of our security experts. They will answer all your questions and discuss your specific security and training requirements.

Call us on (02) 9635 0477 today!





Allied Risk Solutions Pty Ltd
ABN 75 107 778 772
Master Licence Number 408900846

Administration Address
Unit 12 / 83 George Street,
Parramatta NSW 2150

Postal Address
P.O. Box 915
Parramatta NSW 2124

Telephone +612 9635 0477

Facsimile +612 9635 0064

Email info@alliedrisk.com.au

Website www.alliedrisk.com.au

Related Websites

www.alliedtraining.com.au

www.alliedrisk.com.au

www.alliedbackgroundchecks.com.au

www.alliedinvestigations.com.au