

2011



LIVE PROTECTION МОИТОРИТОРЪ НА ЖИВ



LIVE PROTECTION™



Serious Security Specialist

ABN: 93 208 528 219

MASTER LICENCE NO: 409 416 175

INTRODUCTION AND OVERVIEW

Increasing your security to Live Protection will delivers consistently superior security to stronger and viable and effective solutions.

Making us your security provider open more doors to a massive amount of security services, in the growing demand for improving service to the security industry.

Currently our services are all direct only not sub- contracted;
The advantage of this ensures that we can.

- *full operational control*
- *success in our work*
- *standards are met*
- *Cost effective migration*
- *Increased personal and site safety.*
- *Better organisation and budget.*



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BUSINESS BACKGROUND

Live Protection was first established by the founder and director of Operations Wayne P Nelson in 2006 with a very experienced team of professional security personnel.

Wayne has been involved within the security industry since 1997. He has sustained a wealth of experience and qualification across the board in the security sector.

Wayne Nelson has had a vast experience with Security Services in Australia and New Zealand. He was a member of the New Zealand Armed Forces for a number of years,

Area of Experience

Armed Security, Alarm Responses, Access Control, Bank Security, Big Events, Mass gathering location, Building Security teams, Bio Matrix Setting ,Covert Operations, Customer Service, Chemical Control, CCTV Security Programming, Fire Warden, Hotel Security, Hospital Security, Personal Restraint, Personal Protection, Security Specialist Computer, Specialist Dog Squad, ATM Support, ATM Escort, Coin Collection, Money Management, transport of valuables, Security Field Supervisor, Team Leader, Body guarding, Operation Manager ,Armed Guard, Anti- terrorist Security and many others...

Location of Work

Armaguard Security Section , Shopping Centres, Hospital, Large Hotels, Special events, ASX, American Express, Gate Way Building, Commonwealth Property, State Rail (Dog handler Manager) Military Site, Government Locations.

Darling Harbour (Dog handler), Dept. of Education Security, Leagues Club (Arm Guard), Hotels around Sydney senior Doorman, NZ Defence sites, Big Events and Concerts (Enmore theatre, Aces Aura ,Big Day, Easter Show) Fox Studios, Jewish community Security and more...

He has developed, built and maintained successful business partnerships that are built on trust, responsibility and professionalism, which has earned him the respect of his clients and industry colleagues to date.



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SECURITY SERVICE

- Risk Assessments
- Security Management Planning
- CCTV Commissioning
- Intruder Alarm Systems
- Alarm Monitoring Centre
- Access Control Systems
- Mobile Patrols
- Personal Protection (Body guarding)
- Cash – in – Transit
- ATM Replenishment
- Crowd Control
- Hotel & Club Security
- Special Events
- Static Security Personal
- Construction Security
- Loss Prevention Security
- Training Development

Live Protection™ is a Master Licence Accredited in New South Wales security business that complies fully with all standards, requirement and regulations which govern the Australian Security Industry.

Live Protection's Human Resource Policy ensures our commitment to adhering with all employment regulations, awards and duties with Fair workers.

Live Protection™ is a financial and active member of the Australian Security Industry Association (ASIAL).

Live Protection™ has on-going training in all areas of security and related services. We believe training to be one of the most important factors and requirement in Live Protection's development. We implement intense levels of training that the employee must meet with in required time frame to continue their employment with Live Protection™

Live Protection™ has prepared with the adoption of the "best practice" approach as outlined in Australian Standard



OUR OPERATIONS TEAM

Security Services that are provided by Live Protection will be overseen by the Operations team who will then be appointed in accordance by Wayne Nelson (Director of Operations)

Main task:

Wayne Nelson (Director)

- Overseeing business Operations
- Client liaison & account Management
- Perform job interviews and Pre-screening shifts
- Assist with operational procedures
- Business Development

Mathew Stehlin (Managing Director)

- Overseeing Wages and Business Accounts
- Performing Job interviews and Pre- screening potential employees
- Perform regular inspections and visits to sites
- Assist with operational procedures

Sale Fuamatu (Operations Manager)

