



FOREWORD

Welcome to the second edition of our quarterly newsletter. It is hard to believe half the year has passed. Major progress has been made in relation to One2One Services and Australian Bullion Exchange and I am sure we will see further initiatives, growth and programs commenced in the short term.

Security One2One continues to improve with more mature programs established in relation to our continuity and emergency response as an organisation. The introduction of our Business Continuity Plan (BCP), Enterprise Risk Register (ERR) and Critical Incident Management Plan (CIMP) are all now well imbedded into our business DNA and will ensure our service to clients and staff remain front of mind and uninterrupted. This is very important considering the circumstances that occurred in Bondi, NSW in April this year. This tragic event has made us all reflect on our personal safety and the safety of our staff in the workplace. The Security Industry has inherent risks, and we must do everything possible to mitigate risk and improve health and safety where possible. Speak to your Manager about any risks at your site and how you can mitigate any potential harm by knowing your local emergencies and evacuation procedures. Knowing what to do in the event of an emergency is very important to protect you and others.

In June, we recruited additional staff to augment our existing operations team which I am sure will provide even greater service to our clients. You should expect to be seeing a lot more of our Managers visiting your sites and speaking to you about any needs you may have. Take the time to speak to your immediate Manager about your role and your plans to progress yourself through training (formal and on-the-job) and mentoring. Our Registered Training Organisation (RTO) provides numerous accredited and non-accredited qualifications and training courses so please take the time to learn more about what is available to you.

A recent restructure of our Accounts Department will also bring about support to all three (3) businesses.

I am very excited about the soon to be introduced staff intranet, 'OneLink', which will provide staff with immediate access to documents, policies and procedures and general company information. Watch this space for the introduction of OneLink in the coming month or so.

My recent visit to Melbourne was most rewarding and highlighted just how far we have come in relation to the service we provide to our clients. We should all be very proud of the service we provide and be continuously striving for improvement as individuals and as a team. As I always say, "it doesn't matter what you do, it's all about how you do it".

Lastly, you will read more in this edition about further internal staff promotions. The ability to promote team members internally is extremely important and satisfying and provides further evidence of our genuine commitment to our staff.

Once again, thank you to all of you for the great work you do each and every day.

A stylized, handwritten signature in black ink that reads "Stephen Butt".

Group Chief Executive Officer, One2One Group



Australian Bullion Exchange Launches with a Commitment to Excellence in Bullion Selling and Buying

In the dynamic world of precious metals, where trust and quality are paramount, the Australian Bullion Exchange (ABE) emerges as a beacon of integrity and innovation. ABE sets a new standard in the bullion industry, strongly emphasizing ethical sourcing and exceptional customer service. Our steadfast dedication to excellence distinguishes us, making us an irresistible choice for investors and collectors.

In Premium Products and Ethical Sourcing

At the heart of the Australian Bullion Exchange are its premium bullion products, meticulously crafted to cater to collectors and serious investors alike. From classic 1-ounce and 10-ounce sizes to impressive 400-ounce gold and 5-kilogram silver bars, each piece reflects unparalleled craftsmanship and investment value. This level of quality and attention to detail ensures that every bar is accompanied by a certificate of purity, guaranteeing transparency and authenticity in every transaction.

We prioritize transparency to ensure every transaction is conducted with the highest integrity. We aim to provide our clients with not just products but peace of mind, guaranteeing the highest standards of quality and ethical sourcing.

Sustainability and Community Engagement

The Australian Bullion Exchange cares about doing business the right way. We focus on offering gold and silver products that are ethically sourced. This means we work with suppliers who are responsible and don't harm the environment or treat people unfairly. We also believe in supporting Indigenous businesses, which helps create a stronger economy for everyone in Australia. We're committed to these values and invite you to be part of our mission.

Comprehensive Services

Beyond offering premium bullion, the Australian Bullion Exchange also excels in buying and refining services. Our dedicated buying service specializes in purchasing gold and silver ore and doré, promising clear communication, efficiency, and competitive pricing. Whether you're looking to sell or refine precious metals, we ensure maximum value and reliability through state-of-the-art refining techniques and certificates of purity, providing you with peace of mind and a seamless experience. Our refining services transform raw materials into valuable assets, maximizing returns with every ounce of gold and silver. Clients can trust our expertise and commitment to quality throughout the refining process.

Invest in Excellence

As the Australian Bullion Exchange launches, we invite investors and collectors alike to explore the offerings and experience the difference in bullion trading. Whether you want to enhance your investment portfolio or explore the beauty of premium bullion products, ABE promises unparalleled quality, integrity, and service.

Join us on this exciting journey in bullion trading and discover why the Australian Bullion Exchange is your trusted partner in precious metals, committed to excellence and ethical practices.

To learn more about our products and services or start your journey with the Australian Bullion Exchange, please visit our website or contact us at 1300 732 121. Discover how we can help you.

<https://www.abexchange.com.au/>



For more, visit our website at <https://www.abexchange.com.au/>



One2One Group's Global Contact Centre: Expanding to Orchestrate Your Success

One2One Group's Global Contact Centre (GCC) has quietly revolutionized internal operations since its inception in 2023. Imagine a central hub that seamlessly manages all your communication needs, ensures the well-being of your team, and even monitors security measures – that's the power of the GCC.

Beyond the Basics: A Multifaceted Powerhouse

The GCC goes far beyond simply answering calls and emails. Its 24/7 operation delivers exceptional customer service, fostering client loyalty with prompt, courteous, and efficient issue resolution. But that's just the tip of the iceberg. The GCC also conducts vital welfare checks for security officers, meticulously monitors CCTV footage for enhanced security, and generates comprehensive daily reports, keeping you informed and in control.

Beyond One2One: Expanding Our Expertise

The GCC's success has been nothing short of phenomenal. Now, we're excited to announce the expansion of our services to a wider range of companies! We offer a comprehensive suite of solutions designed to streamline your operations and elevate your customer experience.

Why Choose GCC? We Deliver More Than Just Service

- Experience You Can Trust: Our team boasts a wealth of experience in the

customer service industry, ensuring exceptional care for your clients.

- Precision & Efficiency: We operate with meticulous procedures, guaranteeing smooth and reliable service delivery.
- Tailored Solutions: We understand one-size-fits-all doesn't work. We customize our services to perfectly align with your unique business needs.
- Technological Edge: We leverage cutting-edge software and tools to optimize your customer service operations.
- Always Available: Our 24/7 customer support ensures immediate assistance, day or night.

From 24/7 Support to Workforce Management, We've Got You Covered

Our comprehensive suite of services includes:

- 24/7 Customer Support
- Multichannel Support (phone, email, etc.)
- Telephone and Email Marketing
- EDM Marketing Campaign Management
- Data Management
- Workforce Management (including security guard rostering)
- Remote CCTV Monitoring
- Fleet/Patrol Coordination
- Welfare Checks for Lone Staff
- Escalation Management

Ready to Orchestrate Your Success?

