

From: David Clements (DJPR)
Sent: Sat, 11 Apr 2020 15:07:12 +1000
To: PPO (DJPR); Katrina Currie (DJPR)
Subject: Re: Pan Pacific Security

Thanks PPO Seems a reasonable response. Good to keep monitoring.

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From: PPO (DJPR) <Personal Information@ecodev.vic.gov.au>
Sent: Saturday, April 11, 2020 2:34:14 PM
To: David Clements (DJPR) <Personal Information@ecodev.vic.gov.au>; Katrina Currie (DJPR) <Personal Information@ecodev.vic.gov.au>
Subject: Fwd: Pan Pacific Security

FYI. Update on Wilson at the Pan Pacific.

PPO

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From: Personal Information@wilsonsecurity.com.au>
Sent: Saturday, April 11, 2020 2:29 pm
To: Personal Information (DJPR)
Cc: Personal Information Greg Watson; Personal Information Gonul Serbest (DJPR); PPO (DJPR); Personal Information
Subject: RE: Pan Pacific Security

Hi Personal Information

As discussed I would like to provide the below action summary & plan to you in regards to your security services the Pan Pacific Hotel.

Actions Taken:

- Removal of a Supervisor due to visible health concerns
- Removal of 2 security officer who failed to provide a response to a medical support staff member
- Increased Wilson Security Management presence at the hotel, including myself, Personal Information
- 30% removal of officers from 2 service partners as of 6.00 am this Saturday 11th April and the introduction of other security personnel. This will be monitored and staff performance issues addressed quickly to ensure service level(s) are maintained.
- Increased management presence of operations managers and company directors of our service partners at the Pan Pacific Hotel This operational support from our service partners is reporting through to our onsite Wilson Management team.

Actions Planned:

- Continual review internally and externally for the maintaining the service to Victorian government team and stakeholders at the Pan Pacific Hotel
- Continued management support from Wilson and our service partners, at no cost to the Victorian government.
- Checking and conformation on security officer post instructions and expectations, this is occurring every shift, for each specific security post.

From: Claire Febey (DEDJTR)
Sent: Sun, 29 Mar 2020 18:05:27 +1100
To: David Clements (DEDJTR); [Personal Information] (DEDJTR); [Personal Information] (DEDJTR); Gonul Serbest (DEDJTR); [Personal Information] (DEDJTR); Paul Stagg (DEDJTR); [Personal Information] (DEDJTR); Unni Menon (DEDJTR); Felicia Cousins (DEDJTR); Tess Hughes (DEDJTR); Katrina Currie (DEDJTR)
Cc: Cameron Nolan (DEDJTR); [Personal Information] (DEDJTR); Rob Holland (DEDJTR); [Personal Information] (DEDJTR)
Subject: RE: Flight and hotel allocations for Monday 30/3

Thanks so much for the update David.

Can you please confirm that the bus logistics have been raised with SkyBus.

Thanks

Claire

From: David Clements (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>
Sent: Sunday, 29 March 2020 6:03 PM
To: [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Gonul Serbest (DEDJTR); [Personal Information] <[Personal Information]@global.vic.gov.au>; [Personal Information] (DEDJTR); [Personal Information] <[Personal Information]@global.vic.gov.au>; Paul Stagg (DEDJTR); [Personal Information] <[Personal Information]@global.vic.gov.au>; [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Unni Menon (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Felicia Cousins (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Tess Hughes (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Katrina Currie (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>
Cc: Claire Febey (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; Rob Holland (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR); [Personal Information] <[Personal Information]@ecodev.vic.gov.au>
Subject: Re: Flight and hotel allocations for Monday 30/3

Hi all

A quick report back on Crowne Plaza meeting which Paul Stagg can add comment to.

I thought was very good - hotel mgt super keen and geared up for tomorrow. Very empathetic to situation.

Some issues with driveway for buses will need management - have to drive in and back out

Security guys confident of having staff right for 3.40 tomorrow.

Dnata good - will have fewer staff than other sites but add a couple of baggage handlers as Wilson security not keen. Dnata will roster on Sri Lankan staff given origin of 3.40 flight.

Paul can augment.

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From: [Personal Information] <[redacted]@ecodev.vic.gov.au>
Sent: Sunday, March 29, 2020 5:38:05 PM
To: [Personal Information] <[redacted]@ecodev.vic.gov.au>; Gonul Serbest (DEDJTR) <[redacted]@global.vic.gov.au>; [Personal Information] (DEDJTR) <[redacted]@global.vic.gov.au>; Paul Stagg (DEDJTR) <[redacted]@global.vic.gov.au>; [Personal Information] (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Unni Menon (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Felicia Cousins (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Tess Hughes (DEDJTR) <[redacted]@ecodev.vic.gov.au>; David Clements (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Katrina Currie (DEDJTR) <[redacted]@ecodev.vic.gov.au>
Cc: Claire Febey (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Rob Holland (DEDJTR) <[redacted]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[redacted]@ecodev.vic.gov.au>
Subject: RE: Flight and hotel allocations for Monday 30/3

Noted.