- Allocate guards to cover regular pre- assigned shifts
- Performing Job interviews
- Perform regular inspections and visits to sites
- Overseeing the Professional & Organisational Development Services

Matthew Dawson (Training Development Manager)

- Perform the ongoing Training Programmes
- Perform Site assessments
- Development of all staff and the companies plan.
- Perform one to one in Professional Skills

Adrian Faggella (Sales Consultant)

- Forming the customer relationships
- Offering Live Protection solutions to new customers
- Strategic sales planning
- Sale development

Sengosuvanh Siri (Technical Manager)

- Technical Project manager
- development,
- Design and systems integration for client engagement from definition phase through implementation.
- Manages technical resources within budget and project schedule.



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OUR CUSTOMER SERVICE PLAN

CEO Message

Live Protection™ acknowledges that the delivery of excellent customer service is paramount in achieving a safe and friendly environment for clients and their customers.

To highlight Live Protection's commitment to both customers and staff we have dedicated a strategic objective for this purpose, including customer service standards training and military combat training courses. Live Protection™ as a family orientated company can ensure continual improvement in moving towards excellence in all areas of security operations.

A key action identified in Live Protection's Strategy is the development and implementation of a Customer Service Plan.

Customer service is our most direct interface with the community and contributes significantly to the wider perception of our services and our ability to increase our clients business through positive engagement.

Customers are the reason for our existence and as such our highest priority. Every Live Protection Staff member accepts responsibility for the customer service delivered by the Live Protection as a whole.

Live Protection is committed to providing excellent customer service and the development of Live Protection's Plan will guide the way for others, and change the way we interact with our customers, ensuring our clients receive the best service possible.

Wayne P Nelson

Wayne P Nelson

Live Protection™

Chief Executive Officer

Serious Security Specialist



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OUR COMMITMENT TO CUSTOMER SERVICE

We will:

- Welcome our customers.
- Provide a respectful, friendly and courteous environment.
- Actively listen to our customers.
- Be open, accountable and responsive.
- Strive to exceed our Customer Service Standards at all times.
- Recruit customer – focused, skilled and competent professional to deliver our services and continually provide opportunities for them to develop and learn.
- Actively seek feedback from our customers and measure contact in confidential manner and respect privacy.

OUR MISSION TO CUSTOMER SERVICE

- What do we want to achieve?
A strong relationship and partnership with our customer based on trust, honesty and mutual respect.
- An environment and culture where our people are passionate about providing excellence in customer service.
- A consistently high standard of customer service to all our customers.
- Valuable feedback from customers for use in improving our services and standards.

To achieve this we need to:

- Develop, promote and evaluate a Customer Service plan.
- Foster a can –do” attitude amongst staff.
- Continually support opportunities for co-operation and team work across all functions of the organisation.
- Provide quality systems to support customer service processes.
- Create and /or utilise opportunities to raise community perceptions of the Council- who we are and what we do.
Allocate time to the development of relationship with our customers.



OUR CUSTOMER SERVICE STANDARDS

Face to Face: We will

- Greet customers with a smile.
- Wear an ID badge, in a prominent position above the waist, visible at all times when on duty.
- Ensure all customers are treated in a courteous, respectful and professional manner.
- Acknowledge all customers on arrival.
- Be conscious of potential audiences when discussing confidential information in a more private location if possible.
- Deliver information that is current and in plain language.
- Provide an avenue for feedback at all service points.

Telephone: We will

- Handle all calls within five (5) rings.
- Respond with "good morning/afternoon or welcome to, (work area), (name)".
- Use group pickup or diversion on our phones when we are away from our desks or on leave.
- Never ignore a ringing phone.
- Introduce the caller and provide relevant details when transferring calls.
- Take responsibility for every call we receive, regardless of the subject matter.
- Make sure our work area is staffed, or ensure someone is contactable, at all times,

Correspondence, including email: We will

- Provide a written response within 7 working days
- Use clear, simple and concise language, avoiding jargon.
- Include an appropriate contact name, address, telephone number and email address for Live Protection™.



RISK ASSESSEMENTS

Live Protection plans and prepared with adoption of AS/NZS 4360:2004 Risk Management are to regularly update their procedures for the safe conduct of excursions on the basis of implementation experience, risk profiles.

