



Department of Jobs, Precincts and Regions

Agreement for Professional Services

Security Services

THE STATE OF VICTORIA
as represented by its
DEPARTMENT OF JOBS, PRECINCTS AND REGIONS

AND

UNIFIED SECURITY GROUP (AUSTRALIA) PTY LTD



Department of Labor, Precincts and Regions
pre-revision for Professional Services

Left blank intentionally

Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

EXECUTION AND DATE

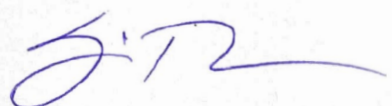
Executed as an agreement.

Date: 09 / 04 / 2020

Executed by **Simon Phemister**,
Secretary, Department of Jobs,
Precincts and Regions for and on
behalf of the **State of Victoria**

)
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in the presence of:

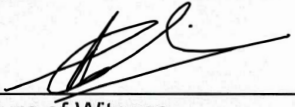


←

Signed

Charles Rankin

Name of Witness



←

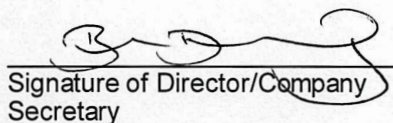
Signature of Witness

Executed by **Unified Security Group**
(Australia) Pty Ltd in accordance with
section 127 of the *Corporations Act*
2001 in the presence of

)
)
)
)

BENJAMIN DEMSITZ

Print Name of Director/Company
Secretary



Signature of Director/Company
Secretary

←

Print Name of Director

Signature of Director

←

Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 1 – AGREEMENT DETAILS

Service Provider Details	Name: Unified Security Group (Australia) Pty Ltd ABN: 81 138 976 397
Service Provider's Representative: (Clause 11.3)	Name: David Millward, Corporate Head Office Phone: 0416 277 589
Service Provider's Address for Service: (Clause 28.1)	Postal address: 534 Parramatta Road, Ashfield NSW 2131 Fax: N/A Email: dm@unifiedsecurity.com.au
Department's Representative: (Clause 11.1)	Name: [REDACTED] Principal Policy Officer, Inclusion Phone: (03) [REDACTED] 9934
Department's Address for Service: (Clause 28.1)	Postal address: 121 Exhibition Street, Melbourne Fax: N/A Email: [REDACTED]@ecodev.vic.gov.au
Commencement Date: (Clause 3.1)	29 March 2020
Completion Date: (Clause 3.1)	Up to 30 June 2020
Further terms (Clause 3.3)	One or more further terms not exceeding six (6) months in aggregate at the Department's absolute discretion.
Required Insurances: (Clause 27)	<ol style="list-style-type: none"> 1. <i>Professional indemnity insurance</i> in an amount not less than [REDACTED] 2. <i>Public liability insurance</i> in an amount not less than [REDACTED]

Department of Jobs, Precincts and Regions
 Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

SCHEDULE 2 – SERVICES

1. The Service Provider must carry out the Services as described at **Annexure A**.
2. The template for the Service Provider's proposed Scope of Services and the required Reports is as set out below:

Service Provider Report and Scope

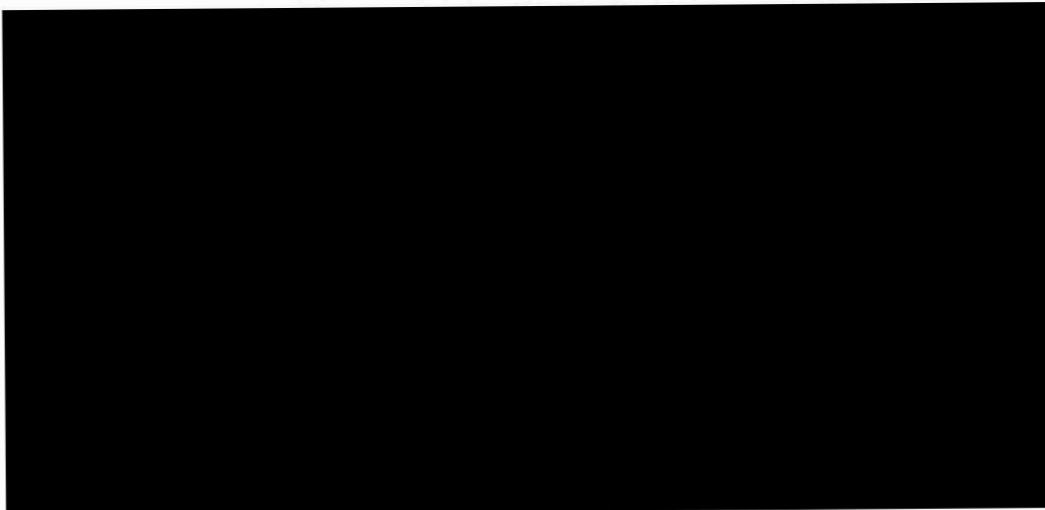
Hotel:	
Address:	
Start Date:	
Total Floors:	
Total Rooms:	
Notes:	

On duty (per 24-hour period)	Hours Scheduled/Delivered	Daily Cost (M-F)	Daily Cost (Sat)	Daily Cost (Sun)	Daily Cost (P/H)
Managers					
Supervisors					
Security Officers					
Other Staff					
Other Costs (estimate)					
Total Daily Cost					

Department of Jobs, Precincts and Regions
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SCHEDULE 3 – PAYMENT TERMS

1. The Fees payable to the Service Provider in respect of the Services will be calculated on the basis set out below and as governed by clause 4 and 5:



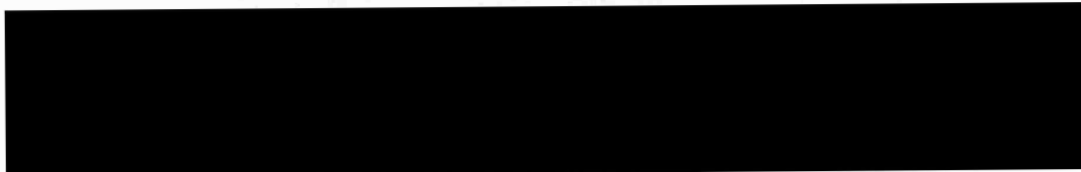
Expenses

The Department will pay the Service Provider for the following consumables used by the Service Provider in the course of providing the Services, where the consumables and the quantity of the consumables have been pre- approved by the Department. The Department will pay for each consumable based on the following prices (inclusive of GST).

Consumables



Meals payment



2. Subject to clauses 4 and 5 of the Agreement and the terms of this Schedule, the Department will pay the Service Provider within thirty (30) days of the submission of each Tax Invoice specifying in detail (to the satisfaction of the Department) the Services which have been performed and the Fees and

Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

expenses incurred in accordance with the Agreement. Each Tax Invoice must be provided by the Service Provider on a fortnightly basis and must be addressed to the Department and sent by email to [REDACTED]@ecodev.vic.gov.au.

ANNEXURE A – SERVICES BRIEF

In response to the state of emergency that has been declared in Victoria due to the COVID-19 pandemic, the State of Victoria has agreed to make accommodation, including hotels (collectively call "Hotels"), available to certain Victorians, for the purpose of self-isolation requirements, including to:

- (i) all travellers returning from overseas to Victoria, for an enforced quarantine period of 14-days;
- (ii) health care and associated workers; and
- (iii) vulnerable cohorts of the community, including but not limited to, the elderly, wards of state, the homeless and recently released prisoners.

The Service Provider must provide security services, including all ancillary services associated with the provision of security ("Services") at the Hotels notified by the Department (the Sites), which will include but not be limited to the following Services:

Before check in:

- Ensuring that there is an adequate number of Service Provider Personnel in position on floors where guests are staying.

During check in:

- Accompanying guests in the lift up to their floor and to their room. No more than 4 per lift (including the security officer).
- Assisting with arriving busses (such as getting luggage off bus if people need help).
- Being present to manage any on site issues.

Once checked in:

- Maintaining presence on-floors, lobby and front door of each Site.
- Receiving and checking parcels and logging details from courier services approved by the Department only. All deliveries from family and friends to be refused.
- Delivering parcels to rooms (once checked and approved by the DHHS authorised officer).
- Maintain security: Only allowing persons authorised by the Department to enter each Site.

Escalation of issues:

- The Service Provider will escalate issues as outlined below or as directed by the Department:
 - o Guest health related requests or concerns must be communicated to the DHHS Authorised Officer or Nurse on site as soon as possible.
 - o Dinner / food complaints to be communicated to the Hotel staff.
 - o Any other onsite queries to be communicated to the DJPR Site Manager.

At all times:

- respond to routine and emergency incidents;
- In the case of any emergency at any time during the provision of the Services, the Service Provider must call 000.

Amendments to Services

Department of Jobs, Precincts and Regions
Agreement for Professional Services (Schedules and Annexures to the Terms and Conditions)

The Department may at any time revise these Services by adding or subtracting parts of the services or how they are delivered, at its sole discretion.

Provision of Services generally

The Service Provider must cooperate with and regularly liaise with the Department including but not limited to:

- following all reasonable directions made by the Department;
- immediately notifying the Department of any issues in relation to the provision of the Services, including but not limited to anything which may create a risk (including health risk) to any of the guests or any other person such as any occupational health and safety incidents, unavailability of the Service Provider's Personnel, known exposure to or infection of COVID-19 of the Service Provider's Personnel, or circumstances which cast doubt on the fitness any of the Service Provider's Personnel to provide the Services;
- cooperate with any other contractors of any nature engaged by the Department; and
- providing reports to the Department as and when requested which will include all information reasonably requested by the Department and be in a form notified by the Department.

David Millward

From: [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au >
Sent: Friday, 19 June 2020 6:14 PM
To: David Millward
Cc: Gonul Serbest (DJPR); Kait K McCann (DJPR); Sara Sahely (DJPR); DJPR COVID Accom-Lead (DJPR)
Subject: Re: Hotel Quarantine Discussion

Thanks David.

[Personal Information]

Get [Outlook for iOS](#)

From: David Millward <david@unifiedsecurity.com.au>
Sent: Friday, June 19, 2020 6:12:30 PM
To: [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au >
Cc: Gonul Serbest (DJPR) [Personal Information]@global.vic.gov.au>; Kait K McCann (DJPR) [Personal Information]@ecodev.vic.gov.au>; Sara Sahely (DJPR) [Personal Information]@global.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: Re: Hotel Quarantine Discussion

Thank [Personal Information] Directly with me is fine.

I am available 24/7.

Regards.

David Millward

Corporate Head Office

534 Parramatta Road
 Ashfield NSW 2131 Australia
 ✉ david@unifiedsecurity.com.au

☎ 0416 277 589

☎ 1300 658 657

☎ 1300 658 647



SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

From: [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au >
Sent: Friday, June 19, 2020 6:02:55 PM
To: David Millward <david@unifiedsecurity.com.au>
Cc: Gonul Serbest (DJPR) [Personal Information]@global.vic.gov.au>; Kait K McCann (DJPR) [Personal Information]@ecodev.vic.gov.au>; Sara Sahely (DJPR) [Personal Information]@global.vic.gov.au>; DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Subject: Hotel Quarantine Discussion

Hi David – We are embarking on a process of minimising the number of people that we have on site at our quarantine hotels. This work is being undertaken by a small team in DJPR led by Gonul Serbest. Gonul is keen to speak with you tomorrow about how we can reduce staff numbers on site while ensuring that guests continue to receive the services that they require in an environment that is safe for both guests and staff. Can you please reply with the best contact at Unified Security for this conversation as well as a contact number for that person.

Gonul will provide further detail tomorrow and I’m always available to assist where I can.

Personal Informa

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

T: Personal Information

Personal Informa @ecodev.vic.gov.au

djpr.vic.gov.au

jobs.vic.gov.au



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This email, and any attachments, may contain privileged and confidential information. If you are not the intended recipient, you may not distribute or reproduce this e-mail or the attachments. If you have received this message in error, please notify us by return email.

RE: Update: Security Allocation - Hotels

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Gonul Serbest (DJPR) [Personal Information] @global.vic.gov.au; [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au
Cc: David Millward <david@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>, Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Sun, 21 Jun 2020 17:26:52 +1000
Attachments: Update New Hotel Allocations.xlsx (15.58 kB)

Apologies,

Please find attached correct updated Allocations.

I had not add the 3 x relieve guards for Novotel on Collins.

Thanks

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office
 Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



unifiedsecurity.com.au

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From: Mo Nagi
Sent: Sunday, 21 June 2020 5:07 PM
To: Gonul Serbest (DJPR) [Personal Information] @global.vic.gov.au; [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au
Cc: David Millward <david@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>; Nigel Coppick <Nigel@unifiedsecurity.com.au>
Subject: RE: Update: Security Allocation - Hotels

Hi Gonul,

As discussed I have made the adjustments at Novotel on Collins.

With the additional changes security staffing has been reduced by **143 per shift** which is a **30% overall reduction**.

I will implement the changes as of 0600hrs Monday 22nd of June 2020.

Have a great night.

From: Gonul Serbest (DJPR) [Personal Information] @global.vic.gov.au
Sent: Sunday, 21 June 2020 3:50 PM
To: Mo Nagi <Mo@unifiedsecurity.com.au>; [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au
Cc: David Millward <david@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>; Nigel Coppick <Nigel@unifiedsecurity.com.au>
Subject: Re: Update: Security Allocation - Hotels

Hi Mo

Really appreciate the considered response and the chat on the phone.

Grateful if we can reduce numbers on floors at Novotel Collins as discussed. Ill also revert back as soon as possible on numbers required for fresh air walks at Metropol.

On that basis, let's proceed with reduced numbers and we can review as appropriate.

Many thanks

Warm regards
Gönül

Gönül Serbest
Chief Executive Officer | Global Victoria
Level 33, 121 Exhibition St., Melbourne, Victoria 3000
T: Personal Information [@global.vic.gov.au](mailto:Personal Information@global.vic.gov.au)
W: global.vic.gov.au

From: Gonul Serbest (DJPR) <Personal Information [@global.vic.gov.au](mailto:Personal Information@global.vic.gov.au)>
Sent: Sunday, June 21, 2020 1:32:36 PM
To: Mo Nagi <Mo@unifiedsecurity.com.au>; Personal Informa (DJPR); Personal Informa [@ecodev.vic.gov.au](mailto:Personal Informa@ecodev.vic.gov.au)>
Cc: David Millward <david@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>; Nigel Coppick <Nigel@unifiedsecurity.com.au>
Subject: Re: Update: Security Allocation - Hotels

Hi Mo

Thanks so much for sending this through. Will review and revert back ASAP. Thanks again

Chat soon.

Gönül

Gönül Serbest
Chief Executive Officer | Global Victoria
Level 33, 121 Exhibition St., Melbourne, Victoria 3000
T: Personal Information [@global.vic.gov.au](mailto:Personal Information@global.vic.gov.au)
W: global.vic.gov.au

From: Mo Nagi <Mo@unifiedsecurity.com.au>
Sent: Sunday, June 21, 2020 12:47:05 PM
To: Gonul Serbest (DJPR) <Personal Information [@global.vic.gov.au](mailto:Personal Information@global.vic.gov.au)>; Personal Informa (DJPR); Personal Informa [@ecodev.vic.gov.au](mailto:Personal Informa@ecodev.vic.gov.au)>
Cc: David Millward <david@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>; Nigel Coppick <Nigel@unifiedsecurity.com.au>
Subject: Update: Security Allocation - Hotels

Afternoon All

Please find attached revised security hotel allocations currently managed by Unified Security Group.

While reviewing we are able to reduce the amount of security staff by **127 per shift**, which is a **26.68% Reduction**.

Once approved we will be able to implement the changes on Monday 22nd of June 2020.

Hotel	Current	Purposed
Holiday Inn	34	28
Novotel South Wharf	52	35
Pan Pacific	39	28
Metropol	68	52
Promenade	76	51
The Brady Hotel (Red)	39	39
Novotel Collins St	68	50
Marriott	34	22
Grand Chancellor	44	28

Rydges on Swanston	22	16
Total	476	349

Thanks,

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn VIC 3130 Australia

✉ Mo@unifiedsecurity.com.au

📠 0420 333 758

☎ 1300 658 657

📄 1300 658 647



unifiedsecurity.com.au

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1	Hotel Allocations Purposal															
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6	Holiday Inn								Novotel South Wharf							
7	Perviously 34 Security Guards 1 x Operations Manager 1 x Supervisor 2 x Foyer Front Entry 2 x Deliveries / Uber 1 x Lift Lobby 2 x Per Level (16) 2 x Relievers 3 x Fresh air walks Total 28								Perviously 52 Security Guards 1 x Operations Manager 1 x Supervisor 2 x Foyer Front Entry 3 x Deliveries / Uber 1 x lift lobby 1 x Mezzanine (reception) 1 x Per Level (19) 3 x Relievers 4 x Fresh air walks Total 35				Pan Pacific Perviously 39 Security 1 x Operations Manag 1 x Supervisor 2 x Foyer Front Entry 3 x Deliveries / Uber 1 x Per Level (15) 3 x Relievers 3 x Fresh air walks Total 28			
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3	Hotel	Current	Purposed
4			
5	Holiday Inn	34	28
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8	Metropol	68	52
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11	Novotel Collins St	68	50
12	Marriott	34	22
13	Grand Chancellor	44	28
14	Rydges on Swanston	22	16
15			
16	Total	476	349

RE: Security Services CIVOD-19

From: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Fri, 03 Apr 2020 10:11:32 +1100

Hi Nigel – I understand that this is a little late, but our on the ground crew have provided the following list of responsibilities for your staff at designated hotels. Reports that I have received on the work of your team have been great, and I understand that you are already meeting these requirements. However, please reach out to me should you have any issues:

- * Security teams will need to be responsible for the provision of their staff’s personal protection equipment (PPE).
- * No Security officer is to refuse wearing PPE.

On site, security are responsible for:

Before check in:

- * In position on floors where guests are staying.

During check in:

- * Accompanying guests in the lift up to their floor. No more than 4 per lift (including the security officer).
- * Assisting with arriving busses (such as getting luggage off bus if people need help).
- * Being present to manage any on site issues.

Once checked in:

- * Maintaining presence on-floors, lobby and front door.
- * Receiving parcels and logging details.
- * Delivering parcels to rooms (once checked and approved by the DHHS authorised officer).
- * Maintain security: Only allowing authorised persons to enter premise.

