

Message from the Group CEO



Welcome to this first edition of what will become our quarterly One2One Group newsletter. When I was asked to write a Forward for this inaugural edition, I realised my two years at One2One Group has just elapsed. The past two years have been very busy, but extremely satisfying. Two years ago, we set out on a change journey with a clearly developed business plan for continuous and incremental improvement. We have collectively worked hard to establish the foundation processes, procedures, systems, and people whilst experiencing considerable growth as we have improved. I could list hundreds of changes, but some of the achievements that stand out include;

- The certification of our ISO Quality Management Systems in general quality, WHS and Environmental Management. Our systems have over 100 quality documents to support business operations.
- A focus on greater levels of client service both internally and externally.
- The establishment of structured meetings in Operations, Sales and Marketing, Management and WHS.
- The establishment of many Committees including, but not limited to, WHS, Indigenous Engagement, Defence, and Innovation.
- The completion of numerous internal projects to integrate systems and improve standards.
- The establishment of departments and departmental heads to support our client services including Operations, Sales and Marketing, Information Technology, Accounts, Administration, Compliance, and others.
- The establishment of our 24/7 Global Contact Centre (GCC).
- Growth that has paved the way for additional staff to be recruited to now have a head office team of over 30 professionals.

More recently, a major change to our business structure has seen Security One2One change to One2One Group and expand into two new business including One2One Services and Australian Bullion Exchange. You will read more about these two businesses in this edition.

The work we have completed in the past two years has set the foundation for future prosperity. Our head office team are working very hard to support our staff and clients, and it is now pleasing to see staff being promoted internally and rewarded as part of our Reward and Recognition Program. I am pleased to announce that we will soon be implementing our new One2One Group Intranet (staff portal) to allow in-field team members to connect with head office staff and access company information including this newsletter and other company information easily.

I am particularly proud of our safety record that has included the implementation of a full Workplace Health and Safety Management System and the many processes and attention that go into keeping our people safe. The safety of our people will always be my top priority.

I look forward to our continuous improvement against our set plans and work to consolidate our group in what we have called the year of Automation and Growth.

I would like to take this opportunity to sincerely thank everyone in the group for your hard work and dedication.

Most importantly, please continue to work safely.

Thank you,

Stephen Butt

Group Chief Executive Officer, One2One Group

ABOUT US

Security One2One is a specialist and professional national security guarding company dedicated to ensuring the safety and security of client assets, staff, and visitors. We work closely with our clients to identify potential risks, implement security and safety strategies, and then document and train our teams to mitigate these risks.

MISSION

To create a workplace of choice and provide sustainable security solutions that provide peace of mind for our clients by collaborating and innovating.

VALUES

"Honesty - Transparency - Agility - Respect"

Guardians of Security: How Security One2One Safeguards DHL Australia's Operations



In the bustling landscape of logistics, security serves as the bedrock upon which businesses like DHL Australia thrive. Nestled within this framework of safeguarding lies Security One2One, a stalwart security service company that has forged a formidable partnership with DHL Global Forwarding Australia since recently securing the contract in November 2023. As we delve into this early yet strengthening relationship, we uncover not just the intricate workings of logistics security, but also the individuals who personify its essence.

DHL Australia: A Beacon of Global Logistics

Deutsche Post DHL (DPDHL) Group stands as the quintessential embodiment of logistical prowess, connecting people and markets with unparalleled efficiency. With a legacy dating back to 1815, when Louis Danzas laid the groundwork for what would eventually become DHL, the company has evolved into the world's leading logistics entity. Today, DHL operates in over 220 countries and territories, boasting a workforce of 594,000 individuals dedicated to facilitating global trade and connectivity.

Security One 2 One: A Commitment to Excellence

Nestled within the complex landscape of logistics, Security One2One shines as a provider of security solutions renowned for its unwavering commitment to excellence. The company reached a significant milestone by securing the Security Services Contract with DHL Global Forwarding Australia. This achievement highlights Security One2One's proficiency in the security industry, demonstrating its capacity to deliver high-quality security solutions tailored to the specific needs of its clients.



Syed Noaman: The Guardian of DHL

At the heart of this partnership lies individuals like Syed Noaman, whose dedication and expertise epitomize the ethos of Security One2One. As an Air Cargo Security Screener for Sydney DHL, Syed brings with him 18 years of invaluable experience and a wealth of skills. His in-depth knowledge of supply chain management and dangerous goods import/export requirements has enabled him to seamlessly integrate with DHL's operational standards, ensuring the secure and efficient

movement of cargo.

Syed's proactive approach to security challenges has directly contributed to enhancing security measures and preventing incidents at DHL facilities. His keen eye for detail and commitment to best practices have proven instrumental in mitigating risks, particularly in handling challenging shipments such as dangerous goods.

Looking ahead, Syed envisions himself as Manager Operations within the next 2 to 5 years, a testament to his ambition and dedication to excellence. His journey exemplifies the opportunities for growth and advancement within Security One2One, a company that fosters a culture of empowerment and continuous improvement.