Crown Resorts is ready to take the following passengers tomorrow. This has been worked out between Crown and [Personal Information]

4am – 60 pax – Promenade
 7am – 48 pax – Promenade
 1050am – 281 pax – Metropol
 630pm – 103 pax – Promenade

From: [Personal Information] <[redacted]@ecodev.vic.gov.au>
Sent: Sunday, 29 March 2020 5:33 PM
To: Gonul Serbest (DEDJTR) <[redacted]@global.vic.gov.au>; [Personal Information] (DEDJTR) <[redacted]@global.vic.gov.au>; Paul Stagg (DEDJTR) <[redacted]@global.vic.gov.au>; [Personal Information] <[redacted]@ecodev.vic.gov.au>; Unni Menon (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Felicia Cousins (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Tess Hughes (DEDJTR) <[redacted]@ecodev.vic.gov.au>; David Clements (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Katrina Currie (DEDJTR) <[redacted]@ecodev.vic.gov.au>
Cc: Claire Febey (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Cameron Nolan (DEDJTR) <[redacted]@ecodev.vic.gov.au>; Rob Holland (DEDJTR) <[redacted]@ecodev.vic.gov.au>; [Personal Information] (DEDJTR) <[redacted]@ecodev.vic.gov.au>
Subject: Flight and hotel allocations for Monday 30/3

Hi all

See attached the flight and hotel allocations for Monday 30/3 as agreed by Gonul, [Personal Information] and Cam.

@ [Personal Information] (DEDJTR) – Can you please confirm that the QF10 flight will arrive in Perth (stopover) and therefore not make it to Melbourne?

We have a meeting with operational leads at 6.15pm to confirm that arrangements are in place to accommodate tomorrow's passengers.

Arrivals	29/03/2020	Origin Airport	STA	ETA	ATA	Aircraft Type	Gate	Pax	Notes	Hotel allocation
QF100	29/03/2020	LHR	0400				2	60		Crown Promenade
QR994	30/03/2020	DOH	0700			77W	9	48		Crown Promenade
CZ321	30/03/2020	CAN	0940			333	6	0	Expected to be cancelled	Crown Promenade
MF803	30/03/2020	XMN	1015			788	8	TBC	Expected to be cancelled	Crown Promenade
NZ123	30/03/2020	AKL	1050			32Q	7	281		Crown Metropol
UL604	30/03/2020	CMB	1540			333	6	297		Crowne Plaza
QR904	30/03/2020	DOH	1830			351	9	103		Crown Promenade
							Total	789		

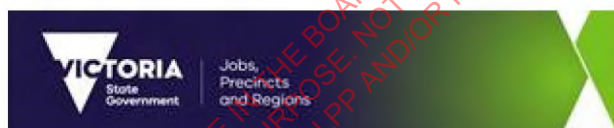
Personal Information

Principal Policy Adviser | Priority Projects Unit | Office of the Secretary
Department of Jobs, Precincts and Regions
 Level 36, 121 Exhibition Street, Melbourne, Victoria 3000

Personal Information

Personal Information [@decodev.vic.gov.au](mailto:decodev.vic.gov.au)

djpr.vic.gov.au



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- Staff who are not engaged, or meeting the service standards of this operation are being removed from the security team.

We will continue to drive security staff performance and compliance ongoing and should you have any concerns please do not hesitate to give me a call or reach out so we may any address any potential future issues hastily, and appropriately.

Many Thanks,

Personal Information
[Redacted]

National Manager Corporate Risk



Level 3, 6 English Street
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Australia

Personal Information
[Redacted]

Personal Information @wilsonsec
urity.com.au
www.wilsonsecurity.com.au



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From: Personal Information
Sent: Friday, 10 April 2020 2:23 PM
To: Personal Information (DJPR) Personal Information @global.vic.gov.au>
Cc: Personal Information @wilsonsecurity.com.au>; Greg Watson Personal Information @wilsonsecurity.com.au>; Personal Information @icloud.com>; Personal Information @wilsonsecurity.com.au>; Gonul Serbest (DJPR) Personal Information @global.vic.gov.au>; PPO (DJPR) Personal Information @ecodev.vic.gov.au>

Subject: Re: Pan Pacific Security

Hi Personal Information

Thanks for your email.

We are working on greater support and guidance for the security team at the Pan Pacific hotel. In the short term we have a management overlay (at no charge to Victorian Government) to support this operation, with Personal Information being present daily over the coming days.

I will formulate a plan to address the security staff performance with the state and national teams and provide a plan to rectify the service issues and concerns you have raised. I will provide this plan

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in the next 24 hours, however please be assured we are working with our service partners to resolve the issues you are experiencing.

The response and service failings you have experienced are not we consider appropriate, and we are embarrassed by the failings you have experienced.

Please allow me to escalate your email and confirm an action plan back to you as soon as possible.

Thanks.

On 10 Apr 2020, at 1:38 pm, [Personal Information] (DJPR) <[Personal Information]@global.vic.gov.au> wrote:

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi [Personal Information]

It has bought to my attention that we had an incident a few nights ago where a nurse was providing medication to a detainee [redacted] and an altercation occurred and the detainee became aggressive to the Nurse. [redacted] was put in a vulnerable situation and had to leave the room. The two guards on the floor did not stand up and protect or provide the Nurse with any security. This is simply not acceptable.

Nurses and staff need protection – hence why we have security.

I understand that the guards in question have been stood down. We cannot have guards continually being stood down on this site.