We invite you to experience the GCC difference. Spread the word to your network – together, let's orchestrate success!



Securing Excellence Across Industries with Security One2One

Security One2One stands out as a premier provider of comprehensive security services tailored to meet the diverse needs of our clients. Our commitment to excellence ensures that we offer the best security solutions. Let's explore how we protect three of our prestigious clients:



Sydney Fish Market: Protecting a Cultural Icon

Australia's largest seafood market, the **Sydney Fish Market**, is more than just a bustling hub for fresh catches—it's a cultural icon. The market faces unique security challenges with thousands of visitors daily and valuable seafood inventory. Our team of trained security personnel is dedicated to ensuring the safety of patrons, vendors, and merchandise. Through vigilant static security

guard services, we maintain a secure environment where business and culture thrive, handling the unique security challenges of the Sydney Fish Market with expertise and precision.

Cannatrek: Safeguarding Innovation in Plant-Based Medicine

Cannatrek, an Australian-owned company, is at the forefront of manufacturing and delivering compliant plant-based medicines. To protect their Brisbane factory, particularly at night, we provide static security guards who ensure the safety of their valuable operations. Our detailed weekly security reports offer Cannatrek the peace of mind that their innovation is well-protected, allowing them to focus on revolutionizing healthcare.

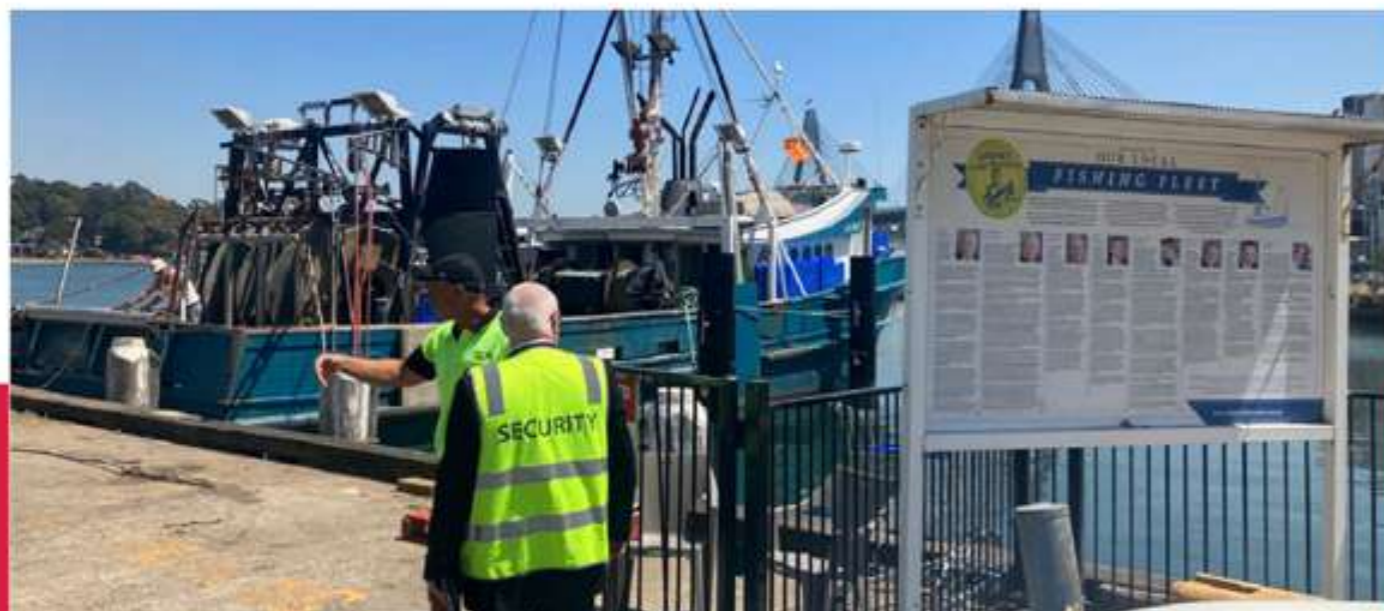
Small Animal Specialist Hospital (SASH): Ensuring Safety in 24/7 Emergency Care

The **Small Animal Specialist Hospital (SASH)** offers 24/7 emergency veterinary care, liaising directly with local vets and pet owners. With several hospitals throughout NSW, robust security is paramount. Security One2One provides both concierge and static guard support to the SASH Team and VIP alarm response. Additionally, we proudly train their staff in de-escalation procedures, ensuring a safe and supportive environment for animals and humans.

Your Security is Our Priority

Our partnerships with **Sydney Fish Market**, **Cannatrek**, and **SASH** are not just about providing security services. They are success stories that exemplify our dedication to providing customized security solutions that address each client's unique challenges. By understanding and addressing their specific security needs, Security One2One has mitigated risks, enhanced operational efficiency, and boosted client confidence.

As we continue to expand and refine our services, we remain steadfast in our commitment to safeguarding the success and reputation of our clients across various industries and regions. This commitment is at the core of everything we do, ensuring that our clients can operate with confidence and peace of mind. Stay tuned for more insights and updates on how Security One2One is making a difference in the world of security.



One2One Services: Empowering Businesses and Individuals Through Innovative Training Solutions

One2One Services isn't your typical training organization. We're passionate about creating a learning experience that equips individuals with the skills they need to thrive and empowers businesses to build high-performing teams.

A Time Management Triumph

Our recent **"Time Management Course"** held on June 13th in Parramatta, NSW, serves as a testament to this commitment. The course, focused on the powerful framework of **SMART Goals** (Specific, Measurable, Achievable, Relevant, and Time-bound), attracted a diverse group of business professionals.

Era Nayeem, our trainer with over 13 years of experience delivering award-winning courses, led a dynamic and interactive session. Participants actively collaborated, sharing experiences and exploring new strategies for effective time management. The course feedback was overwhelmingly positive, with attendees highlighting the value of SMART goals and their eagerness to implement these newfound skills. Comments like *"I did not know what I did not know [until I attended this course]"*, *"I should have completed this course 5 years ago"*, and *"[Oh] How easy this is going to make my life!"* reflect the impact of the training.

Expanding Our Horizons: Dual Qualifications, Professional Development, and More

One2One Services offers a comprehensive range of training solutions designed to cater to diverse needs. Here's a glimpse into what awaits:

- **Professional Development Courses** (Monthly starting July): We're launching a series of professional development courses held monthly in Sydney and Melbourne. You can choose to attend these focused programs as public courses or customize them for in-house training for teams of 10 or more. These short-term, focused programs (typically 2-3 days) provide valuable skill sets for rapid career advancement.
- **90-Minute Workshops**: Sharpen your team's skills with our on-site workshops delivered at your convenience.