Escalation of issues:

- * Guest health related requests or concerns must be communicated to the DHHS Authorised Officer or Nurse on site as soon as possible.
- * Dinner / food complaints to be communicated to the hotel.
- * Any other onsite queries to be communicated to the DJPR Site Manager.

In any emergency – dial 000.

[REDACTED]
Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
T: 03 [REDACTED] | M: [REDACTED]
[REDACTED]@ecodev.vic.gov.au

djpr.vic.gov.au
jobs.vic.gov.au



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Government of Victoria, Victoria, Australia.

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Re: [EXTERNAL] Fwd: Security Services CIVOD-19

From: Mo Nagi <mohammedn@lovisa.com>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Cc: Karl Leitner <karl@unifiedsecurity.com.au>
Date: Fri, 03 Apr 2020 21:29:15 +1100
Attachments: image002.png (530 bytes); image003.png (397 bytes); image004.png (566 bytes); image005.png (617 bytes); image006.png (641 bytes); image007.png (642 bytes); image011.png (67.64 kB); image010.png (18.51 kB); image055725.png (530 bytes); image432306.png (397 bytes); image213056.png (566 bytes); image733367.png (617 bytes); image529483.png (641 bytes); image295961.png (642 bytes); image616488.png (37.68 kB); image196357.png (18.51 kB)

Will implement first thing on the morning

Regards,

MO NAGI
GLOBAL LOSS PREVENTION MANAGER

LOVISA

M +61 481 798 090 W lovisa.com

Live for Accessories. New collections available instore & online now.

https://s3-ap-southeast-2.amazonaws.com/lovisa-kgpl/label_Email_kgpl2019.jpg



On 3 Apr 2020, at 3:24 pm, Nigel Coppick <Nigel@unifiedsecurity.com.au> wrote:

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

Nigel@unifiedsecurity.com.au

0404 490 561

1300 658 657

1300 658 647

<[image529483.png](#)>

<[image295961.png](#)>

<[image616488.png](#)>

<[image196357.png](#)>

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Begin forwarded message:

From: [REDACTED] (DEDJTR)" <[REDACTED]@ecodev.vic.gov.au>

Date: 3 April 2020 at 2:09:05 pm AEDT

To: Nigel Coppick <Nigel@unifiedsecurity.com.au>

Subject: RE: Security Services CIVOD-19

Hello Nigel – I've had one more request to relay through to your team from our ground crew. They ask that no gifts or deliveries for guests be accepted by security staff directly from family or friends. DJPR offers a service through which items can be couriered to guests. Your team is asked to contact the DJPR Site Manager to assist guests with accessing the courier service.

Thanks,

██████████
Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
T: 03 ██████████ | M: ██████████
██████████ ecodev.vic.gov.au

djpr.vic.gov.au

jobs.vic.gov.au



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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Friday, 3 April 2020 10:16 AM
To: ██████████ (DEDJTR) <██████████ecodev.vic.gov.au>
Subject: RE: Security Services CIVOD-19

Hi ██████████

Many thanks for the below information, all these points have been address sine mobilisation. I appreciate The below

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

Nigel@unifiedsecurity.com.au

[0404 490 561](tel:0404490561)

[1300 658 657](tel:1300658657)

[1300 658 647](tel:1300658647)

[<image006.png>](#)[<image007.png>](#)[<image011.png>](#)[<image010.png>](#)

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

From: [REDACTED] (DEDJTR) <[REDACTED]@ecodev.vic.gov.au>
Sent: Friday, 3 April 2020 10:12 AM
To: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Subject: RE: Security Services CIVOD-19

Hi Nigel – I understand that this is a little late, but our on the ground crew have provided the following list of responsibilities for your staff at designated hotels. Reports that I have received on the work of your team have been great, and I understand that you are already meeting these requirements. However, please reach out to me should you have any issues:

- * Security teams will need to be responsible for the provision of their staff's personal protection equipment (PPE).
- * No Security officer is to refuse wearing PPE.

On site, security are responsible for:

Before check in:

- * In position on floors where guests are staying.

During check in:

- * Accompanying guests in the lift up to their floor. No more than 4 per lift (including the security officer).
- * Assisting with arriving busses (such as getting luggage off bus if people need help).
- * Being present to manage any on site issues.

Once checked in:

- * Maintaining presence on-floors, lobby and front door.
- * Receiving parcels and logging details.
- * Delivering parcels to rooms (once checked and approved by the DHHS authorised officer).
- * Maintain security: Only allowing authorised persons to enter premise.

Escalation of issues:

- * Guest health related requests or concerns must be communicated to the DHHS Authorised Officer or Nurse on site as soon as possible.
- * Dinner / food complaints to be communicated to the hotel.
- * Any other onsite queries to be communicated to the DJPR Site Manager.

In any emergency – dial 000.

██████████
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 T: 03 ██████████ | M: ██████████
 ██████████ ecodev.vic.gov.au

djpr.vic.gov.au

jobs.vic.gov.au



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Health and Welfare Policy

From: [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Cc: David Millward <dm@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>
Date: Thu, 09 Apr 2020 20:57:43 +1000

Nigel – A Health and Welfare Policy, including provisions for quarantined travellers, has been endorsed by the Chief Health Officer. Included in the policy are the following health and exercise provisions:

- * If the room has a balcony, ensure the residents can access it for fresh air.
- * Advise residents to open windows/balconies where possible for fresh air and ventilation.
- * If it is possible for residents to go outside to take some exercise for organised/supervised short periods of time, this should be facilitated where possible. Residents should ensure physical distancing is practised during this period. Only well residents from the same room should be able to go out to exercise at the same time.
- * Residents should be provided with resources for exercise routines and yoga/mediation that they can perform safely within their rooms.

In order to support the implementation of this policy, DHHS is requesting that an additional three security staff be rostered for each shift between 8am-8pm. Authorised Officers will work with security on site to put this policy into practice.

Thanks for your cooperation on this.

[REDACTED]
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 T: 03 [REDACTED] | M: [REDACTED]
[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)

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RE: Health and Welfare Policy

From: [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Thu, 09 Apr 2020 21:56:36 +1000

Thanks Nigel. Appreciate it!

[REDACTED]
Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
T: 03 [REDACTED] | M: [REDACTED] [REDACTED]
[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)

djpr.vic.gov.au
jobs.vic.gov.au



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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Thursday, 9 April 2020 9:51 PM
To: [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>
Cc: David Millward <dm@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: Re: Health and Welfare Policy

Hi [REDACTED]

Many thanks, not a problem, we understand the changing Dynamics of what you are achieving, you and the team must be commend on your commitment to this space.

I can assure you after to operational lead of setting up and managing the off-shore centre's in Nauru and manus Island, you are leaving the federal government's response at the time, in your wake!

Well done to you and your dedicated team

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

✉ Nigel@unifiedsecurity.com.au

☎ 0404 490 561
 ☎ 1300 658 657
 📄 1300 658 647



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On 9 Apr 2020, at 9:47 pm, [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au> wrote:

Not a problem Nigel. DHHS will undertake an assessment of guest needs and advise your staff on site.

Sorry for all the emails. A key meeting has just wrapped up and we've been bombarded with actions and requests. I will hopefully be able to leave you alone now.

[REDACTED]
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 T: 03 [REDACTED] | M: [REDACTED]
 [REDACTED]@ecodev.vic.gov.au

djpr.vic.gov.au
jobs.vic.gov.au

<image001.png>

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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Thursday, 9 April 2020 9:44 PM
To: [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>
Cc: David Millward <dm@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: Re: Health and Welfare Policy

Thank you [REDACTED] happy to assist, is there a process that will be provided to us to ensure we are aware?

Sorry I just want to get it right from the start and not apply any embarrassment to you and the Victorian Government?

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn VIC 3130 Australia

Nigel@unifiedsecurity.com.au
0404 490 561
1300 658 657
1300 658 647

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SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

On 9 Apr 2020, at 9:41 pm, [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au> wrote:

Sorry Nigel, but one more notice. DHHS has provided a direction that anyone that it deems as high risk be granted access to food deliveries (Uber Eats, etc) to meet their dietary requirements. DHHS will provide advice on relevant guests and has requested the cooperation of security staff.

[REDACTED]
Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
T: 03 [REDACTED] | M: [REDACTED]
[REDACTED]@ecodev.vic.gov.au

djpr.vic.gov.au
jobs.vic.gov.au

[<image001.png>](#)

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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Thursday, 9 April 2020 9:39 PM
To: [REDACTED] (DJPR) <[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>
Cc: David Millward <dm@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: Re: Health and Welfare Policy

You are most welcome

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn VIC 3130 Australia

Nigel@unifiedsecurity.com.au

[0404 490 561](tel:0404490561)

[1300 658 657](tel:1300658657)

[1300 658 647](tel:1300658647)

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[<image009.png>](#)

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

On 9 Apr 2020, at 9:25 pm, [REDACTED] (DJPR) <[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)> wrote:

Thanks Nigel – Appreciate the quick reply.

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

T: 03 [REDACTED] | M: [REDACTED]
[REDACTED] [ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)

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jobs.vic.gov.au

<image001.png>

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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Thursday, 9 April 2020 9:18 PM
To: [REDACTED] (DJPR) <[\[REDACTED\]@ecodev.vic.gov.au](mailto:[REDACTED]@ecodev.vic.gov.au)>
Cc: David Millward <dm@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: Re: Health and Welfare Policy

Hi [REDACTED]

I have just had a conference call with my operational leads across the space, we will engage the AO and hotel Managers tomorrow to identify locations, to support this measure from the CHO.

I will provide you an update on this tomorrow

Regards

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

--- Nigel@unifiedsecurity.com.au
--- 0404 490 561
--- 1300 658 657
--- 1300 658 647

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SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

On 9 Apr 2020, at 8:57 pm, [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au> wrote:

Nigel – A Health and Welfare Policy, including provisions for quarantined travellers, has been endorsed by the Chief Health Officer. Included in the policy are the following health and exercise provisions:

- * If the room has a balcony, ensure the residents can access it for fresh air.
- * Advise residents to open windows/balconies where possible for fresh air and ventilation.
- * If it is possible for residents to go outside to take some exercise for organised/supervised short periods of time, this should be facilitated where possible. Residents should ensure physical distancing is practised during this period. Only well residents from the same room should be able to go out to exercise at the same time.
- * Residents should be provided with resources for exercise routines and yoga/mediation that they can perform safely within their rooms.

In order to support the implementation of this policy, DHHS is requesting that an additional three security staff be rostered for each shift between 8am-8pm. Authorised Officers will work with security on site to put this policy into practice.

Thanks for your cooperation on this.

[REDACTED]
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 T: 03 [REDACTED] | M: [REDACTED]
 [REDACTED]@ecodev.vic.gov.au

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David Millward

From: Personal Informa (DJPR) Personal Informat@ecodev.vic.gov.au >
Sent: Friday, 17 April 2020 9:33 AM
To: David Millward
Subject: RE: Requirement for Security to add new staff.

Thanks David.

Personal Information

Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
T: Personal Information
Personal Informa@ecodev.vic.gov.au

djpr.vic.gov.au
jobs.vic.gov.au



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From: David Millward <dm@unifiedsecurity.com.au>
Sent: Friday, 17 April 2020 9:32 AM
To: Personal Informa (DJPR) Personal Informat@ecodev.vic.gov.au >
Subject: RE: Requirement for Security to add new staff.

Good morning Personal

As discussed this is not a problem, we will facilitate the request moving forward.

Have a great day, regards.

David Millward

Corporate Head Office
534 Parramatta Road
Ashfield NSW 2131 Australia
✉ dm@unifiedsecurity.com.au
☎ 0416 277 589
☎ 1300 658 657
☎ 1300 658 647
 



From: Personal Information (DJPR) Personal Information <@ecodev.vic.gov.au>
Sent: Friday, 17 April 2020 9:15 AM
To: David Millward <dm@unifiedsecurity.com.au>
Subject: FW: Requirement for Security to add new staff.
Importance: High

Hi David – I was sent through the below email last night regarding food deliveries and outdoor breaks at the Rydges on Swanston.

I understand that delivering food to rooms and exercise breaks were not in the original services brief, but your cooperation on this would be greatly appreciated. Ofcourse, I am happy to approve for additional staff to be rostered on at Rydges to facilitate this with any costs passed on to the State.

Can you confirm whether this presents an issue?

Personal Information

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

T: Personal Information

Personal Information <@ecodev.vic.gov.au>

djpr.vic.gov.au

jobs.vic.gov.au



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From: Personal Information (DJPR) Personal Information <@global.vic.gov.au>
Sent: Thursday, 16 April 2020 9:03 PM
To: REDACTED <@dhhs.vic.gov.au>; Personal Information (DJPR) Personal Information <@global.vic.gov.au>
Cc: Paul Stagg (DJPR) Personal Information <@global.vic.gov.au>; Personal Information (DJPR) Personal Information <@global.vic.gov.au>; Personal Information (DJPR) Personal Information <@global.vic.gov.au>
Subject: RE: Requirement for Security to add new staff.

Hi REDACTED
 Thanks for reaching out and raising the issues below.
 This has been escalated and we'll circle back with a response shortly.

Thanks again,

Personal Information

From: REDACTED <@dhhs.vic.gov.au>
Sent: Thursday, April 16, 2020 8:21 PM
To: Personal Information (DJPR) Personal Information <@global.vic.gov.au>; Personal Information (DJPR) Personal Information <@global.vic.gov.au>
Cc: Paul Stagg (DJPR) Personal Information <@global.vic.gov.au>; Personal Information (DJPR) Personal Information <@global.vic.gov.au>; Personal Information (DJPR) Personal Information <@global.vic.gov.au>
Subject: FW: Requirement for Security to add new staff.

Hi All

Can you please help with the below issue currently requiring extra security at the Rydges on Swanston Hotel.

Thank you

Kind regards,


REDACTED

Project Officer, NDIS Transition Team | Disability and NDIS Branch North Division
Department of Health and Human Services

T REDACTED @dhhs.vic.gov.au

Level 1, 145 Smith Street, Fitzroy, Victoria 3065
w. www.dhhs.vic.gov.au | twitter.com/VicGovDHHS



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North Division
NDIS Transition Team

North Division
NDIS Transition Team

From: REDACTED

Sent: Thursday, 16 April 2020 6:22 PM

To: REDACTED @dhhs.vic.gov.au; REDACTED @dhhs.vic.gov.au;

REDACTED @dhhs.vic.gov.au>

Subject: Room move

Hi All

I had a round table meeting today with the head nurse Sheridan, Security team leaders and General Manager and the Hotel Manager.

Issues raised :

- Delivery of Uber Eats and also and supermarket deliveries. They have insufficient staff and was not part of the contract.
 - Andrew McLean said that he would need to put on 2 extra guards to do food deliveries
 - Due to the sensitive nature of the hotel they need the guards to be briefed and not to have different guards completing this task.
 - Due to the contract, they only have guards outside and one on each floor and rotating for the guards on the floors to receive fresh air.
 - They need at least need 12 hours' notice of putting the 2 new guards in to train in the process and hiring.
 - Can I confirm that his is possible to the GM of EPS protection Services
 - His contact details are Andrew Mclean Chairman and & Principal 0488024212

The company has requested Departmental Authorisation to put this into practice of 2 more guards.

This is the same situation, if and when the security support is required to facilitate fresh air breaks for guest.

The company also said that this was not in their contract and would require to put on additional staff.

Can you please advise as we now have demand for fresh air breaks but not the security guards to fulfil this role.

Thanks

REDACTED

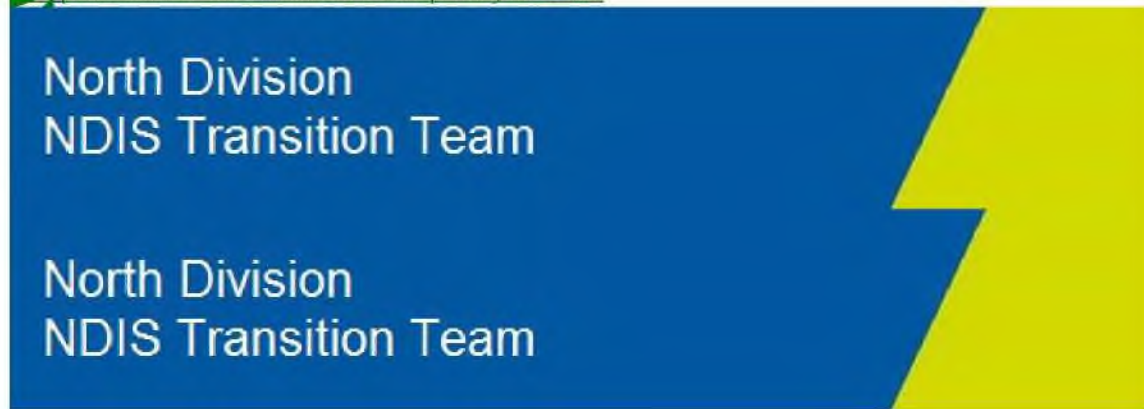
Kind regards,

REDACTED

Project Officer, NDIS Transition Team | Disability and NDIS Branch North Division
Department of Health and Human Services
REDACTED @dhhs.vic.gov.au
Level 1, 145 Smith Street, Fitzroy, Victoria 3065
w. www.dhhs.vic.gov.au | twitter.com/VicGovDHHS



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Exercise and Fresh Air Policy - Implementation Plan

From: [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Sat, 18 Apr 2020 09:52:21 +1000
Attachments: Exercise Area Implementation Plan.docx (48.36 kB)

Hi Nigel – The Department has developed the attached Implementation Plan for the delivery of the exercise and fresh air policy. We hope that it will assist with the consistent application of the policy. It is effective from Monday. Please let me know if any issues arise.

[REDACTED]
Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
T: 03 [REDACTED] | M: [REDACTED]
[REDACTED]@ecodev.vic.gov.au

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Operation Soteria

Compulsory Quarantine
for all Australian Arrivals
from Midnight 28 March 2020
State of Victoria

**EXERCISE AND FRESH AIR
IMPLEMENTATION PLAN**

Version 1: 15 April 2020

Objective

Design and implement a plan that:

- Applies consistency across all hotel sites to help maintain management and a clear chain of command for any escalation issues
- Allows all quarantined travellers access to exercise and fresh air for supervised outdoor recreation breaks (where possible) as recognised in the Covid-19 – DHHS Physical Distancing and Public Health Compliance and Enforcement Plan

COVID-19 – DHHS Physical Distancing and Public Health Compliance and Enforcement Plan

Exercise and fresh air

- If the room has a balcony, ensure the residents can access it for fresh air.
- Advise residents to open windows/balconies where possible for fresh air and ventilation.
- If it is possible for residents to go outside to take some exercise for organised/supervised short periods of time, this should be facilitated where possible. Residents should ensure physical distancing is practised during this period. Only well residents from the same room should be able to go out to exercise at the same time.
- Residents should be provided with resources for exercise routines and yoga/mediation that they can perform safely within their rooms.