I have spoken to my colleagues at other Wilson sites (Plaza and Mercure) to understand why I have such issues with the quality of guards at Pan Pac. We seem to have a capability issues with the on ground guards here. It appears they are not trained and have experience like the guards at the other sites. Do these guards have a security background?

We have detainees that will eventually create issue with threats of walk outs and aggression. Last night I processed a couple with mental health issues and medication issues that are a risk and I am not confident the guards will be able to provide adequate security. We need guards and supervisors that are capable of dealing with the potential issues.

They need to be present and proactive. Guards are not only sitting down on duty - but slouching on the arm rest chair. Last night I asked for a guard to help me with excess detainees at the lift not only did the guard just stand there and not assist but he was leaning against the wall. He served no use whatsoever. While I don't expect them to assist with handling the luggage as I understand Wilson do not provide this service like the other security companies do - I would expect the guard be proactive and helpful.

We have a family in the hotel who are aggressive and threatening to leave DHHS are dealing with this situation. If they do open the door and threatened to leave will the guards be equipped to

handle this situation? From what I observe of the calibre of guards provided at pan pac I have little faith that they able to handle this situation.

Finally we are in the process of allowing detainees to go outside for walks. I have put a hold on this for Pan Pac as I do not have the confidence the guards on duty are equipped to assist with this. The detainees are a flight risk and how will the guards manage this situation. The authorised officer is also concerned about this and now is escalating this issue to her directors as DHHS.

We urgently need to review the existing guard selection at Pan Pac. The presence and size of guards that would meet security requirements the is what is needed like the other sites Plaza, Mercure, Metropol and Promenade.

I await your advice on how to proceed and thank you in advance for addressing my concerns.

Kind regards

Personal Information

Senior Project Manager – Trade | Global Victoria

Level 33, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information

[@global.vic.gov.au](mailto:personal@global.vic.gov.au)

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[global.vic.gov.au](https://www.global.vic.gov.au)

[<image001.png>](#)

[<image002.png>](#) [<image003.png>](#) [<image004.png>](#)

[<image005.png>](#) We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

From: Personal Information [@wilsonsecurity.com.au](mailto:personal@wilsonsecurity.com.au)

Sent: Thursday, 9 April 2020 5:53 PM

To: Personal Information (DJPR) Personal Information [@global.vic.gov.au](mailto:personal@global.vic.gov.au)

Cc: Personal Information [@wilsonsecurity.com.au](mailto:personal@wilsonsecurity.com.au); Personal Information

Personal Information [@wilsonsecurity.com.au](mailto:personal@wilsonsecurity.com.au); Personal Information [@icloud.com](mailto:personal@icloud.com); Personal Information

Personal Information [@wilsonsecurity.com.au](mailto:personal@wilsonsecurity.com.au)

Subject: Re: Pan Pacific Security Staffing

Hi Personal Information

Personal Information is there now and will address onsite.

We will reaffirm with the staff and continue to push for compliance.

Thanks

Personal Information

National Manager Corporate Ris

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Level 3, 6 English Street Essendon Field VIC 3041 s Australia	Personal Information Personal Information @wilsonsecurity.com.au W www.wilsonsecurity.com.au
------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------

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On 9 Apr 2020, at 17:28, Personal Information (DJPR) <Personal Information@global.vic.gov.au> wrote:

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Thanks Personal Information

Can you also brief your team that no one dropping off items can enter the hotel. Except for staff.

Today someone dropped off a bag of soft drinks which also had wine which I removed and was tagging so it could be returned to the guest when they would leave I was at reception and security let the person who dropped off walk into to take the wine back.

This is a quarantine sight and members of the public cannot be in building.

Also can we please ensure your staff are all PPE'ed this is still not happening.

Many thanks,

Kind regards

Personal Information

Senior Project Manager – Trade | Global Victoria

Level 33, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information @global.vic.gov.au

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From: [Personal Information] <[redacted]@wilsonsecurity.com.au>
Sent: Thursday, 9 April 2020 10:13 AM
To: [Personal Information] (DJPR) <[redacted]@global.vic.gov.au>
Cc: [Personal Information] <[redacted]@wilsonsecurity.com.au>; Greg Watson <[redacted]@wilsonsecurity.com.au>; [Personal Information] <[redacted]@icloud.com>
Subject: RE: Pan Pacific Security Staffing

Hi [Personal Information]

Thank you for the update, and in discussions with the hotel management it is likely that level 16 will have guests allocated to it tonight so we will activate that floor as of tonight with 2 additional staff. Arriving guests will also be allocated to level 15, this floor is already active.

Any issues please let me know.

Many Thanks,

[Personal Information]

National Manager Corporate Risk

Level 3, 6 English Street
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 [Personal Information] <[redacted]@wilsonsecurity.com.au>
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From: [Personal Information] (DJPR) <[redacted]@global.vic.gov.au>
Sent: Wednesday, 8 April 2020 7:00 PM
To: [Personal Information] <[redacted]@wilsonsecurity.com.au>
Subject: RE: Pan Pacific Security Staffing

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi [Personal Information]

Thanks for your time today and email below. This looks good.

As mentioned in our later chat we now have a flight arriving at Pan Pacific. See below. Once I get the manifest ill provide more details.

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I will leave the staffing allocations regarding tomorrow nights check in to you and to liase with Personal Info regarding if we need to have an extra two for a new floor if there is a need for a new floor or whether the existing floors will be utilised.