Customization is Key: Tailored Training Solutions to Meet Your Needs

One2One Services understands that one-size-fits-all training doesn't always work. We offer extensive customization options for both accredited and PD programs. We work closely with you to understand your specific needs and tailor the content and delivery to seamlessly integrate into your workplace environment. Training delivered in your business language ensures a deeper understanding and maximizes the impact on your team's performance.

Experienced Trainers Make the Difference

Our commitment to quality extends to our trainers. All our trainers are qualified in Training & Assessment, hold relevant industry experience within the past two years, and are passionate about knowledge sharing. For our PD courses, we source the best in the industry – senior executives who bring real-world examples to the classroom, fostering a vibrant learning environment rich in collaboration and practical application.

Invest in Your Success

One2One Services is your partner in achieving your professional goals. Whether you're an individual seeking career advancement or a business looking to upskill your workforce, we offer the perfect training solutions.

One2One Services offers a few ways to get in touch! Call us directly at 1300 732 121 to discuss your needs. If you prefer email, reach us at info@one2oneservices.com.au



Elevating Presence: One2One Group's LinkedIn Journey with Lucy Bingle



In the dynamic world of professional networking and brand amplification, Lucy Bingle is a guiding force, leveraging over two decades of expertise to empower CEOs and organizations across diverse sectors. One2One Group embarked on a transformative journey under Lucy's tutelage, exploring the strategic depths of LinkedIn—a platform pivotal for modern business growth.

Lucy Bingle, CEO of Australia's leading LinkedIn agency, brings extensive experience in brand strategy and marketing consulting. Her team, composed of seasoned account managers, marketers, and content creators, specializes in elevating brands through targeted LinkedIn strategies. For One2One Group, Lucy's guidance encompassed a comprehensive course designed to optimize their LinkedIn presence, personalize networking approaches, and enhance thought leadership—all crucial elements in today's competitive landscape.

Course Outline and Key Takeaways

The session with Lucy Bingle unfolded with a structured approach aimed at maximizing One2One Group's LinkedIn impact:

1. *Optimizing LinkedIn Profiles:* Lucy emphasized the importance of a compelling profile—a digital storefront that reflects professionalism and approachability. The One2One Group team learned to craft profiles that resonate with their target audience by incorporating headshots, background images, and brief introductory videos.

2. *Personalizing Networking Strategies:* Lucy stressed the value of building meaningful relationships beyond mere connections. One2One Group embraced personalized connection requests and strategic network expansion techniques, ensuring that every connection aligns with its business goals and values.

3. *Leveraging Employee Advocacy:* Lucy highlighted the role of employee advocacy in fostering trust and credibility. By empowering team members to act as brand ambassadors on LinkedIn, One2One Group enhances its market presence. It attracts top talent, positioning itself as an employer of choice.

4. *Socializing Content Strategically:* Engaging content lies at the heart of effective LinkedIn strategies. Lucy guided One2One Group in crafting compelling posts, leveraging industry insights, and utilizing hashtags to amplify reach and engagement among key stakeholders.

5. *Cultivating Thought Leadership:* Becoming a thought leader on LinkedIn requires more than visibility—it demands insightful contributions and active engagement within industry discussions. Lucy equipped One2One Group with strategies to position their executives as thought leaders, driving industry conversations and reinforcing their expertise.

The Benefits: Beyond Business, Personal Growth

While the strategic benefits to One2One Group are evident—enhanced brand visibility, targeted networking, and thought leadership—the impact extends beyond corporate gains. Employees reported a personal transformation, feeling empowered by newfound LinkedIn skills that amplify their professional identities.

Lucy's insights provided a roadmap for business growth and a personal journey of leadership development. Understanding the nuances of LinkedIn has not only boosted One2One Group's company profile but also honed its ability to connect meaningfully with industry peers and potential clients.

Lucy Bingle's session with One2One Group exemplifies the transformative potential of strategic LinkedIn engagement. By mastering the art of optimization, personalization, and thought leadership, One2One Group is poised to navigate the digital landscape confidently, driving organizational success and individual fulfillment.

Lucy Bingle's partnership with One2One Group underscores LinkedIn's role as a platform for business advancement and a catalyst for personal and professional growth—a testament to the power of strategic networking in today's interconnected world.



Lucy Bingle, CEO of Australia's foremost LinkedIn agency, brings over 20 years of extensive brand and marketing expertise to her role. With a rich background spanning large corporates and SMEs, she offers strategic advice and consultancy to organizations and thought leaders across diverse industries. Lucy leads a team of skilled Account Managers, Marketers, Researchers, and Content Creators dedicated to enhancing brand presence and engagement on LinkedIn, ensuring brands achieve vibrant visibility and impactful outreach on the platform.

Email: lucy@lucybingle.com

Book a LinkedIn chat:
<https://calendly.com/lucybingle/30min>

Visit: www.lucybingle.com
Visit: www.linkedininduction.com

At One2One Group, we continuously strive to build a robust framework that not only supports our current operations but also ensures our long-term sustainability and growth. In our ongoing commitment to fortify our organisational resilience, we are excited to share the implementation of several key policies: **the Enterprise Risk Register (ERR), Business Continuity Plan (BCP), and Critical Incident Management Plan (CIMP)**. These initiatives are designed to mitigate risks, maintain operational continuity, and drive strategic business improvements. Let us delve deeper into each of these new policies and understand their significance and impact on our organization.

Enterprise Risk Register (ERR)

Our **Enterprise Risk Register (ERR)** represents a significant advancement in our risk management strategy. This comprehensive database is designed to systematically identify, assess, and prioritize potential business risks. By cataloguing a wide range of risks—from operational and financial to strategic and compliance related, we can proactively manage and mitigate them.

Our ERR process involves:

Risk Identification: Cataloguing potential risks from all areas of our operations, including internal and external factors. This comprehensive approach ensures that no potential threat is overlooked.

Risk Assessment: Evaluating the likelihood and impact of each identified risk. This involves quantitative and qualitative analysis to understand the potential consequences and the probability of occurrence.

Risk Prioritization: Ranking risks based on their potential effect on our business. This helps us focus our resources on the most significant threats, ensuring efficient and effective risk management.

Mitigation Strategies: Developing action plans to address the highest priority risks. These strategies include preventive measures to reduce the likelihood of risks and contingency plans to minimize their impact.

Our ERR is more than just a list, it is a dynamic tool that enables us to foresee and respond to threats before they materialize. By regularly updating and reviewing the register, we ensure that our risk management practices evolve in response to new challenges and opportunities. This proactive approach is crucial for maintaining long-term stability and success. Our commitment to this rigorous process underscores our dedication to safeguarding our organizational integrity and ensuring that we are always prepared for potential disruptions.