Procedure for a detainee / resident to leave their room for exercise or smoking

A person must be compliant and must not have symptoms before they could be allowed to have supervised exercise or a smoking break.

The steps that must be taken by the detainee are:

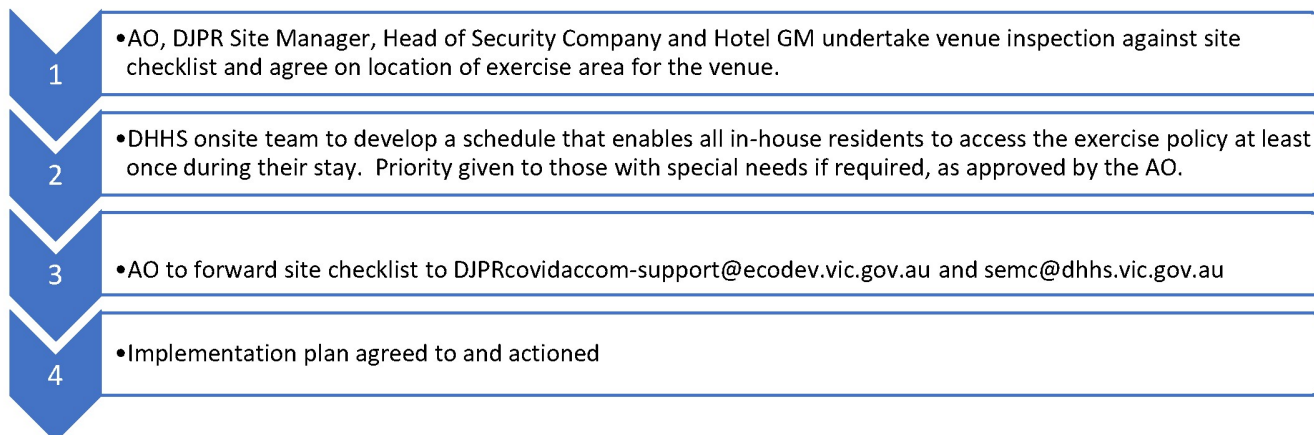
- Confirm they are well;
- Confirm they have washed their hands immediately prior to leaving the room;
- Don a single-use facemask (surgical mask); (supplies to be provided by DHHS)
- Perform hand hygiene with alcohol-based handrub as they leave; (supplies to be provided by DHHS)
- Be reminded to not touch any surfaces internal to the hotel on the way out;

The procedure for the security escort is:

- Don a mask; (supplies to be provided by DHHS)
- Be the person who touches all surfaces if required such as the lift button, handles;
- Maintain a distance (1.5 metres) from the person;
- Ensure no more than 3 people in a lift at any one time (including the security guard)
- Undertake hand hygiene with an alcohol-based handrub or wash hands in soapy water following the return of the person to their room.

There is no requirement to wear gloves and this is not recommended, as many people forget to take them off and then contaminate surfaces. If gloves are worn, remove the gloves immediately after the person is back in their room and then wash your hands.

FIRST STEPS



NUMBER OF TIMES A GUEST CAN ACCESS THIS SERVICE

Where possible, it is the intent that all travelers are able to access the exercise area for a minimum of one opportunity per week.

Additional opportunities are at the discretion of the AO and subject to availability.

Children should have an exercise opportunity at least twice a week with strict oversight by a parent.

Visits above this number will depend on:

- The number of inhouse residents at a site.
- Wellbeing needs
- Mental health state (as monitored by the nurses)
- The ability to maintain a safe and sanitized exercise area during the course of implementing the exercise and fresh air plan.
- General compliance of the quarantined traveler
- Length of stay: i.e. the longer the stay, the higher the priority
- Smoking status i.e. are they a heavy smoker who has not been able to stop smoking/use nicotine patches?

PERSONAL PROTECTION EQUIPMENT –

For travelers:

The use of gloves and surgical masks by people going out to exercise is recommended, particularly as guests will be accompanied in lifts by security teams. Gloves and masks to be disposed of appropriately.

EXERCISE AREA CHECKLIST

To be completed by the Site AO, DJPR Site Manager, Hotel General Manager and Security General Manager. AO to send to completed version to: DJPRcovidaccom-support@ecodev.vic.gov.au and semc@dhhs.vic.gov.au

Hotel Name: _____

The identified and agreed exercise area for this venue is *known as* and *located at*:
(please provide specific detail)

IDENTIFICATION OF THE EXERCISE AREA	Answer	Comments
1. Is the exercise area within the hotel or external to the hotel?		
2. Is it easy to keep the exercising traveler within the identified exercise area?		
3. Are there any hazards within the area? ie, pool / heights / traffic <i>Areas must be safe for children.</i>		
4. Is the area visible by the outside public?		
5. Is the area also accessible by other members of the public (such as other hotel guests)?		
INFECTION CONTROL MEASURES		
1. Will lifts be used?		
2. What type of surfaces are likely to be touched by travelers / staff in undertaking this task?		
3. How will these be sanitised?		
4. How often will these be sanitised? (Daily, weekly etc) <i>To minimize the risk of cross contamination, touched areas must be sanitized between each use</i>		
IF THE AREA IS EXTERNAL TO THE HOTEL, PLEASE EXPLAIN WHY THIS AREA IS ENDORSED		
Endorsed by the: (please print name)		
Authorised Officer:	DJPR Site Manager:	
Hotel General Manager:	Security General Manager:	

SCHEDULE TO ENABLE ACCESS TO EXERCISE AREA

(to be completed by onsite DHHS Team Leader)

Hotel Name:**Date:****Security Escort #1**

Time	Room Number	Number of people	Wellbeing considerations (AO)	Comments from security escort (Security)
08:00 – 08:30				
08:30 – 09:00				
09:00 – 09:30				
09:30 – 10:00				
10:00 – 10:30				
10:30 – 11:00				
11:00 – 11:30				
11:30 – 12:00				
30 MIN BREAK				
12:30 – 13:00				
13:00 – 13:30				
13:30 – 14:00				
14:00 – 14:30				
14:30 – 15:00				
15:00 – 15:30				
15:30 – 16:00				
30 MIN BREAK				
16:30 – 17:00				
17:00 – 17:30				
17:30 – 18:00				

18:00 – 18:30				
18:30 – 19:00				
19:00 – 19:30				
19:30 – 20:00				

SCHEDULE TO ENABLE ACCESS TO EXERCISE AREA

(to be completed by onsite DHHS Team Leader)

Hotel Name:**Date:****Security Escort #2**

Time	Room Number	Number of people	Wellbeing considerations (AO)	Comments from security escort (Security)
08:00 – 08:30				
08:30 – 09:00				
09:00 – 09:30				
09:30 – 10:00				
10:00 – 10:30				
10:30 – 11:00				
11:00 – 11:30				
11:30 – 12:00				
30 MIN BREAK				
12:30 – 13:00				
13:00 – 13:30				
13:30 – 14:00				
14:00 – 14:30				
14:30 – 15:00				
15:00 – 15:30				
15:30 – 16:00				
30 MIN BREAK				
16:30 – 17:00				
17:00 – 17:30				
17:30 – 18:00				

18:00 – 18:30				
18:30 – 19:00				
19:00 – 19:30				
19:30 – 20:00				

SCHEDULE TO ENABLE ACCESS TO EXERCISE AREA

(to be completed by onsite DHHS Team Leader)

Hotel Name:**Date:****Security Escort #3**

Time	Room Number	Number of people	Wellbeing considerations (AO)	Comments from security escort (Security)
08:00 – 08:30				
08:30 – 09:00				
09:00 – 09:30				
09:30 – 10:00				
10:00 – 10:30				
10:30 – 11:00				
11:00 – 11:30				
11:30 – 12:00				
30 MIN BREAK				
12:30 – 13:00				
13:00 – 13:30				
13:30 – 14:00				
14:00 – 14:30				
14:30 – 15:00				
15:00 – 15:30				
15:30 – 16:00				
30 MIN BREAK				
16:30 – 17:00				
17:00 – 17:30				
17:30 – 18:00				

18:00 – 18:30				
18:30 – 19:00				
19:00 – 19:30				
19:30 – 20:00				

RE: Crown Plaza

From: Personal Informa (DJPR) Personal Informa@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Paul Stagg (DJPR) Personal Informati@global.vic.gov.au>
Cc: Mo Nagi <mohammedn@lovisa.com>, Karl Leitner <karl@unifiedsecurity.com.au>
Date: Wed, 29 Apr 2020 11:04:54 +1000

Hi Nigel – We've sought advice on your query below from operations management at DHHS. The advice is that there is no change in policy, and that multiple rooms of guests can not be taken out for exercise breaks at the same time.

Thanks for raising this with us.

Personal Informati

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

T: Personal Information

Personal Informa@ecodev.vic.gov.au

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jobs.vic.gov.au



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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Tuesday, 28 April 2020 8:39 AM
To: Paul Stagg (DJPR) Personal Informati@global.vic.gov.au> Personal Informati (DJPR) Personal Informati@ecodev.vic.gov.au>
Cc: Mo Nagi <Mohammedn@lovisa.com>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: Crown Plaza

Morning All,

We are facing a slight problem at Crown Plaza, we are being asked to take multiple rooms for walks at the same time. We have indicated that due to the required process of quarantine, we will only take a room out at a time to reduce the likelihood of possible cross contagion.

We are continually advised that the previous provider would take multiple rooms at for walks at the same time.

Can you please clarify if process has changed with respect to this process?

Regards

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

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3130

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Fwd: For ACTION: Food Delivery Communications to DJPR Operations Staff

From: [Personal Information] (DJPR) [Personal Information]@global.vic.gov.au
To: Karl Leitner <karl@unifiedsecurity.com.au>, Mo Nagi <mo@unifiedsecurity.com.au>
Cc: vanessa.elvins@artscentremelbourne.com.au, Phil Kelley <phil.kelley@artscentremelbourne.com.au>
Date: Wed, 22 Apr 2020 16:14:42 +1000
Attachments: Food Delivery Policy .docx (26.84 kB)

Hi Karl & Mo
 The Uber eats policy looks to soon be approved.
 Can we have a quick chat tonight about this.

Thanks

[Personal Information]

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From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Wednesday, April 22, 2020 2:56 pm
To: Felicia Cousins (DJPR); Gonul Serbest (DJPR); [Personal Information] (DJPR); Paul Stagg (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR); Allie H Jarvis (DJPR); DJPR COVID Accom-Support (DJPR); Donna Findlay (DJPR); Unni Menon (DJPR); [Personal Information] (DJPR); [Personal Information] (DJPR)
Subject: For ACTION: Food Delivery Communications to DJPR Operations Staff

Hi all

Thank you as always for the huge effort you continue to put in across the board. I am looking forward to backing up Rachaele as she takes some well-earned rest over the coming day and a half.

We have just received approval from DHHS to operationalise food delivery for all guests across all locations. We anticipate once we have approval from DPC/PPO that we will distribute new communications to guests tomorrow.

As many of you have noted, several hotels have already been allowing food delivery with a scattergun approach. Hopefully this agreement will create consistency across hotels and reduce the number of complaints we are receiving in relation to the food.

I have attached the approved policy– noting this is for internal socialisation only. I will forward the approved communications once they are available.

As flagged earlier in the week:

- * Gönül - could you please notify all DJPR site managers and ask them to notify all necessary contractors and hotel staff of the change?
- * Flic – could you please communicate changes to the call centre?
- * Simon – for input into report as discussed.

I will raise again at the 5pm debrief, happy to answer further queries then.

Thanks again

Kait

Kait McCann

Deputy Agency Support Lead – Operation Soteria

Department of Jobs, Precincts and Regions
 Level 5, 1 Spring Street, Melbourne, Victoria Australia 3000
 M: [Personal Information]@ecodev.vic.gov.au

djpr.vic.gov.au



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Food Delivery Policy

Background

- **DJPR is supportive of allowing all quarantined passengers to order food delivery** and has developed this policy paper to be socialised with DHHS with a view to operationalising a process as soon as possible.
- DJPR teams on the ground believe that the **pre-existing process for parcel delivery can be adapted to include food delivery** on the following conditions:
 - security/Dnata contractor resources are sufficient (DJPR on-the-ground teams have advised – large demand changes notwithstanding – that current staffing is sufficient)
 - delivery conditions are communicated to guests
 - DHHS provides any additional resources for DHHS-required health and safety beyond what is already in place for parcel delivery.

Policy Proposal

- Quarantined travellers **will be allowed to order from any food delivery service** that acquits the process requirements – i.e. includes room and quarantined individual information and can be delivered to the hotel.
- The process will **adapt the parcel delivery service by removing the necessity for the quarantined passenger to call the call-centre and instead allowing them to order direct with the food delivery provider** – ensuring however that they include all necessary information to identify their order. Processes will be tailored to each hotel, broadly they are:
 1. Quarantined travellers order their food with a food delivery provider (incl. name, room number, and hotel name and address) within the hours of 12-3pm for lunch and 6-9pm for dinner.
 2. Delivery service arrives and gives food to security.
 3. Security/Dnata contractor will log the delivery and deliver to room.
- All food is **purchased at the expense of the quarantined passenger** – notwithstanding any exemption agreements already in place for allergies etc. Hotels will continue to provide 3 meals per day per quarantined passenger.
- This policy does not include/allow food prepared in non-commercial kitchens – i.e. Home kitchens – or alcohol, noting however that DHHS is able to provide exemptions for home cooking where they deem necessary.
- All food is ordered at the liability of the quarantined passenger and the Victorian Government takes no responsibility at any point.

Guest Check-Out Process

From: PPO [REDACTED] (DJPR) <[Personal Information]@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>
Cc: David Clements (DJPR) <[Personal Information]@ecodev.vic.gov.au>
Date: Fri, 10 Apr 2020 10:35:42 +1000

Hi Nigel and Karl – Check-outs will be starting on Sunday 12 April at Crown Promenade and Metropol, and be rolling out across all hotels thereafter.

The proposed process for this is (security provider role highlighted):

- o * Departing guest list sent from DHHS to DJPR, hotel, security, and Dnata 5 days prior for operational planning (for Sunday this is three days prior)
 - o * GSS call centre to make outbound calls to all guests to capture required info
 - o * Departure fact sheet put under the door of guests room at least [3] days prior so they understand the process and can get ready for departure, including flights
 - o * Hotels issue final guest bills with the dinner service 2 nights prior to departure to allow payment to be completed
 - o * The list will be formulated the day prior according priority who will leave in what order. First interstate connections then floor by floor – numbers of people to be released at one time will depend on no of lifts in the hotel
 - o * The day prior, Authorised Officers will serve guests with their formal end of detention notice which will be stamped and finalised when they leave the hotel
 - o * Departure from room
 - o * The security guards will knock on the door of the people who will leave in lots (depending on lifts) according to time allocation and have 10-15 minutes to exit their room to the lift and down the lift
 - o * Security to assist with the carrying of extra guest luggage from guest rooms downstairs and into transport
 - o * Dnata staff available to assist with luggage in the hotel foyer and the provision of any stored guest packages that were not taken to guest rooms during the quarantine period
- * In reception/foyer the AO office will sign off the compliance letter and tick off the client from a master sheet they have
 - * DHHS staff will lead clients into the taxi area and onboard clients into taxi with the driver
 - * Hotel reception staff on duty for the full guest departure process to manage any hotel related queries
 - * Client leaves
 - * DJPR accountable to provide supervision and onsite management coordination on check out day
 - * DJPR & hotel staff to do final check that correct number of guests have checked out each day
 - o * DJPR to count and match that the number of guests getting into vehicles to leave hotel matches number from each relevant flight that checked in
 - o * Hotel staff to do physical check that relevant rooms are empty

Can you please confirm that you are comfortable with this process.

PPO [REDACTED]

Principal Policy Officer | Inclusion, Employment

Department of Jobs, Precincts and Regions

Personal Information [REDACTED]

T: [Personal Information] [REDACTED]

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

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Fwd: Promenade COVID19

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>
Date: Sat, 23 May 2020 18:06:51 +1000

Hi Karl / Nigel

See below incident which occurred this afternoon at promenade.

As a result we have had both guards tested by onsite nurse team.

As [REDACTED] father recently had heart surgery we have agreed to place [REDACTED] in a room at promenade until his test result is return.

In relation to [REDACTED] we will have him isolated in another hotel until results are returned.

Thanks

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office
 Unit 6/109 Whitehorse Road
 Blackburn

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✉ Mo@unifiedsecurity.com.au

☎ 1300 658 657

📄 1300 658 647



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From: [REDACTED]
Sent: Saturday, May 23, 2020 6:01 pm
To: Mo Nagi
Subject: Sec covid events.

- Denata and security were working together through the egress sheet provided by DHHS.
- As always calls were being made to guests seeing if they would like to depart earlier.
- 1583 (containing one covid-19 positive patient) was called by denata to see if they wanted to leave earlier which they agreed to.
- Unknowing to security and denata of the positive result as it WAS NOT indicated on the egress sheet a guard was sent to collect 1583 from the room.
- [REDACTED] went up to get the guests at 1700 unknowing of the positive result, handled their bags and escorted down into the lobby of promenade hotel, then placing their bags into a taxi.
- When the positive guests were signing their paper work it was only then the Authorised Officer realised that the guests are positive and instructed myself [REDACTED] to take them back to their room.
- [REDACTED] took both guest back to 1583 and proceeded to call my Managers and head of departments to inform them of the preceding incidents.

- Information regarding room 1583 positive result was NOT indicated to security or adequately marked on egress sheet.

Holiday Inn Security

From: Vuna Tu'ikolovatu <vuna@unifiedsecurity.com.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>, Mo Nagi <mo@unifiedsecurity.com.au>
Date: Thu, 23 Apr 2020 10:58:42 +1000

Hi,

A quick report on the Holiday INN operation quarantine;

Date: 20 – 23/04/20

Beside getting towed everything is in order.