Arrivals	Date	Origin Airport	STA	ETA	ATA	Gate	Pax	Pax under 18 years of age	Comments
EY460	9/04/2020	AUH	13:15			D10	TBC		Parkroyal Melbourne Airport
QR904	9/04/2020	DOH	17:30			D9	38		Pan Pacific
						Total	38		

Kind regards

Personal Information

Senior Project Manager – Trade | Global Victoria

Level 33, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information

[@global.vic.gov.au](mailto:>@global.vic.gov.au)

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From: Personal Information [@wilsonsecurity.com.au](mailto:>@wilsonsecurity.com.au)

Sent: Wednesday, 8 April 2020 2:14 PM

To: Personal Information (DJPR) Personal Information [@global.vic.gov.au](mailto:>@global.vic.gov.au)

Subject: Pan Pacific Security Staffing

Hi Personal Information

Thanks for your time on the phone earlier.

As discussed the initial staffing for the Pan Pacific hotel was at the directive of Victoria Police during the initial site review. We are more than happy to work with government and assist where ever possible during this pandemic response.

In a review of the Pan Pacific Hotel please review the below, and once you have reviewed I am more than happy to discuss;

Pan Pacific Hotel

- 1 Supervisor (1)
- Floors Active: 12 – 2 per floor (24 staff)
- Floor 17 CCTV Coverage (1 staff member office based location behind hotel reception)
- 1 guard at elevator lobby on ground floor (1 officer)
- Main Entry access control / managing the care package process (2 officers)
- 1 reliever per 4-5 offices (4 staff)

Total staff per shift: 33

As discussed we able to make this effective 6.00 am Thursday 9th April 2020.

Escalation points for Wilson Security;

Personal Information
 National Protection Manager
 Personal Information
 Personal Information [@wilsonsecurity.com.au](mailto: @wilsonsecurity.com.au)

Personal Information
 National Manager Corporate Risk
 Personal Information
 Personal Information [@wilsonsecurity.com.au](mailto: @wilsonsecurity.com.au)

Greg Watson
 Regional Manager Victoria
 Personal Information
 Personal Information [@wilsonsecurity.com.au](mailto: @wilsonsecurity.com.au)

If I or the team can be of any further assistance please do not hesitate to let me know.

Many Thanks,

Personal Information
 National Manager Corporate Risk

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From: David Clements (DJPR)
Sent: Wed, 22 Apr 2020 09:16:03 +1000
To: Gonul Serbest (DJPR); [REDACTED] (DJPR); Paul Stagg (DJPR)
Subject: RE: Incident Report - COPY

Thanks Gonul

[REDACTED] give me a buzz when you can

dc

From: Gonul Serbest (DJPR) [REDACTED] Personal Information @global.vic.gov.au>
Sent: Wednesday, 22 April 2020 9:12 AM
To: [REDACTED] PPO (DJPR) [REDACTED] Personal Information @ecodev.vic.gov.au>; Paul Stagg (DJPR) [REDACTED] Personal Information @global.vic.gov.au>
Cc: David Clements (DJPR) [REDACTED] Personal Information @ecodev.vic.gov.au>
Subject: Fwd: Incident Report - COPY

Hi [REDACTED] PPO

Pls note that I received a call earlier this week from Vic Pol re: Wilson security at pan pan. The officers name was [REDACTED] Personal Information
 They were not happy with how Wilson was conducting themselves at Pan Pac.

Given all our experience with Wilson, our preference would be not to continue with them at pan Pac, once all guests are out.

It would make sense to have the one provider Unified across both sites Novotel and South wharf however this has not been communicated.

I'm happy to give the GM of unified in Melb [REDACTED] Person a call to discuss this and ask his staff not to engage with Wilson security.

Thanks

Gönül

Gönül Serbest

Chief Executive Officer | Global Victoria

Level 33, 121 Exhibition St., Melbourne, Victoria 3000

[REDACTED] Personal Information

@global.vic.gov.au

W: global.vic.gov.au

From: Greg Watson [REDACTED] Personal Information @wilsonsecurity.com.au>
Sent: Wednesday, April 22, 2020 9:00:11 AM
To: [REDACTED] PPO (DJPR) [REDACTED] Personal Information @ecodev.vic.gov.au>
Cc: Gonul Serbest (DJPR) [REDACTED] Personal Information @global.vic.gov.au>
Subject: FW: Incident Report - COPY

PPO

Good Morning

The report below is very concerning to us and could even be considered unethical. This is not the first occasion Unified have entered the hotels we are looking after.

It is concerning we have had no notice or consultation regarding our tenure yet we have worked very hard to support this project and have had very few issues relative to the volume of people involved, the variation in approach by different departments and even different personnel within departments, and the risks involved. We were advised PPE would be supplied and it hasn't been. We have supplied our own people and other stakeholders who didn't have any, and we have supplied an experienced management overlay at no charge to the State.

We are also surprised and disappointed that a company that is not on the SPC panel is being awarded all the work. Panel members had to undergo stringent probity checks and conform to strict compliance measures to be selected on the panel. We provide comprehensive compliance reports to the department on a quarterly basis. Ironically our quarterly meeting is today.

We are considering a more formal response to the department and I will be raising this matter in our SPC meeting today. However I felt obliged to let you know of our disappointment and the meeting today.

