Innovative, certified security procedures and expert training to ensure optimal safety and confidence in any situation

Diamond Protection Pty Ltd is a highly specialised national services organisation that has been operating since 1995. We provide security, emergency response and training services which enhance and improve the safety and efficiency of clients’ assets. We are an Australian owned and operated company committed to leading the way – to being the standard of excellence.
Diamond Protection Pty Ltd is a leading provider of security, emergency response and training services, operating on an internationally certified Integrated Management System.

The company places particular focus on continual improvement and a commitment to the community and environment. We work closely with clients throughout Australia and beyond to provide security audits, security officers, patrols, risk management, emergency service officers, safety officers, life support and nationally recognised training courses in industrial skills and safety.

Diamond enjoys strong partnerships with Australian Government and Private Registered Training Organisations.

The company continues to position itself as the market leader in security, emergency response and training services. By investing in new products and services including the latest technology, the company has enjoyed significant business growth and will continue to be a premier service solutions provider.

Why choose Diamond

- Security, Emergency Response and Training Services capability and expertise within an extensive range of industries
- Experience in taking over similar contracts from large companies without disruption to the client’s business and operations.
- Internationally certified to ISO standards
- Commitment to local content sourcing – reinvesting money back into local communities.
- Value add initiatives that can save your organisation thousands by training your current staff
- Extensive experience working with education, government, and the private critical infrastructure sectors
- Implementation of cutting-edge IT solutions
We strive to enhance the reputation and image of our clients through high standards of professional service and quality presentation.

We focus on continual growth, improving quality, occupational health & safety and environmental management systems and integrating new technology solutions to drive cost savings.

Our commitment to education means we have developed a reputation based on trust and integrity – the building blocks responsible for our continued success.

We collaborate with everyone in the team including clients. We have a one team approach, working to exceed our client’s expectations on all outcomes.

We are committed to our community, it’s environment and the elevation of professionalism in our industry.
Diamond provides a wide range of security service solutions spanning over all industry segments. As an ISO accredited company (ISO 9001, OHSAS 18001 and ISO 14001) in Quality, Occupational Health & Safety and Environmental Management Systems, Diamond ensures the highest in quality implementation and safety throughout the entire process. All male and female security officers are licensed in accordance with individual State and Territory statutory requirements.

We place unyielding focus on a holistic approach to our professional culture; the right people with the right attitude and the right support.

From guarding duties to highly specialised security operations, Diamond is the right choice when it comes to protecting your people, contractors and assets.
We have access and expertise from a global network of trusted alliances to recommend and install the latest technology solutions within the marketplace. Our leadership team regularly travel to locations around the world to inspect, test and ascertain best practice models in the use of technologies.

Through internal IT solutions which immediately notify our clients of real time issues, NCRs and threats anywhere in the world, this capability improves quality control and reduces risk and vulnerabilities to a facility.

The Diamond Intelligent Communication System is an in-house leading IT solution incorporating the use of iPads and iPhones within our teams. Receive notifications in real time, contract updates and NCRs and activities surrounding any service control matter, site issue or emergency.

With our own 24/7 Operations Support Centre, we are able to coordinate emergency response capabilities including supply of vehicles, security teams, emergency response crews (fire & rescue) and medical specialists to remote locations across the nation.

### Key Services

- Concierge services
- Static guarding
- Maritime and Aviation security guards
- Roving and mobile patrols  
  (foot, vehicle, ATV, motorbikes)
- Special response teams on water, small craft and large vessels
- Traffic control
- Emergency surge requirements (requiring teams in excess of 150+ personnel)
- Protest and demonstration events requiring higher level security teams
- First aid / medical support and drug and alcohol testing
- Emergency Management plans, response and exercises (remotely and live)
- Crisis management and risk analysis
- Development and implementation of standard operating procedures
- Investigations
- Industry audits and site specific certification programs
Diamond's Emergency Services Division is a leading provider of life safety and emergency management preparedness and support services. Our experienced and rigorously trained teams can be deployed Australia wide (either short term or long term assignments) or in prequalified worldwide locations.
Key Emergency Response Services

- Emergency Response (including medical emergency management)
- On site initial responders for first aid, fire fighting, rescue, HAZMAT, security and safety training
- Confined Space Rescue Teams
- Emergency / Crisis Management, planning and systems
- Consultancy, audits, including fire fighting, fire protection, first aid, safety and security
- Emergency Management Exercises
- Emergency Evacuation
- Dangerous goods handling and training
- Nurses, paramedics and doctors
- Emergency equipment including rescue and firefighting vehicles
- Short-notice Emergency Response (SERTs) for disaster recovery and natural disasters
- Community Response - Teams – for fire, floods and acts of terrorism
Diamond has strategic partnerships with Australian Government and Private Registered Training Organisations.