The team did a fantastic job on Monday morning with unloading 8 buses, assisting the elderly with the translating and helping them understand the condition of their 14 days isolation, guards were very willing to help with bags handling, escorts etc.

However, after the meeting this morning I was being questioned to what level of assistance we can provide to DHHS, AO and the Hotel management; the following are request for security-

- * assist the nurse with the elderly and disable guests when need to be lift, move or relocate.
- * Collecting and changing of the yellow bins,
- * The staffs are not allowed inside any of the guest room, for that reason they're asking if security could provide that service of plunging block toilets, TV, AC and unlocking safe and internal doors etc,

With regards to the hotel manager's request, I told them security I'm happy to go into the guest room and check on minor house keeping issues but we cannot change beds cover or any of that stuffs, we're happy to put away the guest rubbish if they leave it outside the doors providing if the hotel supply a waste bin and the DHHS and nurses to supply medical gown and safety glasses but I cannot act on it until I get the green light from my Head Office.

DHHS and the nurses are happy to provide the PPE.

Another question was asked who is responsible with evacuation and assisting of the elderly and disable guests if we have a fire alarms. And how we can ensure that no one will run away.

I gave them my answered " it's the hotel manager or his appointed fire warden" Security are happy to assist regardless if anyone has tested positive to the covid-19 no one will be left behind. In regards to if anyone will run away it's a separate issue from making sure everyone is out and safe if there's a fire.

Will let the deal with any guest breaching their quarantine condition

We're starting to have some issues with the guest with many of our elderly guests who are feeling stress and anxiety due to being lock up. Many of them live outdoor most of their lives and this 14 days lock up was not what they think it would be like.

We're working with the AO and nurses to make sure everyone get their 15 minute walk but were are getting late escort requests.

I've told the AO and nurses this morning I will check with my superior if we can change our starting time for the Escort team to have them move to 10:00AM – 22:00PM. The reason for this proposal is that we can't start their walk until the kitchen staffs have finished delivering the breakfast and the smokers have requested to take their 15 minutes after dinner between 19:00pm – 21:00pm to have a cigarette before bed time.

That is from our crew at Holiday Inn, we have enough stock I have provided them with medical gloves and extra mask.

Kind Regards,

Vuna Tu'ikolovatu
Supervisor

Corporate Head Office

534 Parramatta Road

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NSW

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☎ 1300 658 647



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RE: Rydges Hotel

From: [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Paul Stagg (DJPR) [Personal Information]@global.vic.gov.au>
Cc: Mo Nagi <mo@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>
Date: Thu, 30 Apr 2020 14:48:52 +1000

I'll follow this up for you Nigel.

[Personal Information]

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

T: [Personal Information]

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

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jobs.vic.gov.au



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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Thursday, 30 April 2020 2:48 PM
To: [Personal Information] (DJPR) [Personal Information]@ecodev.vic.gov.au>; Paul Stagg (DJPR) [Personal Information]@global.vic.gov.au>
Cc: Mo Nagi <Mo@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: RE: Rydges Hotel

Hi Paul and [Personal Information]

Apologies I meant to send the below to both of you not [Personal Information] twice.....

Regards

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

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✉ Nigel@unifiedsecurity.com.au

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☎ 1300 658 657



1300 658 647



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From: Nigel Coppick
Sent: Thursday, 30 April 2020 2:22 PM
To: Personal Informa (DJPR) Personal Informati@ecodev.vic.gov.au>; Personal Informa (DJPR) Personal Informati@ecodev.vic.gov.au>
Cc: Mo Nagi <Mo@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: Rydges Hotel

Hi Person

I hope you are both well? I am aware that a positive test for COVID19 was identified last night from Pan Pacific Hotel. I am also lead to believe that the case was relocated to the Rydges Hotel in Swanston Street. I was wondering if there is any process overlay that is available in relation to these requirements, that can be shared with our organisation to ensure we are following this process?

Also whilst in all cases of movement to the Rydges Hotel within the confines of hotels we are involved in, our teams keep me updated, I am wondering how information will be communicated to me with respect to potential positive cases at other Hotels not supported by Unified? At this stage I have a skeleton crew working across Rydges and I want to ensure that we ramp as required?

Any thoughts

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RE: Easter bunny deliveries

From: [Personal Information] (DJPR) <[Personal Info]@ecodev.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Fri, 10 Apr 2020 19:18:36 +1000

Be sure to give the Easter Bunny clear access Nigel!

PPO

Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions

[Personal Information]

T: [Personal Information]

[Personal Info]@ecodev.vic.gov.au

djpr.vic.gov.au

jobs.vic.gov.au



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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Friday, 10 April 2020 7:13 PM
To: [PPO] (DJPR) <[Personal Information]@ecodev.vic.gov.au>; Gonul Serbest (DJPR) <[Personal Information]@global.vic.gov.au>
Cc: David Millward <dm@unifiedsecurity.com.au>
Subject: Easter bunny deliveries

Hi [PPO] Gonul,

A feel good image 📷 Well done to you all and your amazing teams....

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

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✉ Nigel@unifiedsecurity.com.au

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Toy order

From: [Personal Information] (DJPR) [Personal Information]@global.vic.gov.au>
To: Karl Leitner <karl@unifiedsecurity.com.au>
Cc: Felicia Cousins (DJPR) [Personal Information]@ecodev.vic.gov.au>
Date: Sat, 11 Apr 2020 15:18:54 +1000

Hi Karl/Mo and team,

Thank you for your help to procure toy items to meet immediate needs. I am still working out where these all need to go, but in the interests of time, if someone can please head to:

Toyworld at Docklands

Speak to Maureen and tell her that Felicia from Vic Gov has been speaking with Darren regarding toys for quarantined children. There is an account set up for the Victorian Government – and the operation codeword is SOTERIA.

For today, our requirements are for Unified to make a selection of toys for children currently in our care. Grateful if you can please make selection of age appropriate toys that meet the following age ranges and quantities:

Babies aged 0-3	30 children (ie soft toys, squeaky books, etc)
Aged 3 - 6	30 children (ie books, simple toys, stacking blocks etc)
Aged 6- 10	50 children (ie, colouring in books, puzzles, duplo, uno cards etc)
Aged 10-17	50 children (lego, puzzles etc)

In addition, please buy 200 of decks of playing cards
And 100 jigsaw puzzles – for older kids/adults

Maureen may be able to help you with picking a great selection of popular items.

Regarding spend, grateful if you can keep the value of an individual item to under \$50.

Any issues, please ring Felicia Cousins on [Personal Information]

Thanks team!

Kind regards,

[Personal Information]



WORKPLACE INSPECTION CHECKLIST, USG-SEC2-HSE-WI-01-0719

Client Name: Operation Sorteria
 Location / Site: Metropol
 Department Rep: Tim Sullivan, Gonul Serbest
 Unified Rep: Nigel Coppick Karl Lietner Inspection Date: 28th March 2020

(1) If No provide comments (2) If immediate action taken provide comments (3) If Work Order requested provide Work Order number		
Item/Description	Yes/No	Comments
1. Overview		
(a) Floors Exits		
3 Officers per floor		2 exit points per floor Goods lift is secure walls within hotel do not support line of sight between officers
(b) First Aid		
Operations Manager to hold First Aid Kit	Yes	Nursing team in support any requirement for First Aid
(hc Amenities)		
Toilet	Yes	Toilet area available to Staff in Green Zone
Break out area	Yes	Will be made available in front entry area
(d) Yard Area & Carparks		
Carparking Available	Yes	Crown rear carpark available for staff
2. PERSONAL PROTECTIVE EQUIPMENT		
(a) Safety Vests/High Visibility Clothing		
Vest to be worn in foyer area of Reception	Yes	Security Officers on Levels are not required to wear vests. Vest are to be individually issued and not to be shared
(b) PPE		
Masks	Yes	Masked to be provided to all personnel spare to always be carried
Gloves	Yes	Gloves to be provided to all personnel spare to always be carried
Eye wear	Yes	Protective eye wear to be issued and replaced as requested
(c) Emergency Evacuation		
Undetermined	No	Advised to follow
3. JOB OBSERVATION		
(a) Manual Handling		
Officers to utilise correct lifting techniques	Yes	Managers to ensure correct process is utilise on entry and egress of arrivals and departures



WORKPLACE INSPECTION CHECKLIST, USG-SEC2-HSE-WI-01-0719

(1) If No provide comments		
(2) If immediate action taken provide comments		
(3) If Work Order requested provide Work Order number		
Item/Description	Yes/No	Comments
(b) Lift Area		
Officers to provide access to lifts	Yes	Officers are not to ride in lift at any time with guests
(c) Induction		
Crown Induction	Yes	All personnel are required to be inducted by Crown prior to commencement
4. Personnel Requirements		



WORKPLACE INSPECTION CHECKLIST, USG-SEC2-HSE-WI-01-0719

Client Name: Operation Sorteria

Location / Site: Crown Plaza

Department Rep: Gonul Serbest Personal Information

Unified Rep: Nigel Coppick Karl Lietner Mo Nagi Inspection Date: 12th April 2020

(1) If No provide comments (2) If immediate action taken provide comments (3) If Work Order requested provide Work Order number		
Item/Description	Yes/No	Comments
1. Overview		
(a) Floors Exits		
4 Officers per floor		2 exit points per floor Goods lift is secure
(b) First Aid		
Operations Manager to hold First Aid Kit	Yes	Nursing team in support any requirement for First Aid
(c) Amenities		
Toilet	Yes	Toilet area available to Staff in Green Zone
Break out area	Yes	Will be made available in front entry area
(d) Yard Area & Carparks		
Carparking Available	No	No Car parking Available parking at the cost of personnel
2. PERSONAL PROTECTIVE EQUIPMENT		
(a) Safety Vests/High Visibility Clothing		
Vest to be worn in foyer area of Reception	Yes	Security Officers on Levels are not required to wear vests. Vest are to be individually issued and not to be shared
(b) PPE		
Masks	Yes	Masked to be provided to all personnel spare to always be carried
Gloves	Yes	Gloves to be provided to all personnel spare to always be carried
Eye wear	Yes	Protective eye wear to be issued and replaced as requested
(c) Emergency Evacuation		
Undetermined	No	Advised to follow
3. JOB OBSERVATION		
(a) Manual Handling		
Officers to utilise correct lifting techniques	Yes	Managers to ensure correct process is utilise on entry and egress of arrivals and departures

USG-SEC2-HSE-WI-01-0719	Filing Location: Administration Files	Min Retention Period: Period of Contract + 10 Years	Destruction: Shred	1 of 2
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**WORKPLACE INSPECTION
CHECKLIST, USG-SEC2-HSE-WI-01-0719**

(1) If No provide comments		
(2) If immediate action taken provide comments		
(3) If Work Order requested provide Work Order number		
Item/Description	Yes/No	Comments
(b) Lift Area		
Officers to provide access to lifts	Yes	Officers are not to ride in lift at any time with guests
(c) Induction		
Nil	No	No Requirement for induction at Hotel
4. Personnel Requirements		
Refer to service spreadsheet	Yes	Completed



WORKPLACE INSPECTION CHECKLIST, USG-SEC2-HSE-WI-01-0719

Client Name: Operation Sorteria

Location /

Site: Novotel Collins

Area / Department: Gonual Serbest Personal Information

Inspected By: Nigel Coppick Karl Lietner Mo Nagi

Inspection Date: 9TH April 2020

- (1) If No provide comments
 (2) If immediate action taken provide comments
 (3) If Work Order requested provide Work Order number

Item/Description	Yes/No	Comments
1. HOUSEKEEPING		
(a) Floors Exits		
5 Officers per Floor		5 exit points per Floor Goods lift is secure
(b) First Aid		
Operations Manager to Hold First Aid Kit	Yes	Nursing team support any requirement for first Aid
(c) Amenities		
Toilet	Yes	Toilets are available to Staff in Green Zone
Break out area	Yes	Will be made available of Reception Floor area
(d) Yard Area & Carparks		
Carpark	Yes	Not available to personnel
2. PERSONAL PROTECTIVE EQUIPMENT		
(a) Safety Vests/High Visibility Clothing		
Vest to be worn in the foyer and entry area	Yes	Security Officers on levels are not required to wear vests, Vest are to be individually issued and not to be shared
(b) Safety Footwear		
Masks	Yes	Masked to be provided to all personnel spare to always be carried
Gloves	Yes	Gloves to be provided to all personnel spare to always be carried
Eye Wear	Yes	Protective eye wear to be issued and replaced as requested
(c) Emergency Evacuation		
Undetermined	No	Advise to follow
5. JOB OBSERVATION		
(a) Manual Handling		
Officers to utilise correct lifting techniques	Yes	Managers to ensure correct process is utilised on entry and egress of arrivals and Departures

USG-SEC2-HSE-WI-01-0719	Filing Location: Administration Files	Min Retention Period: Period of Contract + 10 Years	Destruction: Shred	1 of 2
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**WORKPLACE INSPECTION
CHECKLIST, USG-SEC2-HSE-WI-01-0719**

(1) If No provide comments (2) If immediate action taken provide comments (3) If Work Order requested provide Work Order number		
Item/Description	Yes/No	Comments
(b) Lift Area		
Officers to provide access to lifts	Yes	Officers are not to ride in lifts at any time with guests
(c) Induction		
Nil	No	No Requirement for induction at Hotel
4. Personnel Requirement		
Refer to service Spreadsheet		

OPERATION SOTERIA

PPE Advice for Hotel-Based Security Staff & AOs in Contact with Quarantined Clients

Approved

Date: 5 May 2020 By: M Bamert (Dir EM)

Recommended PPE

Recommended PPE use according to type of activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby (accepting deliveries and checking/greeting people) Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Not applicable
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way in/up
	<ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s. Perform hand hygiene before and after every client contact	No direct client contacts e.g. walking room hallways or stationed in room corridors	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE / Not applicable
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: <ul style="list-style-type: none"> Able to maintain physical distance of at least 1.5 metres 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> No PPE
	Any doorway visit: <ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene

PPE Advice for Hotel Based Security Staff & AOs in Contact with Quarantined Clients

Setting	Activity	Security Staff	Client PPE required
Accompanying clients for fresh air/exercise breaks from room to outside Perform hand hygiene before and after every client contact	<ul style="list-style-type: none"> Able to maintain 1.5 metres physical distance 	<ul style="list-style-type: none"> No PPE Hand hygiene 	<ul style="list-style-type: none"> Client to wear surgical face mask if tolerated Hand hygiene
	<ul style="list-style-type: none"> 1.5 metre physical distance is not feasible 	<ul style="list-style-type: none"> Surgical mask Hand hygiene 	<ul style="list-style-type: none"> Advised not to touch anything on the way out/down

Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Gloves are NOT a substitute for hand hygiene and hands should be washed with soap and water if they are visibly soiled, otherwise hand sanitiser can be used continuously.

Gloves are NOT recommended for any security staff or AO staff member at any time.

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times. You must also perform hand hygiene each time you use a tissue or cough or sneeze into your elbow.

ALWAYS AVOID TOUCHING YOUR FACE.

Hand sanitiser is NEVER applied to gloved hands.

Mask usage

PROCEDURE FOR PUTTING ON MASK

1. Perform hand hygiene using the hand sanitizer
2. Put on the mask handling the side tapes only
 - a. If your mask has the ear loops, place them over both ears together
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (mold metal clip over bridge of nose) and ensure it sits snugly under the chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the hand sanitizer
2. Do not touch the front of the mask
3. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin
4. If your mask has the ear loops, remove the loops and place into bin
5. Perform hand hygiene using the hand sanitizer

Note: Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask (if wearing one), or your face.



COVID-19 Mandatory quarantine

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals

Version 2.1

Recommended PPE use According to Type of Activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	When accompanying clients for fresh air/exercise breaks from room to outside and able to maintain 1.5 metres 1.5 metre physical distance is not feasible	No PPE Hand hygiene Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way out/down
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene
	1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Advised not to touch anything on the way in/up
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s.	No direct client contact e.g. walking room hallways or stationed in room corridors	No PPE Hand hygiene	No PPE
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	Any doorway visit: 1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene

Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Hands should be washed with soap and water if they are visibly soiled, otherwise alcohol-based hand rub can be used continuously.

Hand hygiene should be frequently performed, including

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Clients

- Before and after contact with client
- After touching a client's items or surroundings
- Before putting on and after taking off personal protective equipment (e.g. surgical mask).
- Before and after eating
- After going to the toilet

Gloves are NOT a substitute for hand hygiene and gloves are NOT recommended for **any security staff or AO staff member at any time**

Alcohol-based hand rub is NEVER applied to gloved hands.

(Separate advice is available for those involved with care of clients or cleaning practices)

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times and perform hand hygiene each time you use a tissue or cough or sneeze into your inner elbow. Discard use tissues immediately.

ALWAYS AVOID TOUCHING YOUR FACE

Correct use of PPE (Mask only)

PROCEDURE FOR PUTTING ON A MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Put on the mask handling the side tapes only
 - a. If your mask has ear loops, place them over both ears at the same time.
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (moulding the metal clip over bridge your nose) and ensure the masks sits snugly under your chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Do not touch the front of the mask
3. If your mask has ear loops, remove the loops and place straight into yellow bin.
4. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin.
5. Perform hand hygiene using the alcohol-based hand rub

NOTES

- Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask if wearing one or your face
- Single-use masks should not be reused, but discarded appropriately immediately after use
- Masks must not be pulled down or removed to consume food or drink. Masks should be removed using above procedure and replaced with a fresh mask.
- Masks will be less effective if they become damp or damaged

OPERATION SOTERIA

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Individuals

Approved

Date: 08 Jun 20 By: REDACTED DEP CMDR HLTH

Version 2.2

Recommended PPE use According to Type of Activity

Setting	Activity	Security Staff	Client PPE required
Hotel Lobby Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	When accompanying clients for fresh air/exercise breaks from room to outside and able to maintain 1.5 metres 1.5 metre physical distance is not feasible	No PPE Hand hygiene Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene Advised not to touch anything on the way out/down
Hotel Lobby When new guests are arriving for the commencement of their quarantine Perform hand hygiene before and after every client contact	Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene
	1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Advised not to touch anything on the way in/up
Hotel quarantine floor Not entering the client/s room or having direct contact with client/s.	No direct client contact e.g. walking room hallways or stationed in room corridors	No PPE Hand hygiene	No PPE
Doorway indirect contact by security Perform hand hygiene before and after every client contact	Any doorway visit: Able to maintain physical distance of at least 1.5 metres	No PPE Hand hygiene	No PPE
	Any doorway visit: 1.5 metre physical distance is not feasible	Surgical mask Hand hygiene	Client to wear surgical face mask if tolerated Hand hygiene

Hand Hygiene

Effective hand hygiene is the single most important strategy in preventing infection.