SECURITY MANAGEMENT PLANNING

Evaluation provides an opportunity to indentifying successful particle as well as areas for improvement, information that been made available to Live Protection™ and the Implementation procedures which follow are structured around , Local, State and Federal Legislation.

Live Protection Management and stakeholders, the controls/ measures need to treat and minimise any foreseeable risks with the security operation.

Implementation of Security Management plan.

Before our Security officer commence their task they must conduct the induction and training and be briefed on the current site activity, following Live Protection Operating Procedures. Insuring that all staff fully understand their requirements and tasks and roles.



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CLOSED CIRCUIT TELEVISION (CCTV)

The Live Protection™ **CCTV Division** with adoption of AS 4406 Closed Circuit Television, CCTV:, AS 4406.1-2006 Closed Circuit Television, (CCTV) – Management and Operation, AS 4406.2-2006 Closed Circuit Television, (CCTV)- Application guidelines, AS 4406.3-2006 Closed Circuit Television, (CCTV)- PAL signal timing and levels, AS 4406.4-2008 Closed Circuit Television, (CCTV)- Remote video

Is focused on providing an extra “set of eyes”, particularly where hazards or difficulties apply to continual monitoring. These difficulties may relate to access constraints, environmental constraints or cost constraints.

Live Protection™ CCTV Division objective of development CCTV equipment is to act as a deterrent against activity or unruly activities, provide assurance, security and safety to people occupying the spaces covered to maximise the deterrent value, and consistent privacy requirements, camera usage should be notified in public areas.

Live Protection sells equipment that suitable for the application it is being applied to.

Supply and Install,

- Computer controlled analytics and identification,
 - Retention, storage and preservation,
 - Closed – circuit digital photography (CCDP)
 - IP cameras,
 - Networking CCTV cameras, I
 - Integrated systems Wireless security cameras
-

Live Protection offers maintenance and clearing services this give the client the most optimum performance of the system.

All Live Protection equipment and installation are covered by a minimum of 12 months parts and labour warranty.

Once commissioned Live Protection given clear and concise instructions on the operation of all our system.



INTRUDER ALARM SYSTEMS (IAS)

The Live Protection™ **IAS Division** with adoption of AS/ NZS 2201.1:2007 Client's installation, commissioning and maintenance. ASIAL Code or Practice of the Marketing of Home Security Systems.

Live Protection™ IAS Division objective of development equipment is to detect any activities and provide assurance, security and safety to sent off warning bells such as unauthorised entry, or recorded of entry by staff, monitor site activities and consistent client and equipment records.

Live Protection sells equipment that suitable for the application it is being applied to.

All Live Protection equipment and installation are covered by a minimum of 12 months parts and labour warranty.

Once commissioned Live Protection given clear and concise instructions on the operation of all our system.

Live Protection sells equipment that suitable for the application it is being applied to.

Supply and Install,

- Passive infrared detectors
- Ultrasonic detectors
- Microwave detectors
- Photo- electric beams
- Glass break detectors
- Vibration Senores
- Passive magnetic detection
- E- field
- Microwave systems
- Fibre optic cable



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CASH IN TRANSIT

The Live Protection™ (CIT Teams) conducts competed Risk Assessment with adoption of AS/ NZS 4360:2004, The Work Cover Authority of NSW January 2001, Catalogue No. 073, Occupational Health and Safety Act 1983 (OHS Act) Consultation, Planning & Preparation Personal Protective Equipment (PPE) and Training and Supervision, Post Hold- Up Procedures, Post Traumatic Stress Legal Requirement.

Live Protection has been successful in providing security based service to its clients and continues to grow on a solid reputation. We provide all the required tools fulfil a clients security needs and we are managed by motivated security team that gets the job done the right way.

We understand you are entrusting the safety of your personnel, customers, guest and premises to us and fulfilling this responsibility are of our operations.

Our Security personal are the best in the business, and we carefully allocate all staff to match your requirements, further more our low staff turnover means we can generally place the same personal on an ongoing basis which translates into as consistent standard of quality you can rely on.

