



THE EXACT DIFFERENCE

CUSTOMER FOCUSED SECURITY SERVICES

AIMING TO BE AUSTRALIA'S FINEST CORPORATE SECURITY SERVICE.

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THE EXACT DIFFERENCE

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CONTACT US TODAY, START THE CONVERSATION
ON CUSTOMER FOCUSED SECURITY SERVICES.

 1 300 339 228

 info@exactsecurity.com.au

 Level 3 Suite 314,
29-31 Lexington Drive
Bella Vista NSW 2153

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CORPORATE SECURITY SERVICE.



**EXACT
SECURITY**

www.exactsecurity.com.au

EXACT ARE ALWAYS READY TO
ENSURE THE HIGHEST STANDARDS
ARE MAINTAINED EVEN IN THE MOST
TRYING OF CIRCUMSTANCES.
DURING THEIR TENURE THE GROUP
HAS SEEN THE NUMBER OF ANTI-SOCIAL
INCIDENTS SLASHED BY MORE THAN
EIGHTY PERCENT AND THE LEVEL OF
CUSTOMER SERVICE AND INTERACTION
WITH SECURITY PERSONNEL
IMPROVE DRAMATICALLY.



BRETT CRASTIN
GROUP OPERATIONS MANAGER,
CASTLE HILL RSL GROUP





EXACT CUSTOMER FOCUS

- Protecting your people, property and reputation is our starting point – and always in focus. It is our core function.
- Enhancing customers' experience and perception of your venue lifts our operatives to another level.



EXACT SELECTION SCREENING

- EXACT Security Operatives undertake a selection process that is rigorous and extensive.
- This step is essential to our aim of bridging the gap between security and excellent customer service.

EXACT TRAINING

- Comprehensive induction & ongoing training ensures high levels of competence in both security operations and customer service.
- Training programs are developed to meet specific needs of clients – methodologies are checked to be complementary to clients' existing programs and operational guidelines.



EXACT EXPERIENCE: CLUBS & HOSPITALITY

The EXACT Management Team & Board have a combined 70 years working in club management covering:

- General management.
- Security & surveillance.
- Legal.
- Marketing, membership & loyalty.
- operations - gaming, bars, catering, reception & door.
- Duty management, compliance.



EXACT COMPLIANCE

To ensure your compliance obligations are well attended we use:

- The industry leader in contractor compliance systems.
- The SMARTEK System gives certainty to club managers and directors that every security risk is either eliminated or mitigated and controlled.



EXACT SECURITY PROVIDED CONTRACT SECURITY
PERSONNEL ACROSS A NUMBER OF VENUES
FOR THE B20 AUSTRALIA SUMMIT 2014 A HIGH
PROFILE EVENT ATTENDED BY APPROXIMATELY 400
BUSINESS LEADERS FROM AROUND THE WORLD...
I WOULD HAVE NO HESITATION IN WITH EXACT
SECURITY AGAIN IN THE FUTURE.

STEVE BELCHER
EVENTS MANAGER

A person is standing in the center of a large, modern building lobby. The ceiling is a high, vaulted structure with a grid of panels. The floor is made of large, light-colored tiles. The walls are composed of large, dark columns. The lighting is warm and ambient. The person is wearing a dark jacket and light-colored pants. The text is overlaid on the image in a white, sans-serif font.

EXACT SECURITY HAS PERFORMED
ABOVE THE STANDARDS EXPECTED.
WHAT IS PLEASING TO ME IS THEIR
DESIRE TO SUPPORT OUR BUSINESS
BY FOCUSING ON ENHANCING OUR
CUSTOMERS' EXPERIENCE, YET MAINTAIN
A HIGH LEVEL OF PROFESSIONALISM
IN DEALING WITH ANY SECURITY/RISK
RELATED MATTERS THAT HAVE ARISEN.

”
GREG PICKERING
GROUP CEO, MOUNTIES GROUP

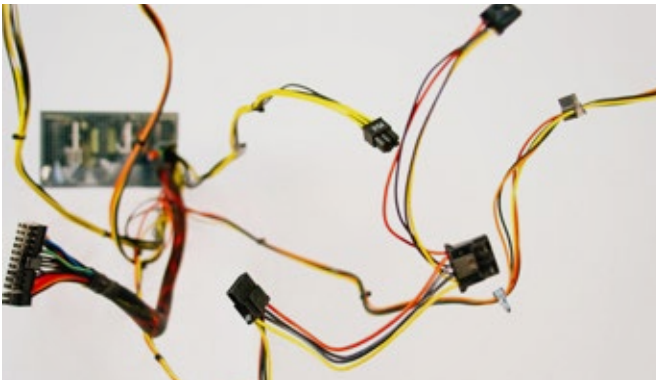


DIRECT CONTACT WITH EXACT KEY STAFF

- Your access to our team needs to be as seamless, easy and reliable as possible.
- Being able to directly contact senior and key EXACT staff is important to you... and to us.
- You will have the mobile numbers of our key team members.

EXACT RELATIONSHIPS & REPRESENTATION

- Relationships with regulators, associations and authorities plays an important role in hospitality security.
- Fostering & maintaining these relationships is part of the EXACT Service.
- We willingly represent the interests of our clients when required.
- When needed we will collate statistical and other information to support your submissions.



EXACT TECHNOLOGY

- We are constantly on the lookout for ideas and solutions that will benefit our clients' businesses.
- An example is the introduction of video and audio capable body cameras for all EXACT Security Operatives.



EXACT CLIENTS

- While we have clients across a range of industry sectors, we are proud of our strong history and association with local hospitality venues.
- Our unique adherence to both security and customer service disciplines means we are the perfect fit for venues operating in hospitality.
- A selection of client comments are included in this booklet.



