



FOREWORD

Welcome to our 3rd Quarterly Newsletter. As we head into the final quarter of 2024, I think it is timely to remind ourselves of the importance of our valued clients. I am sure you have experienced poor service in your daily lives, but I sometimes think about how as individuals we can 'make a difference'.

Service - 'The action of helping or doing work for someone'.

At One2One Group we continue to provide the best possible service. It is incumbent on all of us to think about service and be striving to 'continuously improve' our levels of service to our clients. In a world of immediacy, we can sometimes forget the fundamentals of good service. The introduction of smart technology solutions should never impact on the importance of quality face-to-face service. This includes our internal services to each other by department or individuals.

At One2One Group, we have worked hard to ensure our client sites and services are adequately serviced. The adherence to ensuring all operational sites have detailed procedures that include risk and safety reviews, quality training, good uniforms and equipment and overall Management have been instrumental in our continued growth and reputation. Team's at our operational sites are our 'ambassadors' and as head office staff we must do everything we can to support you in your roles. Whilst our services have improved immensely, there is always room for improvement, and this is something that I hold 'front of mind' very much.

We have a lot of growth opportunities, but this must be premised on the provision of good service to our existing and loyal clients. What can you do to improve services to our clients?

Whilst considering this, in this edition, you will read about our Group Chief Operating Officer, Dragan Stojanovski being recognised as a finalist in the Outstanding Security Performance Awards in the category of Outstanding Security Contract Manager/Director. Dragan is passionate about 'service' to our clients and his nomination reflects why our company is being recognised in service provision. We all wish Dragan the very best for the category winner announcements in October 2024.

This edition will feature further information about our Registered Training Organisations and the associated accredited and non-accredited training available to you. We will also introduce you to some of our new and challenging clients and how our team has worked to mitigate risk and safety concerns.

I would like to take this opportunity to remind you again about your personal safety and well-being. One2One Group has an impeccable safety record that we can all be proud of, but we shouldn't rest on our laurels or become complacent. Your safety and well-being are our highest priority, and this will not be compromised.

Lastly, it would be remiss of me to not mention the arrival of three babies welcomed to the world by mum's Maricar, Teodora and Annaliza. Congratulations.

As we head into the peak festive season, I would like to wish all staff a happy, safe, and relaxing festive season.



Group Chief Executive Officer, One2One Group

Security One2One's Group COO Recognized for Excellence in Leadership and Innovation



Dragan Stojanovski is the Group Chief Operating Officer at Security One2One. With over 32 years of leadership experience, Dragan has honed his expertise in operations, facilities management, and electronic surveillance across both government and private sectors. His career includes senior executive roles at large global organizations, where he has consistently driven business transformation, operational excellence, and organizational growth.

Dragan's ability to lead geographically dispersed teams and his commitment to delivering high-quality services have positioned him as a key figure in the security industry. His education includes diplomas in Property Operations Management and Management from Australia, complementing his extensive experience in roles such as National Security Operations Manager, CEO, and Senior Security Manager at prominent organizations. Dragan's passion for elevating security operations and implementing efficient business models underscores his commitment to his clients and his industry.

Security One2One is proud to announce that **Dragan Stojanovski**, Group Chief Operating Officer, has been shortlisted as a finalist for the prestigious **Outstanding Contract Security Manager/Director** award at the **Outstanding Security Performance Awards (OSPAs) 2024**.

This nomination reflects Dragan's outstanding contributions to the security industry and the company's growth and transformation over the past two years.

The OSPAs are renowned for recognizing the highest levels of excellence in security, and this year's competition has been particularly intense, with an exceptional caliber of entries. Dragan's inclusion among the finalists highlights his leadership and the far-reaching impact of his efforts on Security One2One and its clients.

The winners will be honored at a prestigious awards gala on Thursday, October 24, 2024, in the Ballroom of the Park Hyatt Melbourne.

A Leader of Transformation

Dragan's incredible leadership has turned Security One2One around, making it a top security company. His Leadership and Management experience have helped us improve our services and go above and beyond for our clients. One of Dragan's most significant wins was creating the 24/7 Global Contact Center. It's now a crucial part of our company. Our top-notch facility offers 24/7 support, ensuring our clients can always get in touch and their service doesn't stop. This has been key to our growth and positive image.

Operational Innovation and Strategic Leadership

Dragan has consistently demonstrated a visionary approach to security management, implementing innovative strategies that have significantly enhanced our operational efficiency and financial performance. Under his leadership,

we successfully restructured our workforce partnership arrangements, negotiating terms that have improved contract profitability and strengthened our relationships with our partners.



His contribution extends to the implementation of a comprehensive **Fleet Management System**, optimizing vehicle use across operations and improving overall safety measures. Dragan introduced **Activity Log Reporting** for welfare checks in a sector where safeguarding personnel is paramount, enhancing monitoring systems for staff stationed at isolated locations.

Dragan has also driven excellence through his focus on **training and professional development**.

By prioritizing **counter-terrorism training** and guard assessments, he ensured that Security One2One's personnel were well-equipped to handle emerging risks and uphold industry standards with competence and professionalism.

Strengthening Client Relations and Business Growth

Dragan's leadership in securing and maintaining strong client relationships has been central to the company's success. Through the formalization of **Service Level Agreements (SLAs)** and **Key Performance Indicators (KPIs)**, he has set clear expectations and performance benchmarks, driving improvements in service quality.

