



**COVID-19  
Hotel Quarantine Inquiry**

17 August 2020

Mr Darko Sinadinov  
Director  
Hospitality Performance Leaders Pty Ltd  
T/A Nu Force Security Group  
4 Glendoon Road  
Junction Village VIC 3977

**By email: [Darko@nuforcesecurity.com.au](mailto:Darko@nuforcesecurity.com.au)**

Dear Mr Sinadinov,

**Board of Inquiry into the COVID-19 Hotel Quarantine Program**

The Board of Inquiry (**Inquiry**) is inquiring into certain matters relating to the Hotel Quarantine Program and has identified you as a person with relevant evidence to give regarding one or more of those matters.

This letter is a request for a witness statement from you to assist the Inquiry with its work.

Attached to this letter are:

- A list of questions to be answered in your witness statement; and
- A Notice to Produce the statement **by 5:30pm on 24 August 2020 (NTP-096)**.

**Powers of the Inquiry**

Under the *Inquiries Act 2014 (Vic)* (**Inquiries Act**) the Inquiry has the power to compel a person to attend to give evidence before a sitting of the Inquiry and to produce any document or thing. Persons who give evidence to the Inquiry enjoy certain protections under the Inquiries Act. In certain circumstances, a person may offer a reasonable excuse why they ought not be compelled to give evidence. More information can be found on the Inquiry's website and in the Inquiries Act.

**Your witness statement will be your evidence in chief**

The nature of the matters being inquired into and the timeframe within which the Inquiry must complete its work means that the Inquiry has determined to receive evidence in chief from all witnesses by means of a written witness statement. We are seeking your assistance in the preparation of a statement in advance of the hearings so as to enable the timely and effective receipt of relevant evidence. If you are not willing to prepare a written statement you should advise us as soon as possible so that arrangements can be made for your attendance before the Inquiry to have your evidence taken in another way.

E [lawyers@quarantineinquiry.vic.gov.au](mailto:lawyers@quarantineinquiry.vic.gov.au)

[quarantineinquiry.vic.gov.au](http://quarantineinquiry.vic.gov.au)

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Not all witnesses who provide statements will also be called to give oral evidence at the public hearings. You will receive notice in advance of the public hearings if your oral evidence is required

### **You can get help with writing your witness statement**

If you have a legal representative, you may seek their assistance in preparing your witness statement.

If you are not legally represented, you may choose to -

- seek legal representation for the purposes of preparing your witness statement; or
- prepare the statement yourself in accordance with the questions and guidance contained in this letter and attachment; or
- meet with someone from the team of Counsel Assisting the Inquiry who will assist you in the preparation of your statement. If you wish to take up this option, you should contact us immediately.

### **Approach to witness statement**

The Inquiry requests that you take the following approach when preparing your witness statement:

1. Answer the Inquiry's questions in the order in which they are listed in the attached document;
2. List each question as a heading and answer the relevant question under that heading;
3. Draft the statement in your own words and in plain English without the use of acronyms or jargon;
4. Only include additional evidence which you consider necessary, *having regard to the terms of reference of this Inquiry*, to give context or completeness to the questions you have been asked after you have answered the Inquiry's questions;
5. Where it is necessary to refer in your statement to a document which you or your organisation have already produced to the Inquiry under a Notice to Produce, refer to the document both by its title or description and by the number assigned to it when it was produced to the Inquiry;
6. Where it is necessary to refer in your statement to a document which you have not yet produced to the Inquiry, assign it a number in accordance with Practice Direction 1, refer to the document both by its title or description and by the number it has been assigned, and produce the document or documents to the Inquiry at the same time that you produce your statement; and
7. Once completed, assign your statement its own number in accordance with Practice Direction 1.

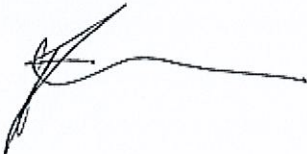
You can find Practice Directions relating to documents and your witness statement at the Inquiry's website, [www.quarantineinquiry.vic.gov.au](http://www.quarantineinquiry.vic.gov.au).

**Timeline for production**

The Notice requests that you produce all relevant documents to the Inquiry by **5:30pm on 24 August 2020**. However, we would gratefully receive any material produced prior to that date, if it is practicable for you to do so.

If you have any questions, please contact Solicitors Assisting at [lawyers@quarantineinquiry.vic.gov.au](mailto:lawyers@quarantineinquiry.vic.gov.au) or (03) 7017 3459.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'J. Coate', with a long horizontal line extending to the right.

