**About Us**

National Manpower Solutions is an Australian owned company, which was established with the view of providing reliable and professional:

* Security;
* Cleaning;
* Maintenance;
* Facilities and Property Management;
* Hospitality and Events;
* Traffic Management; and
* Construction

packages to the commercial, retail and domestic sectors designed to meet each client’s individual needs. Our company employs experienced, qualified, reliable and dedicated personnel in all levels of its Management. National Manpower Solutions is proud to boast a reputation of consistency, professionalism and high-level practices that have resulted in achieving success through the establishment of client satisfaction and loyalty.

National Manpower Solutions has remained competitive throughout the years and have sustained a reputation of contract longevity, professionalism, accountability and best practice methodologies by offering unparalleled ‘delivery of service’ to the industry.

We endeavour to provide an efficient service to our customers, through offering committed, ethical, efficient and cost effective service. We constantly add value in our services by upgrading our skills, which in turn strengthen our brand reliability as well as enhance our customer satisfaction levels. We are proud to deliver highly competitive rates without compromising best practice standards from their highly trained personnel.

National Manpower Solutions is a proud member of the Australian Security Industry Association (ASIAL), The National Body for the Australian Security Industry and is pre-qualified for CM3 (Contractor Safety Management).

**The National Manpower Solutions Advantage**

National Manpower Solutions is fully compliant to all the legal and industry requirements. Our insurances, public liability and work cover are in place and are more than adequate for any site. Site-specific insurance cover is also available to us, upon request.

Protecting the public and staff from hazards is a major priority for us. We are actively trying to reduce the risks associated with the industry by identifying, eliminating hazards and preventing accidents before they occur. We have adopted the work safe guidelines for each site, which includes a checklist that covers most site hazards. Our management staff are constantly updated and trained in OH&S requirements.

**Why Use National Manpower Solutions?**

National Manpower Solutions is a leading provider of integrated property services with an outstanding reputation for quality and integrity throughout Australia. Throughout these years we have provided high quality services for businesses of all sizes. Property management firms, facility managers and building owners in commercial, institutional and industrial markets trust National Manpower Solutions for their most demanding jobs. By choosing National Manpower Solutions you can rest assured that your business will be perfectly maintained and will reflect the professional image you wish to project to your clients.

We believe that our knowledge and experience within the industry can provide you with a service and price that represents the best market estimate in terms of cost to service. However, we are extremely flexible and are willing to adopt new ideas or change our working methods to suit your needs. A detailed outline of costs is also included with all our submissions that are customised to suit your individual needs and budget.

## Our commitment to health and safety

At National Manpower Solutions, we are committed to protecting the health and safety of our staff, clients and the communities they work in.

Our staff members are trained to use risk minimisation and risk avoidance strategies to make safety a priority as they carry out their duties. We strive to build teams with the ability to show initiative and take responsibility in difficult situations.

Our occupational Health and Safety Policy is consistent with the role and duties of designated staff. Our work system includes health and safety, environmental, auditing, service delivery and customer support, which are all documented and routinely reviewed to ensure they remain at the highest standard.

## Quality Assurance

Quality is paramount with all client sites protected by National Manpower Solutions, which is why we operate under ISO 9001:2000 guidelines.

National Manpower Solutions Quality Assurance procedures conform to ISO9001/2000 and are subject to regular auditing to gain full accreditation.

We have developed our quality systems manual to reflect the requirements to ISO9001/2000, and we believe that the implementation of these policies ensures that we consistently meet the requirements of our customers in a service and cost effective manner.

## OUR TEAM, EXPERIENCE AND VALUES

When you enlist the support of our services, you can rest assure that our team have the training and experience you need. You will have a dedicated Account Manager and Operations Team, backed up by:

• our management team with extensive experience in OH&S;  
• a fully–trained team to successfully provide the required service; and  
• 24/7 support

Our management team follows stringent procedures to resolve any incidents, so you can enjoy the peace of mind knowing you have experienced experts on your side.

With 24 hour a day/7 days a week support from our operations and administration centre, we strive to ensure you receive excellence in the standard of services you require.

### Insurance Cover

National Manpower is fully compliant to all the legal and industry requirements. Our insurances, public liability and work cover are in place and are more than adequate for any site. Site-specific insurance cover is available to us upon request.