THE 8 PILLARS OF EXACT QUALITY MANAGEMENT



CUSTOMER FOCUS

Meeting and exceeding our customer's needs is the primary focus of EXACT's quality management program. We recognize it is this that will determine the long term success of EXACT.

LEADERSHIP

Strong leadership is vital to a unified direction, shared understanding, and therefore to successfully maintaining our customer focus.

INVOLVEMENT OF PEOPLE

Our ambition to create value for our customers requires competent, empowered and engaged people at all levels of the EXACT organisation.

PROCESS APPROACH

More consistent and predictable results are produced when we understand that processes link together and function as a system.

SYSTEMS APPROACH TO MANAGEMENT

People, teams and processes do not exist in a vacuum. By ensuring they are managed as one coherent quality management system, EXACT will achieve sustainable success.

CONTINUAL IMPROVEMENT

Reacting to changes in the internal and external environment is the key to improvement and essential for Eaxct to deliver value for our customers. This is of paramount importance today when conditions evolve so quickly.

FACTUAL APPROACH TO DECISION MAKING

Making decisions is never easy and naturally involves a degree of uncertainty. EXACT ensures that decisions are based on the analysis and evaluation of data – our decisions are evidence-based.

MUTUALLY BENEFICIAL SUPPLIER RELATIONSHIPS

Our relations with stakeholders is essential to success – to deliver value to our customers we understand that our relationships with suppliers must also contain value and mutual benefits.

REVESBY WORKERS' HAS A SECURITY ROSTER OF 400+ HOURS A WEEK COVERING THREE CLUBS AND A SHOPPING CENTRE. EXACT DOES A FANTASTIC JOB IN ROSTERING A CONSISTENT, HIGHLY SKILLED TEAM EACH AND EVERY WEEK. THE TEAM WORKS WELL TOGETHER NOT ONLY PROVIDING A SAFE ENVIRONMENT, BUT ALSO DISPLAYING A HIGH STANDARD OF CUSTOMER SERVICE TO OUR PATRONS.

”

JOSH SKUDOWSKI
SENIOR DUTY MANAGER,
REVESBY WORKERS CLUB



HealthMates
Fitness Centre



2GB HAS THE MOST HIGH PROFILE
PERSONALITIES IN AUSTRALIAN
RADIO AND THEIR SAFETY IS NOT
SOMETHING WE TAKE LIGHTLY...
WE NEEDED A SECURITY COMPANY
THAT WAS A CUT ABOVE THE REST,
WHOSE REPRESENTATIVES WERE WELL
PRESENTED, HIGHLY TRAINED... AND WHO
COULD REPRESENT THE 2GB BRAND AT
ALL OCCASIONS. I CAN SAY WITH 100%
CONFIDENCE THAT EXACT SECURITY
ACHIEVED ALL THESE BENCHMARKS.



DAVID KIDD
PROGRAM DIRECTOR,
2GB

EXACT MANAGEMENT TEAM & BOARD



STEVE VAN ZWIETEN CPP
MANAGING DIRECTOR

Steve is one of Australia's leading experts in strategic & operational security with over 30 years experience at all levels of management. He had 19 years at Panthers – with 3 years as GM of Penrith Panthers after a long term in the role of Corporate Security & Surveillance Director. Steve was the Founding Chairman of the Australasian Security & Gaming Council. Steve's extensive & deep understanding of the challenges facing hospitality venues brings enormous value to Exact clients.



KEVIN BLANCH
OPERATIONS MANAGER

Kevin's experience in Security spans over 22 years and a range of industries including hotels, clubs and other licensed premises. His long tenure as Group Security Supervisor at Merivale Group provides him with skills and attributes essential to delivering security solutions to every type of venue. Kevin is currently completing a Bachelor's degree in Criminology.



STEVE VAN ZWIETEN JNR
GM EXACT TECHNOLOGIES & DIRECTOR

Steve (Jnr) has delivered electronic security solutions to some of the biggest and most progressive venues in the state – including The Star, Panthers Group, Canterbury League Club, Revesby Workers to name a few. His experience extends into other important enterprises and industries including health and education. Steve's passion for electronic security is unparalleled and ensures that Exact clients are always at the cutting edge in terms of both technology and value.



AMANDA SOUTH
BUSINESS PERFORMANCE MANAGER

Amanda's industry experience covers hospitality and corporate enterprises and ranges across many areas including executive administration, surveillance operations, customer service, promotions and duty manager roles. She holds a Cert IV in Frontline Management and is completing her Diploma in Leadership & Management. Amanda has guided Exact Security to achieve certification in Quality Management Standard AS 9001. She has also attained a Certificate of Attainment in Quality Management Systems and Internal auditor Training.



NICOLE BRAXTON
FINANCE MANAGER

Nicole has completed an Advanced Diploma of Accountancy – TAFE. She also has over 20 Years experience in all aspects of Accounting.



ALLEN BARRY
DIRECTOR

Allen has been involved with corporate Australia for over 30 years. He founded and is Executive Director of Barringtons and he has extensive experience as a regulator, investigator, private provider and trainer. He is heavily involved in A.S.I.S. International.



STEVE BOWERS
DIRECTOR

Stephen's 30 year involvement in the law covers criminal & personal injury law and also in the corporate sector for a large registered club in NSW. He has served local government as Councillor, Deputy Mayor & Mayor. He brings the Exact Board valuable legal, political, commercial and management experience.




MAX COWAN
DIRECTOR

Max's experience and expertise covers teaching, tutoring, statistical and mathematical analysis, marketing and management. His time at Panthers saw growth in all areas that was unprecedented and not been since. He holds a double-major Bachelor's Degree from the University of Sydney, the majors being Mathematical Statistics and Pure Mathematics.



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