Business Continuity Plan (BCP)

In today's fast-paced business environment, the ability to maintain operations during and after disruptions is essential. Our **Business Continuity Plan (BCP)** is specifically designed to ensure that critical business functions continue uninterrupted, regardless of the nature of the disruption. Whether it's a natural disaster or any other unforeseen event, our BCP outlines detailed strategies to minimize downtime and protect our employees, assets, and reputation.

Our BCP is not just a static document, it is a living, breathing plan that undergoes regular testing and updates. This continuous refinement process ensures that our strategies remain effective and relevant. Our BCP includes comprehensive contingency plans that needs detailed procedures for maintaining operations in the face of various disruptions, clear communication protocols to ensure that all stakeholders are informed and updated during a disruption, and predefined roles and responsibilities, which collectively enable us to respond swiftly and effectively to any disruption. By implementing a robust BCP, we are not only protecting our business but also reinforcing our commitment to delivering consistent, reliable services to our customers. Our BCP demonstrates our dedication to operational excellence and our proactive approach to managing potential disruptions.

Critical Incident Management Plan

- What is it?
- Role & Responsibilities



Critical Incident Management Plan (CIMP)

In the face of severe incidents that have the potential to disrupt our operations, a swift and effective response is paramount. Our **Critical Incident Management Plan (CIMP)** is designed to provide a structured response for managing severe incidents that could disrupt our operations. It defines roles, responsibilities, and communication channels to ensure swift, effective responses, minimizing impact, protecting stakeholders, and expediting recovery.

The importance of the CIMP cannot be overstated. In the event of a critical incident, it is essential that our team can act decisively and cohesively. Our specialized teams are trained to handle different types of incidents, such as natural disasters and other emergencies. These teams are equipped with the skills and tools needed to manage crises effectively. Additionally, we have established communication plans, which include protocols for communicating with all relevant parties during an incident. This encompasses internal communications within the organization as well as external communications with customers, regulators, and other emergency services. Having a clear definition of roles and responsibilities for all team members involved in incident management is a crucial component to ensure accountability and enables quick decision-making.

Our CIMP provides the guidance needed to navigate through crises, protect our stakeholders, and restore normal operations as quickly as possible. By having a well-defined incident management plan, we are not only enhancing our resilience but also demonstrating our commitment to transparency, accountability, and effective communication during challenging times.

Commitment to Excellence and Resilience

The implementation of the **Enterprise Risk Register (ERR), Business Continuity Plan (BCP), and Critical Incident Management Plan (CIMP)** represents a major step towards enhanced resilience and sustainable growth. These policies are not merely procedural changes, they represent a comprehensive approach to managing risks, maintaining operational continuity, and driving strategic improvements.

By adopting these initiatives, we are building a stronger, more resilient organization that is better equipped to face the challenges of the future. We are committed to protecting our business, our employees, our customers, and our stakeholders. Our dedication to these principles ensures that we can continue to deliver exceptional value and seize the opportunities for growth and success.

Furthermore, these initiatives underscore our commitment to our employees, customers, and stakeholders. By proactively managing risks and preparing for potential disruptions, we are safeguarding the interests of all parties involved. Our focus on resilience and continuity demonstrates our responsibility as a security provider and our commitment to maintaining the highest standards of excellence.

These new policies we have implemented are integral to our strategic vision and operational philosophy. They reflect our understanding of the complex and dynamic environment in which we operate and our determination to handle it confidently and flexibly. As we move forward, we will continue to refine and enhance these policies, ensuring that they remain relevant and effective in the face of emerging challenges.

Strengthening Our Service:

New Policies for Enhanced Resilience and Sustainable Growth



One2One Group's Reconciliation Action Plan

The One2One Group pays respect to the Traditional Custodians of the lands on which we walk, live, and protect. We also acknowledge and pay our respects to Aboriginal and Torres Strait Islander peoples past, present and future.

What is Reconciliation?

Reconciliation is a continuous process that began formally in 1991. It aims to improve ties between Aboriginal and Torres Strait Islander peoples and the rest of the community. Reconciliation holds an immense importance for Indigenous Peoples in Australia. It's a commitment we seek in building respectful relationships and a more inclusive society.

At its core, reconciliation aims to improve relationships for the good of all Australians. It acknowledges Australia's colonial heritage, which includes land dispossession, brutality, and racism, and aims to build a just, equitable, and reconciled society.

There are four types of **Reconciliation Action Plan (RAPs)** designed to suit different stages of an organization's reconciliation journey: **Reflect, Innovate, Stretch, and Elevate**. Each type of RAP is tailored for organizations at various stages of their reconciliation journey.

What is a Reconciliation Plan and Its Purpose?

A **Reconciliation Action Plan (RAP)** is an action plan that describes an organization's commitment to developing meaningful connections with Aboriginal and Torres Strait Islander peoples in Australia.

The Reconciliation Action Plan (RAP) varies by industry. However, the purpose of the RAP goes beyond a mere expression of commitment; rather, a complete framework aimed at achieving reconciliation through numerous fundamental objectives.

For One2One Group, our purpose is to:

- **Promote Positive Connections and Networks:**
 - It is our goal to foster positive connections between Indigenous and non-Indigenous Australians. Our action plan promotes understanding, mutual respect, and collaboration, resulting in a more inclusive and cohesive community and company.
- **Respect for Indigenous Cultures:**
 - One of the main goals of RAPs is to raise understanding, admiration, and respect for Aboriginal and Torres Strait Islander peoples' various cultures, histories, and achievements. Security One2One acknowledges their distinct languages, customs, knowledge systems, and contributions to Australia's cultural fabric.
- **Creating Opportunities:**
 - Security One2One is committed to providing equal opportunities for Indigenous Australians, notably in the security industry. This includes measures like job training, diversity programs, and assistance for Indigenous enterprises and entrepreneurs. RAPs help Indigenous communities achieve more self-determination and long-term socioeconomic outcomes by providing economic empowerment.
- **Collaboration and relationships:**
 - Not only on the economic sector, but Security One2One's RAP aims to build relationships and collaborations with Indigenous communities, organizations, and leaders. Our vision and plans revolve on culturally relevant and beneficial programs for Indigenous peoples by forming true partnerships based on mutual respect and trust.

Who endorses Action Plans for Australian Businesses?

Reconciliation Australia has officially endorsed Reconciliation Action Plans (RAPs) for Australian businesses. When a company's RAP is accepted, it is formally accredited by Reconciliation Australia, and the organization joins the RAP network.

This network includes over 2,700 organizations dedicated to fostering reconciliation with Aboriginal and Torres Strait Islander peoples, which affects over 5 million Australians every day.

