

# HORIZON

SECURITY GROUP



PERSONALISED & PROFESSIONAL SAFETY AND SECURITY SOLUTIONS

# Company Profile

Horizon Security Group (Horizon) is an Australian owned and operated full service security provider based in Melbourne Australia. Established in 1992 by Founder and Managing Director, Bassem Elsabrouty, the business has developed a solid foundation based on service delivery and long term partnerships with our clients providing guard, mobile patrols, alarm & CCTV monitoring and electronic security solutions.

We provide solutions for Corporate, Warehouse & Logistics, Retail, Health, Industrial & Manufacturing, Property Management and Education sectors. We partner with our clients to identify and implement security measures and key innovations that foster growth and continued success for our clients. This is delivered by our consistent 'hands on' management at all levels from the Managing Director, Operations Management Team to our Field Security Personnel.

HORIZON's primary focus is our clients and we are committed to maintaining long-term partnerships based on integrity, results and innovation. Our ideology is centralised around delivering personalised and professional safety and security solutions driven by a desire to create unique customer experiences based around their business and requirements.

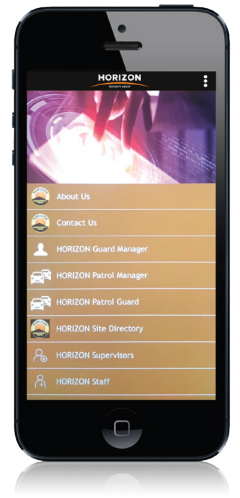
Our teams are carefully selected and directly employed. Ongoing personal development and team incentives ensure our teams are engaged and committed to your brand. We look after our people and our people look after you.

In 2018 with our continued focus on innovation, efficiency and greater service visibility and verification, HORIZON has developed its own global and secure 'App' and is one of only handful Australian security providers with this technology in operation. The 'App' globally registered and operational on Apple and Android devices.

## HORIZON HAS DEVELOPED ITS OWN GLOBAL AND SECURE 'APP' WITH...

- 1. Unique HORIZON tracking system**
- 2. Location based geofenced attendance verification for guard and patrols services**
- 3. Online and real time reporting inclusive of, activity logs, patrols response and incident reporting**
- 4. Real time access to operational information including security manuals, instructions and reference materials.**

Utilising our state of the art technology, hands on management and client centric approach, HORIZON provides industry leading and best practice security solutions placing our customers at the centre of our business's philosophy, operations or ideas.



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# Partnerships & Experience

Our client portfolio includes some of Australia's premier companies. The array of industries we service and our client base is a true reflection of the standard of our services and quality of our contract management.



# Guarding Solutions

HORIZON has a proven methodology that not only delivers the desired outcome at the first instance but ensures that the highest standard of service is maintained, ensuring our client's image and reputation is protected. HORIZON understands that reputation is of critical importance and is imperative to a client's success. Understanding client's specific requirements and moulding a service, with HORIZON's highly trained and customer focused security personnel, are vital factors to delivering the desired outcome.

One single incident could damage your brand equity, and hence, your business. HORIZON understands the context in which you operate, and will tailor its service specifically to the unique nature of the environment in which you operate. This includes hand selection of personnel, staff training and development, effective supervision, regular auditing and good contract management.

HORIZON understands that its personnel will often be the first point of contact for both your internal and external customers.

*HORIZON provides Security personnel for varied roles and environments including;*

- ◇ Concierge & Customer Service Officers
- ◇ Industrial Asset protection Officers & Gatehouse Security Officers
- ◇ Loading Dock / Dock master Officers
- ◇ Uniformed & Covert Retail Officers
- ◇ Static Security Officers

## Staff Suitability

HORIZON employs its own Security personnel and all staff undertake a compulsory and extensive company induction program. The program is built on the HORIZON philosophy defined in the importance of forming sound relationships with all stakeholders. All HORIZON personnel undergo a two stage screening process involving competence, skills and behavioural testing. Personnel are then selected, in consultation with the client, and HORIZON employee satisfaction and retention program is put into place.

HORIZON IS PROUD OF ITS TRACK RECORD OF MAINTAINING A POSITIVE RETENTION RATE FOR THE COURSE OF CLIENT CONTRACTS.