Hands should be washed with soap and water if they are visibly soiled, otherwise alcohol-based hand rub can be used continuously.

PPE Advice for Hotel Security Staff and AO's in Contact with Quarantined Clients

Hand hygiene should be frequently performed, including

- Before and after contact with client
- After touching a client's items or surroundings
- Before putting on and after taking off personal protective equipment (e.g. surgical mask).
- Before and after eating
- After going to the toilet

Gloves are NOT a substitute for hand hygiene and gloves are NOT recommended for **any security staff or AO staff member at any time**

Alcohol-based hand rub is NEVER applied to gloved hands.

(Separate advice is available for those involved with care of clients or cleaning practices)

Respiratory hygiene and cough etiquette must be applied as a standard infection control precaution at all times and perform hand hygiene each time you use a tissue or cough or sneeze into your inner elbow. Discard use tissues immediately.

ALWAYS AVOID TOUCHING YOUR FACE

Correct use of PPE (Mask only)

PROCEDURE FOR PUTTING ON A MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Put on the mask handling the side tapes only
 - a. If your mask has ear loops, place them over both ears at the same time.
 - b. If your mask has to be tied, tie the bottom first and then the top tie to secure on your face
 - c. Ensure the mask is secured across the bridge of your nose (moulding the metal clip over bridge your nose) and ensure the masks sits snugly under your chin
3. Perform hand hygiene
4. After mask is in place never touch the front of your mask

PROCEDURE FOR TAKING OFF MASK

1. Perform hand hygiene using the alcohol-based hand rub
2. Do not touch the front of the mask
3. If your mask has ear loops, remove the loops and place straight into yellow bin.
4. Undo the bottom tie of your mask and then the top tie, handling the mask only by the top ties, drop mask straight into the yellow bin.
5. Perform hand hygiene using the alcohol-based hand rub

NOTES

- Hand hygiene should be performed when you feel that you may have contaminated your hands from touching the mask if wearing one or your face
- Single-use masks should not be reused, but discarded appropriately immediately after use
- Masks must not be pulled down or removed to consume food or drink. Masks should be removed using above procedure and replaced with a fresh mask.
- Masks will be less effective if they become damp or damaged

FW: Training Wednesday

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Karl Leitner <karl@unifiedsecurity.com.au>, Nigel Coppick <nigel@unifiedsecurity.com.au>, Sam Aggarwal <sam@sterlingservicesgroup.com.au>, Harry Singh <harry@sterlingservicesgroup.com.au>
Date: Mon, 29 Jun 2020 14:35:57 +1000
Attachments: COVID_19 QR codes pages.pdf (815.47 kB)

Hi All,

See below and attached in regards to a training session which will be provided to all staff over the coming weeks.

Metropol will kick off this Wednesday

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office
 Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



unifiedsecurity.com.au

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

From: Bruce - Health Education Collaborative <bruce@healthec.com.au>
Sent: Monday, 29 June 2020 2:31 PM
To: Mo Nagi <Mo@unifiedsecurity.com.au>
Cc: REDACTED @dhhs.vic.gov.au; REDACTED @dhhs.vic.gov.au;
 REDACTED @dhhs.vic.gov.au; REDACTED @dhhs.vic.gov.au
Subject: Training Wednesday

Hi Mo

Follow up from our phone conversation
 Thanks organising this.

Below is the plan that we used at Park Royal, just requires a little organisation of the guards to be ready to go at each session.

I'll bring data projector etc, so just need room set up

Could you also make sure that there is a sign in sheet for each guard to sign in on arrival

Date for training Wednesday 1st July
 Start time 1600. end of sessions 2000,

I'll be onsite at 1500 to set up and should be packed up by 2030 all things going well.

Session 1 @ 1600 – Relievers x 12
 Session 2 @ 1700 – Supervisor & escort guards x 10
 Session 3 @ 1800 – Floor guards x 12
 Session 4 @ 1900 – Nightshift x 10

Also I have attached a code reader which has multiple languages if you could print this out so your guards can download if they want the COVID information in community languages. Instructions are on the attached document.

Many thanks in advance looking forward to meeting Wednesday

Regards

Bruce Greaves
CEO
M.+61 0444 547 036
E. bruce@healthec.com.au



RE: DHHS Operation Changes

From: Rosswyn Menezes <rosswyn_menezes@evt.com>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Cc: Mo Nagi <mo@unifiedsecurity.com.au>
Date: Fri, 19 Jun 2020 10:09:59 +1000

Thanks mate.

From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Friday, 19 June 2020 10:00 AM
To: Rosswyn Menezes <Rosswyn_Menezes@evt.com>
Cc: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Re: DHHS Operation Changes

Hi Ross,

We are currently working through this process with DJPR and DHHS, I will keep you updated

Kind Regards,

Nigel Coppick
National Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

✉ Nigel@unifiedsecurity.com.au

📠 0404 490 561

📞 1300 658 657

📠 1300 658 647



unifiedsecurity.com.au

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On 18 Jun 2020, at 5:21 pm, Rosswyn Menezes <Rosswyn_Menezes@evt.com> wrote:

Guys,
As part of the new changes, could you pls get the guys temperatures taken each day when they start their shift.
Thanks.
Ross

Get [Outlook for Android](#)

From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Thursday, June 18, 2020 3:57:02 PM
To: Rosswyn Menezes <Rosswyn_Menezes@evt.com>
Cc: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Re: DHHS Operation Changes

Thanks for the update 😊

Kind Regards,

Nigel Coppick
National Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

Nigel@unifiedsecurity.com.au
0404 490 561
1300 658 657
1300 658 647

<[image213265.png](#)>

<[image405719.png](#)>

<[image035241.png](#)>

<[image814827.png](#)>

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

On 18 Jun 2020, at 3:06 pm, Rosswyn Menezes <Rosswyn_Menezes@evt.com> wrote:

Gents,

A few things that I took down from the DHHS walk we had earlier today.

Attached some changes, will let you know anything else comes my way.
Team at the hotel are aware of the bathroom changes

Cheers.

Best regards,

Rosswyn Menezes | General Manager | Rydges on Swanston Melbourne
701 Swanston Street, Carlton, VIC, 3053

Hotel: +61 3 9347 7811 | **Mobile:** +61 411 473 591

Email: rosswyn_menezes@evt.com | **Web:** www.rydges.com/swanston | www.skylineevents.com.au
<image001.png>

<DHHS OPERATION CHANGES.docx>

RE: Mandatory Temperature testing

From: Personal Information (DJPR) Personal Information @agriculture.vic.gov.au
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Cc: Mo Nagi <mo@unifiedsecurity.com.au>
Date: Fri, 19 Jun 2020 10:00:02 +1000

Thanks Nigel,

I have just forwarded your email to Personal Inform and support to have this implemented.

Cheers,

Personal Information

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services
Operational Safety Advisor – Hotel Soteria Project
Department of Jobs Precincts and Regions
475 Mickleham Road, Victoria Australia, 3000
Personal Information @agriculture.vic.gov.au

djpr.vic.gov.au



[LinkedIn](#) | [Youtube](#) | [Twitter](#)



We acknowledge the traditional Aboriginal owners of country throughout Victoria and pay our respect to them, their culture and their Elders past, present and future.

From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Friday, 19 June 2020 9:58 AM
To: Personal Information (DJPR) Personal Information @agriculture.vic.gov.au
Cc: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Re: Mandatory Temperature testing

Thanks Personal Inform

We are more than happy for engagement and further advice in relation to this process.

Regards

Kind Regards,

Nigel Coppick
National Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

✉ Nigel@unifiedsecurity.com.au

☎ 0404 490 561

☎ 1300 658 657

☎ 1300 658 647



SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

On 19 Jun 2020, at 9:55 am, [Personal Information] (DJPR) [Personal Information] @agriculture.vic.gov.au wrote:

Hi Nigel,

I have just sent an email to [Personal Inform] and tried to call her.

I will send this email on to [Personal Inform] and will let you know when I hear anything further.

Kind regards,

[Personal Information]

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services
Operational Safety Advisor – Hotel Soteria Project
Department of Jobs Precincts and Regions
475 Mickleham Road, Victoria Australia, 3000

[Personal Information] @agriculture.vic.gov.au

djpr.vic.gov.au
<image001.png>

From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Friday, 19 June 2020 9:52 AM
To: [Personal Information] (DJPR) [Personal Information] @agriculture.vic.gov.au
Cc: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Mandatory Temperature testing

Morning [Personal Informa]

As part of forward thinking, we would like to the implement the following across Operation Soteria in Victoria.

USG to commence mandatory temperature testing of all personnel entering the quarantine hotels.

Should a person be tested with a high temperature reading, the following will be evoked

- Denied entry to green zone.
- Person's details recorded.
- Person requested to attend for mandatory COVID19.
- DHHS to be provided details at the time of reading.
- Person to self isolate until test results are provided

Regards

Kind Regards,

Nigel Coppick
National Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

Nigel@unifiedsecurity.com.au

[0404 490 561](tel:0404490561)

[1300 658 657](tel:1300658657)

[1300 658 647](tel:1300658647)

[<image006.png>](#)

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SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

Fw: Heads Up - Screening & Symptom Check Process Grand Chancellor

From: HolidayInnMelbourn [REDACTED]
To: Mo Nagi <mo@unifiedsecurity.com.au>
Date: Wed, 24 Jun 2020 12:25:57 +1000

Hi Mo,
As discussed this is the policy that was received yesterday. As discussed this is a draft policy which will possibly have a significant number of iterations before it is final

REDACTED

Holiday Inn - Flinders Lane
Hotel Quarantine (DHHS)
Team Leader number: [REDACTED]

From: [Personal Information] (DJPR) [Personal Information]@global.vic.gov.au>
Sent: Tuesday, 23 June 2020 3:25 PM
To: HolidayInnMelbourne <HolidayInnMelbourne@dhhs.vic.gov.au>; Smith, Sandra <Sandra.Smith@ihg.com>
Subject: Re: Heads Up - Screening & Symptom Check Process Grand Chancellor

Good stuff. Thanks so much Louise and Sam.

regards, [Personal Information]

From: HolidayInnMelbourne [REDACTED]
Sent: Tuesday, 23 June 2020 2:12 PM
To: Smith, Sandra <Sandra.Smith@ihg.com>; [Personal Information] (DJPR) [Personal Information]@global.vic.gov.au>
Subject: Fw: Heads Up - Screening & Symptom Check Process Grand Chancellor

Hi Sandra and [Personal Information]
This is the new policy just received from DHHS.
Sam and I will set up the requirements for testing down near the sign in area ready for a 3.00 start.

REDACTED

Holiday Inn - Flinders Lane
Hotel Quarantine (DHHS)
Team Leader number: [REDACTED]

From: [REDACTED] (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Sent: Tuesday, 23 June 2020 2:04 PM
To: Four Points (DHHS) [REDACTED]; HolidayInnMelbourne [REDACTED]; Grand Chancellor [REDACTED]; [REDACTED] DHHS; Sofiana [REDACTED]; Bradyhotel [REDACTED]; [REDACTED]; Crownmetropol [REDACTED]; Crownpromenade [REDACTED]; [REDACTED]; Crowneplaza [REDACTED]; [REDACTED]; [REDACTED] Holiday Inn Airport (DHHS) [REDACTED]; Melbourne Marriott (DHHS) [REDACTED]; Mercure (DHHS) [REDACTED]; Novotel Melbourne (DHHS) [REDACTED]; Panpacific [REDACTED]; Parkroyal [REDACTED]; Pullman Swanston [REDACTED]; Rydges Swanston (DHHS) [REDACTED]; StamfordPlaza (DHHS) [REDACTED]; Travelodge Docklands (DHHS) [REDACTED]; Travelodge Southbank (DHHS) [REDACTED]; [REDACTED]@dhhs.vic.gov.au>; [REDACTED]@dhhs.vic.gov.au>; [REDACTED]@dhhs.vic.gov.au>
Subject: RE: Heads Up - Screening & Symptom Check Process Grand Chancellor

Hi all
Please see attached DRAFT guidelines and job card to assist with the Temperature and COVID-19 screening commencing this afternoon.

This document will be reviewed over the next few days as we embed this screening process across the hotels.

Could you please provide any feedback to both **REDACTED** or myself.

I appreciate your assistance in supporting this program of work and apologise for the short time frame of receiving documentation

Kind regards

REDACTED

REDACTED

From: DHHSOpSoteriaEOC **REDACTED**

Sent: Monday, 22 June 2020 11:12 am

REDACTED

Subject: Heads Up - Screening & Symptom Check Process

Good Evening TL's

Please note that as of tomorrow afternoon the department is introducing entry point screening procedures across the quarantine hotels to minimise the risk of infection to all staff during the COVID-19 pandemic. The screening process involves a temperature and symptom check and will a requirement for all staff prior to commencement of every shift.

Please note that this process has already commenced at Brady's as of this afternoon..

More information and guidelines will be sent tomorrow.

Kind regards,

REDACTED – Operations Team Leader

OPERATION SOTERIA
Department of Health & Human Services
p: **REDACTED**
e: **REDACTED**



Health and Human Services



We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

This email contains confidential information intended only for the person named above and may be subject to legal privilege. If you are not the intended recipient, any disclosure, copying or use of this information is prohibited. The Department provides no guarantee that this communication is free of virus or that it has not been intercepted or interfered with. If you have received this email in error or have any other concerns regarding its transmission, please notify Postmaster@dhhs.vic.gov.au

HOTEL QUARANTINE STAFF SCREENING GUIDE

Overview: the department has introduced entry point screening procedures across the quarantine hotels to minimise the risk of infection to all staff during the COVID-19 pandemic. The screening process involves a temperature and symptom check and will be a requirement for all staff prior to commencement of every shift.

Process

- Each hotel will have a screening station located at the entry point and equipped with
 - Hand sanitiser
 - Thermometer
 - visitor sign in book
 - PPE
- Temperatures over 37.5 are considered elevated
- Screening staff will be allocated to each hotel on the following shifts: 0630-1500 & 1500-2300
- Screening staff are responsible for ensuring they always wear PPE while at the screening station:
 - Face mask
 - Plastic goggles
 - And maintain hand hygiene in between each staff interaction
- All Staff working at the hotel will ensure their temperature is taken and answer the following screening questions:
 - Do you have a cough, shortness of breath, sore throat, loss of smell or taste, fatigue?
- If the staff member's temperature is 37.5 and below and has no symptoms, they may continue for their shift
- If the staff member is above 37.5 or they are experiencing any symptoms they will be informed immediately and will be requested to not commence work or enter the hotel
- Screening staff to inform hotel team leader immediately of any member sent home
 - 0800 -2200 Hotel team leader mobile
 - After 2200 EOC Escalation number **8624 4019**
- The team leader must inform the EOC of all staff sent home for a replacement to be arranged
- The staff member should inform their agency manager / employer
- The staff member is to be provided a face mask and instructed to return home and to self-isolate.
 - Confirm how staff member has travelled to work
 - If member has a temperature and no symptoms – provide a face mask and they can return home using the same transport arrangements, they used to get to work
 - If member has a temperature **and** is experiencing symptoms and does not have a private vehicle, they should be provided a cab charge to return home
 - Staff should be encouraged to attend their local COVID-19 swabbing location and undergo testing advising testing should be marked urgent.
 - Locations of testing sites can be found at <https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19>

HOTEL QUARANTINE STAFF SCREENING GUIDE

- Staff should provide confirmation of swab results as clearance for return to work
- A copy of the previous day visitor registration / screening registration document is to be emailed to DhhsOpSoteriaec@dhhs.vic.gov.au inbox by 1600 every day

- Indicative staff shift times
 - Nursing staff
 - 0700-1500
 - 1430-2200
 - 2100-0730
 - 0900-1700 (by exception)
 - Team Leaders
 - 0700-1500
 - 1430-2200
 - Medical practitioners
 - 0800-1800
 - Authorising Officer
 - 0700-1500
 - 1500-2300
 - 2300-0700
 - PCA
 - 0700-1500
 - 1430-2200
 - Swab team
 - 0830- 1700
 - Hotel staff*
 - 0700-1500
 - 1500-2300
 - 2300-0700
 - Security*
 - 0700-1900
 - 1900-0700
 - Cleaning contractors*
 - 0700-1500
 - 1500-2100

*Shift times may vary slightly at each hotel

HOTEL QUARANTINE STAFF SCREENING GUIDE

DRAFT

Draft guidelines for temperature checking staff

From: Panpacific [REDACTED]
To: [REDACTED] (DEDJTR) [REDACTED] Personal Information @global.vic.gov.au > [REDACTED] (DHHS)
[REDACTED], Mo Nagi <mo@unifiedsecurity.com.au>, nursespanpacific@dhhs.vic.gov.au, Kasey Findlay <kasey.findlay@pphg.com>, Panpacific [REDACTED]
Date: Thu, 25 Jun 2020 20:20:51 +1000
Attachments: TEMP CHECKING STAFF GUIDANCE.docx (19.94 kB)

Greetings all

I have prepared these guidance notes to support the person rostered for temperature checking to supplement the guide provided by EOC and following discussion and feedback from hotel team leader meetings.

I have marked it DRAFT and dated it in document footer until we have had feedback from everyone and edited accordingly.

This will likely be a 'live' document that will need updating and please ensure that the date is changed when each update occurs.

I have requested that staff are rostered from 0530 -1400 and 1400 - 2200 (instead of 1630 - 1500 and 1500 - 2300) to accommodate the commencement of the 0600 security staff and majority of early hotel staff. Until that happens (if indeed it does), we have been asked by EOC to allocate a night duty nurse to be at the front entrance from 0530 each morning until the rostered PCA arrives. It is also anticipated that on the rare occasion that a visitor is admitted to the hotel from 2300 - 0530 that security call the nurses to come down and screen them and record details.

I have left a copy of this draft at the testing desk as a start, and it can be replaced if feedback is provided. It seems that each hotel will organise their own process to accommodate site specific nuances.

Kasey, I will liaise with you this afternoon to continue discussions regarding the logistics of this process on hotel staff, and how we can communicate the requirements to them.