A Synergistic Partnership

The success of this partnership is not merely a result of Security One2One's expertise, but also the exemplary service provided by its personnel. Feedback from Leigh Richardson, Facility, Operational Compliance, and BCP Implementation Manager of DHL Global Forwarding (Aust) Pty Ltd, underscores the impact of Security One2One's team. As Richardson notes, the transition from their previous supplier has been remarkably smooth, with Security One2One's staff proving polite, well-presented, and adept at meeting the stringent requirements set by DHL's National Security Manager, Mark Butcher.

The commendation extends to guards and screeners such as Nisar, Shoeb, Syed, and Josephine, who have seamlessly integrated with DHL's team, serving as exemplary ambassadors for Security One2One. Additionally, the support provided by Dragan, Brian, Haidar, and the team from Melbourne has been instrumental in ensuring thorough training and ongoing success in fulfilling DHL's guarding requirements and escort guard deliveries.

As Security One2One continues to safeguard DHL Australia's operations, the partnership between the two entities epitomizes synergy in action. Together, they exemplify the perfect balance between security and efficiency, ensuring that the wheels of global trade keep turning securely and seamlessly. In a world where connectivity is paramount, Security One2One and DHL Australia stand as guardians of security, enabling businesses to navigate the complexities of logistics with confidence and peace of mind.

Empowering Change: Security One2One's Commitment to Gender Equality and Leadership Diversity

In many companies, employer gender pay gaps, gender equality, and gender diversity remain persistent issues, leaving women feeling unheard and underappreciated in the workplace. However, Security One2One stands apart by prioritising gender equality and diversity. With a firm commitment to fostering an inclusive work environment, Security One2One implements measures to ensure that women feel valued and respected. By actively promoting opportunities for women in leadership roles, providing equal pay for equal work, and encouraging gender diversity initiatives, Security One2One sets a positive example for the industry and cultivates a workplace culture that celebrates diversity and empowers all employees to thrive.

Paving the Way for Gender Equality

In Australia, despite comprising 51% of the workforce, women remain significantly underrepresented in leadership roles. To address this issue, Security One2One is launching a "Women in Leadership" program, aiming to foster gender equality and diversity.

This initiative is driven by both social justice and business

constructive feedback from seasoned industry professionals.

Our directors will serve as mentors, offering guidance on various aspects of leadership, including strategic decision-making, problem-solving, and professional growth. In addition to individual mentorship sessions, the program will also include group mentoring sessions and networking opportunities, allowing mentees to connect with other female leaders within the organisation and learn from their experiences. These sessions will foster a sense of community and collaboration, enabling our female leaders to build valuable relationships and support networks within the company.

Furthermore, the mentorship program will focus on specific areas relevant to the Security Services industry, such as crisis management, risk assessment, and client relations. Mentees will have the opportunity to deepen their understanding of these critical areas and develop the skills needed to excel in leadership roles within our organisation.

Overall, our mentorship program reflects Security One2One's commitment to supporting and empowering



imperatives. Studies show that increasing female representation in senior leadership not only reduces gender pay gaps but also boosts company profitability and productivity. Companies with equal female representation on governing boards experience lower pay gaps among full-time managers, while those with balanced female leadership demonstrate smaller pay gaps.

Research highlights a positive correlation between women in key decision-making positions and overall company performance. Leading Australian companies emphasize role-modeling diversity commitment, supporting talent transitions, and normalising flexible work arrangements to foster female representation.

At Security One2One, we already have inspiring women in leadership roles, including Ana Petrovski (Executive Manager, Global Contact Center), Banu Mathy (Assistant Manager - Accounts & Admin), Annaliza Gura (Accounts), Maricar Veridiano (Tender & Marketing Coordinator), and Daniela Mircheska (GCC Supervisor). These leaders serve as role models, showcasing our dedication to gender equality and diversity.

Moreover, we're actively advancing women through a mentorship program, providing guidance and support for career progression.

Mentorship Program: Guiding Women Leaders to Success

At Security One2One, we are proud to introduce a new comprehensive mentorship programme designed to empower and support our women in leadership roles. Our mentorship initiative is crafted with the unique needs of our Security Services agency in mind, aiming to provide tailored guidance and mentorship to help our female leaders thrive in their roles.

The mentors in this program will be none other than our esteemed company executives and directors, bringing a wealth of experience and expertise to guide and inspire our female leaders on their professional journey. The mentorship program will offer one-on-one mentoring sessions between our female leaders and esteemed company executives and directors, providing a platform for open communication, knowledge sharing, and career development. Through regular meetings and discussions, mentees will have the opportunity to seek advice, gain insights, and receive

women in leadership. By leveraging the expertise of our esteemed company executives and directors and providing tailored guidance and support, we aim to cultivate a culture of mentorship and professional development that enables our female leaders to thrive and succeed in their roles.

Celebrating Women in Leadership

Security One2One's unwavering commitment to gender equality and diversity sets a powerful example, addressing gender pay gaps and women's underrepresentation in leadership. By promoting women in leadership, ensuring equal pay, and implementing diversity initiatives, Security One2One fosters an inclusive work environment. Through its "Women in Leadership" program and mentorship initiative, Security One2One empowers women in the corporate world. With inspiring female leaders and a mentorship program, Security One2One leads the way towards societal change, saluting women's contributions and driving progress towards equity and inclusivity.