**THE HONOURABLE JENNIFER COATE AO**

Board of Inquiry into the COVID-19 Hotel Quarantine Program





**COVID-19  
Hotel Quarantine Inquiry**

**IN THE MATTER OF** the *Inquiries Act 2014*

**AND IN THE MATTER OF** a Board of Inquiry into the COVID-19 Hotel Quarantine Program

**LIST OF QUESTIONS FOR DARKO SINADINOV**

[These questions must be included in your witness statement as headings, with your answer to these questions immediately beneath that heading]

1. What is your title and role within **Nu Force Security Group**?  
Managing Director
2. What is your relevant professional background and work history?  
From 1996 until 2017 was an operations manager for various company's (see attached Resume)

**Nu Force Security Group**

3. When was your business first licensed as a private security business in Victoria?  
23/05/2017
4. What are the usual services provided by your business?  
Static Guards for retail, Crowd Control, Sporting Events, Concerts and Hotels
5. What is your business's usual client profile?  
Retail and Corporate sites
6. To what extent, prior to the Hotel Quarantine Program, had your business provided security services to the Victorian government, whether directly or via subcontracting or labour hire arrangements?  
Nu Force Security Group has been engaged by MSS for the Australian Open, Formula 1 Grand Prix and direct hire through George P Johnson to provide security services for the Australia Day Event on behalf of the Department of Premier.
7. On what basis (employee/contractor/other) do you engage staff to perform security services?  
Part Time
8. How many permanent employees did you have as at 27 March 2020?  
214 staff as of 27/03/2020
9. Which office holders within your business themselves hold private security licences?  
All Staff including close associates. Administration/Accounts and Payroll staff do not hold a private security licence.
10. How do you ordinarily recruit staff?  
Seek.com.au, Konnect Employment and staff word of mouth.
11. Are staff employed or engaged by your business under any restriction on accepting work from other security businesses?

They are not restricted but are advised that we are the primary employer and they should not accept shifts from other companies that will compromise their permanent hours.

### Your company's involvement in the Hotel Quarantine Program

12. At which hotels, and for which government security contractor, did your business provide security staff? For each hotel please include details of the time period within which you provided security staff.
- Nu Force Security Group was engaged by Wilson Security to look after The Crowne Plaza Hotel from 30/03/2020 to 16/04/2020.
- The Pullman Hotel from 28/05/2020 to the morning of the 05/07/2020 when the changeover was done with Department of Justice.
- Nu Force Security Group had been doing ongoing work for Wilson Security since January 2018
13. When and how did your business first become aware that there was to be a role for private security companies in the Hotel Quarantine System?
- Received a phone call on the 28/03/2020 from Wilson Corporate Risk Manager ( [REDACTED] ) stating that this work will possibly start within 48 hours and would send an email to confirm which was received on the 29/03/2020
14. When and how did your business first reach an agreement to participate in the provision of security services in the Hotel Quarantine Program?
- It was on the 29/03/2020 by email
15. When was that agreement formalised in writing? If you had agreements with more than one of the government-contracted security companies, give details of all agreements.
- It was on the 29/03/2020 by email
16. What precisely were the security services you agreed to provide under each agreement?
- Supervisory staff and staff with experience in dealing with conflict resolution.
17. When and how [if at all] were you first provided with the terms of the head contract entered into by the government contractor with whom you had made an agreement to provide security services?
- Nu Force Security Group was contracted by Wilson Security in early January 2018
18. Did you engage subcontractors or labour hire companies to provide any of the security services you had contracted with the government contractor to provide? If so, give details of –
- No
- (a) the firms engaged;
- (b) the hotels at which those firms provided services; and
- (c) the dates on which those firms provided services.

### The hotels at which your business provided security services

19. For each hotel at which your business provided security services, please state -



- (a) the number of persons rostered to each shift; Crowne Plaza started at 11 staff per shift in the first week and increased to 40 staff per shift for the following week then numbers were reduced as guests were leaving.

Pullman Hotel was 15 staff per shift then down to 10 per shift towards the changeover to Department of Justice.

- (b) the number of shifts per day; and: As per above

- (c) the duties of the staff rostered for each shift.

1 Supervisor per shift and a second in charge along with guest escorting for breaks and staff on the floor levels making sure guests didn't leave the room.

20. Did the numbers of persons and shifts or the nature of the duties change over time? If so, please detail the nature of those changes.

Number of shifts would alter depending on how many guests had arrived or left after the 14-day quarantine period.

21. How were decisions made about the number of staff to be rostered on? As per above.

22. What licences were the staff you engaged or authorised to be engaged required to hold in order to be engaged? What records were kept of those licences?

Security Licences issued by LRD; Photo of licences is kept in an electronic folder on company computer. Licences are also checked on the LRD web site.

### Training and Supervision

23. What if any training was provided to your staff by the Department of Health and Human Services (DHHS), the Department of Jobs, Precincts and Regions (DJPR) or any other government department regarding COVID-19 and how to work in a safe manner?