Regards,

[REDACTED]

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INFORMATION FOR STAFF UNDERTAKING STAFF/VISITOR ENTRY TEMPERATURE SCREENS

Currently staff are rostered from 0630 – 1500 and from 1500 – 2300. A night duty nurse from level 4 will be asked to sit at the entrance point from 0530 – 0630 to register staff commencing work in that timeframe.

Security staff commence shifts at 0600 and 1800. Security staff will have signed on in their own register at the security desk, and will be required to provide contact details on this register when their temperature/symptoms are checked. Please notify DHHS team leader immediately if any staff have a temperature above 37.5 or report symptoms.

Some hotel staff commence work from 0500. They will be advised by hotel management that they must report to the entrance at 0530 to have their temperature and symptoms checked. They need to record their details as above, however if they are Pan Pacific/hotel staff and they have a temperature above 37.5 or report symptoms, please ask to speak to the duty manager (via receptionist on front desk) and advise the duty manager of the individual's details. The DHHS team leader should be notified but is not responsible for managing hotel staff being sent home.

Hotel staff who are rostered to commence from 0530 onwards will be advised by hotel management to present at the front entrance to be screened, prior to entering hotel through the dedicated staff entrance.

During scheduled arrivals of quarantine guests, you should set up in the restaurant area adjoining the lobby (as any staff are directed to enter hotel through that entrance during arrivals. You are NOT required to temperature screen arriving quarantine guests. When guests are scheduled to exit quarantine (no longer considered possibly contagious) you may remain at your post to capture anyone visiting during that period.

If police or ambulance crew arrive and enter hotel to attend an incident, you should be advised in advance. However, regardless, you are not required to ask those emergency staff to register or to have their temperature/symptoms checked. This could impede their ability to deal with the emergency they have been called to manage.

Concierge support staff based on level 4 will provide cover for toilet breaks, tea breaks and meal breaks. You can call them on extension 2032 (ask to use phone at concierge/front desk) for unplanned break cover.

The DHHS team leader will collect all forms at 1600 each afternoon to be scanned and sent to central command.

Fwd: Unified Security

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>
Date: Tue, 21 Apr 2020 09:35:46 +1000

FYI

Supervisors at Metropol complete a patrol every 2hrs... we will investigate and advise

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



unifiedsecurity.com.au

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

From: Mo Nagi <Mo@unifiedsecurity.com.au>
Sent: Tuesday, April 21, 2020 9:31:51 AM
To: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Fwd: Unified Security

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



unifiedsecurity.com.au

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From: Tim Sullivan (DJPR) Personal Information @global.vic.gov.au>
Sent: Tuesday, April 21, 2020 9:29:55 AM
To: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Fwd: Unified Security

Get [Outlook for iOS](#)

From: Greg Moore <Greg.Moore@crownmelbourne.com.au>
Sent: Tuesday, April 21, 2020 8:56:28 AM
To: Tim Sullivan (DJPR) Personal Information @global.vic.gov.au>
Cc: Shaun D'Cruz <Shaun.DCruz@crownmelbourne.com.au>
Subject: FW: Unified Security

Tim

FYI below regarding United Security

You might like to pass this on the United Security to monitor

We will lock the pantries at night

GM

Greg Moore
General Manager
Crown Metropol Melbourne
8 Whiteman Street Southbank 3006 Melbourne Australia
Phone: 61 3 9292 8111 Facsimile: 61 3 9292 8250 Mobile +61 (0) 411 413 884 Email:
gregmo@crownmelbourne.com.au
www.crownmetropol.com.au



 Please consider the environment before printing this email

From: Samantha Barr
Sent: Tuesday, 21 April 2020 1:50 AM
To: Greg Moore
Cc: Joel Gregory; Windy Byun
Subject: Unified Security

Good Morning Greg,

Ryen, our overnight houseman has brought a concerning matter to my attention over the past evenings. He has noted that the unified security guards have been accessing our BOH pantries and utilising towels to place in the corridors and nap during the night.

Once they are done with these, they are throwing them back in the pantry for HSK to remove and clean.

I have advised Ryen to ensure all pantries are locked of an evening to minimise this from occurring however I believe this needs to be brought to their management's attention as it is not appropriate.

Please let me know if you require any further information.

Kind Regards,

Samantha Barr
Hotel Duty Manager
Crown Metropol Melbourne

8 Whiteman Street Southbank 3006 Melbourne Australia
Phone: 61 3 9292 8328
Email: Samantha.barr@crownmelbourne.com.au



THE TRILOGY
From \$777* for three nights

Including a family pass to the cinemas,
a \$50 Kingpin gift card and valet parking.

*Limited time. Terms and conditions apply.

CROWN METROPOL
MELBOURNE

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Re: Complaint - Crown

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Sun, 10 May 2020 21:04:27 +1000

Called the number and it's been disconnected

Will follow up now

Kind Regards,

Mo Nagi
Victoria Operations Manager

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

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



unifiedsecurity.com.au

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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Sunday, May 10, 2020 9:03:55 PM
To: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Re: Complaint - Crown

Promenade

Kind Regards,

Nigel Coppick
Victorian State Manager

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

✉ Nigel@unifiedsecurity.com.au

☎ 0404 490 561

☎ 1300 658 657

☎ 1300 658 647



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On 10 May 2020, at 9:03 pm, Mo Nagi <Mo@unifiedsecurity.com.au> wrote:

Which hotel?

Kind Regards,

Mo Nagi
Victoria Operations Manager

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

<image326398.png> Mo@unifiedsecurity.com.au
<image705463.png> 0420 333 758
<image920572.png> 1300 658 657
<image080845.png> 1300 658 647
<image351059.png> <image948598.png> <image985238.png>
<image492877.png>

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Sunday, May 10, 2020 9:02:25 PM
To: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Fwd: Complaint - Crown

Kind Regards,

Nigel Coppick
Victorian State Manager

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

<image248059.png> Nigel@unifiedsecurity.com.au
<image890182.png> 0404 490 561
<image994201.png> 1300 658 657
<image781031.png> 1300 658 647
<image025676.png> <image175166.png> <image376051.png>
<image332741.png>

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

Begin forwarded message:

From: Unified Security Group Time On <timeon@unifiedsecurity.com.au>
Date: 10 May 2020 at 8:24:31 pm AEST
To: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Cc: Karl Leitner <Karl@unifiedsecurity.com.au>, Louis Abiel <Louis@unifiedsecurity.com.au>, Matt Belton <matt@unifiedsecurity.com.au>, Houssein Houssein <Houssein@unifiedsecurity.com.au>

Subject: Complaint - Crown

Hi Nigel,

Just got off the phone with a taxi driver name Jasmine [REDACTED] complaining about the language used by the 2 external guards. According to Jasmine she was there to drop off luggage but was verbally abused by our guards.

Can you please follow up.

Kind Regards,

Unified NOC
National Operations Centre

Corporate Head Office

534 Parramatta Road

Ashfield

NSW

2131

Australia

<image001.png> noc@unifiedsecurity.com.au

<image002.png> [0410 505 149](tel:0410505149)

<image003.png> 1300 658 657

<image004.png> 1300 658 647

<image005.png>

<image006.png>

<image010.png>

<image009.png>

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

Can you please follow up.

Re: Complaint - Crown

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Karl Leitner <karl@unifiedsecurity.com.au>, Sam Aggarwal <sam@sterlingservicesgroup.com.au>, Harry Singh <harry@sterlingservicesgroup.com.au>
Cc: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Sun, 10 May 2020 21:17:10 +1000

Hi Karl / Nigel,

I have just called our site supervisor who has advised the below

- * female taxi driver drove straight in and knock over all the safety cones.
- * Staff approached and advised she need to wait for a guard to move the safety cones
- * Female taxi drive then became abusive towards the guards by stating "what you want me to fucken wait for you"
- * Guards advised to female to not be abusive.
- * Female to drop off luggage and asked for password
- * Female became abusive once again and stated "what fucking Password and I have no details"
- * Once confirmed which room the luggage belonged to female exited the site.

Site supervisor advised he was at the front at the time of the

I have also advised if any incidents occur to this nature they are to contact me directly.

Thanks

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office
 Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



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From: Karl Leitner <Karl@unifiedsecurity.com.au>
Sent: Sunday, May 10, 2020 9:06 pm
To: Sam Aggarwal; Harry Singh
Cc: Mo Nagi; Nigel Coppick
Subject: Fwd: Complaint - Crown

Good evening Sam and Harry

Please investigate the below complaint as you would be aware I put in an official complaint this morning directly to the GM of Crown resorts, as I back our team 100%, unfortunately I feel a need to address this team at the front of Promenade as I do not want egg on my face as I received an apology this morning from the GM of Crown I do not want this to come back us

Speak soon!

Many thanks

Sent from my iPhone

Kind Regards,

Karl Leitner
General Manager

Corporate Head Office
534 Parramatta Road
Ashfield

NSW

2131

Australia

✉ Karl@unifiedsecurity.com.au

☎ 0439 678 371

☎ 1300 658 657

☎ 1300 658 647



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Begin forwarded message:

From: Unified Security Group Time On <timeon@unifiedsecurity.com.au>
Date: 10 May 2020 at 8:45:12 pm AEST
To: Karl Leitner <Karl@unifiedsecurity.com.au>
Cc: Nigel Coppick <Nigel@unifiedsecurity.com.au>, Louis Abiel <Louis@unifiedsecurity.com.au>, Matt Belton <matt@unifiedsecurity.com.au>, Hussein Houssein <Houssein@unifiedsecurity.com.au>
Subject: RE: Complaint - Crown

Hi Karl,

According to Jasmine it was at Crown Promenade Melbourne.

Kind Regards,

Unified Security Group Time On

Corporate Head Office
534 Parramatta Road
Ashfield

NSW

2131

Australia

✉ timeon@unifiedsecurity.com.au

☎ 1300 658 657

☎ 1300 658 647



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From: Karl Leitner <Karl@unifiedsecurity.com.au>
Sent: Sunday, 10 May 2020 8:42 PM
To: Unified Security Group Time On <timeon@unifiedsecurity.com.au>
Cc: Nigel Coppick <Nigel@unifiedsecurity.com.au>; Louis Abiel <Louis@unifiedsecurity.com.au>; Matt Belton <matt@unifiedsecurity.com.au>; Houssein Houssein <Houssein@unifiedsecurity.com.au>
Subject: Re: Complaint - Crown

Please let us know what Crown hotel ?

Sent from my iPhone

Kind Regards,

Karl Leitner
General Manager

Corporate Head Office

534 Parramatta Road

Ashfield

NSW

2131

Australia

✉ Karl@unifiedsecurity.com.au

☎ [0439 678 371](tel:0439678371)

☎ 1300 658 657

☎ 1300 658 647



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On 10 May 2020, at 8:24 pm, Unified Security Group Time On <timeon@unifiedsecurity.com.au> wrote:

RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

From: [Personal Information] (DJPR) <[Personal Information]@agriculture.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Fri, 22 May 2020 09:51:21 +1000

Hi Nigel,

Thanks very much for sending the information.

Have a great day and weekend,

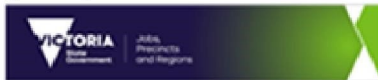
Cheers,

[Personal Information]

Regional Work Safety Advisor / Agriculture Victoria / Business and Finance Services
 Operational Safety Advisor – Hotel Soteria Project
 Department of Jobs, Precincts and Regions

[Personal Information]
 [Personal Information]@agriculture.vic.gov.au

djpr.vic.gov.au



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We acknowledge the traditional Aboriginal owners of country throughout Victoria and pay our respect to them, their culture and their Elders past, present and future.

From: Nigel Coppick <nigel@unifiedsecurity.com.au>
Sent: Friday, 22 May 2020 9:25 AM
To: [Personal Information] (DJPR) <[Personal Information]@agriculture.vic.gov.au>
Subject: Fwd: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

✉ Nigel@unifiedsecurity.com.au

☎ [0404 490 561](tel:0404490561)

1300 658 657
1300 658 647



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Begin forwarded message:

From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Date: 21 May 2020 at 1:09:00 pm AEST
To: "DJPR COVID Accom-Lead (DJPR)" <DJPRcovidaccom-lead@ecodev.vic.gov.au>, PPO [REDACTED] (DJPR)" <PersonalInform@ecodev.vic.gov.au>
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Good Afternoon All,

I hope you are well? I have followed this up from a report this, morning that I haven't quite gotten to.

Overview:

- an Alleged Uber driver arrived and advised the security " I have a fucking delivery for Crown"
- Security advised the Uber driver to calm down and not to be abusive.
- Security advised which hotel the order was for?
- Uber driver stated " I've had a shit day and it's for bloody crown"
- Security asked to review his app to establish the name and room number or the order, this is when the Uber driver once again became abusive and informed security to move away.
- The Uber driver then called police
- Police were unable to establish the room number.
- the Uber driver was then advised by police to move on and return with the correct details.
- Uber driver did not return

We are confident that the Alleged Driver was not acting at the time in the capacity of said 'Uber Driver' he was not able to provide any information via the Uber Delivery App to both Security personnel and or to the attending VicPol Members at the time of attendance. Police that arrived on scene at the time who provided a move on direction to the Alleged Driver, agreed that it was a private delivery to an unknown location within the Crown Hotel Precinct.

Further to this at no time was there a Physical Altercation. At this time there is no further action to be taken...

Regards

From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Thursday, 21 May 2020 11:56 AM

To: PPO (DJPR) <PPO@ecodev.vic.gov.au>; Nigel Coppick <Nigel@unifiedsecurity.com.au>
Subject: FW: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi PPO and Nigel,

See below a report of a physical altercation between a Unified security guard and an UberEats driver, whereby police were called to Crown.

Nigel, can you please investigate and report back on the outcomes and actions underway.

Thank you,
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

PPO

M: (Personal Information)

(Personal Information) @agriculture.vic.gov.au

djpr.vic.gov.au

From: Michelle Fielding <Michelle.Fielding@crownresorts.com.au>
Sent: Thursday, 21 May 2020 11:14 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Donna Findlay (DJPR) <PPO@ecodev.vic.gov.au>
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

Just FYI – the police were called to Crown again overnight as one of the Unified Security Guards got into a physical altercation with an Uber Eats driver (the police were called by the Uber Eats driver).

Abstract: Fight
 Person(s): 2x males
 Location: Crown Promenade Driveway
 Reason: An Uber Eats delivery driver and a Unified Security contractor were involved in a physical altercation
 Incident Coordinator: M1
 Vic Pol Notified: Vic Pol were called by the delivery driver
 Outcome: Vic Pol viewed footage of the altercation and spoke to both parties. The delivery driver left site and the Unified Security contractor returned to work

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited
 t: + 61 3 9292 7712 | m: + 61 421083218 | e: michelle.fielding@crownresorts.com.au | w: www.crownmelbourne.com.au

From: DJPR COVID Accom-Lead (DJPR) [<mailto:DJPRcovidaccom-lead@ecodev.vic.gov.au>]
Sent: Monday, 27 April 2020 11:14 PM
To: Michelle Fielding; DJPR COVID Accom-Lead (DJPR)
Cc: Donna Findlay (DJPR)
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hello Michelle

Thank you for raising this matter with us. The allegations in the complaint are disturbing and DJPR will take this matter very seriously. We will raise this immediately with the contracted security company, Unified, and seek appropriate action.

I will be in touch once we resolve the matters below.

Regards
 Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions

PPO

M: PPO

PPO @agriculture.vic.gov.au

djpr.vic.gov.au

From: Michelle Fielding <Michelle.Fielding@crownresorts.com.au>
Sent: Monday, 27 April 2020 7:49 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Donna Findlay (DJPR) <donna.findlay@ecodev.vic.gov.au>
Subject: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

I understand that Donna has explained to you that Crown's external Whistleblower service has provided us a disclosure they received on 23 April 2020 from an anonymous complainant, regarding the conduct of 'Unified Security' staff on our site at Crown Metropol, whilst supervising quarantined/isolated persons.

The alleged respondents are:

1. [REDACTED] Supervisor Unified Security
2. [REDACTED] Supervisor Unified Security
3. [REDACTED] Main Contractor Unified Security
4. [REDACTED]

It is alleged that on 2 April 2020 the first respondent - [REDACTED] supplied pizza and beers for dinner for each of the guards who were working that night. The pizza and beers were served on every floor, with approximately three guards working on each floor. The first respondent told some of the guards that the beer was non-alcoholic, but it allegedly contained 4.5% alcohol; some guards declined the beer. The complainant said the first respondent "smells of alcohol almost every other night". The complainant provided a photo of a guard holding a beer and slice of pizza whilst on shift [his face has been redacted].

The complainant said that the guards make inappropriate sexual jokes and advances towards the female guards whilst on duty, despite knowing they are married or in relationships. The second respondent - [REDACTED] is the worst culprit for making sexual jokes and advances and tells female guards he will make them supervisors if they spend more time with him. The female guards feel very uncomfortable around him.

The complainant said recently, some of the guards got into a physical altercation amongst themselves in the lobby of Crown Metropol and one guard choked another guard [the police attended this matter].

Further, the complainant said the third and fourth respondents - [REDACTED] are charging for up to twelve hours work for each of the subcontractors, but sending many of them home after six or seven hours, and keeping the rest of the money. The complainant said this occurred for the whole week ending on 12 April 2020, and possibly other times that he/she is not aware of. One of the guards who was sent home early during this period was [REDACTED].

Lastly, the complainant said that Unified are paying the guards different rates, for the exact same shifts. The guards are being paid between [REDACTED] which falls below the award rate.

Rachaele – I will close this matter with the external provider and leave it with you to resolve. Please let me know if you require any further information or assistance.

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited
 t: + 61 3 9292 7712 | m: + 61 421083218 | e: michelle.fielding@crownresorts.com.au | w:
www.crownmelbourne.com.au

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Re: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>
Date: Thu, 21 May 2020 12:10:34 +1000

Hi Nigel,

I was informed of the incident and advised Harry to submit a report.