Unveiling the Next Chapter of Australian Bullion Exchange



In the heart of the bustling bullion market, a new player is poised to make waves: Australian Bullion Exchange Pty Ltd (ABE). Founded on principles of excellence and integrity, ABE enters the arena with a bold vision and a commitment to redefine industry standards. As it steps into the spotlight, ABE's journey signifies not just the introduction of a new entity, but the dawn of a transformative era in the world of bullion trading.

ABE's Journey in Crafting Precious Metals

With a dedication to quality and ethical practices, ABE specialises in crafting .9999 Gold and 999+ Silver bullion tailored to the discerning needs of both domestic and international clients. Despite being a newcomer, ABE's reputation for exceptional products precedes it. Clients eagerly anticipate this newest arm of business, which reflects the company's commitment to innovation and customer satisfaction. This endeavor promises to push the boundaries of what's possible in the precious metals industry, heralding a new standard of excellence.

Forging New Paths and Exploration for Growth

At the heart of ABE's venture lies its refining division, dedicated to achieving excellence in bullion refining, sales, and distribution. By embracing a culture of quality and innovation, ABE aims to establish itself as a trailblazer



in the market, catering to the evolving needs of its clientele. As ABE takes its first steps, it is actively engaged in activities to propel its expansion forward. From forging strategic partnerships with industry leaders to exploring innovative recycling initiatives, ABE is committed to seizing every opportunity for growth and development. Additionally, ABE's ongoing activities and updates underscore its commitment to progress. The team is dedicated to streamlining operations, ensuring prompt sharing of contacts related to ABE, and confirming its ability to trade in both gold and silver. By harnessing strategic partnerships and exploring novel recycling initiatives, ABE is actively pursuing opportunities for expansion and sustainability.

A Vision for the Future, Anticipation for Success, and Staying Connected

In the dynamic landscape of the bullion market, Australian Bullion Exchange Pty Ltd emerges as a beacon of innovation and integrity. With a bold vision and a commitment to excellence, ABE stands poised to redefine industry norms and set new standards of quality and service. As it embarks on this journey, ABE invites stakeholders to join them in shaping a future where integrity, innovation, and sustainability reign supreme. With a team of dedicated professionals and a global network, ABE is ready to lead the industry forward. As ABE prepares to unveil its latest venture, excitement fills the air, propelled by a pioneering spirit and an unwavering determination to succeed. Stay connected for updates and announcements as ABE embarks on this exciting journey. With a commitment to

transparency and communication, ABE invites you to join them as they pave the way for a bright future in the bullion market. Together, let us embark on this exciting journey towards a brighter tomorrow in the world of bullion trading.



Empowering Futures: The Role of One2One Services as a Registered Training Organisation

"One2One Services" is a Registered Training Organisation (45522) that is working to raise the skill levels of all our students.

A Registered Training Organisation (RTO) plays a crucial role in the education and training landscape of many countries, particularly in ensuring the quality and consistency of vocational education and training (VET) programs.

We collaborate closely with industry stakeholders to develop training programs that align with current industry practices and requirements. This ensures that graduates are equipped with the skills and knowledge needed to succeed in their chosen fields, enhancing their employability and contributing to the productivity of the workforce.

Accredited Qualifications issued by "One2One Services" are nationally recognised and often internationally recognised as well.

Currently, we offer the BSB50120 Diploma of Business & the BSB50420 Diploma of Leadership & Management.

Coming soon is the ICT50220 Diploma of Information Technology with more qualifications coming soon.

This recognition assures employers, learners, and other stakeholders that the qualifications meet established standards and are valued in the labor market.

These qualifications enable learners to progress in their careers, pursue additional training or education, and expand their opportunities for personal and professional development.

We also offer professional development courses in project management, communication strategies, problem-solving, decision-making, and team building. These short courses provide flexibility for busy professionals to stay updated with industry trends, develop essential skills like critical thinking and leadership, and demonstrate proactive career growth valued by employers.

"One2One Services" is headed up by our National RTO Manager, Michael Robinson, who has over 20 x years of experience in running successful education businesses in the Vocational Education & Training sector.

He is supported by a team of people who also have experience in working with students, and businesses across many sectors and our goal is to provide a seamless education experience that is engaging and delivers successful outcomes to all students. We also deliver non-accredited short courses that are targeted to provide specific skills to those in the workplace who can take the new skills and put them into action immediately.

Our focus is to deliver training to domestic and international students, plus B2B.

In summary, "One2One Services" play a vital role in delivering high-quality vocational education and training, ensuring industry relevance, providing pathways to further education and employment, and contributing to the development of a skilled and competitive workforce.



Global Contact Centre (GCC): One2One Group's Greatest Asset for Operational Excellence and Exceptional Customer Service



From the moment of its inception in November 2023, the Global Contact Centre (GCC) has risen as the crown jewel of Security One2One's national operations. As a beacon of efficiency and reliability, the GCC stands at the forefront of addressing alarms, incidents, emergencies, and technical/security-related matters around the clock with unwavering precision and effectiveness.

The Evolution and Impact of the Global Contact Centre (GCC)

Under the adept leadership of Ana Petrovski, Executive Manager, the GCC has undergone a remarkable evolution, transforming from a modest team of four call operators to a powerhouse of operational efficiency. Notably, Daniela Mircheska's promotion to Supervisor underscored the GCC's commitment to nurturing talent within its ranks, enhancing its operational prowess.