Dragan's efforts have elevated client satisfaction and strengthened the company's position in the market. His leadership in transitioning significant clients, including DHL, Samsung, and Sydney Fish Market, has been exemplary. Dragan has delivered seamless service integrations by leading transition teams and meticulously planning client engagements, earning positive feedback and cementing long-term partnerships.

A Visionary for the Future of Security

Dragan's nomination for the **Outstanding Contract Security Manager/Director** award recognizes his relentless pursuit of excellence, visionary leadership, and ability to drive impactful organizational change. His strategic innovations, dedication to operational excellence, and focus on client relationships have positioned Security One2One as a leader in the security industry.

As we eagerly await the OSPA results, we at Security One2One take a moment to celebrate Dragan's remarkable achievements. His leadership has been instrumental in shaping our company into a dynamic and successful organization. This nomination is a fitting tribute to his dedication and expertise.

The team looks forward to the awards ceremony in October and is proud of Dragan's well-deserved recognition at this prestigious event.



Finalists Announced!

Organised by ASIAL, the 28th Australian Security Industry Awards for Excellence will be joined by the 9th Outstanding Security Performance Awards (the OSPAs) and 13th Australian Security Medals Awards.

Park Hyatt Melbourne
Thursday, 24th October 2024



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One2One Services: Expanding Offerings to Meet Critical Skills Shortages



Michael Robinson

National Education & Training Manager,
One2One Services

Michael Robinson brings over 20 years of senior leadership experience in education, training, and beyond. As the National Education & Training Manager for One2One Services, he oversees the operations of the company's Registered Training Organisation (RTO), ensuring all programs are aligned with industry standards and regulations. Under his leadership, One2One Services has expanded its offerings, providing impactful training and coaching services that equip individuals and organizations with essential skills for success.

In addition to his expertise in education, Michael has held senior leadership roles in diverse sectors including media, event management, sponsorship, and information technology. His broad experience as a CEO, General Manager, and HR Manager has enriched his strategic thinking, operational management, and client-focused leadership. Michael also serves on several boards, where he helps guide policy and strategic direction. His leadership philosophy centers on continuous improvement, innovation, and delivering exceptional value in every role.

One2One Services, under the leadership of Michael Robinson, continues to play a pivotal role in addressing Australia's workforce challenges. With a focus on professional development, training, and education, One2One is committed to preparing individuals for success across a variety of industries. This commitment is evident in two key areas: the launch of Pacific College International: Tackling Australia's Building and Construction Skills Shortage new corporate workshops tailored to the B2B sector.

Pacific College International: Tackling Australia's Building and Construction Skills Shortage

Michael Robinson has been instrumental in the development of Pacific College International, designed to address the critical skills shortage in Australia's building and construction sector. The construction industry is experiencing unprecedented demand, driven by a housing boom and a shortage of skilled labor. In response, Pacific College International is preparing to deliver Certificate IV and Diploma of Building and Construction qualifications to meet this urgent need.

These programs are specifically designed to equip students with the practical knowledge and skills required to thrive in the industry. As Australia faces a growing demand for new homes, there is a parallel need for qualified professionals to lead construction projects efficiently. By providing industry-aligned qualifications, Pacific College International aims to bridge this gap and support the country's ongoing development. Michael Robinson's leadership in this initiative reflects his commitment to empowering individuals and strengthening industries through targeted educational solutions.

New Corporate Workshops: Supporting Professional Growth in the B2B Sector

In addition to addressing the skills shortage in construction, One2One Services has introduced a series of eight dynamic 90-minute corporate workshops aimed at professionals in the B2B sector. These workshops are designed to address the growing demand for skill development in networking, leadership, communication, and problem-solving—key competencies for success in today's fast-paced business environment.

Each workshop focuses on providing actionable strategies that participants can apply directly in their work settings, enhancing their ability to lead teams, build networks, and solve complex problems. The fast-evolving nature of the business landscape requires professionals to continuously adapt and refine their skills. One2One Services workshops help bridge the gap between theory and practice, giving participants the tools they need to thrive in competitive markets.

By combining practical insights with a focus on personal and professional growth, these workshops complement One2One Services broader professional development courses. The goal is to foster the development of confident leaders and innovative problem solvers who can drive business success for their organizations.

Continuous Improvement and Industry Relevance

At the heart of One2One Services mission is a commitment to continuous improvement and maintaining relevance in a rapidly changing world. Whether through Pacific College International's qualifications for the construction industry or the corporate workshops designed for B2B professionals, One2One Services is dedicated to delivering value to both individuals and organizations.

Michael Robinson's leadership has been key to the company's success in navigating the complex regulatory environment of education and training while maintaining a customer-focused approach. His diverse experience in various industries, from education to media and IT, brings a holistic perspective to the development of training programs that are aligned with the needs of the workforce.



A Future-Focused Approach

As One2One Services continues to grow, its focus remains on providing high-quality educational and professional development solutions that meet the demands of Australia's evolving industries. Whether addressing the skills shortage in building and construction or enhancing leadership and communication in the B2B sector, One2One Services is well-positioned to continue driving innovation and excellence.

Through targeted training programs, strategic leadership, and a commitment to continuous improvement, Michael Robinson and One2One Services are helping shape the future of Australia's workforce, ensuring that individuals and businesses alike are equipped to succeed in a competitive and dynamic landscape.

For inquiries, you can contact Michael Robinson at 1300 732 121 or 0492 026 395, or email him at Michael.Robinson@one2oneservicesrto.com.au



The Importance of Security Risk Assessments in Corporate Environments

Maintaining a secure corporate environment is crucial for safeguarding assets, employees, and sensitive information in today's fast-paced business world. Companies must adopt comprehensive security measures with the rise in cyber threats, theft, and workplace violence. One of the most vital aspects of corporate security is conducting regular security risk assessments. This process helps identify vulnerabilities and ensures that companies are well-prepared to handle any threats that may arise.