Overview:

- Uber driver arrived and advised the security " I have a fucking delivery for Crown"
- security advised the Uber driver to calm down and not to be abusive.
- security advised which hotel the order was for?
- Uber driver stated " I've had a shit day and it's for bloody crown"
- Security ask to review his app to establish the name and room number or the order, this is when the Uber driver once again became abusive and informed security to move away.
- The Uber driver then called police
- police where unable to establish the room number.
- the Uber driver was then advised by police to move on and return with the correct details.
- Uber driver did not return

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office
 Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



unifiedsecurity.com.au

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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Thursday, May 21, 2020 11:56:58 AM
To: Mo Nagi <Mo@unifiedsecurity.com.au>; Karl Leitner <Karl@unifiedsecurity.com.au>
Subject: FW: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Mo,

Please investigate and provide me an overview

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office
 Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

✉ Nigel@unifiedsecurity.com.au

☎ 0404 490 561

☎ 1300 658 657

☎ 1300 658 647

unifiedsecurity.com.au

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From: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Sent: Thursday, 21 May 2020 11:56 AM
To: Personal Information (DJPR) <Personal Information@ecodev.vic.gov.au>; Nigel Coppick <Nigel@unifiedsecurity.com.au>
Subject: FW: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Personal Information and Nigel,

See below a report of a physical altercation between a Unified security guard and an UberEats driver, whereby police were called to Crown.

Nigel, can you please investigate and report back on the outcomes and actions underway.

Thank you,
 Rachaele

Rachaele May
Operations Soteria (COVID-19)
DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

M: Personal Information

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

djpr.vic.gov.au

From: Michelle Fielding <Michelle.Fielding@crownresorts.com.au>
Sent: Thursday, 21 May 2020 11:14 AM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Donna Findlay (DJPR) <Personal Information@ecodev.vic.gov.au>
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

Just FYI – the police were called to Crown again overnight as one of the Unified Security Guards got into a physical altercation with an Uber Eats driver (the police were called by the Uber Eats driver).

Abstract: Fight
 Person(s): 2x males
 Location: Crown Promenade Driveway
 Reason: An Uber Eats delivery driver and a Unified Security contractor were involved in a physical altercation
 Incident Coordinator: M1
 Vic Pol Notified: Vic Pol were called by the delivery driver
 Outcome: Vic Pol viewed footage of the altercation and spoke to both parties. The delivery driver left site and the Unified Security contractor returned to work

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited
 t: + 61 3 9292 7712 | m: + 61 421083218 | e: michelle.fielding@crownresorts.com.au | w:
www.crownmelbourne.com.au

From: DJPR COVID Accom-Lead (DJPR) [<mailto:DJPRcovidaccom-lead@ecodev.vic.gov.au>]
Sent: Monday, 27 April 2020 11:14 PM
To: Michelle Fielding; DJPR COVID Accom-Lead (DJPR)
Cc: Donna Findlay (DJPR)
Subject: RE: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hello Michelle

Thank you for raising this matter with us. The allegations in the complaint are disturbing and DJPR will take this matter very seriously. We will raise this immediately with the contracted security company, Unified, and seek appropriate action.

I will be in touch once we resolve the matters below.

Regards
 Rachaele

Rachaele May
 Operations Soteria (COVID-19)
 DJPR Hotel Quarantine Agency Commander
djprcovidaccom-lead@ecodev.vic.gov.au

A / Executive Director Emergency Coordination and Resilience

Department of Jobs, Precincts and Regions
 402 Mair Street Ballarat, Victoria Australia 3350

M: Personal Information

Personal Information @agriculture.vic.gov.au

djpr.vic.gov.au

From: Michelle Fielding <Michelle.Fielding@crownresorts.com.au>
Sent: Monday, 27 April 2020 7:49 PM
To: DJPR COVID Accom-Lead (DJPR) <DJPRcovidaccom-lead@ecodev.vic.gov.au>
Cc: Donna Findlay (DJPR) Personal Information @ecodev.vic.gov.au>
Subject: LEGALLY PRIVILEGED - Formal Disclosure Complaint [CM-COMP.FID2036]

Hi Rachaele

I understand that Donna has explained to you that Crown's external Whistleblower service has provided us a disclosure they received on 23 April 2020 from an anonymous complainant, regarding the conduct of 'Unified Security' staff on our site at Crown Metropol, whilst supervising quarantined/isolated persons.

The alleged respondents are:

[Redacted]

It is alleged that on 2 April 2020 the first respondent [Redacted] supplied pizza and beers for dinner for each of the guards who were working that night. The pizza and beers were served on every floor, with approximately three guards working on each floor. The first respondent told some of the guards that the beer was non-alcoholic, but it allegedly contained 4.5% alcohol; some guards declined the beer. The complainant said the first respondent "smells of alcohol almost every other night". The complainant provided a photo of a guard holding a beer and slice of pizza whilst on shift [his face has been redacted].

The complainant said that the guards make inappropriate sexual jokes and advances towards the female guards whilst on duty, despite knowing they are married or in relationships. The second respondent [Redacted] is the worst culprit for making sexual jokes and advances and tells female guards he will make them supervisors if they spend more time with him. The female guards feel very uncomfortable around him.

The complainant said recently, some of the guards got into a physical altercation amongst themselves in the lobby of Crown Metropol and one guard choked another guard [the police attended this matter].

Further, the complainant said the third and fourth respondents [Redacted] are charging for up to twelve hours work for each of the subcontractors, but sending many of them home after six or seven hours, and keeping the rest of the money. The complainant said this occurred for the whole week ending on 12 April 2020, and

possibly other times that he/she is not aware of. One of the guards who was sent home early during this period was

Lastly, the complainant said that Unified are paying the guards different rates, for the exact same shifts. The guards are being paid between

Rachaele – I will close this matter with the external provider and leave it with you to resolve. Please let me know if you require any further information or assistance.

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited
t: + 61 3 9292 7712 | m: + 61 421083218 | e: michelle.fielding@crownresorts.com.au | w:
www.crownmelbourne.com.au

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Re: Crown Melbourne Enquiries

From: Mo Nagi <mo@unifiedsecurity.com.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Fri, 22 May 2020 18:46:59 +1000

The thing is he wasn't working today... that's why Im checking if there is another person by that name

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office
 Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

☎ 0420 333 758

☎ 1300 658 657

☎ 1300 658 647



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From: Nigel Coppick <Nigel@unifiedsecurity.com.au>
Sent: Friday, May 22, 2020 5:52:56 PM
To: Mo Nagi <Mo@unifiedsecurity.com.au>
Subject: Re: Crown Melbourne Enquiries

Mo,

This guy needs to go his name is coming up too much

Kind Regards,

Nigel Coppick
Victorian State Manager

Victoria Office
 Unit 6/109 Whitehorse Road
 Blackburn

VIC

3130

Australia

✉ Nigel@unifiedsecurity.com.au

☎ 0404 490 561

☎ 1300 658 657

☎ 1300 658 647



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On 22 May 2020, at 5:41 pm, Mo Nagi <Mo@unifiedsecurity.com.au> wrote:

Sam / Harry

Did we have anyone by the name [REDACTED] working today?

Kind Regards,

Mo Nagi
Victoria Operations Manager

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

<image269978.png> Mo@unifiedsecurity.com.au
<image666077.png> 0420 333 758
<image662607.png> 1300 658 657
<image496709.png> 1300 658 647
<image087602.png> <image501918.png> <image026091.png>
<image728260.png>

SYDNEY | ACT | NEWCASTLE | MELBOURNE | BRISBANE | PERTH | ADELAIDE | HOBART

From: Austin Bird <austin.edbird@gmail.com>
Sent: Friday, May 22, 2020 5:38 pm
To: Mo Nagi
Subject: Fwd: FW: Crown Melbourne Enquiries

Hi Mo,

Crown Promenade duty manager sent me this email to forward on to you. He was sent this email earlier today regarding a complaint to Crown Management via a taxi driver.

Thank you, Austin.

----- Forwarded message -----
From: Nash Nash <Nash.Nash@crownmelbourne.com.au>
Date: Fri, 22 May 2020, 5:06 pm
Subject: FW: Crown Melbourne Enquiries
To: austin.edbird@gmail.com <austin.edbird@gmail.com>

Your Message (1000 Character maximum)*: Dear Sir/ Madam I want to an incident happened on Thursday 21 May @10:30AM as Part of essential services I was working as a taxi driver waiting in the temporary rank set up since 7AM so around 10:30AM one of my colleague from taxi in front of me asked if we can use the restrooms we walked to the door to request and were told it's not allowed. So we started walking back then the security guard employed by Unified Security by the name of [REDACTED] for quarantine guests yelled at me calling me a smartass for no reason I asked why are you abusing me then he get even hyper and started yelling at me threatening me since Crown holds higher standards this guy is spoiling your brand even though he is not even employed by Crown whose Security Staff is highly trained and professional we all have very high expectations from your Crown Brand name any further information please call me or email me Thanks.
Do you wish to discuss your comments further with a Customer Relations representative?*: yes
Do you wish to be contacted by*: Email

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FW: Complaint - Crown Metropol

From: David Millward <dm@unifiedsecurity.com.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>, Karl Leitner <karl@unifiedsecurity.com.au>
Date: Tue, 28 Apr 2020 09:40:47 +1000

Kind Regards,

David Millward

Corporate Head Office

534 Parramatta Road

Ashfield

NSW

2131

Australia

 dm@unifiedsecurity.com.au

 0416 277 589

 1300 658 657

 1300 658 647



unifiedsecurity.com.au

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From: [REDACTED] (DJPR) <[REDACTED]@ecodev.vic.gov.au>
Sent: Tuesday, 28 April 2020 9:37 AM
To: David Millward <dm@unifiedsecurity.com.au>
Subject: Complaint - Crown Metropol
Importance: High

David - A formal complaint regarding the conduct of Unified Security staff at Crown Metropol has been received via the Crown Resorts whistle-blower service and passed on to the Department. The complaint has been submitted anonymously.

The full complaint is provided below, but in summary there are five main allegations:

1. 1. Security staff were provided with, and consumed, beer while on duty;
2. 2. Security staff sexually harass and intimidate female colleagues;
3. 3. Security staff were involved in an altercation in the hotel that required police intervention;
4. 4. Security staff are charging 12 hours work for sub-contractors, but only tasking staff to work 6-7 hours, and taking the remaining money for themselves; and
5. 5. Unified are paying less than award wages.

I request that Unified investigate these allegations, take appropriate action, and formally close each of these allegations to the Department's satisfaction. I would appreciate your initial response to these allegations by COB Thursday 30 April.

I am available to discuss these matters with you.

██████████
 Principal Policy Officer | Inclusion, Employment
Department of Jobs, Precincts and Regions
 Level 35, 121 Exhibition Street, Melbourne, Victoria Australia 3000
 T: 03 ██████████ | M: ██████████
 ██████████ ecodev.vic.gov.au

dijpr.vic.gov.au
jobs.vic.gov.au



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Hi Rachaele

I understand that REDACTED has explained to you that Crown's external Whistleblower service has provided us a disclosure they received on 23 April 2020 from an anonymous complainant, regarding the conduct of 'Unified Security' staff on our site at Crown Metropol, whilst supervising quarantined/isolated persons.

The alleged respondents are:



It is alleged that on 2 April 2020 the first respondent ██████████ supplied pizza and beers for dinner for each of the guards who were working that night. The pizza and beers were served on every floor, with approximately three guards working on each floor. The first respondent told some of the guards that the beer was non-alcoholic, but it allegedly contained 4.5% alcohol; some guards declined the beer. The complainant said the first respondent "smells of alcohol almost every other night". The complainant provided a photo of a guard holding a beer and slice of pizza whilst on shift [his face has been redacted].

The complainant said that the guards make inappropriate sexual jokes and advances towards the female guards whilst on duty, despite knowing they are married or in relationships. The second respondent - ██████████ is the worst culprit for making sexual jokes and advances and tells female guards he will make them supervisors if they spend more time with him. The female guards feel very uncomfortable around him.

The complainant said recently, some of the guards got into a physical altercation amongst themselves in the lobby of Crown Metropol and one guard choked another guard [the police attended this matter].

Further, the complainant said the third and fourth respondents - ██████████ are charging for up to twelve hours work for each of the subcontractors, but sending many of them home after six or seven hours, and keeping the rest of the money. The complainant said this occurred for the whole week ending on 12 April 2020, and possibly other times that he/she is not aware of. One of the guards who was sent home early during this period was ██████████

Lastly, the complainant said that Unified are paying the guards different rates for the exact same shifts. The guards are being paid between ██████████

Regards

Michelle Fielding | Group General Manager – Regulatory and Compliance | Crown Resorts Limited

t: + 61 3 9292 7712 | m: + 61 421083218 | e: michelle.fielding@crowntourism.com.au | w: www.crowntourism.com.au

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13th of May 2020

PRIVATE AND CONFIDENTIAL

██████████
 Regional Work Safety Advisor
 Agriculture Victoria/ Business and Finances Services
 Operation Safety Adviser – Hotel Soteria
 Department of Jobs Precincts and Regions

Dear ██████████,

Rydges Swanston Street

I write to you in relation to the information provided to Unified Security by ██████████, Principal Policy Officer, Inclusion Employment, Department of Jobs, Precincts and Regions, on the 11th of May 2020.

Upon review of this email it contained several concerns in relation to the conduct shown by Unified Security Group representatives, during their duties to support Operation Soteria, at Rydges on Swanston Street.

The email in question contained significant concerns around Bullying and Harassment in the workplace, on various levels to which appeared to escalate on Sunday the 10th of May 2020.

Unified Security Group has taken the gravity of these concerns seriously, and the following has been evoked.

- Full removal of all 42 employees in including Management tasked with Operational overview of Rydges on Swanston Street, who were rostered on shift on the 10th and 11th of May 2020. The removal occurred at 1800Htrs on the 11th of May, a few hours post the receipt of the emailed concerns
- ██████████ shift supervisor, who's name appeared heavily with in email was terminated on the 12th of May 2020 for Conduct unbecoming
- ██████████ Operational Lead, terminated for failing to adhere to Management Direction failing to communicate appropriately to his line Manager, failing to report internal Bullying and Harassment concerns to his line Manager.
- ██████████ Operational Lead, terminated for failing to adhere to Company Directives, failure to report internal staff complaints of Bullying and Harassment, failure to adhere to Management Direction.

I would like to point out that the above personnel had been displaced during the COVID19 pandemic and were offered fixed term positions, within this space to assist with the operational drive and support of this initiative.

However, with that said the continued theme of internal personnel interviewed. was the continued failure of the above-mentioned managers, was the contributing factor to the unacceptable behaviours.

I am unable at this stage with the information on hand to prove behind a reasonable doubt that any other field staff that were rostered at Rydges Swanston Street, are a part of this unacceptable behaviour.

As part of the continuous improvement process the following has been implemented.

- ***A full replacement team including Management leads has been embed at this location moving forward effective 1800Hrs on the 11th of May 2020.***
- ***Mo Nagi Operational lead Manager Unified Security will attend daily.***
- ***Nigel Coppick State Manager Unified Security to become escalation contact for any and all operational concerns.***
- ***All personnel working across the COVID19 operational space to complete Toolbox talk on Bullying and Harassment with a close out date of Wednesday the 20th of May 2020***
- ***Nigel Coppick to be added to all broadcasting of communication from DJPR, to ensure continuity.***
- ***Redeployment of field staff working at Rydges to other locations***
- ***Whistleblower email address has been created for internal staff to communicate concerns confidentiality – email whistleblower@unifiedsecurity.com.au internal broadcast has been communicated to all field staff.***

Unified Security would like to sincerely apologise to all parties working at Rydges on Swanston Street, we hope that these outcomes will provide parties with confidence in our brand, moving forward.

We look forward to ensuring that the customer experience what we have displayed at all other locations during Operation Hotel Soteria, can be experienced by everyone at Rydges.

Please feel free to contact me on 0404490561

Yours sincerely,



Nigel Coppick
State Manager
Unified Security

Actions required / next steps : Grand Chancellor Actions x by two incidents

From: [Personal Information] (DJPR) [Personal Information] @agriculture.vic.gov.au
To: Mo Nagi <mo@unifiedsecurity.com.au>, Merrin C Bamert (DHHS) <[REDACTED]@dhhs.vic.gov.au> [REDACTED] [EDA]
Cc: [REDACTED] (DJPR) [Personal Information] @agriculture.vic.gov.au, DJPR COVID Accom-Lead (DJPR) <djprcovidaccom-lead@ecodev.vic.gov.au>, Tim Sullivan (DJPR) [Personal Information] @global.vic.gov.au, [Personal Information] (DJPR) [Personal Information] @ecodev.vic.gov.au, [REDACTED] [REDACTED] @dhhs.vic.gov.au, [REDACTED] @dhhs.vic.gov.au
Date: Mon, 15 Jun 2020 15:25:51 +1000

Hi all,

Thanks for your time on the phone and the quick follow up just now, of one incident in the last 24 hours, ie:
 Note: there are emails below for the detail.

1. Nurses / MOP issue..... see email below for more information.

As stated by you from the guards, just now :

" nurses were at 711 getting a coffee

MOP was making inappropriate comments to the nurses

Nurses came back and asked security to escort them to 711, to get coffees

Security guards, said no to escorting the nurses " This would not be in their tasks to escort the nurses to 711 .

- * *Tim Sullivan, has advised that there is coffee / tea etc at the Grand Chancellor*

REDA Merrin,

I have left messages for your this morning, in relation to the Stamford Plaza and Grand Chancellor.

- * Next steps: DHHS to conduct an investigation into the incident above at the Grand Chancellor

Note: I will send a separate email, in relation to the Stamford Plaza, with a skype meeting organised for tomorrow.

Stamford Plaza: can you advise of a DHHS member to attend this meeting at 11am to 12 md

2. Incident: Members of Public (MOP) x entering hotel via lift @ Grand Chancellor

- * See the details below in the email.

Note: Mo has sent me more information of the 2x MOP entering the Grand Chancellor and the circumstances surrounding this incident as known.

The police were called in reference to the 2x MOP, going straight up to the 14th floor of the hotel.

Security guards are not to allow anyone except, staff presenting with identification into the lift.

- * Action: Mo, can you please advise of the communication that you have forwarded to your teams, regarding the above advise.

REDA Merrin,

- * Can you please advise the DHHS staff to have their identification with them, to be allowed to go into the lift.
- * This is process will need to be discussed with you to be communicated by DHHS to all of their staff.
- * DHHS staff, DJPR staff are to go to the ground floor to sign in.
- * Carpark exit and entry do not seem to have a pedestrian walk way for the DHHS , DJPR staff to enter through the Hotel if they have parked in the car park.
- * ***This is a safety risk identified, so everyone with identification needs to go via the lift to the ground floor***

Note: MOP are not to go into the lift at all. I am not sure if there is an exit door that they can exit from the car park for them.