Since its inception, the GCC has seamlessly handled a diverse array of requests, ranging from sales inquiries and job requests to operational concerns and HR matters. As of December 2023, the centre has taken on additional responsibilities, including conducting welfare checks on security officers, monitoring alarm messages, documenting events, and generating daily reports, showcasing its multifaceted capabilities.

Moreover, the GCC has cemented its position as an indispensable asset to Security One2One's Business Development department, actively contributing to marketing campaigns since February 2024. The recent integration of video monitoring for two locations in March 2024 further underscores the GCC's adaptability and effectiveness in expanding its operational scope.

Elevating Operational Excellence and Service Delivery

At the heart of Security One2One's operations, the GCC serves as a pivotal hub, orchestrating seamless communication and swift responses to all inbound calls and emails. Operating round-the-clock, the centre's commitment to precision and efficiency extends beyond its primary role, encompassing vital welfare checks for security officers, comprehensive CCTV monitoring, and meticulous daily reporting.

Moreover, the GCC's customer service prowess shines through in its prompt and courteous handling of inquiries and issues, enhancing client satisfaction levels and bolstering Security One2One's reputation for unparalleled service excellence. Administrative support for all departments within the One2One Group, coupled with the execution of strategic email campaigns and research initiatives, further solidifies the GCC's standing as the cornerstone of operational efficiency.

In addition to its current functions, the GCC is about to embark into rostering of security guards, management of RTO activities and daily tasks, and support for ABE activities. As integral arms of the One2One Group, the RTO (Registered Training Organisation) and ABE (Australian Bullion Exchange) benefit from the seamless transactions facilitated by the GCC, ensuring smooth operations and streamlined communication across all facets of the organisation.

A Testament to Excellence

As the cornerstone of Security One2One's operational infrastructure, the GCC stands as a testament to the group's unwavering commitment to excellence. Beyond its operational roles, the GCC's exceptional performance underscores its status as the One2One Group's greatest feature, embodying the group's ethos of operational excellence and customer-centricity. As the One2One Group continues to innovate and evolve, the GCC remains its most valuable asset, driving forward its mission to provide a safe and secure environment for its clients.

Additionally, the round-the-clock availability of the GCC ensures that clients have access to immediate assistance and support at any time, fostering a sense of security and reliability. This continuous correspondence minimizes potential risks and disruptions to clients' operations while strengthening client relationships and fostering trust and loyalty over time.



Enhancing Service Excellence: Insights from the Security One2One Client Satisfaction Survey



In the dynamic landscape of security services, customer satisfaction stands as a paramount metric reflecting the quality and effectiveness of service delivery. That is why Security One2One, a leading provider in the security industry in Australia, has recently conducted a comprehensive Client Satisfaction Survey aiming to gain insights into the experiences, expectations, and needs of its clientele. This proactive approach not only underscores the company's commitment to excellence but also offers invaluable insights into areas of improvement and future focus, to better meet the customer's requirements.

In our Client Satisfaction Survey, we reached out to our valued clients across Australia. The survey aimed to gauge their satisfaction levels and gather feedback on various aspects of our services. We meticulously assessed their interactions with our security team, the effectiveness of our client managers, and their overall satisfaction with the quality of our security services.

Why Conduct a Client Satisfaction Survey?

The rationale behind conducting a Client Satisfaction Survey is multifaceted and crucial, especially in a service-oriented company.

Insightful Feedback: Gathering feedback directly from our clients provides us authentic insights into their experiences, preferences, and pain points. This firsthand information is indispensable for making us informed decisions and refining our service offerings.

Client-Centric Approach: In Security One2One, demonstrating a commitment to listening and responding to client feedback fosters trust and strengthens our client-provider relationships. It showcases our client-centric approach, which is fundamental for us to retain long-term success and loyalty.

Continuous Improvement: Lastly, engaging in a continuous feedback loop enables us to identify areas for improvement and implement targeted strategies

for enhancement. This iterative process is essential for us to stay competitive and relevant in our ever dynamic marketplace.

Key Learnings from the Survey

The Security One2One Client Satisfaction Survey yielded several key learnings and revelations:

Service Quality Perception: Clients consistently praised the professionalism, and expertise of Security One2One personnel. This affirmation underscores the company's commitment to hiring and training top-tier security professionals.

Communication Effectiveness: Clear and timely communication emerged as a critical factor influencing client satisfaction. As such, our clients affirmed that they have felt the reliability and responsiveness of our personnel. Meanwhile, they also expressed their desire for improved communication channels and transparency regarding service updates and incident management.

Technology Integration: Clients highlighted the importance of leveraging cutting-edge technology for enhanced security solutions. With our recent integration of advanced technologies such as software upgrades enabling GPRS tracking, geo-fenced guard log-on/log-off, and real-time reporting, we were able to greatly improve and made an impact in meeting evolving security needs of our clients.

Customization and Flexibility: Tailoring security solutions to suit the unique requirements of each client is essential for us to deliver value-added services. From the survey, many of our clients praised Security One2One for its adaptability in service offerings and its prompt response to evolving client requirements.

Future Focus Areas

Building upon the insights collected from the Client Satisfaction Survey, Security One2One is poised to embark on strategic initiatives aimed at further enhancing service excellence:

Enhanced Communication Channels: We will keep on implementing robust communication channels, including dedicated client portals and regular status updates, to ensure transparency and foster client engagement.