Through these alliances, Diamond provides Industrial Skills and other training courses to nationally recognised standards throughout Australia.

Training courses can be conducted on site or at one of our training centres.

www.diamondprotection.com
**Industrial Skills Courses:**

- Certificate 2 & 3 in Fire Fighting & Emergency Operations
- Apply Advanced First Aid and Manage First Aid in the Workplace
- Confined Space Entry & Rescue and Vertical Rescue
- Elevated Work Platforms (EWPs)
- Fire Safety & Rescue
- Hazardous Materials Safety
- Height Safety
- High Risk Work Licensing Assessment
- Industrial Rope Access – Levels 1, 2 & 3
- Public Safety (Fire Warden / Extinguisher)
- Operate Breathing Apparatus
- Road Accident Rescue
- ERT – Breathing Apparatus
- ERT – Monitor Hazardous Atmospheres

**Safety Skills Courses:**

- Initial (5 day) OHS Course for Health and Safety
- OHS Refresher Course
- Construction Induction Course (White Card)
- Health & Safety
- Occupational Health & Safety Workshops
- Workplace Chemical Safety
- Incident Reporting & Investigation
- SWMS / JSA Risk Management
- Manual Handling Workshop
- Noise Assessment & Control
- Risk Control Program
- Safe Plant & Equipment
- Certificate IV in OHS and Diploma of OHS
- Forklifts
- Elevated Work Platforms

To browse the courses offered in detail, please visit our website or contact our head office.
Our 13 Step Methodology Process includes:

1. Operational Strategy - Indicative implementation plan drafted and ratified when contract awarded.
2. Assessment – Critical path analysis used to identify issues and assess successful rollout.
3. Stakeholders Consultation – Meetings to discuss selection program for staff, operational methodology, training and equipment and safety criteria.
4. Resources – All human, technology, operational and intellectual resources finalised.
5. Project Management – Complete mapping of implementation, roll out and operational requirement using Project Management Computer System.
6. Induction Plan Executed
7. Customer Service Program - Specialised customer service training program will be rolled out with consultation to identify key issues and effectives.
8. Uniform and Equipment Issued
9. Security Risk Register - To identify potential risks in plan
10. Industrial Relations Strategy - IR mission, statement and procedures.
“We have found that your enthusiasm in providing security and support services to us to be of great benefit in achieving a higher degree of customer services delivery outcomes, and indeed it is pleasing to have compliments of that service to be brought to my attention from staff and students.”  - Mr. Wayne Aldous, Security Manager, La Trobe University

“The security services provided by your organisation ensured the event was not disrupted by protest activity. Your security team was capable, efficient and effective.”

- Lara Woodward, Acting Director Energy Technology Innovation, Department of Primary Industries

“By integrating their expertise in the emergency response and security services industries with their knowledge of our operational requirements, Diamond Protection provide a valuable and cost effective service to Hazelwood that helps us achieve our business goals. Diamond Protection’s management is responsive and proactive, regularly visiting our sites and communicating with our management. This ensures the needs of our business are well understood.”

- David Madden, Manager, Purchasing & Contracts, International Power Hazelwood

The significant value the service Diamond Protection has added to the overall security of our facility is well noted. At a recent national tender Diamond Protection was the only company to be retained at a site level when the company moved to a National service provider based on performance and satisfaction versus cost effectiveness.”

- Phil Smallman, Transport Superintendent, Deputy Port Facility Security Officer, P&O Ports

The world vision participants on the security course would like to thank you for the excellence of the experience. The quality of the trainers was very high: their obvious experience gave them a lot of credibility. Our work in designing and monitoring relief projects in war-torn countries puts us literally in the line of fire on a regular basis: our ability to do our work in safety has markedly increased as a result of your training.”  - Tom Sizer, Training Liaison Officer, Relief Projects Unit, World Vision