The only training provided was the online federal government course that any industry could access.

24. What if any training was provided to your staff by the government contractor that engaged you regarding COVID-19 and how to work in a safe manner?

Wilson provided a 20-page tool box talk document that covered social distancing, hand hygiene (correct procedure for hand washing) correct application for hand sanitiser, coughing educates, correct PPE usage and proper disposal of tissue and PPE gear.

25. What if any training did your business require your own staff to undergo regarding COVID-19 and how to work in a safe manner? In your answer please make any necessary distinction between:

- (a) Staff directly engaged by your business; and: As per Q23 and Q24

- (b) Staff engaged by subcontractors and labour hire companies. As per Q23 and Q24



26. What onsite supervision was in place for your business's security staff at each hotel? Was that supervision provided by you or by the government contractor that engaged you?  
Wilson Security had a dedicated manager on site that was coordinating with Nu Force Security Group. Nu Force Security Group had a day shift and night shift supervisor overseeing its own staff as well as the staff provided by the other security contactors for Wilson Security.
27. In cases where some of the staff on duty at an hotel quarantine site were engaged by your business, and some by the government contractor;
- (a) which business or person had responsibility for onsite supervision?  
Nu Force Security Group
- (b) Which business had responsibility for PPE?  
Wilson Security
28. In cases where all of the security staff on duty were engaged by your business, did your business provide onsite supervision?  
Yes
29. If you engaged further subcontractors or labour hire companies, what role did they play in supervision of the staff provided by them?  
Not Applicable Nu Force Security Group staff where direct hire.

#### **Rosters and salary arrangements**

30. Who in your business was responsible for the recruiting and rostering of staff?  
[REDACTED] and Darko Sinadinov
31. How were the staff you provided for the quarantine program sourced and recruited?  
Seek.com.au and Nu Force Security Group had a surplus of staff that were hired for the Formula 1 Grand Prix which was cancelled on the Friday of the main race days.
32. What factors were relevant to how frequently staff were rostered on?  
Staff availability and maximum 4 shifts per week to manage fatigue
33. What records were kept of hours worked?  
Time sheets were kept on site and our internal electronic rostering software system
34. What were the applicable hourly rates of pay for the security staff you provided?  
Wilson Security (Shaun Hogan) had instructed us to supply higher quality and experienced staff and to pay them Level 3 awards + 10% loading.
35. How were security staff paid?  
Via MYOB electronic transfer
36. To your knowledge were any security staff engaged by you at one hotel quarantine site also working at any other hotel quarantine site and/or for other security contractors?  
No
37. What if any fee or remuneration was paid to your company in addition to the actual salary costs of the staff you provided?



**Level 3**

- Monday to Friday 6.00 to 18.00 is \$37.37
- Monday to Friday 18.00 to 6.00 is \$45.42
- Saturday is \$55.97
- Sunday is \$74.52
- Public Holidays is \$93.70 all excluding GST

**Level 5 High Calibre Guards/Supervisors**

- Monday to Friday 6.00 to 18.00 is \$53.10
- Monday to Friday 18.00 to 6.00 is \$62.54
- Saturday is \$70.80
- Sunday is \$94.40
- Public Holidays is \$112.10 all excluding GST

**Personal protective equipment**

38. What PPE was provided by your business for staff use?  
All PPE was provided by Wilson Security
39. What PPE was provided by the government contractor to your business's security staff for use?  
All PPE was provided by Wilson Security
40. What PPE was provided by DHHS or any other government department?  
None that we are aware of.
41. Were your staff at any time required to provide their own PPE?  
No
42. What training was given to your staff regarding the correct use of PPE? Who provided that training?  
Wilson Security provided the training via the 20 page tool box talk document, on each shift and before deploying guards to there allocated positions our supervisors would conduct pre shift briefing to all staff in the correct usage of PPE and the policies of wearing PPE would be reiterated regardless of how may shifts they had done.
43. Did your business at any time experience a shortage of PPE? If so, how was that shortage managed?  
No
44. What if any arrangements were in place at the hotels for which you had responsibility for temperature checking of security staff? Who instituted and monitored any such arrangement?  
Each hotel had 1 allocated entry point and a suitable security officer was tasked to ask a series of health related questions to each security staff arriving on shift whereby a temperature check was taken. Any irregularity's found then the staff member was asked to wait outside and it was escalated to the supervisor to follow up.

**Complaints and concerns**

45. Who was responsible for identifying and acting on instances of poor or unacceptable conduct by your security staff?



Everybody was encouraged to report anything they saw untoward (example DHHS, Hotel Staff and fellow security staff etc) and the shift supervisor and Wilson Security on site manager would action it accordingly.