Investment in Technology: Continued investment in state-of-the-art security technologies to bolster surveillance capabilities, streamline operations, and deliver proactive threat detection and prevention.

Training and Development: Prioritizing ongoing

training and professional development programs for security personnel to ensure they remain abreast of industry trends and equipped with the necessary skills to deliver exceptional service.

Agile Service Delivery: Embracing an agile service delivery model that enables swift adaptation to changing client needs and market dynamics, ensuring maximum flexibility and responsiveness.

In conclusion, the Security One2One Client Satisfaction Survey serves as a testament to the company's unwavering commitment to customer-centricity and continuous improvement. By leveraging the insights we learned from the survey, Security One2One is confident to not only meet but exceed client expectations, setting a new standard for excellence in the security services industry.

CLIENT SATISFACTION REPORT

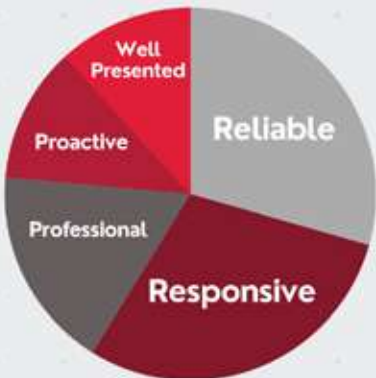


“THIS WAS THE BEST EVER SECURITY ARRANGEMENT, DEPLOYMENT, AND SERVICE DELIVERY THAT WE HAVE EVER SEEN.”
-Blue Event Productions

I would just like to inform you that the planning and execution of 'The Long Walk' from the Security One 2 One Team was no doubt first-class and phenomenal. The feedback, in which we received from the event organizers was somewhat rewarding, refreshing, and extremely impressive. **This was the best ever security arrangement, deployment, and service delivery that we have ever seen.**
- Blue Event Productions

We have been very impressed with all the guards used so far, they have been friendly and professional. **The whole process has been very smooth.**
- Kilcoy Global Foods

It was a good service, and hope we can have any other chance to work together again.
- Consulate of Korea in Brisbane



BEST DESCRIPTORS FOR SECURITY ONE 2 ONE OPERATIONS (GUARDING) TEAM



CLIENTS AFFIRM THAT WE DELIVER RELIABLE AND RESPONSIVE SERVICE



OF OUR CLIENTS ACTIVELY PROMOTE AND REFER OUR SERVICE TO OTHER CLIENTS

We thank the whole team for the **excellent security work and organisation** that we have received from your company over the past 4 months.
- Hopetoun Quays Community Association

“WE VALUE YOUR SERVICE AND LOOK FORWARD TO CONTINUING THIS RELATIONSHIP.”
- Dapto Reservoir Construction Site

We find the team proactive and accommodating to our requests, and no tasks seem too difficult. We appreciate the flexibility with late amendments or requests.
- Client Satisfaction Survey 2023

The Concierge team has been outstanding. They provided support and smooth access to buildings and units assisting both police and ambulance requests. **They also did excellent work supporting the Police and Ambulance! Well done!**
- York and George

The guards have been **great in supporting the store during the busler trade** and the current media attention around the store, so thank you!!
- Zara

“THE EVENT WENT REALLY WELL AND ALL GUARDS WERE EXTREMELY PROFESSIONAL AND HELPFUL.”
- FridCorp

The team's performance has been noteworthy. The guard's prompt updates and diligence have greatly contributed to our site's safety and efficiency. Please extend our appreciation to the team. **We value your service and look forward to continuing this relationship.**
- EPTec



EMOTIONS TYPICALLY EXPERIENCED WHEN INTERACTING WITH SALES AND CLIENT MANAGER

Promoting Diversity, Equity, and Inclusion (DEI) in the Workplace: A Commitment to Equality at Security One2One

In today's rapidly evolving business landscape, diversity, equity, and inclusion (DEI) have become paramount in creating thriving and innovative workplaces. Companies that embrace and prioritize DEI initiatives not only create a more vibrant and dynamic work environment but also gain a competitive edge in attracting and retaining top talent. At Security One2One, we recognize the profound importance of fostering a culture where every individual feels valued, respected, and empowered to contribute their unique perspectives. Through a comprehensive DEI strategy, we are dedicated to promoting equality in all aspects of our operations, from recruitment and selection to career development and beyond.

National Statistics and Legislative Framework on Workplace Diversity

According to the Workplace Gender Equality Agency (WGEA), women constitute only 32.5% of all key

management personnel positions and constituted merely 17.1% of CEOs and heads of business in Australia as of 2020. Additionally, according to recent data from the Australian Bureau of Statistics (ABS), women, Indigenous Australians, individuals from culturally and linguistically diverse backgrounds, and people with disabilities are underrepresented in many sectors including in security services, and face systemic barriers to employment and career advancement.

To address these disparities and promote a fair and inclusive work environment, Australia has implemented various legislative measures. The Australian Human Rights Commission Act of 1986 prohibits discrimination based on race, sex, age, disability, and other factors. Additionally, the Workplace Gender Equality Act of 2012 mandates gender equality reporting for organizations with 100 or more employees, promoting transparency and accountability in addressing gender disparities.