What Is a Security Risk Assessment?

A security risk assessment is a detailed evaluation of potential risks to an organization's physical and digital security. It involves identifying threats, assessing their likelihood, and determining their possible impact on the business. The goal is to mitigate risks before they cause harm by implementing appropriate measures and strategies.

This process typically covers various areas, including:

- **Physical Security:** Evaluating the safety of company premises, including access control, surveillance systems, and the presence of security personnel.
- **Cyber Security:** Identifying potential digital threats, such as data breaches, hacking attempts, or phishing attacks.
- **Personnel Security:** Ensuring employees are properly vetted and trained to handle security protocols.
- **Operational Security:** Analyzing day-to-day operations to identify any gaps in security practices.

Why Are Security Risk Assessments Crucial for Corporations?

• Proactive Risk Management

Regular security risk assessments enable companies to stay proactive and anticipate potential threats. This proactive approach allows businesses to identify vulnerabilities before they are exploited. Addressing these issues early can prevent costly breaches, whether it's an outdated security system, a lack of surveillance, or weak access control policies.

• Enhanced Safety for Employees and Assets

The safety of employees is paramount, and any security breach could put them at risk. A thorough risk assessment helps identify physical threats such as theft, vandalism, or unauthorized access, ensuring the proper

measures are in place to protect people and property.

• Adherence to Legal and Regulatory Standards

Numerous industries are governed by stringent regulations that mandate companies to uphold specific security measures. Frequent security assessments help ensure compliance with these regulations and prevent costly fines. For instance, finance, healthcare, or retail businesses frequently manage sensitive data and must adhere to data protection laws. A proper security risk assessment ensures that companies are meeting their legal obligations.

• Cost-Effective Solutions

Proactively addressing potential risks is significantly more cost-effective than managing the consequences of a security breach. The costs of lost data, stolen assets, or legal fees can be substantial. A well-conducted security risk assessment can highlight areas where the company can make simple improvements, such as upgrading access controls, improving lighting, or increasing the presence of security personnel.

• Boosted Reputation and Trust

In today's competitive business landscape, reputation is everything. A company that takes security seriously is more likely to earn the trust of its clients, partners, and employees. Conversely, security breaches can severely harm a company's reputation and result in a loss of business. Companies are committed to protecting their assets and stakeholders by investing in regular security risk assessments.

Critical Components of an Effective Security Risk Assessment

• Identify and Prioritize Assets

The first step in a risk assessment is identifying the critical assets that need protection. These could range from physical assets like equipment and facilities to intangible ones like intellectual property and customer data. Once identified, the assets must be prioritized based on their importance to the business.

• Evaluate Potential Threats

Once assets are known, evaluate potential threats, including internal risks like disgruntled employees or weak controls and external risks like cyberattacks, theft, or vandalism. Analyze each threat's probability and possible damage to the business.

• Vulnerability Assessment

After identifying the threats, it's essential to determine the vulnerabilities. What are the weak points in the company's current security infrastructure? Are there outdated security systems, gaps in Cyber Security protocols, or physical vulnerabilities such as unsecured entrances? Understanding these weaknesses is critical to mitigating potential risks.

• Implement Preventive Measures

Once vulnerabilities are identified, the company can implement preventive measures. This could include upgrading security systems, conducting employee training, reinforcing physical barriers, or increasing surveillance. Establishing a clear response plan is essential if a security breach occurs.

• Review and Monitor

Consistent evaluation and oversight are necessary to maintain the company's security protocols in a current and effective state. As the business evolves and new threats emerge, the security strategy must be adjusted accordingly.

Why Choose Security One2One for Your Risk Assessment?

At Security One2One, we recognize that every operational site is unique from a risk and safety

standpoint. Our methodology entails a cooperative effort with your team to identify and manage site-specific risks. We understand that different sites have different needs and tailor our solutions to fit them. We collaborate with the relevant delegates to review potential safety concerns and develop comprehensive procedures, routines, and training modules that mitigate these known risks.

Our security personnel are not just trained, they are thoroughly trained. They are not just aware of the specific risks of each site, but are also equipped to respond and escalate in the event of an incident or emergency, ensuring a swift and effective reaction. This level of preparedness should give you the confidence that your business is in safe hands.

Whether enhancing physical security, improving access control, or bolstering personnel safety, our tailored solutions safeguard your business from vulnerabilities. Don't leave your company's security to chance. Protect your assets, employees, and reputation by investing in a comprehensive risk assessment from Security One2One.

Contact us today to discover how we can help secure your business and prevent potential risks from becoming costly problems.



Security One2One's Comprehensive Security Solutions

YOUR COMPREHENSIVE SECURITY SOLUTION!



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Elevating Security Excellence: Strategic Enhancements for Spencer Outlet Centre

Spencer Outlet Centre, one of Australia's premier shopping destinations, boasts a vibrant mix of retail stores and a welcoming environment for customers. However, with its high volume of foot traffic, the centre requires robust security measures to maintain a safe and comfortable atmosphere for patrons and staff alike.

Security One2One has partnered with Spencer Outlet Centre to implement a comprehensive Strategic Improvement Plan to address this. This plan specifically addresses the unique challenges posed by the centre's busy environment and ever-evolving retail landscape.