- Cash – in – Transit (CIT)
- Express Business Deposit Collections.
- Cash & Coin Deliveries
- Banking.
- ATM Replenishment
- Cash Escort.
- ATM Checks.
- Audits.
- Overnight Cash Holding.

Currently all CIT is conducted, Covert plain clothes, Back to Base radio, GPS Tracking, personal duress alarm.



MONITORING CENTRE

Live Protection Technical support we have the expertise to provide a wide range of remote support services including remote programming, remote arming, test signal verification and downloading.

Service

Our Monitoring centre is the hub of our service capability. By sharing this resource (information), our monitoring centre teams work with our technicians to gain a complete understanding of a system fault or trouble conditions.

- Automated monitoring technology.
 - Listen in Alarm monitoring
 - Video verification
 - Broadband Alarm Monitoring
 - Integrated Monitoring.
 - Enhanced Call Verification
 - Alarm Response Tracking.
 - Print or view "real-time" alarm and event activity
 - Premise status reports
 - Opening and closing reports.
 - Email reports.
 - SSL encryption.
-



MOBILE PATROLS

Live Protection **Mobile Patrols** with adoption of AS4421-1996 as uniformed Protection officer attending to premises to investigate why an alarm has been activated, Our Security Officer will conduct an external, check of the site. The Security Officer will physically check the building. As we understand that time is critical in these situations.

Welfare checks

Live Protection security officer is dispatched to check on a person that is at home or working alone, also checking the location the person maybe working in.

Key – holder Services

Live Protection holder's keys to any property and you are able to call us to have the call out to unlock the building to gain access. Key are carefully numbered and monitored, and stored in safe which is monitored by alarm and audit at the end of every shift. Additional security measures are also in place.

Securing Property Services

We can have static security guard on site that may be requirement to stay until the key holder arrives or the damages are repaired.

Live Protection also conducted site security surveys, response to alarms, maintain records of all operations.



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CLOSE PERSONAL PROTECTION (BODY GUARDING)

Live Protection™ proactively and reactively protect VIP's against; direct personal risks, such murder, kidnaping and assault; and indirect personal risks, such as threats, intimidation.

We are business entitles that offer close protection services in the private sector as agencies. Our Close protection services, and CPO, to clients who require them, on either a short- term or a long term basis.

Live Protection can run operation required are intensive, protection in all sector of security and one week event and series of concerts, or protection that may required on a long –term basis when the principal resides.

Counter measures to prevent/ deter an attack...

- Immediate action drills,
- Situation awareness,
- Travel safety,
- Counter intrusion,
- Secure / ensure perimeter and internal security,
- Explosive ordinance detection,
- Bomb threat,
- Suspicious packages,
- Suspicious item,
- Suicide bombers,
- Transport security, Carjacking,
- Security advances,
- Ambush,
- Pre-event site survey,
- Pre-event preparation,
- Complete threat assessment,
- Motorcade and route security,
- Convoy configuration of formal motorcade



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OUR CROWD CONTROL SERVICE STANDARDS

When Obtaining a Security Licence under the NSW Security Industry Act 1997 , for crowd control, the subject is only briefly covered in the training course. Current security companies solely depend on this training of their security guards.

Live Protection has designed a Crowd control in accordance with the NSW Liquor Act 2007, NSW Office of Liquor, Gaming & Gaming, and the Published Guideline by the Director of Liquor and Gaming under section 5 of the Liquor Act 2007.

The service standard ensuring all staff have a full understanding and are competent to fulfil their duties as a crowd controller in Live Protection. The Service provided by Live Protection™ are, but not limited to.

- Education and training Guidelines for Crowd Control.
- Live Protection has a number of Training Workshops and Plans to ensure that the Crowd Control Service Standards are maintain.
- Type of methods, workshop, courses, onsite training, advisement, tests, Management meeting, staff members, introduction.
- Pre- incident planning.
- Background information and intelligence.
- Decision- making.
- Scanning the Crowd.
- Identifying the Crowd behaviours.
- Decision making in an emergency.
- Working under stress.