Regards Greg

Greg Watson
n
General Manager Regional Operations



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Personal Information

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From: Personal Information @formstack.com [Personal Information @formstack.com]
Sent: Tuesday, 21 April 2020 9:49 PM
To: Personal Information, Personal Information @wilsonsecurity.com.au; Greg Watson
Personal Information @wilsonsecurity.com.au; Personal Information @wilsonsecurity.com.au
Subject: Incidnet Report - COPY

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Formstack Submission For: [Incident Report - Hotels](#)

Submitted at 04/21/20 9:48 PM

Location: Pan Pacific Melbourne**Date/Time of Incident:** 21 Apr 2020 20:40**Room number:** N/A**Reporting Supervisor name:**Personal Information
[REDACTED]**Incident type:** Other**Incident type other:** Security information by unified**Police Called:** No**Officers attending name:****Medical attended:** No**Ambulance attended:** No**DHHS attendance:** NoCONFIDENTIAL - COP - FOR USE IN THE BOARD OF INQUIRY AND BY THE BOARD AND THE PARTIES WITH STANDING LEAVE ONLY.
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**DHHS
officers
name::**

**Incident
Report
Summary
details:**

Whilst on a welfare walk. A member of the security team from unified who is currently stationed at Novotel across from Pan Pacific approached me an introduce himself. He informed me that there'll be 30 guards that will be deployed to help with an influx of new quarantine residents who will be checking in on Friday 24/04/2020. He also informed me that we'll be working closely together and he'll be across both sites but the security guards will be answering to me.

I believe that he is under the impression that I work directly with the hotel as hotel security.

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From: David Clements (DEDJTR)
Sent: Mon, 30 Mar 2020 06:49:01 +1100
To: Katrina Currie (DEDJTR); Tim Sullivan (DEDJTR); Cameron Nolan (DEDJTR)
Cc: Gonul Serbest (DEDJTR)
Subject: Re: Proposal for Quarantine Works

Hi all

Couple of things.

On the walk through at Crowne the fact that the hotel was providing meals @ Personal Information per person to rooms was raised. Wilson staff were keen to access that. Hotel seemed ok with that but said they hadn't been asked. We could perhaps just add to hotel end to simplify if worth it.

The numbers align with walk through.

It would be great to set up a comparison table with all firms to identify any significant variations. Low price may not be preferred due to award compliance need but good to see.

Wilson seemed less prepared to do some things I understand unified are doing - such as assist to get luggage off bus.

This was due to both hurting themselves and being contaminated by touching things... seemed quite anxious about this. Apparently unified less so.

As a result of this reluctance I got dnata to swap out their planned staff for a couple from their luggage handling team at the airport. So this lifts Wilson's cost.

CAM what is process for contract negotiation and signing? Apols if that's already clear and I've missed it.

DC

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From: Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>

Sent: Sunday, March 29, 2020 11:08:02 PM

To: Tim Sullivan (DEDJTR) <Personal Information @global.vic.gov.au>; Cameron Nolan (DEDJTR)

Personal Information @ecodev.vic.gov.au>

Cc: Gonul Serbest (DEDJTR) Personal Information @global.vic.gov.au>; David Clements (DEDJTR)

Personal Information @ecodev.vic.gov.au>

Subject: Fw: Proposal for Quarantine Works

Hi Tim/Cam

Note that they have included in their pricing meals. Not sure how this would work in practice as I have told Unified today that their staff must provide their own meals.

If Wilson's have factored in cover for meal/other breaks and security staff can leave the hotel (unlike the guests) I am not clear on why we are being charged for meals and even if that would cover the

cost of meals provided by Crown. I will discuss with them tomorrow. Their pricing also looks high when you consider the average hourly rate for a mid-point security guard is \$22 per hour. If you factor in 25% casual loading it is \$28 per hour. Allowing for my basic calculations, there is a margin here of around 35% on the basic price and higher on the weekend and public holiday pricing. That is way over the labour hire rate.

Are there any other glaring issues you think I need to address? Their pricing is based on three hotels. I note they will not charge us for management overheads (except in the hourly rate). I note also their observation that security numbers in the state are 'nearing depletion'.

Am briefing MSS tomorrow. We need to think about whether we might need to bring on ISS as well.

I will seek pricing information from the other suppliers. If Wilson are way over the others, we may want to reconsider three hotels. Will do some quick work on this tomorrow.

Kind regards

Katrina

From: Greg Watson [Personal Information] <[Personal Information]@wilsonsecurity.com.au>
Sent: Sunday, 29 March 2020 9:34 PM
To: Katrina Currie (DEDJTR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>
Cc: Cameron Nolan (DEDJTR) [Personal Information] <[Personal Information]@ecodev.vic.gov.au>; [Personal Information] <[Personal Information]@wilsonsecurity.com.au>
Subject: Proposal for Quarantine Works

Good Evening Katrina

We completed the site visit at Crowne Plaza this afternoon and gained a clearer understanding of the site and duties required. We have been advised that we start at 3 pm tomorrow ahead of an expected 340 people being transferred to the hotel.