How is One2One Group's Demonstrating Commitment to Reconciliation with the Indigenous Community? The Long Walk

Last May 2023, One2One Group participated in The Long Walk Event in Melbourne led by the Group Managing Director, Simon Canov. The Long Walk was organized by the City of Melbourne and aims to raise awareness to improve and support Aboriginal and Torres Strait Islander's health and life opportunities. Participants and attendees came from different industries and business sectors across the country.

Security One2One, under the One2One Group, was tapped to provide the security for the event.

What's Next?

One2One Group's Reconciliation Action Plan, despite being newly implemented, can create a lasting impact not only for the security sector but also for the community. It is our utmost desire to be a company that provides, supports, and acknowledge Indigenous People. The development of our Reconciliation Action Plan shows that our company will continue to safeguard their rights and heritage.

One2One Group's Reconciliation Action Plan Committee

Led by the Chairperson, Martin Atherton, Security One2One have already commenced our commitment to establishing lasting relationships through the **Security One2One Indigenous Engagement Program**.

This has been realised as the precursor to our formal RAP. This initiative consisted of a

monthly meeting with a range of initiatives and targets to engage in the Indigenous community through sponsorship, support, and commercial engagement activities.

Some of our initiatives include:

- Introducing Indigenous business procurement processes.
- Purchase and display of Acknowledgement of Country plaques.
- Indigenous cultural sensitivity training for the Executive Leadership Team.
- Sponsorship and in-kind support of the Long Walk Event in Melbourne during the AFL Indigenous Round.
- Voluntary identification of staff that identify as Aboriginal or Torres Strait Islander people through recruiting and HR processes.
- The transition of our Indigenous Engagement Program into our RAP Steering Committee.

Our Vision

Our vision for reconciliation with indigenous Australia is rooted in fostering a deep and respectful understanding of the rich cultural heritage that has shaped this ancient land for millennia. Our commitment extends beyond symbolic gestures to encompass tangible actions that empower indigenous communities, ensuring their voices are heard and their rights respected.

Through meaningful partnerships, cultural exchange, and equitable opportunities, we aim to contribute to a reconciled Australia where the strength of diversity is celebrated, and the wounds of the past are healed, paving the way for a harmonious and inclusive future for all Australians.



From left to right: Muhammad Saud (Rostering Manager), Dragan Stojanovski (Group Chief Operating Officer), Glen Bourke (National Risk & Compliance Manager), Simon Canov (Group Managing Director), and Martin Atherton (State Manager in South Australia & Northern Territory).

Celebrating Excellence: GCEO Awards Highlight Outstanding Contributions



At Security One2One, the second-quarter Group GCEO Awards have highlighted outstanding leadership and performance, celebrating the achievements of four distinguished individuals whose contributions have significantly shaped the company's success. This quarter, the awards were conferred upon the Sales and Marketing Department for their exceptional accomplishments in driving growth and marketing strategies, Martin Atherton, State Manager for South Australia & Northern Territory, for his exemplary leadership and impactful initiatives in the region, Muhammad Saud, VIC/TAS Operations Account Manager, and Security Officer Vladimir Veljanov, recognizing their outstanding contributions with the prestigious GCEO Award.

Sales and Marketing Department: Pioneering Growth and Innovation

Led by Carl Hobden, the Sales and Marketing Department has once again demonstrated its expertise in navigating complex market landscapes and achieving outstanding business results. Over the past quarter, their strategic initiatives have not only met but surpassed expectations, setting new standards in client acquisition and revenue generation. "We are honored to receive this prestigious

recognition," shared Carl, Head of Business Development and Marketing. "It underscores our team's dedication to delivering exceptional outcomes and driving the company's growth."

These achievements are rooted in the department's innovative digital marketing strategies and proactive client engagement, which have strengthened customer relationships and enhanced brand visibility.

Looking ahead, the team remains committed to innovation and expanding their market presence. Their strategic roadmap includes further enhancing brand visibility, exploring new market segments, and continuing to deliver unmatched value to clients across Australia.

Incorporating the FY24 Sales and Marketing outputs, it's essential to reflect on the collective effort and achievements of the team. It's easy for a year to pass without acknowledging the hard work and significant milestones achieved. This snapshot of the past financial year not only celebrates these accomplishments but also underscores how each facet of our efforts elevates the One2One group, driving us forward with passion and dedication.

End of FY24 Sales and Marketing - In Review



Martin Atherton: A Journey of Leadership and Impact that Inspires

Martin Atherton's path to becoming the State Manager for South Australia & Northern Territory at Security One2One exemplifies his diverse experiences and steadfast commitment to leadership. Over two decades ago, Martin embarked on his leadership path in Correctional Services, where he honed his skills as a Team Leader managing operational logistics and fostering team cohesion. His commitment to professional growth led him to pursue a Certificate 4 in Frontline Management, equipping him with crucial insights into influential people and process management.

Transitioning to corporate roles in South Australia, Martin swiftly ascended to State Manager positions before returning to government sectors, where he excelled in Senior Management roles focusing on regulatory services and enforcement. His pursuit of excellence continued with executive leadership studies at the University of South Australia, culminating in an MBA focused on leadership essentials. In 2023, Martin joined Security One2One as the State Operations Manager, where his leadership continues to drive impactful initiatives across the region.

Key Roles and Project

Martin's leadership has been marked by a steadfast commitment to enhancing safety and well-being. One notable project under his stewardship was managing a national education provider's operations in South Australia, where he ensured the protection and

integration of over 400 international students through strategic partnerships with local authorities and community organizations.

Current Role and Achievements

As State Operations Manager at Security One2One, Martin has overseen significant expansions and achievements. His efforts have secured the company as a critical provider for important events in South Australia, including high-profile assignments like New Year's Eve events and corporate functions. His proactive approach also contributed to successful security provisions for multinational projects, earning accolades and repeat contracts.

Vision for the Future

Looking ahead, Martin aims to consolidate Security One2One's presence by expanding direct contracts and enhancing brand visibility in South Australia and the Northern Territory. His strategic focus includes developing a Reconciliation Action Plan (RAP) to engage Indigenous communities and exploring opportunities in the Australian Defence Industry, reflecting his commitment to sustainable growth and community engagement.

Inspirations and Personal Insights

Martin credits his parents as his greatest inspiration, citing their perseverance and work ethic as guiding principles in his professional journey. His leadership philosophy emphasizes authenticity and empowerment, advocating for self-awareness and continuous personal development as foundational elements of effective leadership.

