



SECURITY AND INVESTIGATIONS



FOUNDED IN - MELBOURNE
AUSTRALIA



WHERE WE BEGAN

In 2005, we began our journey from Melbourne with a single effective cleaning project for a leading supermarket chain. Since then, we have ventured into a universe of facility services across Australia by providing our clients with reliable services.

Our slow but steady journey has partnered us with a range of top end clients whom we have secured working with for a number of consecutive tender treaties over a period of 15 years.

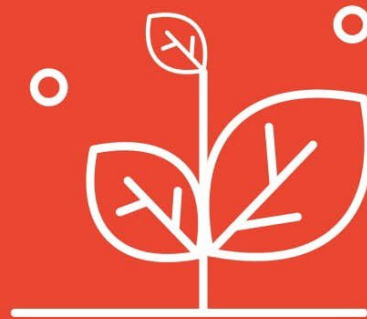
In 2016, we established ourselves in Sri Lanka with the intension of expansively introducing standardised facility services to reputed clients and organisations in South Asia.

Today, we are proud to be one of the preferred service providers for facility services for a number of reputed entities including government bodies, hospitality organisations and large scale department stores in multiple geographical locations internationally.

Our relentless effort on delivering an excellence in facilities has become our strength of success that provides us the stability in our motion when we say 'yes we can' for an array of services with confidence.

VISION

As an organisation we aim to make everyday life of our customers better by providing a first class service.



OUR MISSION

Our mission is to provide a service that results in optimal customer satisfaction.

We are 100% committed to the continuous improvement of our quality systems to ensure that the requirements of all our customer base is met to the fullest extent and highest of standards.



CORE VALUES

PEOPLE FIRST

Respecting, Supporting and
Inspiring those we work with

SAFETY IS OUR BUSINESS

We put safety of ourselves and our
Colleagues first as we aim for
zero harm at our work places

ROLLING UP OUR SLEEVES

Hands on what we do from
top management to lower levels
to get the job done perfectly



WHY CHOOSE US

- Direct management of over 200 permanent employees across Australia
- over 300 employees in Sri Lanka
- Entrance to Dubai market
- Professional industry related experience for over 20 years
- 24/7 management of 73 service sites in Australia and 18 sites in Sri Lanka
- Experienced & systematic operations overview
- Consistency, quality and promptness in service delivery
- Effective evaluation systems for productivity
- International standard practices and Australian quality assurance
- Training & coaching culture within. People before process
- Modern quality equipment and supplies
- Constant supervision

SERVICES OFFERED BY NCW SECURITIES

- General Security Officers
- VIP Officers
- Armed Officers – Personal concierge
- Integrated Security Solutions
- Security consultation and surveys

GENERAL SECURITY OFFICERS

Smarter officers and smarter guards from the outset, that's our practice. Our officers are recruited and trained against a carefully designed range of core competencies. Each undergoes a comprehensive selection process, which may include police checks, literacy and numeracy testing, reference checking and probity clearance.

Operating criteria

- Static guarding including access control/gatehouse, asset protection and screening. Bookkeeping and documentation.
- Mobile patrols and alarm responses
- Control room (alarm monitoring, video surveillance)
- Covert loss prevention
- Drug & alcohol screening
- Traffic control
- Emergency response (First Aid, rescue, medics)
- Rider escorts



VIP OFFICERS

The recruitment of our specialized concierge and customer service security officers is based on their customer-centric approach. They're trained to provide security functions (event management) together with a providing a positive, lasting impression of your business. We understand the sensitive environments we work with, and strive to provide a VIP concierge security service that accurately reflects your brand identity

Operating criteria

- Static guarding including access control/gatehouse, asset protection and screening. Bookkeeping and documentation.
- Definite military background with through trained in customer service etiquettes.
- Alpha personality with well built physicality.
- Marshall arts skills.
- Higher proficiency in English.
- Advanced studies in weapon handling and security protocols
- First aid and fire warden trained
- Ideal for hotel, mall, office, residential lobbies and high-end public facilities.
- Short term hire for as crowd control officers for events.

NCW VIP SECURITY OFFICERS IN UNIFORM



ARMED OFFICERS – PERSONAL CONCIERGE

- Professional bodyguards are highly trained and experienced in providing personal protection to VIPs in a variety of situations and environments including providing personal butler services.
- Our security personnel maintain a high degree of physical, emotional, and cognitive readiness which allows them to adapt to and operate in a variety of conditions based on the requirements of the client.
- Rules and regulations regarding close protection practices are routinely monitored to ensure that our professionals in the field know how to act appropriately. This ensures that clients' reputation, as well as our own, are maintained to the standard they deserve.

Selection criteria

- Definite military background and highly trained individuals.
- Constant power heavy weight training.
- Advance weapon handling and licensee to carry lethal weapons.
- Marshal arts qualified and survival experts.
- Available for politicians, top company executives, celebrities.

NCW ARMED OFFICER



INTEGRATED SECURITY SOLUTIONS

Integrated camera systems with motion sensors

- Wireless/remote control
- Mobil devise compatible
- Energy efficient
- Multiple unit interface
- Direct connected to patrol services
- Monitored 24/7 from a centralized division
- Discrete surveillance from above
- Risk assessments

Hi-tech security solutions

- Access control
- Scanning
- Surveillance
- Data analytics
- AI – virtual guarding



SECURITY CONSULTATION AND SURVEYS

- Investigations into theft, pilferage and robbery
- Security survey
- Security audits
- Security review
- Security policies and procedures
- Compliance officers



SOCIAL RESPONSIBILITIES

- Vocational training and employment opportunities to underprivileged or nonskilled manpower
- Personal and financial sustainability
- Cluster business engagement
- Socio economic development
- Fair trade policies and labour practises
- Philanthropical business practises
- Equal opportunities
- Education, development and motivation
- Organised welfare system
- Work life balance
- Counselling and personal support



QUALITY ASSURANCE

- Standardized training calendar and a yearly training calendar assessments linked to appraisals
- Introduce international standards and recognized quality assurance systems
- On the job training
- Training manuals for operational purposes
- Training manual for operational purposes that are inline with the Australian international standards.
- Grievance handling and motivational programs



GLOBAL SUSTAINABILITY PLAN

- Machinery by acclaimed international manufacturers with minimum environmental impact –
Reduced carbon footprint
- Waste management and disposal by segregation and recycling
- Zero green house house emissions to the environment – non contributor, climate change
- Heavy machinery powered by renewable energy sources
- Contribution to land conservation and wildlife protection
- Contribution to oceanic conservation and freshwater refinery



OUR LONGLASTING CLIENTS IN SRI LANKA



GET IN TOUCH

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