Merrin **REDA** I look forward to your call, in relation to the skype meeting for Stamford, who can attend and the Grand Chancellor incidents.

Please feel free to give me a call if you have any comments or questions.

Regards,

[Personal Information]

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services
 Operational Safety Advisor – Hotel Soteria Project
 Department of Jobs Precincts and Regions
 475 Mickleham Road, Victoria Australia, 3000
 [Personal Information] @agriculture.vic.gov.au

djpr.vic.gov.au



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We acknowledge the traditional Aboriginal owners of country throughout Victoria and pay our respect to them, their culture and their Elders past, present and future.

From: Merrin Bamert (DHHS) <[REDACTED]>
Sent: Sunday, 14 June 2020 5:12 PM
To: Rachaele E May (DJPR) Personal Information <[REDACTED]@agriculture.vic.gov.au>
Cc: Pam Williams (DHHS) Personal Information <[REDACTED]>; Sandy M Austin (DHHS) <[REDACTED]@dhhs.vic.gov.au>
Subject: FW: Grand Chancellor Actions

Hi

For discussion have tried to call but need your leads to do an incident report pretty quickly and we will also get our T/L to provide for us with yours attached.

Kind regards

Merrin

Merrin Bamert

Commander, Operation Soteria, Covid - 19
 Director, Emergency Management, Population Health and Health Protection
 South Division
 Department of Health and Human Services
 Level 5 / 165-169 Thomas Street, Dandenong, 3175

[REDACTED]
 [REDACTED]

From: [REDACTED] <[REDACTED]@dhhs.vic.gov.au>
Sent: Sunday, 14 June 2020 5:02 PM
To: Merrin Bamert (DHHS) <[REDACTED]>
Cc: [REDACTED] <[REDACTED]@dhhs.vic.gov.au>; Sandy Austin (DHHS)
Subject: Grand Chancellor Actions

Merrin,

For your information....

2x incidents at Grand Chancellor in the last 24 hours.

Incident 1

A gentleman last night followed some nurses to the hotel and tried to enter. He was stopped by Security. Police were called and wrote a report. The gentleman was spotted again in the area this morning. Actions taken: Spoke with DJPR site Manager and have asked for an Incident Report to be written and provided to us, Our team leader has raised awareness for all staff at the hotel to take care. The hotel has made the car park available overnight for the nurses. We have also advised the Marriot which is close by so they are aware and can be cautious in case this individual is still around. We are awaiting copy of incident report to be provided.

Incident 2

~4pm this afternoon. Two people came into the hotel through the basement, advising the security guards they were staying there. They popped out in the foyer and security asked what they were doing there. They were escorted out of the hotel.

We have spoken with the VicPol EMLO and he is going to the hotel now to investigate further and to show a Police presence to show this is a serious breach. Security (Danny from Unified Security) has stood down the security guards who let the people in. The CCTV has been requested to be kept.

We have requested DJPR site Manager also include this incident in their Incident Report.

Regards

[REDACTED]

Manager, Emergency Management, Eastern Metro Region
Department of Health and Human Services
883 Whitehorse Road, Box Hill
M. REDACTED @dhhs.vic.gov.au

We respectfully acknowledge the Traditional Owners of country throughout Victoria and pay respect to the ongoing living cultures of Aboriginal people.

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Incident : Grand Chancellor / actions, next steps

From: Personal Information (DJPR) Personal Information @agriculture.vic.gov.au
To: Tim Sullivan (DJPR) Personal Information@global.vic.gov.au>, Personal Informa (DJPR) Personal Informa@ecodev.vic.gov.au>, Personal Information (DJPR) Personal Information @agriculture.vic.gov.au>, DJPR COVID Accom-Support (DJPR) <djprcovidaccom-support@ecodev.vic.gov.au>, DJPR COVID Accom-Lead (DJPR) <djprcovidaccom-lead@ecodev.vic.gov.au>, REDACTED @dhhs.vic.gov.au>, REDACTED @dhhs.vic.gov.au>
Cc: Mo Nagi <mo@unifiedsecurity.com.au>
Date: Mon, 15 Jun 2020 16:18:07 +1000

Hi all,

Please see the email from Mo Nagi (Unified Security Vic mgr) of further detail of what occurred at the Grand Chancellor Sunday 15/6/20, last 24 hours

Brief details : 15/6/20

~4pm this afternoon. Two people came into the hotel through the basement, advising the security guards they were staying there. They popped out in the foyer and security asked what they were doing there. They were escorted out of the hotel. We have spoken with the VicPol EMLO and he is going to the hotel now to investigate further and to show a Police presence to show this is a serious breach. Security (Danny from Unified Security) has stood down the security guards who let the people in. The CCTV has been requested to be kept. We have requested DJPR site Manager also include this incident in their Incident Report.

We need to discuss with DHHS, DJPR, the following:

- * DHHS & DJPR staff & others working in the Hotel, to have their identification with them, to be allowed to go into the lift.
- * This is process will need to be discussed with you to be communicated by DHHS to all of their staff.
- * DHHS staff, DJPR & staff are to go to the ground floor to sign in.
- * Carpark exit and entry do not to have a pedestrian walk way for the DHHS , DJPR staff to enter through the Hotel if they have parked in the car park.
- * ***This is a safety risk identified, so*** everyone with identification needs to go via the lift to the ground floor

Please see Mo Nagi (ops mgr Vic Unified Security) below for more information and to be discussed with the team.

Next steps: An investigation will need to be completed with this incident.

Please feel free to contact me regarding the above .

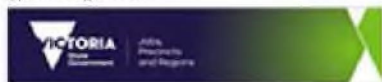
Regards,

Personal Information

Regional Safety Advisor / Agriculture Victoria / Business and Finance Services
 Operational Safety Advisor – Hotel Soteria Project
 Department of Jobs Precincts and Regions
 475 Mickleham Road, Victoria Australia, 3000

Personal Information @agriculture.vic.gov.au

djpr.vic.gov.au



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We acknowledge the traditional Aboriginal owners of country throughout Victoria and pay our respect to them, their cultures and their Elders past, present and future.

From: Mo Nagi <Mo@unifiedsecurity.com.au>
Sent: Monday, 15 June 2020 12:30 PM
To: Personal Information (DJPR) Personal Information @agriculture.vic.gov.au>
Subject:

We've discovered more information in relation this incident, just wanted to keep you updated in case you get questions from above.

- * "At approx. 1610hrs today, 2 x males walked to the lift in the basement and pressed the lift button, they apparently had face masks (like PPE), the guard approached these males and met them as they got to the lift.

He asked where they were working and these males entered the lift, they said, we're guests or words to that affect. The lift doors then closed.

- * The basement guard then contacted the ground floor via two-way to let them know that 2 people were in the lift and the door had closed when they got in, they weren't sure who they were. Ground floor were on standby to meet the males but the lift kept going up
 - * The guards noticed it went to Level 14 and contact guards on the level via two-way. As soon as the door opened, one of our guards was at the lift and saw the two males but they closed the doors and went back to the ground floor. They radio'd the ground floor guards
 - * When the 2 x males came to the ground floor, our guards asked what they were doing and told them they aren't allowed in this building. They said they were lost or words to that affect. They asked if they wanted them to stay or if they were free to go. The guards allowed them to leave via the front entry
 - * As the 2 x males left, the DHHS Team Leader REDACTED was in the foyer and then asked what had happened. RE spoke with Con our Team Leader and then RE contacted Vinnie from DJPR.
 - * Danny Lombardo was going to attend the site and Vinnie contacted him to state that they need to contact VicPol because it was a breach. I attended the site after that
 - * VicPol attended around 1745hrs, Senior Sergeant Peter Sambell, and we had a meeting with him, RED, Danny and myself. We explained the information we had at hand. RE and Peter both agreed that our guards did all they could do. They agreed that the guards would have had to use physical force to stop the 2 x males and they advised against that. They also said that they would not have wanted guards to get into the lift with them.
 - * It was discussed that maybe these 2 x males were drug dealers and possibly been organised to deliver to a guest in the hotel.
 - * DHHS is going to check records to see if there are any known drug addicts staying on Level 14.
 - * *The car park attendant (carpark is owned by another organisation and nothing to do with the hotel). Attendent believes that he saw one of the males in the car park yesterday and remembered because he said hi to him*
 - * We are also going to re-position the posting of the basement car park guards at certain times but it can be a bit of a challenge as the area is used for parking right outside the lift. '
- o * All staff will be further briefed to be on high alert at all sites.

Kind Regards,

Mo Nagi
Victoria Operations Manager

Victoria Office

Unit 6/109 Whitehorse Road

Blackburn

VIC

3130

Australia

✉ Mo@unifiedsecurity.com.au

📠 0420 333 758

☎ 1300 658 657

📠 1300 658 647





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Meeting Minutes

Health Safety Incidents - Grand Chancellor Hotel

Subject: Health Safety Incidents - Grand Chancellor Hotel - 14/6/20 Sunday

Date: 16 May 2020 **Time:** 1.30 pm to 2.30pm

Location: Grand Chancellor Hotel

Meeting number: 1

Chair: [REDACTED] (Operational Safety Advisor / Project Hotel Soteria)

Minute-taker: [REDACTED]

Attendees (Name, Organisation)	Apologies (Name, Organisation)
[REDACTED], M Nagi (Unified security), [REDACTED] (DJPR/ security), [REDACTED] (DJPR Lead)	Tim Sullivan (Operations / DJPR),
CFI: [REDACTED] [REDACTED] (Personal Information) (DJPR / Regional team lead), R May (DJPR Hotel Quarantine Agency Commander)	

Key discussion points /decisions	
Who	Description of the issues
1. [REDACTED]	All attendees welcomed and provided self-introductions
2. Mo	Provide a brief on the two members of public entering the Chancellor Hotel Two males parked in the public car park Sunday 14/6/20. 2x males advised the guards that they were staying at the hotel. 2x males went to level 14, (see lift photo below) when the guards questioned them what room no they were in, they did not know then went down the lift to leave. Security questioned them at the ground floor, with no comments and were escorted out of the hotel. Vic pol were called, and a report provided. Note; See the actions below
3. Vinit	Advised that not all DHHS nurses are signing the register upon arrival and finishing their shifts
4. [REDACTED]	Raised the risk for MoP when exiting the carpark, that there is no pedestrian walkway at the entrance / exit points of the driveway. Mo advised that there is an exit door into a laneway for the MoP to exit the car park.
5. Other business	No other business.

Key discussion points /decisions

Who	Description of the issues
-----	---------------------------

6. Other business: No other business discussed

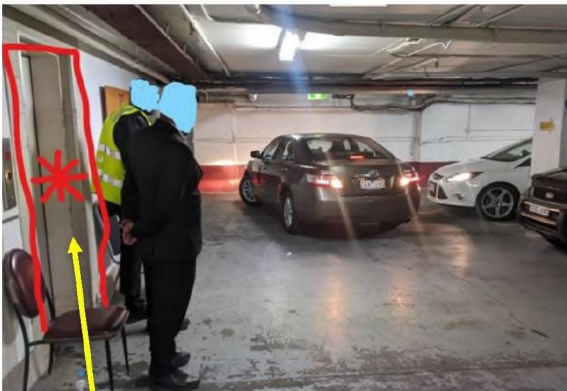
Actions – new

#	Action	Owner	Due	Status	Update
1.	All staff to have identification to present to security on arrival to go up to the lift, (see photo below for lift) to sign in. If there is no identification, the guard will radio to the manager. Needs to be communicated to all Leads, DJPR, DHHS, DNATA	T Sullivan REDACTED	19/6/20	Open Personal Informa to speak with Tim/ REDACTED	29/6/20
2.	Need to reinforce to the DHHS leads to remind the DHHS nurses to sign in / out on the register for their shift. To advise to go up in the lift, not via the exit of the driveway of the car park.	REDACTED	19/6/20	Open Personal Informati to speak with REDACTE	29/6/20

4.

Next meeting: Not required. Personal Inform to follow up with the open actions via an email on 26/6/20

Attached:
BASEMENT CARPARKING / LIFT - CAR PARK ATTENDENT



WorkSafe Activity Report

From: Simone Morrison (WorkSafe) <simone_morrison@worksafe.vic.gov.au>
To: Nigel Coppick <nigel@unifiedsecurity.com.au>
Date: Tue, 02 Jun 2020 10:33:09 +1000

Good morning Nigel,

Please see below for my Activity Reports (in lieu of an entry report) in relation to concerns raised to WorkSafe Advisory.

Email and telephone enquiries made in relation to health and safety concerns raised to WorkSafe Advisory.

It is alleged:

- caller has concerns about the health & safety of security workers at Crown doing the mandatory detention/isolation of overseas people due to COVID-19;
- workers are being pushed to work 12 hour days, 7 days a week and have been for the past 7 weeks during isolation;
- caller has concerns for the fatigue and stress that working these hours has on the workers;
- has the potential to have an effect on the workers driving to/from work in the form of a car accident, effects of stress on mental health;
- workers are unable to ask for a day off as their job security is threatened, told that they'll get someone else to do the job;
- getting work is hard at the moment so workers are feeling pushed/forced to work these excessive hours and caller is concerned about the effect of this of their health;
- worker is happy with processes in place to protect workers from corona physically - PPE etc.;
- by law the contractor that workers are employed through named Harry has to keep a log book of hours on site, inspectors can request to see this as proof of the hours being worked.

The second matter is in relation to a confirmed case of COVID -19 of an employee of Unified Security that was notified to us by DHHS.

I was informed by Nigel Coppick - State Manager of the following:

- Employees of Unified Security are employed at Crown and Rydges to provide services where persons are under COVID-19 Isolation;
- Employees work a 7 day fortnight;
- There has been 1 confirmed case of an employee contracting COVID-19 at Rydges;
- The employee is isolating and 42 other employees are currently being tested (9 negative tests so far)
- All employees of Unified Security are required to wear PPE which consists of masks and gloves.

Ordinarily an Inspector would visit your workplace to make these enquiries, however given the current concerns regarding the transmission of COVID-19 it is only my intention to visit your workplace if you fail to respond to my request for information by the due date without reasonable excuse.

I have requested in writing that the following information with supporting documentation be provided to me by COB Friday 29th May 2020.

- Legal name and ABN for United Security;
- Policies and procedures relating to COVID-19;
- Task or position statement for your employees working at Crown and Rydges;
- What PPE and systems of work do you have in place for your employees at both Crown and Rydges;
- Fatigue or roster policy/procedure;
- Copy of the log book from Crown for the period 28th April to 28th May 2020;
- Copies of any incident or hazard reports from employees working at Crown or Rydges from 28th April to 28th May 2020; and
- Since becoming aware of a confirmed case at Rydges, what additional measures Unified Security implemented?.

My enquiries into this matter are ongoing.

Continuation of enquiries made via email in relation to concerns raised to WorkSafe Advisory and DHHS advice.

The health and safety concerns allege:

- caller has concerns about the health & safety of security workers at Crown doing the mandatory detention/isolation of overseas people due to COVID-19;
- workers are being pushed to work 12 hour days, 7 days a week and have been for the past 7 weeks during isolation;
- caller has concerns for the fatigue and stress that working these hours has on the workers;
- has the potential to have an effect on the workers driving to/from work in the form of a car accident, effects of stress on mental health;
- workers are unable to ask for a day off as their job security is threatened, told that they'll get someone else to do the job;
- getting work is hard at the moment so workers are feeling pushed/forced to work these excessive hours and caller is concerned about the effect of this of their health;

- worker is happy with processes in place to protect workers from corona physically - PPE etc.;
- by law the contractor that workers are employed through named Harry has to keep a log book of hours on site, inspectors can request to see this as proof of the hours being worked.

The second matter is in relation to a confirmed case of COVID -19 of an employee of Unified Security that was notified to us by DHHS.

I was informed of the following via email from Nigel Coppick in response to my request for information with supporting documentation to address the concerns raised;

- The legal name and ABN is Unified Security Group ABN 81 138 976 397 ;
- Unified is working with DHHS in relation to tracing COVID-19 contacts;
- PPE is provided by Unified Security and training is provided by DHHS nurse on site;
- Hotels used for quarantine are managed by DHHS;
- Security personnel have limited or no contact with quarantined persons;
- Process are in place for the delivery of goods and person transfers;
- There is a fatigue policy in place;
- Employees are encouraged to report any hazards to the shift supervisor; and
- There have been no incidents, hazards or near misses reported at any site in relation to fatigue.

I was voluntarily provided the following supporting documents;

- Unified Security Industrial Relations Policy USG-SEC6-POL-IR-01-1219 dated 19/12/2019.
- Unified Security Fatigue Policy USG-POL-WHSP-01-1219 dated 01/12/2019;
- Assignment Instruction- Operation Soteria V1 dated 20/03/2020;
- Unified Security Revised Induction Records for Holiday Inn, Rydges on Swanston and Crown Promenade;
- Unified Security Induction WHS Power point presentation;
- Unified Security COVID-19 Policy - USG-SEC6-POL-COVID19-03-2020 dated 05/04/2020;
- Crown and Rydges on Swantson logbook dated 28/04/2020 - 28/05/2020;
- Crown and Rydges Roster dated 28/04/2020 - 28/05/2020;
- Delivery Process for Hotels;
- Procedure for Guest Arrival;
- Operation Soteria - PPE Advice for Hotel-Based Security Staff and AO's In Contact With Quarantine Clients - DHHS Document dated 05/05/2020;
- Rydges on Swantson COVID-19 testing results; and
- DHHS letter to employees, COVID19 testing for staff at Rydges on Swanston dated 27/05/2020.

Based on the information provided to me I am unable to substantiate the allegations . I do however recommend that employees sign the logbook to verify they worked each shift.

I am also satisfied that Unified Security has systems in place that are approved by DHHS Operation Soteria requirements in relation to the prevention and management of risks associated with COVID-19 to Security Staff at Quarantine Hotels.

This concludes my involvement in this matter at this time.

If you have any queries, feel free to contact me via email or mobile.

Kind regards,

Simone Morrison
Inspector

simone_morrison@worksafe.vic.gov.au 171 - 191 Hammond Ave
Essendon Fields, VIC 3041
www.worksafe.vic.gov.au



I acknowledge the traditional custodians of the lands in which I live and work and I pay my respect to their Elders past, present and emerging.

BE GREEN, READ FROM THE SCREEN

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