Security Observations and Recommendations

Security One2One's approach focuses on both visible deterrents and discreet tactics. One of the first steps involves equipping security guards with high-visibility tactical vests, ensuring their presence is noticed throughout the centre. This not only acts as a deterrent to potential wrongdoers but also makes guards more approachable to shoppers and retail staff.

A vital part of the plan is the introduction of a daily 10-15 minute Team Huddle at 9 AM. These quick meetings between the Centre Manager and security personnel will allow for a review of the previous day's activities and ensure that

everyone is prepared for the day ahead. This proactive communication will help streamline security efforts and ensure that tasks, deliveries, and other important events are coordinated effectively.

Random patrolling is another crucial element of the strategy. By avoiding predictable patrol patterns, security personnel can create an environment of uncertainty for potential shoplifters, making it harder for them to time their actions. Partnered patrols will also be introduced, allowing for more excellent safety and ensuring a faster, more effective response to incidents. Maintaining positive relationships between security personnel and retail staff is essential. A professional and approachable atmosphere fosters teamwork across the centre, ensuring all staff are invested in keeping the space safe. This collaboration will help deter theft and create a smooth, secure shopping experience.

To further enhance security, additional cameras will be installed in vulnerable areas of the centre. Retail staff will also receive training on recognizing signs of theft and suspicious behavior, enabling them to assist security personnel in preventing incidents before they occur. This multi-layered approach ensures comprehensive coverage across the centre, with everyone playing a role in maintaining security.



Improved security signage will reinforce the centre's commitment to safety. Security One2One's Global Contact Centre (GCC) will monitor the center after hours to ensure immediate responses to alarms triggered between 12:30 AM and 5:30 AM.

Retailer Involvement and Future Actions

Retailers at Spencer Outlet Centre play a key role in the success of the security strategy. Security One2One recommends increasing staff presence, particularly at entry points where static security officers and loss prevention officers can be deployed. In particular, vulnerable stores should consider installing Electronic Article Surveillance (EAS) systems and tagging high-value items. Installing CCTV and panic buttons will provide an extra layer of protection, giving retail staff direct access to security teams in emergencies.

Looking to the future, Security One2One is considering additional upgrades to enhance site



safety further. These include establishing a 24/7 security presence and increasing security staff where necessary. Critical areas like the loading dock will benefit from dedicated officers who can monitor vehicle entry and verify deliveries using a security swipe card system. These forward-thinking measures will ensure the long-term safety of the center.

Security One2One's Strategic Improvement Plan for Spencer Outlet Centre is designed to strengthen the centre's immediate and long-term safety. The plan addresses current security challenges by implementing these targeted measures while preparing the centre for future needs. Spencer Outlet Centre's reputation as a top shopping destination is further solidified by its commitment to proactive security solutions. With ongoing improvements and strong collaboration between retail and security teams, the center is set to remain a leader in safety and innovation within Australia's retail industry.

SPENCER
OUTLET CENTRE





Security One2One's Gatehouse Security: Safeguarding DHL's High-Intensity Operations

In the fast-paced logistics industry, robust security is paramount. Security One2One offers customized solutions to meet the unique needs of leading companies like DHL. As DHL's trusted partner, Security One2One manages the gatehouse security of their significant facilities, where we ensure seamless access control and the safeguarding of vital operations.

Gatehouse security at such a scale is a complex task. With a substantial number of trucks passing through DHL's facilities each week, Security One2One's role in managing and monitoring this influx of traffic is crucial. Our well-trained gatehouse guards oversee the controlled access of vehicles, ensuring that only authorized personnel and deliveries make it onto the premises. The stakes grow even higher during peak seasons like Christmas when truck volumes

surge dramatically. Our adaptability and preparedness keep DHL's operations running smoothly and securely during these high-pressure periods.

A key component of our success in gatehouse security is the integration of cutting-edge technology and comprehensive training. Equipped with advanced security systems and supported by our 24/7 Global Contact Centre (GCC), our guards are always ready to act swiftly and decisively in the face of potential threats. The GCC provides constant communication and support, enabling our teams to handle any situation with precision and speed, from a security breach to an equipment malfunction. This high level of coordination ensures that no incident goes unnoticed and that every response is timely, protecting DHL's assets and reputation.



But the job comes with challenges. Our guards face numerous physical, environmental, and psychological risks while on duty. From dealing with confrontational intruders to managing fatigue during long shifts, the demands on gatehouse security personnel are significant. Security One2One tackles these risks head-on by providing rigorous safety training, ergonomic solutions, and protective gear. We also prioritize the mental well-being of our guards, offering psychological support and training in conflict resolution, which empowers them to remain composed under pressure.

At Security One2One, we don't just react to risks—we anticipate and prevent them. Our partnership with DHL is a testament to our capability in handling high-intensity security environments. With thousands of trucks passing through their gates weekly and logistical demands skyrocketing during peak seasons, DHL knows they can rely on us. Our expertise in managing large-scale gatehouse operations ensures that their global supply chain remains secure and uninterrupted even in the most challenging circumstances.

A Beacon of Strength: Ana Marjanovikj's Courageous Journey Through Breast Cancer



Ana Marjanovikj is a dedicated Global Contact Centre Operator at One2One Group, responsible for workforce planning and operational support. A subject matter expert in security, Ana ensures seamless coverage of security shifts, maintains officer qualifications, and meets client requirements. She actively checks the welfare of our lone workers, supports marketing initiatives, assists with proposals, and compiles daily reports. Ana's expertise and proactive approach ensure smooth operations and strong client engagement across the company's sites.