Martin Atherton and the Sales and Marketing Department exemplify Security One2One's commitment to excellence and innovation. Their achievements reflect the company's core values and inspire aspiring leaders to strive for greatness. Martin's sage advice to aspiring leaders emphasizes leading by example, empowering others, and cultivating a culture of respect and trust. As he continues to lead with purpose and vision, the future holds promising opportunities for Security One2One in South Australia and the Northern Territory, promising exciting developments and growth across the region. Together, their leadership and dedication will drive ongoing success and establish new benchmarks in the security services industry.





Security One2One: Honoring Exceptional Dedication and Leadership

At Security One2One, we are dedicated to providing top-tier security services through our exceptional team's hard work, commitment, and expertise. We are thrilled to recognize two outstanding team members, Muhammad Saud, VIC/TAS Operations Account Manager, and Security Officer, Vladimir Veljanov, with the prestigious GCEO Award this quarter. Their remarkable contributions have significantly enhanced our company's operations and client satisfaction.

Celebrating Muhammad Saud's Commitment and Leadership

On July 2, 2024, Muhammad Saud was honored with a Certificate of Appreciation from our Group CEO, Stephen Butt, CSM. This recognition highlights Saud's unwavering dedication and exceptional service to Security One2One in Victoria. Saud has been instrumental in elevating our client service standards, consistently demonstrating inspirational leadership and a profound commitment to his duties.

Saud's impact on the company is undeniable. His ability to motivate his team and relentless pursuit of excellence set a high bar for everyone at Security One2One. The Certificate of Appreciation awarded to Saud is a testament to his invaluable contributions and significant favorable influence on our operations and client relationships.

Saud's unwavering commitment, inspirational leadership, and dedication have profoundly impacted the company's ability to deliver exceptional support to its valued clients. This accolade is a token of our gratitude for Saud's outstanding work and dedication to Security One2One.

Honoring Vladimir Veljanov's Expertise and Dedication

Another star performer, Vladimir Veljanov, was also recognized on July 2, 2024, with a Certificate of Appreciation for his outstanding contribution and instrumental role in the successful transition of the Barry Callebaut contract. Vladimir's dedication, expertise, and tireless efforts ensured a smooth and efficient handover, exceeding expectations and laying the groundwork for a solid and fruitful partnership.

Vladimir's ability to manage complex transitions with precision and professionalism has been a critical asset to Security One2One. His eagle eye for detail and relentless pursuit of excellence have made our team reliable and efficient, raising the bar for everyone. His expertise is a reassurance that we are in good hands.

His dedication, expertise, and tireless efforts were essential in ensuring a smooth and efficient handover, exceeding expectations, and setting the stage for a solid and fruitful partnership. This recognition underscores Vladimir's exceptional work and steadfast dedication to our company's success.

Reflecting on Our Team's Achievements

The GCEO Awards presented to Muhammad Saud and Vladimir Veljanov reflect the exceptional talent and dedication that drive Security One2One's success. Our team's commitment to excellence and client service fuels our growth and reputation.

Honoring Saud and Vladimir's accomplishments reminds us to celebrate our entire team's hard work and dedication. Their collective efforts ensure that Security One2One continues to lead the industry in providing top-notch security services.

We extend our heartfelt congratulations to Muhammad Saud and Vladimir Veljanov for their well-deserved recognition. Their exemplary performance inspires us all to strive for excellence in our respective roles and to continue delivering our clients the highest level of service.

Thank you to all our team members for your hard work, dedication, and unwavering commitment to Security One2One. Together, we will continue to achieve great things and uphold the values that make our company a leader in the security industry.



Round of Applause! Celebrating Our Newly Promoted Stars

We are thrilled to announce the well-deserved promotions of three outstanding members of our Security One2One family! Their dedication, expertise, and passion for their work have propelled them to new heights, and we couldn't be prouder.



Leading the Charge in VIC/TAS Operations: Muhammad Saud

A round of applause for Muhammad Saud, our newly appointed VIC/TAS Operations Account Manager! Muhammad takes the helm in managing security services for our valued clients across Victoria and Tasmania. He'll be the go-to person for both existing and prospective clients, ensuring we consistently meet all KPIs and exceed expectations.

His leadership extends to our subcontractor network, guaranteeing the quality of service our clients deserve. But Muhammad's commitment goes beyond contracts; he champions effective leadership for our field operatives, fostering a safe and secure environment for everyone involved.



Maricar Veridiano: Driving Growth with Tender and Marketing Prowess

We're excited to celebrate Maricar Veridiano's well-earned promotion to Tender & Marketing Manager! Maricar brings a powerhouse of experience to the table, honed by 11 years in the UAE's commercial and procurement sector and 2 years in the Philippines in the manufacturing sector.

Her result-oriented approach and meticulous attention to detail are legendary. Maricar leads the development of compelling tenders, ensures our brand shines with consistent guidelines, and oversees a team of talented content developers and designers. But her impact doesn't stop there. Maricar is a strategic thinker, crafting tenders that keep us competitive and marketing initiatives that drive us forward. With her proven ability to excel in fast-paced environments, Maricar is a force to be reckoned with.



From Web Scraper to Data & Insights Master: Ismael Sarmiento's Meteoric Rise

Ismael Sarmiento's story is an inspiration! Fueled by his passion for technology, Ismael leveraged certifications and open-source projects to launch his career with Security One2One. His skills and enthusiasm didn't go unnoticed. Starting as a Web Scraper, he quickly impressed with his dedication and was promoted to Data and Insights Manager.

Ismael now plays a critical role in data retrieval for various departments, manages the website's tech stack, and spearheads automation initiatives. And that's not all! Ismael, a true multi-talent, balances his work with a passion for trading and crypto analysis in his free time. Hats off to Ismael for his remarkable journey and continued contributions!

These promotions are a testament to the exceptional talent we have at Security One2One. We congratulate Muhammad, Maricar, and Ismael, and we look forward to seeing them continue to thrive in their new roles. Their dedication and expertise are what make Security One2One a leader in the industry.

Welcoming Our New Team Members: Exciting Additions to Our Growing Family



Austin Rakesh Venkatesan
National Rostering Coordinator

A proven professional with experience in workforce planning and scheduling, Austin excels at managing rosters with a keen eye for detail. Proficient in rostering software and possessing a strong grasp of security operations, he fosters a collaborative environment with excellent communication and interpersonal skills.

In a previous role, Austin demonstrably planned and coordinated all rostering needs for a sizable security company. He ensured complete shift coverage, developed rosters for tenders, and monitored and reported on overtime. Additionally, he maintained strong working relationships with site staff and assisted in the planning and execution of special events.



Asad Akber Khan
NSW Operations Manager

Proficient in rostering software, with a strong understanding of security operations, Asad is a highly organized and detail-oriented individual. He is a team player with excellent communication and interpersonal skills.

In his previous role, Asad was responsible for planning and coordinating all rostering requirements for a large security company. This included ensuring all shifts were covered, developing rosters for tender submissions, and monitoring and reporting on overtime. He also maintained good working relationships with all site staff and assisted with the planning and execution of special events.