46. Who was responsible for identifying and acting on complaints or concerns regarding unsafe work conditions for your security staff?

As Above

47. Did your business identify or receive notice of poor or unacceptable conduct by any of your security staff? How were those issues dealt with?

Yes, it did and depending on circumstances written warning where issued or they where removed from the site. (Inappropriate dress code, falling asleep during a shift and most important was failing to adhere to PPE procedures and safety guide lines.

48. Did you terminate the services of, remove from site, or otherwise take action against any and which of the security personnel you engaged directly for unsatisfactory performance of their duties at quarantine hotels? If yes provide details of

- (a) who was so terminated, removed or acted against and when; and

██████████,  
████████████████████

- (b) the nature of the unsatisfactory behaviour concerned.

██████████ for sleeping  
██████████ for not wearing his mask

49. Did your business identify or receive notice of unsafe work conditions for your security staff? How were those issues dealt with?

No

50. Did any security staff employed or engaged by your business contract COVID-19 in the course of their work in the Hotel Quarantine Program? If so,

No

- (a) what were the circumstances in which they came to contract it;  
(b) how and when did your business become aware of it; and  
(c) what steps were taken by your business in response?

### Additional information

51. If you wish to include any additional information in your witness statement, please set it out below.

Wilson Security and Nu Force Security Group went above and beyond the recommended Covid-19 safe practices even after being told by the AO on site that it was not necessary to go to these lengths.

DARKO SINADINOV

29/8/2020



COVID-19  
Hotel Quarantine Inquiry

NOTICE TO PRODUCE



## DOCUMENTS TO A BOARD OF INQUIRY

Regulation 15

TO: Darko Sinadinov  
Director

AT: Hospitality Performance Leaders Pty Ltd  
T/A Nu Force Security Group  
4 Glendoon Road  
Junction Village VIC 3977

A Board of Inquiry is being held into the COVID-19 Hotel Quarantine Program, established by an Order in Council made under s 53(1) of the *Inquiries Act 2014* (Vic) (**Act**).

**What you must do**

You must produce the documents specified in the Schedule attached to this Notice (the **Schedule**). This Notice is identified as 'NTP-096'.

You should include with the documents a numbered index which includes:

- the document title and date;
- whether the document is subject to a claim for reasonable excuse; and
- any relevant commentary necessary to provide context to the document.

**Where you must produce documents**

The documents specified in the Schedule must be produced electronically on or before **5:30pm on 24 August 2020** in accordance with Practice Direction 1: Production of Materials and Document Management Protocol.

**Objecting to this notice**

You may object to this notice if you have (or will have) a reasonable excuse for failing to comply with the notice. For example, it is a reasonable excuse to fail to comply with the notice if you are prohibited from disclosing the document(s) by a court order. See section 65 of the *Inquiries Act 2014* (the **Act**) for further examples of what constitutes a reasonable excuse.

You may also object to the notice by claiming that the document(s) specified in the notice are not relevant to the subject matter of the inquiry.

If you wish to object to this notice, you must do so in writing: To:

lawyers@quarantineinquiry.vic.gov.au

By: 5:30pm on 20 August 2020.

Your written objection must outline your reasons for objecting and include a relevant contact person with whom to liaise. If the Board of Inquiry is satisfied that your claim is made out, the Board of Inquiry may vary or revoke this notice.

**Failure to comply with this notice without a reasonable excuse may constitute a criminal offence. The maximum penalty for this offence is 240 penalty units or imprisonment for two years. See section 86 of the Act.**

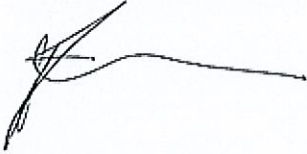
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E lawyers@quarantineinquiry.vic.gov.au

quarantineinquiry.vic.gov.au

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Failure to comply with this notice without a reasonable excuse may also result in the Board of Inquiry making an application to the Supreme Court of Victoria. The Court may then order you to comply with the notice within a specified period. See section 70 of the Act.



**THE HONOURABLE JENNIFER COATE AO**

Board of Inquiry into the COVID-19 Hotel Quarantine Program

Date: 17 August 2020

### SCHEDULE TO NOTICE TO PRODUCE

#### DOCUMENTS TO A BOARD OF INQUIRY (NTP-096)

The documents described below are required to be produced to the Board of Inquiry into the COVID-19 Hotel Quarantine Program (**Board**) pursuant to s 64 of the *Inquiries Act 2014* (Vic):

1. The statement, along with any supporting documents annexed thereto and an index of the supporting documents, prepared or gathered in response to the list of questions in the Board's letter addressed to Mr Darko Sinadinov dated 17 August 2020.