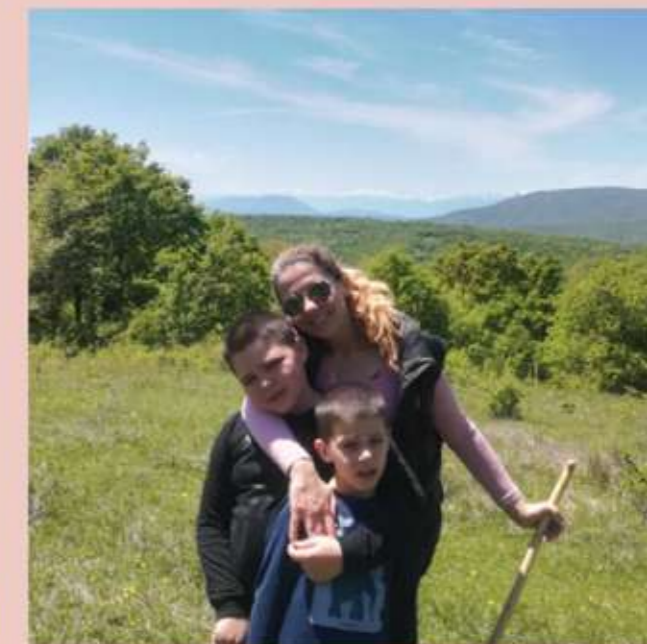
Before breast cancer entered Ana Marjanovikj's life, she was a driven and ambitious woman who had already achieved much by the age of 27. Ana, a TV host and journalist who transitioned into a producer role, thrived in the fast-paced media world. Yet, her desire to start a family shifted her focus, and she bravely put her career on hold to pursue motherhood. IVF treatments became her new reality, and in time, Ana was blessed with two boys, fulfilling her dream of becoming a mother.

Life, however, wasn't without challenges. The more bottomless Ana sank into family life, the more she missed her career. The weight of that longing grew and strained her marriage, ultimately leading to a divorce. Just as she was adjusting to her new reality, breast cancer entered her life like an unexpected thunderstorm. She describes it as knowing deep down, even before the doctor said, "Yes, it's confirmed. You have cancer."

For Ana, life before her diagnosis feels like a distant memory—a version of herself she hardly recognizes. She recalls the day the news came, sitting on a park bench, her thoughts racing to her two young boys and her parents. Yet, amidst the whirlwind of fear and uncertainty, a voice told her to stay strong: "Get a grip, girl. You've got this." It was a call to strength, and Ana answered.

Her journey with breast cancer began years before the official diagnosis. She had felt a lump in her breast, which turned out to be an infection at the time, but it pushed her to become vigilant about self-exams and screenings. Trusting her intuition saved her life.

In 2019, when something felt different, she insisted on further checks, even though the radiologist initially saw nothing.



Her persistence led to a second opinion and, eventually, the biopsy that confirmed her diagnosis. Ana's message is clear: trust your instincts, advocate for yourself, and never ignore your body's signals.

As Ana entered treatment, the challenges were as much emotional as they were physical. Perhaps the most challenging part was breaking the news to her two boys, who were just 8 and 10 years old. She chose honesty, telling them, "Yes, mommy is sick, but I will fight it," which became a source of strength for all three of them. And then there was her long, curly hair that many thought defined her. But Ana refused to let cancer or chemotherapy define her journey. Before treatment could take it from her, she took control, shaving her head herself, a powerful statement that said, "I'm in control here. Not the cancer. Not the chemo. Me."

Support came in many forms throughout Ana's battle. Her family, especially her boys and her parents, stood by her side, but one of her most profound sources of comfort came from a Facebook group called "Butterflies," a community of women who, like her, were walking the same path. Their shared experiences made Ana feel less alone, empowering her to fight each day with resilience. Small acts of kindness from friends and colleagues also touched her deeply, like the portrait her colleagues surprised her with—one that depicted her as Supergirl, a reminder of her strength when she felt anything but invincible.

For Ana, staying positive during treatment wasn't about forcing herself to smile daily but holding onto small moments of joy. Some days, pushing herself to get outside and see friends was enough. Work, too, became a lifeline, not as an escape but a way to retain a sense of normalcy and control. Even during recovery, she found solace in maintaining productivity and proving to herself that she was still capable, even amidst the chaos of cancer.

Breast cancer has irrevocably changed Ana's perspective on life. She no longer takes anything for granted, choosing to live each day with intention. She's stopped chasing after distant future goals and has learned to cherish the present—the next movie night with her boys, a walk in the park, coffee with friends. The cancer battle taught her the importance of slowing down, savoring the little things, and prioritizing self-care. After all, she says, "You are the most important person in your own life. How can you care for anyone else if you don't care for yourself?"

Now, Ana is dedicated to raising awareness for breast cancer and advocating for better healthcare in her home country of Macedonia. She is an active member of Hema Onko, an organization that supports cancer patients and emphasizes the importance of early detection—a critical factor that increases her chances of survival. Ana also encourages others to get involved by supporting research, volunteering, or simply reminding the women in their lives to do self-exams. Early detection, she believes, can save lives.


Through her journey, Ana has become a beacon of hope for many. Her story isn't just about battling breast cancer—it's about reclaiming control, finding strength in vulnerability, and learning to live fully in the face of uncertainty. And her message to those currently fighting breast cancer or supporting someone who is? "This, too, shall pass. You are stronger than you know, and this chapter is just one part of your story."

