

JOSS SERVICES COMPANY PROFILE

Quality service at
the right price



www.joss-services.com.au

MISSION STATEMENT

“At Joss Services our focus is on services delivery and client satisfaction.

We approach business with a sense of partnership and seek to understand each individual customer’s requirements.

We achieve this goal by teamwork, accountability and integrity.”



SYDNEY



EXECUTIVE SUMMARY

Joss Services is a corporate Security specialist committed to the provision of service to our customers.

The management team at Joss Services offer our clients experience, in all facets of security work; ranging from static and mobile patrols through alarm response and tactical situations to surveillance, risk management and crowd/event control.

We are an organisation with skills and experience to match the biggest in the industry. Our commitment to you – our client- is to provide only the best quality service, personnel and advice to meet your needs. All our personnel have undergone the most rigorous selection process and are fully trained, certified and capable. As part of this procedure all staff are required to undergo a constant upgrading in their skill level.

We maintain a flexible approach to meeting your needs and will accommodate specialised requirements to ensure you get what you require. In respect to your client

base all our operatives are trained not only to provide full security awareness but also, to maintain good public relations with all of your staff and most importantly your present and future customers.

As part of our commitment to improving our client service we have set a strict standard and policy for all our employees to adhere to and constant training is provided to achieve the highest standard. Our management, team leaders and staff are highly focused in providing client satisfaction.

In line with these procedures are our own requirements of continuing service upgrade in which we establish specific criteria in conjunction with you for specific performance measurement and reporting.

Our aim is to provide you with cost effective security to allow you to concentrate on your business/activity with the knowledge and complete assurance your security concerns are fully addressed.

MELBOURNE



COMPANY BACKGROUND



Although a young company, Joss Services grew out of a perceived need in the market for a 'user friendly' – reasonable cost- professional provider of security services. With larger companies pricing themselves out of the market - with high overheads, bloated executive salaries and administration personnel – a genuine 'niche' market developed.

With modern technology, Joss Services found itself, better able to cope with customer requirements – without the high cost, usually associated with a high level of professional service. With up-to-date reporting and recording methods, we are able to provide a high standard of services. With a 'flat' management structure

and based on a team response attitude, we have designed a security company of specialised personnel who know their job – and can meet and exceed your every expectation professionally. The operational management team comprises of the Managing Director with an Operations Manager as deputy comprising of 22 years collective experience. Team leaders report directly to the Operations Manager.

Joss Services has extensive experience in the areas of corporate building security, shopping centres, high-rise building systems, events and commercial and industrial site security.



PEOPLE, SERVICE & SUPPORT

National Security
provider for



- ✓ Control room
- ✓ Mobile patrols
- ✓ Static guarding
- ✓ Alarm monitoring
- ✓ CCTV and Alarm installs
- ✓ Risk Management



CLEANING SERVICES

A clean and tidy facility is crucial to creating a positive overall experience among your visitors and stakeholders.

Over 15 diverse client sites across Australia such as commercial, strata, government, health care facilities and residential have benefited from our wide range of services.

Some of the services we cover include:

- General Cleaning
- Commercial Cleaning
- Industrial Cleaning
- Green Cleaning/ LEED certification
- Mechanical Scrubbing and High Pressure Cleaning
- Machinery Hire
- Washroom Supplies and Sanitary Services
- High Rise Window Cleaning
- Waste Management and Recycling
- Pest Control

Our team of over 70 directly-employed staff are highly experienced (some with over 20 years in the industry) and are well-informed of the latest industry trends and environmentally sustainable practices.

All employees undergo a multi-stage induction process, on and off site training and ongoing learning programs. Senior managers adopt a hands-on approach to managing your site and most have front-line experience to help us cater to your unique facility's needs with efficiency.

Beyond cleaning

Recognising that our tasks go beyond cleaning your property and assets, we also act as caretakers to your facilities.

We become an extension to your business operations and ensure that a positive image is consistently communicated to your stakeholders through our interactions with them.