Ksenija Cvetkovska and Ana Marjanovikj
GCC Operators

Customer service professionals with experience in a fast-paced environment, Ksenija and Ana thrive on providing exceptional service and building positive relationships with customers. They are skilled in active listening, problem-solving, and effectively communicating with customers via phone, email, and in writing.

They are a team player who values working collaboratively to achieve shared goals and ensure a positive work environment.

Welcome to the company. We are excited to have you on board and look forward to the fresh perspectives and contributions you will bring. Let's work together to achieve great things!

Networking Events Highlight Critical Issues for Business Adaptation and Growth

In June 2024, our organization had the privilege of attending two significant networking events. These events, which brought together business leaders, government officials, and industry experts, were a unique opportunity to discuss critical issues affecting New South Wales and beyond. They underscored the importance of staying informed about key developments, even for a security guard service agency like ours.

On June 20, 2024, Michael Robinson, RTO National Manager, represented our agency at the



On June 6, 2024, Stephen Butt, Group CEO, and Michael Robinson, attended the Business Western Sydney's 'Skills Shortage in the Workplace Luncheon.' This event served as a platform for in-depth discussions on the latest industrial relations (IR) law changes, an area crucial for businesses across all sectors.

Key topics included the proposed "Right to Disconnect" reform, which grants workers the freedom to disengage from work-related communications beyond their working hours without facing repercussions. Strengthening protections for casual employees and establishing clearer pathways to permanent roles were also discussed.

Additionally, the luncheon addressed the need for minimum standards for gig workers and equal pay for contractors, all of which aim to foster fairness within the workforce.

These discussions highlighted the importance of staying abreast of IR law developments, which is not just essential, but empowering for navigating the ever-changing landscape of contemporary business practices. For our security agency, understanding these updates is crucial. Ensuring compliance with new regulations and adapting to



Business NSW event at Campbelltown Catholic Club's "CUBE." The event, attended by approximately 230 local business leaders and councilors, featured a detailed NSW Treasurer Daniel Mookhey presentation on the NSW Budget. This budget overview highlighted several essential initiatives to bolster the state's infrastructure, healthcare, housing, and transport systems.

Mookhey emphasized the need for a "budget of must-haves," stressing the careful choices made to fund essential services, continue repairs, and secure Commonwealth revenues. Key initiatives included the Bulk-Billing Support Initiative, which provides tax relief to GP practices meeting bulk-billing thresholds and significant investments in housing, health, education, and transport infrastructure. These measures support growing communities, improve public services, and enhance disaster recovery efforts.

One major focus was the Building Homes for NSW program, which aimed to address the housing crisis by delivering up to 30,000 new homes. This initiative, which includes 21,000 market and affordable homes, 8,400 social homes, and over 500 rental homes for key workers, is a testament to the significant role each of us plays in the business. Prioritizing victim-survivors of domestic and family violence, this program also invests \$1 billion to repair existing social homes, ensuring safe and stable housing for those in need.

Substantial investment was made in transport infrastructure, with \$2.1 billion allocated for Parramatta Light Rail Stage 2 and \$13.4 billion for Sydney Metro West. The budget also includes funds for the Western Sydney Airport Metro and completing the Sydney Metro City and Southwest. Improved arterial roads and planning for future communities are also part of this comprehensive infrastructure plan.

changes in employment laws can significantly impact our operations and workforce management.

Both events underscored that knowledge of broader economic and regulatory developments is vital for businesses, regardless of industry. For a security guard service agency, staying informed about budget allocations, infrastructure projects, and IR reforms helps us better serve our clients and employees. It ensures we remain competitive, compliant, and responsive to evolving regulatory frameworks.

Attending these networking events provided valuable insights and reinforced the importance of staying informed about critical issues. Whether understanding budget priorities affecting our community or navigating changes in employment laws, being proactive and knowledgeable is imperative for our growth and success in the dynamic business environment; these events not only allowed us to connect with key stakeholders but also equipped us with the information needed to navigate the future effectively.

Unlocking the Power of Human Behaviour: The Psychology and Benefits of De-escalating Interpersonal Conflict

In the heat of the moment, when tempers flare and tensions rise, how often do we pause to consider the intricate dance of human behaviour at play? Whether it's a minor disagreement with a friend or customer, a heated debate with a colleague, or a full-blown argument with a loved one, our reactions are governed by a complex interplay of psychological factors. Understanding these dynamics not only sheds light on why we behave the way we do, but also equips us with powerful tools to transform conflicts into opportunities for growth and connection. Imagine a world where you can navigate disputes with grace, maintain your composure under pressure, and emerge with stronger, healthier relationships. This blog delves into the fascinating psychology underpinning human behaviour and explores the art and science of de-escalation.

In our increasingly polarised and fast-paced world, conflicts are almost inevitable. Whether in personal relationships, workplaces, or public spaces, situations can quickly escalate into confrontations. De-escalation is an essential skill that not only helps defuse potentially volatile situations, but also promotes understanding and co-operation. The primary benefit of de-escalation is the safety of all parties involved. By calming a potentially dangerous situation, the risk of physical harm is significantly reduced. De-escalation fosters open dialogue, which can lead to better understanding and resolution of underlying issues. It encourages active listening and empathy, crucial elements for maintaining and even strengthening relationships by addressing conflicts constructively. Avoiding physical confrontations can prevent legal repercussions and financial costs associated with injuries, property damage, or lawsuits. Additionally, for all parties, resolving conflicts peacefully can reduce stress and anxiety, promoting a more positive environment.



Glen Bourke
Director Trafalgar Consulting Group

"When we're stressed, the part of our brain that controls emotions can take over, making it hard to think clearly. This can cause us to react without thinking.

To calm things down, we can use techniques like listening carefully, showing empathy, and staying calm. By acknowledging others' feelings and giving them space to express themselves, we can reduce anger and keep conflicts from getting worse, leading to more positive and peaceful interactions."