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INSURANCE

Public Liability

Live Protection is Insurance
Though **Coversure Pty Ltd**
ACN 134 635 180 ABN 84 413 814 665 of
DMA Insurance Brokers Pty Ltd (AFSL 2476745)

Insurer: Certain Underwriters at **Lloyd's of London** as per Blinding Authority Agreement (B0831/ 2000004210).

Insured: **Live Protection**

Public Liability any Occurrence \$10,000.000
Goods in Care, Custody & Control \$ 50,000
Cash in Transit \$80,000

Business Occupation: Security System Consultants, Static Guarding, Body Guarding, Education programmes, Crowd Control & Cash Carry.

Please see: **Certificate of Currency**

Fidelity Guarantee Insurance

As Live Protection is becoming more invoices in the Cash in transit Live Protection has access to the Guarantee that Live Protection is willing to take every action to protection its business and entrusted in our client



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OUR STAFF

Live Protection™ is built on the strength and professionalism of its people, to deliver and build substantially rewarding business outcomes for both the client and the business.

In turn for dedication and support that our staffs demonstrate, they are rewarded by having the opportunity to continually learn, develop and progress their career in partnerships with Live Protection who is a supportive security industry leader.

OUR TRAINING STAFF

Live Protection™ has sourced the best trainers in the field of Military Self Defence. All our staff are put through this training an ongoing bases though the company Military Combatives© to strengthen our people, and lead the way in the pursuit of excellence in Security Professionalism

Military Combatives©

Shane Cassidy, GCTSD, BTD, FAIPF Commenced martial arts training approximately 27 years ago to the Military. After enlisting in the Military (Infantry),

Shane let martial arts slip until he was introduced to Military Unarmed Combat by Major John Whipp and he went on to co-write and design the Defence Forces new Close Quarter Fighting manual where he became a Senior Instructor.

After another couple of years, Shane was asked by to write/design the Military Self Defence course an the Special Forces Training Centre that is still currently being taught in the Australian Defence Force today.



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TRAINING PROGRAM

Live Protection believes in developing employee's skills, by implementing a comprehensive, ongoing and consistent training program.

The quality employee training program is essential to keep our staff motivated about learning new concepts and our company standards.

Live Protection uses the training program to build, develop, motivate and retain our staff.

Our Internal Training Programs.

A complete training program includes an overview of the job expectations and performance skills and a fundamental understanding needed to perform the job within the organizational structure.

Live Protection knows solid training programs act as the building block for the practical skills needed to prepare a security officer in Live Protection.

All Live Protection Training Programs are tailored to the needs of all our clients,

Effective training can make a difference!



TRAINING TOPICS

- Maintaining workplace safety and OH&S
- Effective communication in the Security Industry
- Monitoring individual and crowd behaviours
- Being able to work as part of a team
- Venue management
- Cultural Management
- Conflict Management through negotiation
- Plan and conduct evacuation of premises
- Patrol Security procedures
- Military Combative Training
- Cash Services
- Road Cash Services
- Manual Handling
- Cash Services (Yearly Refresher)
- ATM Basic Replenishment
- Cash in Transit Support
- Psychological and Physiological Effects of Stress
- Professional and Personal Presentation
- Integrity and Discipline
- Customer Service
- Powers of Arrest
- Use of Force
- Common Offences
- Common Defences
- Note Taking, Report and Evidence
- Response to Immediate Crisis
- General Patrol Tactics and Techniques
- Safety Issues.
- Armed Robbery Training.

Up incoming Training

- Firearms Training
- Weapons Defence
- Driver Training
- Dispatch Training
- ATM Solutions



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MANAGEMENT SERVICES

Site Supervisors

Roving Site Inspectors make random checks of client's sites. On these visits they speak to the client's staff and security officers and carry out a security inspection of the site.

Management review

Each Monday Live Protection management team meets to review the site inspection sheets, and plans appropriate strategies to deal with any issues.

CLIENT AND STAFF FEEDBACK

All information gathered by Contact Managers, Supervisors and site Inspectors is discussed with Client and where necessary an appropriate amendment is made to the Standard Operating Procedures.