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Risk Management at the Derelict Surfers Paradise Building: How Security One2One Leads the Way



At Security One2One, we take immense pride in being one of Australia's leading providers of reliable, adaptable, and competitively-priced security solutions. From electronic security systems to control room operations and on-site guards, we deliver customized services across high-risk industries, including corporate offices, construction sites, maritime, aviation, and government sectors. Our experience managing volatile and challenging environments is exemplified by our work at the derelict building in Surfers Paradise, where we continue demonstrating our capabilities in effective risk management. Our adaptability ensures that we can handle your unique security needs with ease.

The Surfers Paradise site recently garnered media attention due to increased break-ins and trespassing attempts, highlighting the complex security challenges involved. Over the past week, three incident reports were filed, with two confirmed break-ins. One incident on October 12th escalated when a trespasser attacked one of our guards. Thanks to quick thinking, the guard de-escalated the situation by mentioning police involvement, causing the drunk trespasser to flee. This situation is a powerful example of how Security One2One is equipped to handle high-risk environments professionally and calmly under pressure.

A critical component of our success in managing these high-risk sites is our 24/7 Global Contact Centre (GCC). The GCC is pivotal in providing on-site, around-the-clock support to our security personnel, ensuring that every guard can immediately report incidents and receive assistance. This real-time communication between our guards and the operational command center allows rapid response and

seamless coordination. In the case of the Surfers Paradise job, the constant check-ins and communication between guards and the GCC ensure any unusual activity is addressed immediately, reinforcing both our guards' safety and the site's security.

Security One2One's approach transcends mere incident response. For high-risk locations like Surfers Paradise, we proactively implement comprehensive risk assessments and site-specific training for our guards. The rigorous preparation we provide to our team ensures they are well-equipped to manage confrontations, control access, and diffuse tense situations swiftly. Each incident serves as a learning opportunity, with feedback loops in place to refine our security strategies based on real-time challenges and media coverage. This proactive approach ensures that we continually enhance our service offering and remain adaptive to new risks as they emerge, instilling confidence in our clients.

Despite the ongoing security challenges at Surfers Paradise, including multiple trespassing incidents in just one week, Security One2One remains unwavering in our commitment to protecting the site. Our guards are skilled, vigilant, and fully supported by cutting-edge communication systems, thorough training, and risk management protocols. We stand firm in our ability to manage complex security scenarios, and our proven track record in high-risk environments like this one gives our clients a sense of security. Security One2One's leadership in risk management at Surfers Paradise demonstrates that no matter the challenge, our clients and their assets are always in safe hands.



Security One2One: Partnering with LS Precast for Reliable Security Solutions

At Security One2One, we take immense pride in safeguarding the operations of esteemed businesses across various industries, and LS Precast is a prime example of this trusted partnership. LS Precast, located in Benalla, Victoria, is a leading manufacturer of high-quality precast elements for major infrastructure projects across Australia. As the largest precast facility in the Southern Hemisphere, LS Precast plays a critical role in shaping the nation's infrastructure, and Security One2One is honored to ensure the security and safety of their operations.

Our collaboration with LS Precast goes beyond providing routine security services. It is built on a deep understanding of their unique operational needs, robust planning, and a commitment to excellence. This partnership ensures the secure management of the facility and the protection of its valuable assets, so LS Precast can continue delivering their precast products with the quality and efficiency they are known for.



Office site entry

Guard Area/Truck Entry

Tailored Security for a High-Profile Facility

Given the scale of LS Precast's operations, managing site security requires a meticulous approach. Our primary responsibility is to ensure 24/7 security coverage, guaranteeing that access points are monitored, unauthorized entry is prevented, and site safety is upheld at all times. Gate 2, the key access point, is continuously monitored by Security One2One's team, utilizing advanced access control systems such as Damstra and Capital Infrastructure to verify identities, enforce proper protocols, and maintain thorough records of all site movements. We understand that the security needs of LS Precast extend beyond the basics. That's why our approach includes managing all shifts outside of regular business hours, ensuring workforce safety, maintaining site compliance with security policies, and swiftly responding to any incidents. Daily reporting on gate movements, potential irregularities, and safety breaches ensures transparency and accountability in all aspects of our service.

Proactive Planning and Collaboration

At the heart of our service to LS Precast is our proactive planning approach. In collaboration with LS Precast's management, we work closely to anticipate any surge requirements, identify potential security risks, and adapt our operations to the facility's evolving needs. From emergency response planning to coordination with external authorities, our security officers are trained to handle any situation with precision and professionalism. Furthermore, our commitment to compliance ensures that all personnel on-site, including contractors and subcontractors, adhere to stringent security protocols. We manage everything from individual officer qualifications and site inductions to ensuring that personal protective equipment (PPE) is used according to site requirements. This proactive management not only keeps the site secure but also aligns with LS Precast's commitment to safety and operational excellence.



A Partnership Built on Trust and Reliability

As a locally owned and operated business, LS Precast has a strong connection to the Benalla community, led by the passion and vision of Ashley Day, who also owns LS Quarry. Security One2One is proud to be a part of their journey, contributing to the success and security of their operations as they continue to build vital infrastructure across the nation.

With a shared commitment to quality and reliability, our partnership with LS Precast stands as a testament to the value of collaborative planning, attention to detail, and a people-first approach. As we continue to secure this important facility, Security One2One remains dedicated to providing the highest level of service, ensuring that LS Precast can focus on what they do best—delivering excellence in every precast product.





Securing the Festive Season: Proactive Planning for Increased Risks

As the holiday season draws near, businesses, event organisers, and local authorities alike face a unique set of challenges. The holiday period, from late November through early January, is traditionally marked by a surge in public gatherings, shopping, festivals, and travel. While this time of year is typically filled with joy and celebration, it also presents increased risks that necessitate careful and proactive security planning.