*'Our personnel display exemplary service ethics, and approach their duties with the primary mindset of - we are here to help and if we don't know something we will find out'*

# Patrol & Response Services

HORIZON maintains a fully equipped fleet of highly visible security vehicles that provide a deterrent to criminal and threat activity not only to your business, property or facility, but in the area around it. HORIZON maintains extensive experience providing patrol services for:

- ◇ Commercial Offices
- ◇ Retail Stores & Precincts
- ◇ Industrial Facilities
- ◇ Critical Infrastructure
- ◇ Education Facilities
- ◇ Government Property and Assets
- ◇ Residential Areas and Communities

Our Mobile Patrols Officers (MPO) are senior security personnel who are trained and experienced to service a wide range of property types and areas and manage a weird variety of security situations. Our security patrols are high visible, response, reliable and fully supported by our state of the art 24-hour Operations Centre.

HORIZON has developed its own tracking system, HORIZON TRACKER that tracks both vehicles and our patrol officers via vehicle, tablet and smart phone devices that are delivered via the HORIZON 'App'. This technology enables HORIZON to provide clients with;

- ◇ Location based geo-fenced attendance verification for patrol and response services
- ◇ Online / real time reporting inclusive of client attendance, patrols response and incident reporting
- ◇ 24 / 7 monitoring & verification of our personnel activities including staff welfare / lone worker systems
- ◇ Real time access to patrol operational information on-going & ad hoc client briefs, key information as well as incident history

This technology integrates with our 'Smart Wand' data point system and alarm dispatch to ensure that we provide the most timely and cost-effective service. These tools are used to ensure a fully transparent service is delivered each and every day.



## OUR PATROL SERVICES INCLUDE:

### RANDOM & SCHEDULES PATROLS

### LOCK UP AND UNLOCK OF PROPERTIES AT DESIGNATED TIMES

### SCHEDULED / CASUAL LET IN & OUT SERVICES

### STAFF ESCORTS & STAFF WELFARE CHECKS

### SPECIALISED RESIDENTIAL SERVICES, INCLUDING TENANT LOCK OUT, NOISE AND GENERAL SECURITY RESPONSES.

### ALARM RESPONSES

Our security patrols are high visible, response, reliable and fully supported by our state of the art 24-hour Operations Centre.

# Electronic / Integrated Solutions



## Electronic Security

HORIZON is able to perform a wide range of security related installation services for domestic and commercial uses. Every service is provided with a high degree of professionalism and to the highest standard of quality. Our Security Advisors, Project Managers and Technicians undergo regular and refresher training for the equipment we deploy and maintain. All of our electronic services are installed to Australian Standards such as AS2201, and employ industry best practices.

Lead by our Managing Director, our specialist electronic security advisors and technicians can provide a tailored system solution composed of state of the art technology, and designs and integrate the system to meet each your needs.

*Our electronic security solutions include;*

- ◇ Closed Circuit Television & Video Surveillance Systems
- ◇ Access Control Systems
- ◇ Intruder Alarm Systems
- ◇ Duress Systems & Lone Worker Systems
- ◇ Service & Maintenance Programs
- ◇ Monitoring Services
- ◇ Special Needs

## Integrated Security

HORIZON provides tailored electronic security solutions for clients including Closed Circuit Television (CCTV), Access Control and Alarm & Intruder Detection Systems. Heightened security concerns and occupational health & safety requirements have increased demand for electronic security control devices and HORIZON provides tailored security solutions for its clients. HORIZON understands that customer requirements are critically important, and require seamlessly integrated systems all operating as one.

Combining our guarding, patrol and monitoring and electronic systems, HORIZON is well placed to design, integrate, install and maintain your complete security requirement for you clients.



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# Company Details

Company Name:	Horizon Security Group Pty. Ltd.
ABN:	73 971 688 762
ACN:	105 006 317
Asial Cooperate member	29922
VIC Security Firms Licence	688 076 91S
VIC Security Adviser & Equipment Installer	688-076-70S
Tasmanian Agent Licence	639962711
QLD Security Firm Licence Class 1&2	4402088
Correspondence Address	P.O. Box 1141, Clayton South, VIC 3169
Head Office Address	4 Yiannis Court Springvale , VIC 3171
Telephone	61 3 9574 1874
Facsimile	Facsimile: (03) 9574 1647
Director	Mr Bassem Elsabrouty
Administration Manager	Mrs Amal Elsabrouty
Accountants	Think Tax Pty Ltd - T: 61 9 9574 1144
Public Liability Insurance Information	Aasure Insurance Brokers / \$20,000,000
Public Liability Insurance Policy No.	SL-ME-CAS-01-164105
WorkCover Insurance Information	Xchanging Integrated Service Pty Ltd
WorkCover Employer No.	11192185
Labour Hire Authority	VICLHL01240
Superannuation Information	AMP Flexible Lifetime Super Fund
Superannuation Fund No.	701792035

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