Supporting DEI Through Comprehensive Programs and Practices

At Security One2One, we are committed to upholding the principles of diversity, equity, and inclusion through various initiatives aligned with national legislation and aimed at creating a fair and inclusive workplace environment. Here's how we support and champion these values across all facets of our operations:

Recruitment, Selection & Promotion

Security One2One recognizes the value of diversity in its workforce and ensures that recruitment, selection, and promotion processes are designed to promote equality. Utilizing techniques such as testing, independent evaluations, and behavioral interviewing helps mitigate biases and ensure equitable decision-making. By identifying

candidates based on their skills, experience, and personal values, Security One2One ensures a diverse pool of talent.

Case in point: With a current employee ratio of 64.5% male and 35.5% female, Security One2One is committed to further enhancing diversity within its workforce. Moreover, through targeted recruitment efforts, Security One2One actively seeks to attract talent from all corners of the globe, reflecting its commitment to embracing different perspectives and experiences. Currently, the company boasts a workforce that hails from diverse geographical locations, with 42% originating from Australia, 36% from The Philippines, 19% from Macedonia, and 3% from India. By championing a diverse pool of employees, Security One2One not only enriches its organizational culture but also enhances its ability to innovate and adapt in an ever-changing global landscape.

DIVERSITY

Remuneration

Ensuring equity in remuneration is crucial for fostering a fair workplace. Security One2One's role grading and remuneration review processes actively consider equity to address any identified gaps. By continuously developing strategies and initiatives, the organization aims to ensure fairness and transparency in compensation practices.

Career Development and Performance

We actively encourage employees to pursue career advancement opportunities through tailored development programs and performance-based assessments. Opportunities for promotion and transfer are advertised internally, allowing all employees to explore their career paths and reach their full potential.

Case in point: Recent promotions serve as testament to the company's unwavering commitment to recognizing and rewarding exceptional talent within its ranks. Antonio's elevation to the role of National Compliance and Quality Manager underscores Security One2One's dedication to promoting from within, acknowledging his steadfast dedication in upholding rigorous standards across the organization. Furthermore, Arvin's commendation for his outstanding contributions to upgrading the company's IT infrastructure highlights Security One2One's appreciation for innovative thinking and impactful execution (See more in *GCEO Awards and Recognition*).

Case in point: In today's modern world, balancing work and family life, especially for a working mum, can be a daunting task. Our Assistant Manager to Accounts and Admin, Banu Mathy from India, share the same sentiments to this. With her increasing job demands, geographic location, and her responsibility to take care of her children and her family all at the same time, finding equilibrium can seem daunting. Security One2One understands this circumstance and supports her by giving the opportunity to work in a flexible work arrangement. With proper planning and communication and the use of innovative technology, she is able to achieve a harmonious work-family balance.

Gender Diversity

We are committed to increasing the representation of women at all levels of our organization, particularly in senior leadership roles. Through targeted initiatives and leadership development programs, we aim to break down barriers and create pathways for gender diversity and inclusion.

Case in point: With inspiring women such as Ana Petrovski, Banu Mathy, Annaliza Gura, Maricar Veridiano, and Daniela Mircheska occupying key positions like Executive Manager-GCC, Assistant Manager, Accounts, Tender & Marketing Coordinator, and GCC Supervisor respectively, the company showcases its dedication to gender equality and diversity. These women serve as exemplary role models, not only demonstrating their capabilities but also fostering an inclusive environment where everyone has the opportunity to thrive and succeed (See more in *Empowering Change: Security One2One's Commitment to Gender Equality and Leadership Diversity*).

Flexibility

Recognizing the diverse needs of its workforce, Security One2One implements a Flexibility Policy that enables employees to apply for flexible work arrangements. This policy particularly benefits employees with parenting, family, caregiving, cultural, and religious commitments, ensuring that flexibility is implemented equitably across the organization.

What we will continue to uphold moving forward

Promoting diversity, equity, and inclusion is not just a box to check but a fundamental aspect of who we are as an organization. By embracing DEI initiatives, we not only create a more vibrant and inclusive workplace but also drive innovation, foster collaboration, and ultimately achieve greater success as a company. Through our steadfast commitment to these principles and practices, we are laying the foundation for a brighter, more equitable future for all.



Security One2One's IT Department Leads the Charge in Innovation and Security

In today's rapidly evolving digital landscape, the role of Information Technology (IT) departments has never been more critical. At Security One2One, our commitment to staying ahead of the curve is evident through our recent slew of innovations aimed at fortifying our IT infrastructure and enhancing operational efficiency. Let's delve into the transformative initiatives undertaken by our IT Department, driven by a relentless pursuit of excellence.

IT Implementations

IT Ticketing System Enhancement:

Our IT ticketing system serves as the backbone of our support infrastructure. Recognizing the importance of seamless issue resolution, we've recently upgraded our ticketing system. This enhancement not only streamlines the resolution process but also vastly improves the user experience, ensuring that every concern is addressed promptly and efficiently.

Data Protection Measures:

The integrity and security of our data are paramount. To safeguard against evolving cyber threats, we've implemented a multifaceted approach to data protection. This includes the deployment of Multi-Factor Authentication (MFA) to fortify access security, anti-spam measures to combat email threats, and geo-blocking to thwart unauthorized logins from offshore locations. Furthermore, we've disabled user app registrations to mitigate potential backdoor entry points and fortified our defenses with AI-powered antivirus software. By implementing restrictions on malicious links and automating security patch management, we ensure that our systems remain resilient against vulnerabilities.