RESOURCE PLAN/ CAPACITY

Live Protection has 15 Fulltime employees and up to 100 plus Part time/Casual Security Officers. Who provide a variety of services to our clients. These services range from static security to mobile patrols, encompassing crowd control, and specialist officers.

VISION

Live Protection management has endorsed a vision created by Wayne Nelson the Director of the Company.

“Equipped with skills and knowledge we become effective to manage, protect and serve through experience and dedication to achieve quality services.”

READINESS

We ensure through training individual employees that they are ready to work on location to ensure that they meet all requirements prior to commencement of the contract.



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ENGAGEMENT

To build employee commitment to company goals and values, and ensure Live Protection is an attractive employer of choice for current and potential employees. We have engaged in finding and training experienced staff for different location.

ADAPTED CAPABILITY

Live Protection will aim and ensure to seek employees that are trained and equipped and are able to adapt to meet the changing needs of the SECURITY INDURSTY.

PURPOSE

Live Protection's purpose is to build a long lasting business relationship with Australian standards.

POLICIES & PROCEDURES

The Australian security industry has a unique occupational heal and safety (OH&S) requirement because of the potential hazards to the general public, clients, commercial and domestic as well for employees.

Implementing Standard operating Procedures (SOP)

OCCUPATIONAL HEALTH & SAFETY

In accordance with Live Protection's occupational health and safety (OH&S) policies supervisors are required to ensure that regular workplace site safety inspections are performed to ensure safe work environment and that practices and procedures are followed.



RECRUITING, GUIDE LINES

Initial contact

- Request applicant's resumes.
- Shortlist & contact applicants.
- Arrange interview

Interview Stage

- Follow appropriate interview guide
- Complete:
 - ❖ Application Form
 - ❖ Credit Agency Check Form.(CIT)
 - ❖ Federal Police Check Form
 - ❖ Arithmetic Questionnaire
 - ❖ Questionnaire
 - ❖ PSI / Questionnaire Assessments
 - Appropriate Licenses copy

Process PSI (Psychological Assessment).

Process Credit Agency Check

Process Police Check

Reference checking

- Follow telephone reference check guide
- Conduct two business reference checks.

Medical examination

- Provide medical Centre with Job tasks requirement.
- Make appointment/ advise applicant
- Obtain medical certificate for suitability for Job tasks.



Successful application Notification

- Prepare & send signed letter of appointment and photocopy of letter
- Send tax declaration , & superannuation forms
- Signed copy of letter of appointed & Payroll forms

Training and Commencement

Each Department Manager shall assess all task & positions under their jurisdiction. This is done to ensure that all tasks are performed safety and efficiently.

- Current skills and knowledge
- Current training undertaken
- Any changes anticipated for duties and responsibilities
- Workplace hazards, control measures and other arrangements
- Hazards identification and Risks Assessment
- Position Descriptions
- Safe Operating Procedures
- Equipment
- Level of Supervision



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List of Resource Information

NSW Security Industry Act 1997
NSW Security Industry Amendment Act 2005
NSW Privacy Personal information Protection Act 1998
NSW in Closed lands Protection Act 1901
Occupational Health and Safety Act 1983 (OHS Act)
NSW Liquor Act 2007

Code of Practice

NSW Security Industry Code of Practice
NSW Work Cover Cash in Transit Code of Practice
NSW Work Cover Guidelines for the Cash-in – Transit
NSW Government Policy Statement and Guidelines CCTV (in Public Places)
NSW Office of Liquor, Gaming & Racing Intoxication guideline July 2008

Australian Standards

AS 4360:2004 Risk Management
AS /NZS 2201.1.2007 Client's premises
AS 2201.2.:2004 Monitoring centres
AS/ NZS 2201.5:2008 Alarm transmission systems.
AS 4421:1996 Guards and Patrols
AS 4406 Closed Circuit Television CCTV:
AS 4406.1-2006 Closed Circuit Television (CCTV) – Management and Operation
AS 4406.2-2006 Closed Circuit Television (CCTV)- Application guidelines
AS 4406.3-2006 Closed Circuit Television (CCTV)- PAL signal timing and levels
AS 4406.4-2008 Closed Circuit Television (CCTV)- Remote video



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