The heightened activity makes security a critical concern, whether managing large crowds at shopping centres, securing major events such as New Year's Eve celebrations, or protecting public spaces. To ensure a safe and enjoyable festive season, security services must begin planning well in advance. The focus is on risk assessment, personnel training, technology integration, and stakeholder collaboration to mitigate potential threats.

• *Identifying and Assessing Risks*

The first step in any effective security plan is to conduct a comprehensive risk assessment. This involves identifying the risks associated with the festive season, ranging from petty theft and vandalism to more serious concerns such as terrorism or organised crime. During the holiday period, the number of people frequenting public spaces like shopping centres, entertainment venues, and transport hubs increases significantly. This heightened activity provides both opportunities for criminals and challenges for security teams.

Major cities like Sydney, Melbourne, and Brisbane become hubs of festive activity, attracting locals and international visitors alike. Events such as Christmas markets, outdoor concerts, and fireworks displays draw large crowds, increasing the potential for accidents, crowd control issues, and security breaches. Security professionals must assess these risks and develop strategies to mitigate them, such as implementing tighter access controls, increasing surveillance, and deploying visible security personnel.

• *Importance of Early Planning*

Security planning for the festive season should not be a last-minute effort. Effective preparation involves early and detailed planning to ensure all potential risks are accounted for. Event organisers, shopping centre management, and local councils should work closely with professional security firms to develop tailored strategies that address their specific needs.

An early start to planning allows security services to conduct thorough site inspections, test security protocols, and ensure that equipment such as surveillance cameras, alarm systems, and communication tools function optimally. Additionally, with many temporary or seasonal workers employed during this period, adequate training becomes a critical component of the preparation process. Security personnel must be well-versed in emergency procedures, crowd management techniques, and conflict resolution to handle any situation that may arise.

• *The Role of Technology*

Technology has become essential in today's security landscape to enhance safety measures during the festive season. From CCTV systems to drone surveillance, advancements in security technology have made it easier to monitor large crowds, detect suspicious activity, and respond quickly to incidents.

One of the most effective tools for managing security risks during busy periods is video surveillance, which allows real-time monitoring of high-traffic areas. AI-powered analytics can further enhance this by detecting unusual behaviour patterns, enabling security personnel to respond proactively. For example, crowd density analysis can help identify potential bottlenecks or areas where crowd control measures may be needed, preventing situations where panic or accidents could occur.

In addition to surveillance, access control systems are vital for ensuring that only authorised personnel can enter restricted areas during events or at high-security venues. Integrating these systems with biometric identification or RFID technology enhances security by reducing the risk of unauthorised entry.

• *Collaboration is Key*

Another critical aspect of festive season security planning is collaboration. Security teams must work closely with local law enforcement, emergency services, and event organisers to ensure a coordinated response to any incidents. This multi-agency approach is crucial, especially in the cities that often host large, open-air events that require a diverse range of expertise to manage effectively.

For example, during major public celebrations like Sydney's New Year's Eve fireworks, security teams collaborate with police, fire brigades, and paramedics to develop contingency plans for emergencies such as fires, medical incidents, or security breaches. Communication between all stakeholders is vital to ensure that everyone is aware of their roles and responsibilities.

Public awareness campaigns can also help educate the community about the importance of safety during the festive season. Encouraging people to report suspicious activity, stay aware of their surroundings, and follow instructions from security personnel can make a significant difference in maintaining a secure environment.

• *The Need for Flexibility*

Finally, it's essential to recognise that security planning must remain flexible and adaptable. The dynamic nature of the festive season means that new risks can emerge quickly, whether it's a sudden change in weather conditions, unexpected crowd surges, or evolving security threats. Security teams must be prepared to adjust their strategies in real time, ensuring that they can respond effectively to any situation.

Contingency planning is essential, with backup measures in place for potential disruptions such as power outages, communication failures, or transportation delays. As such, a well-rehearsed emergency response plan is crucial for minimising the impact of unforeseen incidents.

The festive season is a time of celebration, but it also comes with increased risks that require careful, proactive security planning. Large public gatherings are common during this period, and the need for comprehensive risk assessments, early preparation, and the use of technology is more critical than ever. This is where security professionals play a pivotal role in coordinating efforts with local authorities, event organizers, and the public to mitigate potential risks and create a secure environment for everyone.





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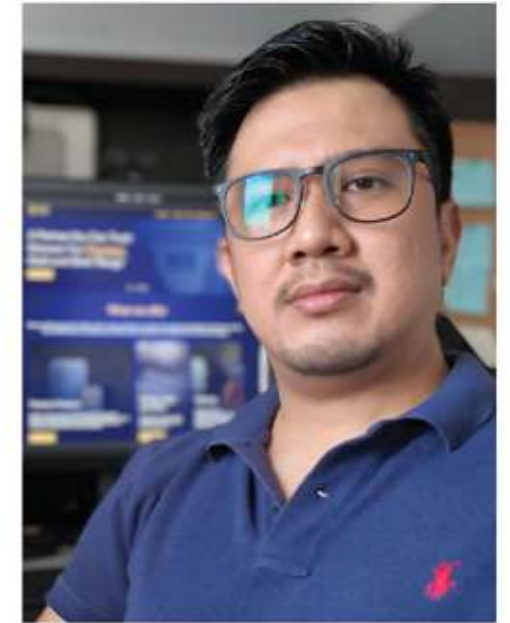
info@abexchange.com.au

Recognizing Excellence: One2One Group's GCEO Awards Recipients for September

At One2One Group, dedication, innovation, and teamwork define our success. This September, we proudly celebrate two exceptional employees—Ismael Luis Sarmiento, Data and Insights Manager, and Jennih Francish Serrano, Content Planner—who have been recognized with the prestigious GCEO Awards for their outstanding contributions.