In consultation with the various government representatives present, we estimated that the scope is closer to 27 people required 24/7 for the duration of the assignment. This is based on the following:

- Supervisor / site manager (1)
- 6 floors requiring 3 security officers each as there are 3 fire exits on each floor and no line of sight between them (18)
- Security offices at main entry and staff entry point (2)
- Escorts of people to their rooms (2)
- Relievers to ensure 23 staff receive breaks as per SSIA and NES (4)

All Security officers will be paid minimum Level 2 under the SSIA 2010 or Wilson Security EA (higher than SSIA) and will receive all required rest and meal breaks. We have also allowed for one meal per person prepared by the Hotel in a 12 hour shift as they will not be able to leave the site and it is undesirable for food to be brought in by security staff due to the risk of contamination.

In addition to the rate schedule in the attached Pricing Methodology document, Wilson will provide at no extra charge:

- Contract Manager
- HSE Advisor and support
- Corporate Risk management support
- HR and Rostering support

This is a significant deployment of personnel and we have selected a professional team at a time when security numbers in the state are nearing depletion, managed by a team who have experience with the Commonwealth Games and G20 in Brisbane and Melbourne, Crown Casino and all major events in Victoria. We have committed to supporting the service with all our corporate infrastructure and specialist resources.

We seek your formal confirmation of our appointment to the 3 nominated hotels and approval for the rates for service as submitted.

If you require further information please do not hesitate to contact me on [Personal Information]

Regards Greg

Greg Watson
n
General Manager Regional Operations



Level 3, 6 E
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Australia

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From: PPO [REDACTED] (DJPR)
Sent: Wed, 22 Apr 2020 17:45:33 +1000
To: Personal Information [REDACTED]
Cc: Gonul Serbest (DJPR); David Clements (DJPR)
Subject: Confirmation of Reduction of Scope

Dear [REDACTED] – Please see below for details of a reduction of scope in services required at hotels being used for the isolation of international arrivals.

Reduction of Scope – Designated Location: Crowne Plaza Hotel

As per the notice on 18 April 2020 I confirm that Wilson Security will no longer be required to deliver security services at the Crowne Plaza Hotel following the completion of your engagement at the site on 16 April 2020.

Reduction of Scope – Designated Location: Pan Pacific Hotel

I also provide notice of a reduction of scope relating to the services being provided at the Pan Pacific Hotel Melbourne. Effective 23 April 2020, once guests currently at the site have been safely exited and final checks completed, no further services will be required at the Pan Pacific Hotel Melbourne.

Other issues

I note that at this stage there is no change in scope of the services being provided by Wilson Security at the Mercure Welcome Melbourne.

I do request however, as a matter of urgency, that you return a signed copy of the Purchase Order Contract that was emailed to you on 10 April 2020. I will then arrange for it to be countersigned and will return a copy for your records.

I take this opportunity to note the issues raised in your email sent 22 April 2020 and confirm it was not our intention that this happen.

Thanks for your cooperation on this engagement to date.

Yours faithfully

PPO [REDACTED]

Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information [REDACTED]

Personal information [REDACTED]
[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)

djpr.vic.gov.au

jobs.vic.gov.au



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Sent: Mon, 30 Mar 2020 16:36:58 +1100
To: Katrina Currie (DEDJTR)
Subject: RE: Security Services CIVOD-19
Attachments: Security Cost Comparison.xlsx

Direct comparison on sheet 2 of the attached spreadsheet.

I've had a quick chat to procurement and their advice is that we leverage the

PPO

Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
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From: Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 4:21 PM
To: PPO Personal Information (DEDJTR) @ecodev.vic.gov.au>
Subject: RE: Security Services CIVOD-19

Hi PPO

That compares against their panel pricing however their submitted costings (for Wilsons) look way higher. Can you do me a comparison against panel costs vs submitted by wilsons and then compare to Unified?

Ta!

From: PPO Personal Information (DEDJTR) @ecodev.vic.gov.au>
Sent: Monday, 30 March 2020 4:15 PM
To: Katrina Currie (DEDJTR) Personal Information @ecodev.vic.gov.au>
Subject: RE: Security Services CIVOD-19

Katrina – Comparison updated with costings from Unified (best effort at comparing costs for Unified as they haven't provided cost by Grade).

SECUREcorp remains cheapest on cost, with Wilson second.

PPO

Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

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From: Katrina Currie (DEDJTR) [REDACTED]@ecodev.vic.gov.au
Sent: Monday, 30 March 2020 4:01 PM
To: [REDACTED] (DEDJTR) [REDACTED]@ecodev.vic.gov.au
Subject: Fwd: Security Services CIVOD-19

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From: Nigel Coppick [REDACTED]@unifiedsecurity.com.au
Sent: Monday, March 30, 2020 3:59 pm
To: Katrina Currie (DEDJTR)
Cc: [REDACTED] David Millward
Subject: Security Services CIVOD-19

Ms Katrina Currie
 Executive Director Employment inclusion
 Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, VIC, 3000

Dear Ms Currie

Many thanks for opportunity to provide pricing for Security Services for the current CIVOD-19 situation that is currently effective the State of Victoria. Unified Security Group is an 100 percent privately owned indigenous company. We are the only Security organisation that is certified with Kinaway and Supply Nation.

We are currently support Metro Rail across the Melbourne Rail network, as well as several project's across the Roads Victoria Projects. We are currently contracted across the following locations Victoria;

- South Eastern Project Alliance (SEPA)
- Mordialloc Freeway Project (MFP)
- Western Project Alliance (WPA)

This has provided the organisation with significant ability to align our, Social and Indigenous Engagement piece. This success has enabled our Victorian Business to grow and successful employee 37 people in this space, with direct engagement with Job Victoria, Brotherhood of Saint Laurence, Macauley Services and A to B Mentoring and Indigenous Employment.