The Joss Services difference



PEACE OF MIND APPLICATIONS



Most recent Jobs

- ✓ 233 Castlereagh Street Sydney
- ✓ 99 Macquarie St Sydney
- ✓ The Emirates Australian Golf Open
- ✓ Megan Gale's David Jones product launch
- ✓ Musica Sydney music festival
- ✓ 465 Victoria ave Chatswood
- ✓ AIPA International Tennis
- ✓ Red carpet movie premiers – The Warrior, Happy feet 2, Journey 2, Hunger Games & Project X
- ✓ NRL Games – RSA Marshalls, Security, event staff & corporate event staff



HOW WE DELIVER

Commencing a contract is often portrayed as a difficult time for both the client and service provider. During the transition period, we allocate our most senior personnel to ensure this phase is seamless and trouble-free. Our Operations Manager is the principal point of contact and will continue to maintain the operations and maintain a flexible approach to meeting your needs. A support management structure operates 24 hours a day, 7 days a week to ensure that our service delivery to our clients is second to none.

Value Added Policy

Joss Services uses a Quality and Compliance system, to analyse and report on all security aspects of a building, event or site. The Quality and Compliance Inspector assists with our analysis of productivity and identifies areas where refined work practices may lead to possible savings in time and labour.

In addition to general security duties we can also provide the services listed below or manage them upon your behalf:

- Risk Management/Assessments.
- Car Park Attendance
- Traffic Control
- Concierge
- Mail Room Operation.

Our Help Desk operates 24 hours, 7 days per week and allows clients to contact any of our managers on a 24 hour basis and deal with any emergency that may arise.

A Partnership That Works Both Ways

We aim to do much more than simply provide a reliable service. In fact, by taking the time to fully understand your operation, we like to think of ourselves as a working partner to your business. It means that we can shoulder responsibilities on your behalf that previously occupied your time and resources.

Our aim is to provide a seamless extension to your business by fostering a cohesive working relationship with your nominated staff. By constantly monitoring our methodologies, security provisions and the application of new technology, the service we provide is delivered with total reliability – producing the results you want and expect.



WE LISTEN

One of our strictest policies is to conduct regular review meetings with clients. At these meetings we present Quality Assurance reports reviewing the activity and results since our last meeting. It is an open forum discussion designed to benefit everyone concerned. Feedback from clients can be immediately acted upon by our operational staff, who are contactable by mobile phone at all times. In addition, Quality and Compliance Inspectors conduct regular Quality and Compliance inspections to monitor the level of client satisfaction.

Staff Training – A Matter of Utmost Priority

Prior to commencement of any work, all Joss Services staff receives full induction and site-specific training. To ensure individual client’s requirements are met and that the law is observed regarding OHS&R requirements, our senior staff conducts a thorough consultation with all new clients.

Quality Assurance – Your Guarantee

As a member of ASIAL, (Australian Security Industry Association Limited)

Joss Services adheres strictly to all statutory requirements. All contracts are managed and controlled in accordance with the standards and procedures of this certification.

Our Management and Quality and Compliance team monitor quality through regular site inspections developed as part of our Quality and Compliance Program and provide meaningful data for analysis and benchmarking. Key Performance Indicators (KPI’s), as established prior to commencement of a contract and in conjunction with the client, are implemented as part of our Quality Compliance Program.

Clients receive a complete presentation of the results of Quality and Compliance Inspections every month. In addition, we conduct weekly internal operations meetings to review these levels and monitor customer satisfaction.



RELEVANT EXPERIENCE

Our key personnel (Managing Director and Operations Manager) have a wealth of corporate security knowledge and experience (over 25 year's collective experience) in managing the service and security requirements at high profile multinational companies and entertainment venues. This experience has been gained at sites listed below and will provide you with a wealth of knowledge and experience that you can tap into.

- 233 Castlereagh Street, Sydney
- Telstra Plaza
- 465 Victoria Ave, Chatswood
- 99 Macquarie Street, Sydney
- 320 Pitt Street, Sydney
- 44 Mandarin Street, Villawood
- 127-161 Cherry Lane, Melbourne
- 71-93 Whiteside Road, Melbourne
- The Sebel Resort and Day Spa
- Croydon Park Ex-Services Club
- Aristocrat Leisure industries
- Sydney Turf Club
- University of Technology
- Suncorp
- University of New South Wales
- Commonwealth Bank
- Australian Defence sites
- The Entertainment Quarter
- The Establishment Hotel
- Pfizer



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SYDNEY | MELBOURNE