Public and Product Liability Insurance Value: $ 20 million  
Errors & Omissions Insurance Value: $ 1 million  
Work Cover  
Australian Business Number: 47 606 326 292

# Our Services

## Security Services:

National Manpower Solutions provide professionally trained, uniformed and supervised security personnel. At National Manpower Solutions we partner with you to provide the security services you need to keep your business running smoothly. We have trained and accredited staff to help you with:

* Mobile Patrol Services – using our fleet of patrol cars across Melbourne
* Security Guards – with reliable security officers to work on-site
* Monitoring and Installation – providing the latest in security systems technology

**At** National Manpower Solutions **we provide the following security services:**

* Static Guards
* Crowd Controllers
* Site Patrols
* Concierge
* Loss Prevention
* Security Officers
* Access Control

We have been a leading provider of security guard and mobile patrol services and we are continuing to expand our range of services and geographical locations. We aim to provide you with affordable and reliable security services to match your risk profile and security requirements.

## Cleaning Services:

National Manpower Solutions offer highly trained staffs that are dedicated to ensure that your Business, no matter what size, is maintained to a clean environment in a professional and timely manner. All staff are inducted and trained on site as well as undergo all the necessary security checks. From corporate buildings to shopping centres we have all your cleaning requirements covered such as:

* General and Specialised cleaning
* Floor care – Stripping and Sealing of hard floors
* Steam and dry cleaning soft floors
* Glass cleaning
* Pressure washing
* Waste disposal and recycling
* Sanitary and hygiene services
* Supply of requisites

We are committed to achieving a high standard of corporate citizenship by recognising its responsibility to protect and enhance the environment. We have adopted procedures and checks to ensure that all staff follows the guidelines set out in our Environment Policy.

All our machinery is checked and serviced at regular intervals to reduce breakdowns and maintain safety for the operator. We ensure that all equipment and storage facilities are presented in a clean and neat condition to enhance your and our image at all time.

## Maintenance Services:

National Manpower Solutions delivers a broad range of maintenance services for the retail, commercial and domestic sectors. From household renovations to property development and estates, National Manpower Solutions offers a time and cost saving alternative by delivering suitably trained personnel that are qualified professionals in the areas of:

* Locksmiths
* Signage
* Painting
* Plastering
* Handymen
* Carpet Layers
* Tillers
* Electricians
* Plumbers
* Carpenters
* Furniture Removalists

We are not satisfied with our services unless you are! To guarantee the highest level of services, we utilise quality control programs, which include onsite inspections. We constantly monitor our work and should any area fail to meet our strict standards, it will be corrected immediately.

## Facilities and Property Management:

* Government Departments
* Education Campuses
* Sporting Stadiums
* Hospitals
* Aged-Care Facilities
* Commercial Facilities
* Manufacturing Plants

## Hospitality and Events:

* Bar and Beverage Staff
* Waiting Staff
* Chefs/Cooks
* Front Office and Guest Services
* Gaming
* Housekeeping
* Kitchen and Sandwich hands
* Management
* Reservations

## Traffic Management:

* Traffic management for events
* Traffic controllers for road shows and trade expos
* Traffic controllers for landscaping works
* Traffic controllers for public works
* Traffic controllers for special events
* Traffic controllers for residential construction

## Construction:

* Project Management
* Planning and Scheduling
* Quality Assurance and Control
* Skilled Labourers/Tradesman

**SELECTION, INDUCTION AND TRAINING**

We make a significant investment in the way we select, induct and train our staff. It’s essential that all members of our team work to maintain a safe and supportive working environment, and uphold our commitment to compliance and excellence in customer service.

All of our applicants need to pass through our rigorous recruitment process, which includes:

* A Aptitude Test
* A Medical Check
* A Two Tired Interview Process
* Literacy and Numeracy Assessments
* A Psychological Appraisal

We also conduct detailed reference checks to confirm the integrity of each applicant before they are able to join our team and are always looking for suitable candidates who feel they have the attributes and the skills to be a part of our great team. Our employees are all effective and efficient in:

* Customer Care
* Communication Skills
* Excellent Presentation
* Team Work
* Punctuality
* Computer Skills

National Manpower Solutions complies with the Australian Law and only employs security officers who have been appropriately licensed as per regulations and Licensing Services Division.

Not only are we careful about our initial selection of staff, but we also hope that all our employees continue to grow professionally in their time with us through on-the-job training and experience.

If you think you meet the above criteria and could become a valued member of National Manpower Solutions Team please email your resume to [info@nationalmanpower.solutions](mailto:info@nationalmanpower.solutions) or fill in the online form.

Phone 1300 266 069

Fax 1300 994 396