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As CIVOD-19 cases continue to raise within Victoria, We have seen several Industries forced to close during this period, to prevent the spread of this virus. This has misplaced thousand of Victorian's and their families, resulting in significant unemployment.

The Security industry in Victoria, has seen as an essential service, and as a consequence has seen significant growth and emergency support to assist Privately owned organisations and both State and Federal Governments.

As you are aware we have been provided a limited window to arrange security overlays for two locations across the Crown Complex. This Service support security elements for the Victorian Government recent decision to quarantine all Victorians flying in on international flights.

As a Segment leader in the employment of Social and Indigenous employment, this has enabled Unified Security Group to utilise our partnerships to provide fixed term employment to support those that have currently been affected in the crisis.

Currently Unified Security Group has been able to recruit specifically for this task, a total of 93 recently and long term unemployed Victorian's to support this initiative. This has been a significant recruiting challenge, however, a satisfying and rewarding experience.

All employee have completed the following

- Federal Government CIVOD-19 Certification
- Non-Disclosure Agreement (NDA)
- Crown inducted

Please see below rates provision for Security Service these are GST Exclusive.

Position	Monday to Friday Day	Monday to Friday Night	Saturday	Sunday	Public Holiday
Manager	\$90.00	\$90.00	\$90.00	\$90.00	\$90.00
Supervisor	\$65.00	\$65.00	\$65.00	\$65.00	\$65.00
Security Officer	\$49.95	\$51.91	\$69.49	\$89.28	\$109.13

Additional Chargeable as consumables

Safety Glasses	\$3.95 per Unit
Gloves 100 per box	\$50 per Box
Face Masks 50 per box	\$65 per Box
Hazmat suits	\$30 per unit

We look forward to speaking with you soon.

Kind Regards

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office
Unit 6/109 Whitehorse Road
Blackburn VIC 3130 Australia

Personal Inform[redacted]@unifiedsecurity.com

Personal Information [redacted]

Personal Information [redacted]



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From: PPO [REDACTED] (DJPR)
Sent: Tue, 21 Apr 2020 11:36:46 +1000
To: Personal Information [REDACTED] (DJPR)
Subject: FW: Pan Pacific Security

Two in one here.

Wilson has subsequently developed a response plan.

PPO [REDACTED]
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 Personal Information [REDACTED]
 Personal Information [REDACTED] @ecodev.vic.gov.au
djpr.vic.gov.au
jobs.vic.gov.au



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From: Personal Information [REDACTED] (DJPR) Personal Information [REDACTED] @global.vic.gov.au>
Sent: Friday, 10 April 2020 5:19 PM
To: Personal Information [REDACTED] @wilsonsecurity.com.au>
Cc: Personal Information [REDACTED] @wilsonsecurity.com.au; Greg Watson
 Personal Information [REDACTED] @wilsonsecurity.com.au; Personal Information [REDACTED] @icloud.com>; Personal Information [REDACTED]
 Personal Information [REDACTED] @wilsonsecurity.com.au; Gonul Serbest (DJPR)
 Personal Information [REDACTED] @global.vic.gov.au; PPO [REDACTED] (DJPR) Personal Information [REDACTED] @ecodev.vic.gov.au>;
 Personal Information [REDACTED] @wilsonsecurity.com.au
Subject: RE: Pan Pacific Security

Many thanks Personal Information [REDACTED]

It was fortunate to have Personal Information [REDACTED] here today as we have had an incident in room [REDACTED] where a detainee attempted to smash the window removed [REDACTED] from the room and barricaded [REDACTED] self in. Personal Information [REDACTED] was present to assist and it appeared that the guards on duty vacated the area (again similar to the nurse situation) and left Personal Information [REDACTED] on [REDACTED] on to manage this situation so no support for Personal Information [REDACTED] whatsoever with [REDACTED] own staff.

Currently police are presented dealing with the situation and the fire brigade has been called to break the [REDACTED] down as the police do not have the equipment to do.

I'm sure Personal Information [REDACTED] will provide you with a full brief on the incident. However this again highlights the need for high level and experienced guard with the professionalism of Personal Information [REDACTED] as I have been reiterating in my many emails.

If Personal Information [REDACTED] was not present to deal with this situation I would not like to think of the ramifications and outcomes of this incident.

Can I please request [Personal Information] remain on site with us and I feel that his experience is what we need at Pan Pac and dare I say more [Personal Information] if possible.

Kind regards

[Personal Information]

Senior Project Manager – Trade | Global Victoria

Level 33, 121 Exhibition Street, Melbourne, Victoria Australia 3000

[Personal Information]

[\[Personal Information\]@global.vic.gov.au](mailto:[Personal Information]@global.vic.gov.au)

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[global.vic.gov.au](https://www.global.vic.gov.au)



NEWSLETTER



We acknowledge the traditional Aboriginal owners of country throughout Victoria, their ongoing connection to this land and we pay our respects to their culture and their Elders past, present and future.