Recent Achievements

Establishment of Dedicated IT Department:

Security One2One recognizes the importance of holistic security management. Thus, we've established a dedicated IT department tasked with safeguarding our digital assets and fortifying our defenses against cyber threats.

Collaboration and Strengthening of IT Systems:

Through strategic partnerships, particularly with ASI, we've enhanced our IT capabilities. This collaborative effort has resulted in robust IT systems capable of withstanding cyber threats and supporting our organizational objectives seamlessly.

Optimized Procurement Processes and Remote Implementations:

Our commitment to efficiency extends beyond security measures. We've optimized our IT equipment procurement processes, ensuring seamless onboarding experiences globally. Moreover, we've demonstrated our adaptability and agility by successfully implementing IT solutions for our Global Contact Center in Macedonia remotely, despite logistical challenges.

Continuous Improvement and Innovation:

At Security One2One, innovation is not just a buzzword; it's ingrained in our DNA. We've established an Innovation Committee dedicated to driving technological advancements and fostering a culture of continuous improvement. Through initiatives such as regular dissemination of IT tips and automation of rostering with the finance system, we ensure that our workforce remains at the forefront of innovation.



Establishment of our Innovation Committee

Our Innovation Committee serves as a catalyst for change, actively identifying organizational needs and proposing innovative solutions to address them. With upcoming projects focused on enhancing finance systems, developing a robust intranet platform, and upgrading boardroom technology, we're committed to driving positive change and embracing emerging technologies.

Looking ahead

Innovation is not a destination but a journey, and at Security One2One, we're committed to pushing the boundaries of what's possible. By investing in infrastructure upgrades, implementing robust security measures, and fostering a culture of innovation, we ensure the resilience and efficiency of our IT systems to support our organization's objectives. Together, we'll continue to lead the charge in innovation and security, setting new benchmarks for excellence in the digital age.

Spearheading IT Excellence at Security One2One



In the fast-paced world of Information Technology (IT), leaders who possess a blend of technical expertise and strategic vision are indispensable assets to any organization. Meet Arvin, the IT Manager at Security One2One, whose dynamic professional journey and unwavering commitment to excellence have solidified his position as a driving force behind the organization's IT initiatives.

Arvin's journey in the realm of IT began with a solid educational foundation—a Bachelor of Science in Information Technology with a major in Networking. Fueled by a keen interest in technology and a natural knack for problem-solving, he embarked on a career path that has seen him accumulate five years of hands-on experience as a software engineer.

Throughout his career, Arvin's versatility has been his hallmark. In various roles, he has showcased his ability to create innovative solutions tailored to the unique needs of businesses across different industries. From e-commerce to gaming, Arvin has successfully tackled complex technology challenges, demonstrating his proficiency in crafting efficient and effective solutions time and again.

Currently serving as the IT Manager at Security One2One, Arvin brings a wealth of experience and leadership to the table. His role is not just about managing IT functions but about spearheading innovation and driving initiatives that propel the organization forward. Arvin's commitment to staying abreast of industry trends ensures that Security One2One remains at the cutting edge of technology. Whether it's navigating the intricate landscape of cybersecurity or implementing innovative solutions to enhance operational efficiency, Arvin's dedication to excellence shines through in every endeavor.

Today, Arvin's role at Security One2One is not just about managing IT functions—it's about driving innovation, fostering growth, and ensuring the organization's technological resilience in an ever-evolving landscape. With Arvin, Security One2One can rest assured that its IT infrastructure is in capable hands, poised for success in the digital age.

Essential Safety Tips for Managing Stress and Fatigue in the Workplace



In today's fast-paced work environment, stress and fatigue can take a toll on employees' well-being and productivity. However, by implementing simple yet effective safety tips, both employers and employees can effectively manage these challenges and promote a healthier workplace culture.

- **Prioritize Work-Life Balance:**
Encourage employees to establish boundaries between work and personal life. Encourage them to disconnect from work emails and tasks outside of office hours to ensure they have time to relax and recharge.
- **Practice Time Management:**
Help employees prioritize tasks and set realistic deadlines to prevent feeling overwhelmed. Encourage them to break larger tasks into smaller, manageable ones and allocate time for breaks throughout the day to rest and recharge.
- **Promote Healthy Habits:**
Encourage employees to prioritize their physical health by eating nutritious meals, staying hydrated, and engaging in regular exercise. Physical well-being plays a crucial role in managing stress and combating fatigue.
- **Ensure Adequate Rest:**
Emphasize the importance of getting enough sleep each night. Encourage employees to establish a consistent sleep schedule and create a comfortable sleep environment free from distractions.
- **Offer Support and Resources:**
Provide access to resources such as counseling services, stress management workshops, and employee assistance programs. Let employees know that seeking help is a sign of strength, not weakness.
- **Foster Open Communication:**
Create a supportive and open work environment where employees feel comfortable discussing their stressors and seeking assistance when needed. Encourage managers to check in regularly with their team members and offer support.
- **Implement Fatigue Management Strategies:**
Develop and implement a Fatigue Risk Management Plan that addresses factors such as workload, scheduling, and work environment. Encourage employees to take regular breaks and rotate tasks to prevent monotony and fatigue.
- **Lead by Example:**
Set a positive example by prioritizing your own well-being and demonstrating healthy work habits. Encourage open communication about stress and fatigue within your team and lead efforts to implement stress-reducing initiatives.