Ismael Luis Sarmiento: Data-Driven Success

Ismael Sarmiento's Data and Insights Manager role is integral to One2One Group's growth. His data mining and analytics expertise has consistently driven strategic decision-making, and his contributions have been instrumental to the company's success. Ismael's proactive problem-solving and innovative approach have improved his team and the entire organization.



While Ismael remains humble about the recognition, he shared, "*While I don't strive for recognition, it's an honor and heartwarming to be seen and appreciated for my efforts.*" His motivation comes from the opportunity to grow alongside the company, and he values his ideas being heard and explored. "It's rewarding to improve my skills and contribute to the company's growth and success," he adds.

“ While I don't strive for recognition, it's an honor and heartwarming to be seen and appreciated for my efforts.

Collaboration is a cornerstone of Ismael's work ethic. "The moments where our team has come together to achieve shared goals have been the most meaningful," he reflects, emphasizing the importance of teamwork and shared success.

Jennih Francish Serrano: Elevating One2One Group's Brand



As a Content Planner, Jennih Serrano has significantly impacted One2One Group's digital presence across multiple platforms. Her innovative approach to social media marketing has dramatically enhanced the company's visibility, particularly for businesses like Security One2One, One2One Services, and Australian Bullion Exchange.

“ As long as I know that I am doing my job diligently and honestly, that alone is an achievement for me

Jennih's colleagues describe her as a "silent achiever," a title she embraces. "*As long as I know that I am doing my job diligently and honestly, that alone is an achievement for me,*" she says. Despite working behind the scenes, her contributions have been transformative, inspiring us all and giving us hope. "It amazes me how my daily work of making social media content can transform the company," she reflects.

Jennih's leadership in producing the company's quarterly newsletter has garnered praise. The most fulfilling part of her work is seeing the final product distributed to clients and partners, balancing creativity with professionalism through collaboration.

Looking Ahead

Ismael and Jennih exemplify the values of One2One Group, and their contributions continue to drive the company's success. We are proud to recognize their achievements and eagerly anticipate their future impact, which is sure to be even more significant and exciting.

Events Attended

	Date	Attendee's Name
• Security Guard Support and Follow-Up at Jasper Hotel Event	1-Aug-2024	Carl Hobden
• ICN Victoria – Greater Geelong Showcase Conference / Networking Event	7-Aug-2024	Dragan Stojanovski
• Business Western Sydney Event	20-Aug-2024	Michael Robinson
• Business Excellence Series: Harnessing IT for Success	29-Aug--2024	Martin Atherton
• Business Western Sydney - A Celebration Lunch for our Olympic Champions	4-Sept--2024	Stephen Butt
• Sports Luncheon Charity Event	6-Sept-2024	Ian Fulton
• Family of League - St. George Leagues Club Lunch	6-Sept--2024	Simon Canov, Stephen Butt, Ian Fulton
• Family of League - 2024 National Annual Lunch	18-Oct--2024	Simon Canov, Stephen Butt
• Australian Security Industry Awards 2024	24-Oct--2024	Stephen Butt, Dragan Stojanoski, Carl Hobden

Baby Bliss: Congratulations to Our Growing Team Families!

We are beyond excited to welcome the newest, tiniest members to the One2One Group family—our precious newborn babies! These little bundles of joy have brought so much happiness and excitement to our entire team, reminding us of the importance of family and togetherness.

To our proud parents, congratulations on this incredible new chapter in your lives. As you embark on this beautiful journey of parenthood, know that your One2One family is here to celebrate with you, support you, and share in all the joys that lie ahead. We are not just colleagues, we are a family, and your growing family is now part of ours.

Here's to endless laughter, love, and all the wonderful moments that come with new life.



Alivia Rose Gura
Sept. 26, 2024

Jack Martin Veridiano
August 29, 2024

Teona
July, 2024



Celebrating Growth: Welcoming New Faces and Recognizing Achievements

Antonino Perrone

Office Manager
Management Department

Antonio Perrone will play a dual role in providing Administrative and Sales Support. He will be responsible for the effective and efficient management of the NSW Head Office and national vehicle fleet from an administrative point of view and as the primary point of contact for Australian Bullion Exchange (ABE) Sales Management.



Nina Morgan

Accounts Assistant
Finance Department

Nina will be the new addition to the Finance Department, focusing on Accounts Payable (AP) and Accounts Receivable (AR) functions. In her previous roles, she is known for her proficiency in financial record-keeping, attention to detail in invoicing, excellent communication skills, and ability to adapt to a fast-paced environment.



Ana Marjanovikj

Global Contact Centre Operator
Sales and Marketing Department

Ana will be a vital partner responsible for coordinating guarding services (in conjunction with Rostering Coordinators and Operations Managers) and inbound phone calls to One2One Group.




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



Security One2One

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


For application inquiries, please email us at

-  enquiry@securityone2one.com.au



-  Facebook: <https://www.facebook.com/One2Onertoservices>
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For application inquiries, please email us at


-  info@one2oneservicesrto.com.au



Australian Bullion Exchange Pty. Ltd. (ABE)

-  LinkedIn:
<https://www.linkedin.com/company/australian-bullion-exchange-pty-ltd/>

For application inquiries, please email us at

-  info@abexchange.com.au