From: [Personal Information] [@wilsonsecurity.com.au](mailto:[Personal Information]@wilsonsecurity.com.au)>

Sent: Friday, 10 April 2020 2:23 PM

To: [Personal Information] [@global.vic.gov.au](mailto:[Personal Information]@global.vic.gov.au)>

Cc: [Personal Information] [@wilsonsecurity.com.au](mailto:[Personal Information]@wilsonsecurity.com.au)>; Greg Watson

[Personal Information] [@wilsonsecurity.com.au](mailto:[Personal Information]@wilsonsecurity.com.au)>; [Personal Information] [@icloud.com](mailto:[Personal Information]@icloud.com)>; [Personal Information]

[Personal Information] [@wilsonsecurity.com.au](mailto:[Personal Information]@wilsonsecurity.com.au)>; Gonul Serbest (DJPR)

[Personal Information] [@global.vic.gov.au](mailto:[Personal Information]@global.vic.gov.au)>; PPO [Personal Information] (DJPR) [Personal Information] [@ecodev.vic.gov.au](mailto:[Personal Information]@ecodev.vic.gov.au)>

Subject: Re: Pan Pacific Security

Hi [Personal Information]

Thanks for your email.

We are working on greater support and guidance for the security team at the Pan Pacific hotel. In the short term we have a management overlay (at no charge to Victorian Government) to support this operation, with [Personal Information] and [Personal Information] being present daily over the coming days.

I will formulate a plan to address the security staff performance with the state and national teams and provide a plan to rectify the service issues and concerns you have raised. I will provide this plan in the next 24 hours, however please be assured we are working with our service partners to resolve the issues you are experiencing.

The response and service failings you have experienced are not we consider appropriate, and we are embarrassed by the failings you have experienced.

Please allow me to escalate your email and confirm an action plan back to you as soon as possible.

Thanks.

Personal Information

National Manager Corporate Risk



Level 3, 6 English Street
Essend V 3
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ds C 4
1
Australia

Personal Information

Personal Information@wilsonsecurity.com.au
www.wilsonsecurity.com.au

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On 10 Apr 2020, at 1:38 pm, Personal Information (DJPR) Personal Information @global.vic.gov.au wrote:

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hi Personal Information

It has bought to my attention that we had an incident a few nights ago where a nurse was providing medication to a detainee and an altercation occurred and the detainee became aggressive to the Nurse. was put in a venerable situation and had to leave the room. The two guards on the floor did not stand up and protect or provide the Nurse with any security. This is simply not acceptable.

Nurses and staff need protection – hence why we have security.

I understand that the guards in question have been stood down. We cannot have guards continually being stood down on this site.

I have spoken to my colleagues at other Wilson sites (Plaza and Mercure) to understand why I have such issues with the quality of guards at Pan Pac. We seem to have a capability issues with the on ground guards here. It appears they are not trained and have experience like the guards at the other sites. Do these guards have a security background?

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We have detainees that will eventually create issue with threats of walk outs and aggression. Last night I processed a couple with mental health issues and medication issues that are a risk and I am not confident the guards will be able to provide adequate security. We need guards and supervisors that are capable of dealing with the potential issues.

They need to be present and proactive. Guards are not only sitting down on duty - but slouching on the arm rest chair. Last night I asked for a guard to help me with excess detainees at the lift not only did the guard just stand there and not assist but he was leaning against the wall. He served no use whatsoever. While I don't expect them to assist with handling the luggage as I understand Wilson do not provide this service like the other security companies do - I would expect the guard be proactive and helpful.

We have a family in the hotel who are aggressive and threatening to leave DHHS are dealing with this situation. If they do open the door and threatened to leave will the guards be equipped to handle this situation? From what I observe of the calibre of guards provided at pan pac I have little faith that they able to handle this situation.

Finally we are in the process of allowing detainees to go outside for walks. I have put a hold on this for Pan Pac as I do not have the confidence the guards on duty are equipped to assist with this. The detainees are a flight risk and how will the guards manage this situation. The authorised officer is also concerned about this and now is escalating this issue to her directors as DHHS.

We urgently need to review the existing guard selection at Pan Pac. The presence and size of guards that would meet security requirements the is what is needed like the other sites Plaza, Mercure, Metropol and Promenade.

I await your advice on how to proceed and thank you in advance for addressing my concerns.

Kind regards

Personal Information

Senior Project Manager – Trade | Global Victoria

Level 33, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information

[@global.vic.gov.au](mailto:personal@global.vic.gov.au)

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From: David Millward
Sent: Thu, 9 Apr 2020 13:26:58 +1000
To: PPO (DJPR)
Subject: RE: Approval of Arrangements with ISS Security

Received and noted.

Thank you.

Kind Regards,

David Millward

Corporate Head Office
534 Parramatta Road
Ashfield NSW 2131 Australia

Personal Information [redacted]@unifiedsecurity.com.

au
Personal Information [redacted]



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From: PPO (DJPR) Personal Information [redacted]@ecodev.vic.gov.au>
Sent: Thursday, 9 April 2020 1:26 PM
To: David Millward Personal Information [redacted]@unifiedsecurity.com.au>
Subject: Approval of Arrangements with ISS Security

David – I am writing in order to approve Unified Security entering into an arrangement with ISS Security under its engagement to deliver security services at hotels for the purpose of the self-isolation of international arrivals to Victoria. I do this as the Department of Jobs, Precincts and Regions' representative for this engagement.

PPO
Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000

Personal Information [redacted]
Personal Information [redacted]@ecodev.vic.gov.au

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