By following these safety tips, both employers and employees can work together to create a safer and healthier workplace environment. By prioritizing well-being and implementing strategies to manage stress and fatigue, organizations can improve employee satisfaction, productivity, and overall success.

Celebrating Growth: Welcoming New Faces and Recognizing Achievements

Introducing Our Latest Additions: The New Faces



Patrisha de Dios
Accounts Assistant
Finance Department



Mariel Clairol Acol
Web Graphic Designer
Sales & Marketing Department



Vikram Singh
Group Chief Finance Officer
Finance Department



Morris Alexander
Group Commercial Manager
Accounts Department

Elevating Talent: Celebrating Recent Promotions



Daniela Mircheska
Global Contact Centre Supervisor



Antonio Canov
National Compliance and Quality Manager

Big congratulations to our recent hires and promotions! Your talent and dedication are valuable assets to our team. Looking forward to achieving great milestones together!"

Events Attended by Heads:

- Australia America Chamber of Commerce (AMCHAM) Event: 12-Feb-24
- Connect India Conference 2024 VIC: 29-Feb-24
- Connect India Conference 2024 Brisbane: 26-Feb-24
- Connect India Conference 2024 Sydney: 27-Feb-24
- ICN Victoria: Renewable Energy Mixer: 29-Feb-24
- First Adelaide BD After Five for 2024: 01-Feb-24
- SA Leaders: Industry Capability Network - SA Business Excellence Series: 29-2-24
- Australia America Chamber of Commerce (AMCHAM) Event: 12-Feb-24
- Connect India Conference 2024 Sydney: 27-Feb-24

Celebrating Excellence: GCEO Awards and Recognition – Q1 2024 Awardees

Security One2One proudly announces the recipients of the GCEO Awards and Recognition for the first quarter of 2024. These individuals have demonstrated exemplary dedication, courage, and service, embodying the core values of the company. Let's celebrate their outstanding achievements which have set a high standard for excellence in their respective roles.



Certificate of Appreciation for Outstanding IT Leadership: Arvin Diez, IT Manager (January Awardee)

His remarkable contributions to establishing and managing the IT department at Security One2One earned him the January award. Arvin's leadership and expertise have played a pivotal role in ensuring the seamless operation of IT systems across the Global Contact Centre. His dedication serves as an inspiration to his colleagues and reflects the company's commitment to innovation and efficiency.



Certificate of Appreciation for Bravery and Quick Thinking: Manpreet Singh, Security Guard (February Awardee)

Manpreet's act of bravery and quick thinking during a critical situation at a construction site led to his recognition as the February awardee. His alertness and decisive action resulted in the apprehension of intruders, demonstrating Security One2One's unwavering commitment to safeguarding client assets. Manpreet's courage exemplifies the company's values and highlights the importance of vigilance in ensuring safety and security.



Certificate of Appreciation for Exemplary Service: Yasir Solimon, Security Guard (March Awardee)

His unwavering dedication and commitment as a security guard at Security One2One earned him the March award. Yasir's professionalism, attention to detail, and proactive approach have earned him the respect of colleagues and clients alike. His recent efforts at the Box Hill site, where he went above and beyond his duties to maintain site integrity, underscore his exceptional service and dedication to excellence.

In recognizing their achievements, Security One2One reaffirms its unwavering commitment to fostering a culture of excellence and appreciation within the company. These commendable individuals not only exemplify exceptional performance but also serve as inspirations to their colleagues, motivating them to aspire for greatness in their respective roles. Heartfelt congratulations are extended to Arvin, Manpreet, and Yasir for their well-deserved recognition and significant contributions to the success of Security One2One.

Moreover, Security One2One is deeply committed to advancing opportunities that enrich lives, in line with its vision of Diversity and Inclusion. By cultivating an environment that champions diversity and safety, the company aims to unleash the full potential of its workforce, irrespective of differences. Recognizing the inherent value of a diverse and inclusive workplace, Security One2One acknowledges its pivotal role in attracting, retaining, and developing talent, fostering employee engagement, delivering exceptional services to customers, and supporting the overall growth of the organization. Proudly championing a culture of acknowledgment and appreciation, Security One2One encourages every team member to nominate individuals deserving of recognition for their tireless efforts and exceptional contributions. Through this collective effort, the company not only celebrates individual achievements but also strengthens its foundation as a supportive and inclusive community, driving towards shared success. By fostering an environment where every voice is heard and every contribution is valued, Security One2One continues to uphold its commitment to excellence and inclusivity, ensuring a bright and prosperous future for all.



Security One2One

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-  Instagram: https://www.instagram.com/securityone2one_official/
-  Twitter: <https://twitter.com/securityone2one>
-  <https://securityone2one.com.au/>

For application inquiries, please email us at

-  enquiry@securityone2one.com.au



One2One Services RTO

-  Facebook: <https://www.facebook.com/One2Onertoservices>
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-  Instagram: https://www.instagram.com/one2oneservices_official/
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