When people feel like they are losing control, their emotions can quickly get out of hand. Feeling anxious or stressed makes things even worse, and it's common for these feelings to turn into anger. This happens because our brains are wired to protect us from threats, so when we feel threatened, we often react with anger to defend ourselves. Stress and anxiety make us more likely to lash out because we're already on edge. At its core people that find themselves in heightened states is about control or more importantly a perceived lack of control over their situation or environment. To handle these situations better, it's important to understand why they happen. **When we're stressed, the part of our brain that controls emotions can take over, making it hard to think clearly. This can cause us to react without thinking. To calm things down, we can use techniques like listening carefully, showing empathy, and staying calm. By acknowledging others' feelings and giving them space to express themselves, we can reduce anger and keep conflicts from getting worse, leading to more positive and peaceful interactions.**

Understanding body language is crucial in de-escalation. Non-verbal cues can provide insight into a person's emotional state and intentions (it is estimated that 93% of all communication between humans is non-verbal). A person's posture can indicate their level of aggression or relaxation. Tense muscles, clenched fists, and rigid stance may signal a readiness for confrontation, while a relaxed posture suggests calmness. Facial expressions are powerful indicators of emotions. Frowns, furrowed brows, and tight jaws can signify anger or frustration. In contrast, an open and relaxed face suggests a more neutral or positive state. The amount and type of eye contact can reveal a lot. Avoiding eye contact might indicate fear or submission, while intense, unbroken eye contact can be a sign of challenge or aggression. Balanced eye contact is usually the most non-threatening. Hand movements and other gestures can convey a range of emotions. Abrupt or aggressive gestures might indicate agitation, while open palms and slow movements suggest a more conciliatory attitude. Respecting personal space is vital. Maintaining a respectful distance can help in keeping the interaction calm.

Glen Bourke is a strategic partner of Security One2One, leveraging his extensive expertise as a seasoned security and risk management expert. Currently at the helm of Trafalgar Consulting Group, Glen has forged a distinguished career that includes leadership roles in the Australian Defence Force and private security sectors. His proficiency in strategic risk planning, particularly for critical infrastructure projects, underscores his role as a trusted advisor in the industry. With a deep understanding of emergency management and disaster recovery, Glen brings invaluable insights to Security One2One, delivering exceptional advisory services to clients both nationally and internationally.



The **LOWLINE method** offers practical tips for de-escalation. Here's how it works:

Listen – Pay close attention to what the other person is saying. Offer reflective comments to show that you have heard what their concerns are.

Observe – Watch the person's body language and facial expressions. These non-verbal cues can tell you a lot about how they are feeling.

Wait – Be patient. Give the person time to express themselves without interrupting. Sometimes, just letting someone talk can help them calm down.

Look – Make eye contact in a friendly and non-threatening way. This helps build trust and shows that you are engaged in the conversation.

Incline – Tilting your head slightly to one side. This subtle gesture indicates that you are paying attention and are interested in what they have to say.

Nod – Nodding occasionally shows that you are following along and understand what they are saying. It's a simple way to show empathy.

Express – Show solidarity by expressing empathy to show you have understood.

By applying the LOWLINE technique, you can create a more supportive environment that encourages open communication and helps to diffuse tension.

When you are doing everything right, but tensions are still rising.

Sometimes despite your best efforts to decrease a situation you can't seem to help the other person; this is when the "Five (5) Elements of Self-Care" become a priority. Self-care is essential for maintaining mental and emotional well-being, especially in stressful situations. Following these five elements helps protect you when things are not going to plan.

Element One (1) - "Know your Roles and Responsibilities", which emphasises understanding what is expected of you and what you expect of yourself. This clarity helps reduce stress by setting realistic goals and boundaries.

Element Two (2) - "Focus on the Goal" is about prioritising tasks and acting deliberately. By concentrating on what truly matters, you can focus on your environment and plan your next action.

Element Three (3) - "Breathe," arguably the most important step, reminds us to take moments to pause and breathe deeply. This simple act can reduce anxiety and help you remain calm, by providing oxygen to the brain allowing for higher quality decisions and faster reaction time when deciding on a course of action.

Element Four (4) - "Be Bold", encourages confidence in your actions and decisions. By trusting yourself and taking decisive steps, you can navigate challenges more effectively. Remember in a situation that is escalating it's ok to do things that you would not normally do in your day to day lives.

Finally, **Element Five (5) - "Learn to Adapt"** highlights the importance of flexibility. All interactions can be unpredictable, and being able to adjust your plans and approach can help you manage stress and maintain balance.

Mastering the art of de-escalation is more than just a conflict resolution skill; it is a pathway to better relationships, improved mental health, and a safer, more co-operative society. By understanding the psychological underpinnings of human behaviour, utilising body language assessment techniques, and applying practical methods like the LOWLINE approach, we can navigate conflicts more effectively. Our priority always remains our own safety so remembering the "Five (5) Elements of Self-Care",



we ensure that we remain balanced and resilient, capable of turning conflicts into positive experiences for both parties. The next time you find yourself in a heated situation, remember that your response can transform the outcome.



A City on Edge: The Recent Spike in Violence and the Role of Security Services

The recent events of gun shootings and stabbings in South Australia, Melbourne, and Bondi in Sydney has undoubtedly shaken the sense of security felt by many Australians. These events serve as a stark reminder of the ever-present need for vigilance and a robust security infrastructure.

As a leading security services provider, Security One2One recognizes the impact these incidents have on our communities. It compels us to re-evaluate and strengthen our offerings to provide even greater peace of mind to our clients.

Security Services: A Dynamic Response to Evolving Threats

The nature of security threats is constantly evolving. Static strategies are no longer sufficient. Security One2One is committed to staying ahead of the curve by:

- **Continuous Training:** Our security officers undergo rigorous training that goes beyond basic security protocols. We emphasize situational awareness, de-escalation techniques, and emergency response procedures tailored to the specific needs of each client location.
- **Investment in Technology:** We leverage cutting-edge security technologies such as advanced video surveillance systems, access control systems, and real-time monitoring platforms. These tools enhance our officers' capabilities and provide valuable data for proactive threat identification.
- **Adaptable Deployment:** We understand that security needs can vary depending on location, industry, and event type. Our security personnel are trained and equipped to adapt to various scenarios, ensuring a comprehensive and responsive security presence.

Security One2One: Your Partner in Safety

At Security One2One, we are dedicated to providing our clients with peace of mind. In the wake of these recent events, we want to assure you that we are taking every step possible to bolster our services and create a safer environment for all.

Here's how we can help:

- **Vulnerability Assessments:** Our security specialists can conduct thorough assessments of your property or business to identify potential security gaps and recommend tailored solutions.
- **Security Patrols:** Visible security patrols, both foot and mobile, deter criminal activity and provide a sense of security for employees, customers, and visitors.
- **Emergency Response Planning:** We can work with you to develop a comprehensive emergency response plan that outlines protocols for various situations, ensuring a swift and coordinated response in the event of an incident.

We understand that feeling safe is paramount. Security One2One is committed to being your trusted partner in achieving that security.



Events Attended


Events	Date	Attendee's Name
Defence Industry Breakfast	23-May-24	Martin Atherton
Skills Shortage in the Workplace Luncheon	06-Jun-24	Stephen Butt & Michael Robinson
Business Financial Education Workshop (Virtual)	18-Jun-24	Vikram Singh
Supplying To Renewable Energy Forum - Ipswich	19-Jun-24	Brian Lee



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For application inquiries, please email us at

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