

# RUSWIN

**INTEGRATED SECURITY SYSTEMS**

Security Specialists  
Protecting People, Property and Privacy



Mount Isa • Townsville • Rockhampton • Indonesia • Papua New Guinea





# RUSWIN

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Luke Bergin  
Australian Locksmith Apprentice of the Year 2015

## Company Information & Branch Locations



### Head Office

NORTH QUEENSLAND  
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Email [info@ruswin.com.au](mailto:info@ruswin.com.au)

Web [www.ruswin.com.au](http://www.ruswin.com.au)

Company Established 1974

### Branch Locations

NORTH WEST QUEENSLAND  
36 Fourth Avenue  
Mount Isa Q 4825

Phone +61 7 4743 4917

Fax +61 7 4749 1280

Email [mtisa@ruswin.com.au](mailto:mtisa@ruswin.com.au)

Branch Established 1998

CENTRAL QUEENSLAND  
Unit 2 /- 62 Richmond Street  
North Rockhampton Q 4701

Phone + 61 7 4922 6522

Fax + 61 7 4922 6500

Email [rockhampton@ruswin.com.au](mailto:rockhampton@ruswin.com.au)

Branch Established 2004

## Company Overview

Ruswin's team of security specialists have been protecting Queensland families and business for more than 40 years. We provide Electronic and Locksmithing solutions for all your security issues. These solutions include:

- Restricted Key Systems
- Isolation & Safety Lockout Systems
- Safe & Locksmith Products
- Security Management Systems
- Access Control
- Security Alarm Systems
- Video Management Systems
- CCTV
- Automated Gates, Perimeter Fences & Barriers
- Alarms & Monitoring
- Perimeter Protection
- Maintenance Programs
- Police History Checks

The **Ruswin Group (Ruswin)** is an organisation made up of various companies dedicated to keeping you, your home, your employees, and your business safe and secure. Since our inception 4 decades ago, our business has formed into a professional, quality-led group that is still privately owned.

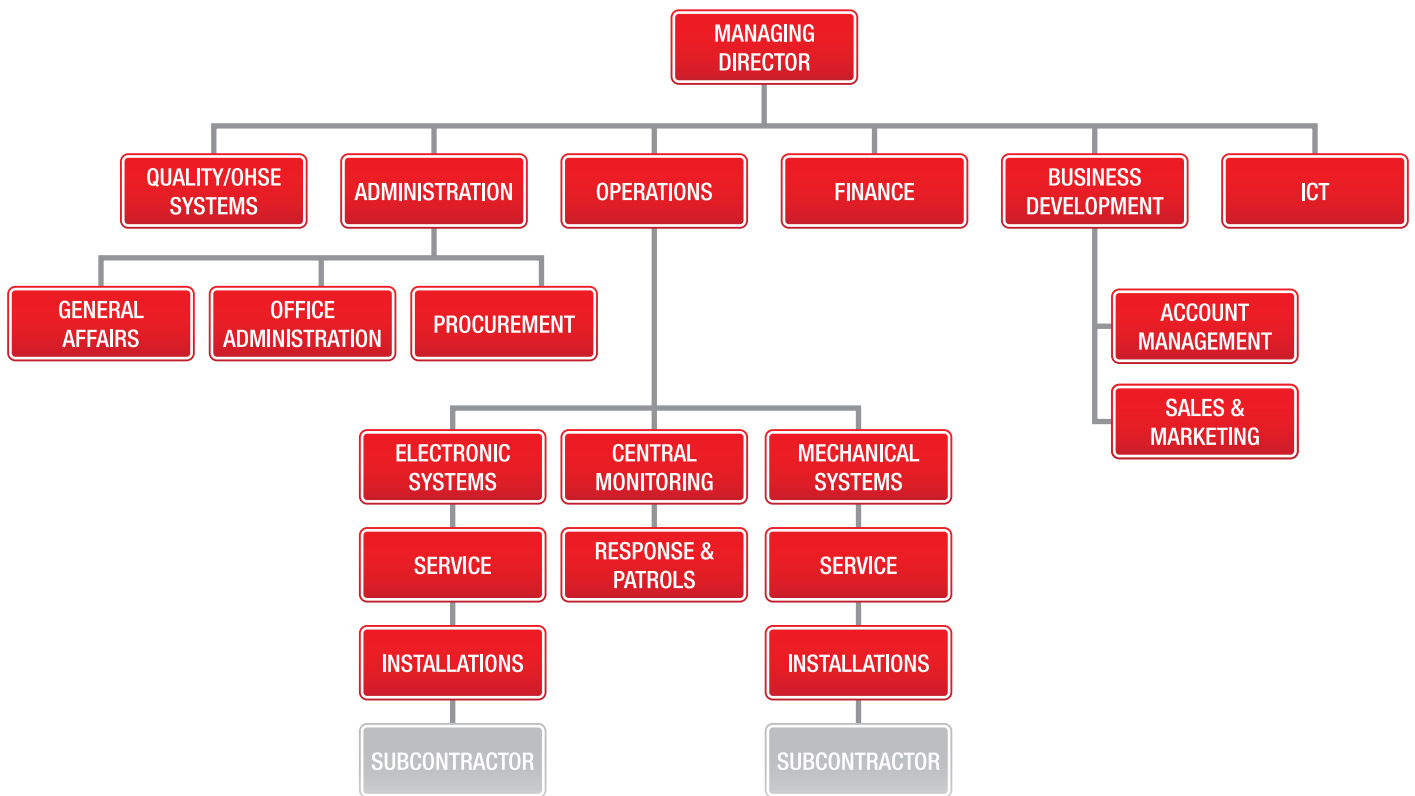
**Ruswin** has its headquarters in Townsville, North Queensland, Australia. Current international operations include Indonesia and Papua New Guinea (PNG). While we may be based in Townsville, we realise the importance of being flexible and dynamic, which means we're prepared to travel to whatever location is necessary so we can help you. Our branches are located in Mount Isa, which covers the North West, and Rockhampton, which provides services throughout Central Queensland.

Our security specialists provide comprehensive security solutions for businesses of all shapes, sizes, and industries. This involves collaboration so that the right mix of products can be formed into an integrated system and then maintained to ensure you always have a functional system. Through consistent training and recruitment, **Ruswin** has a technical base capable of providing you with the highest level of professional client service. We are members of the Master Locksmiths, the Australian Security Industry Association, and hold ISO9001 accreditation. We are currently working towards our ISO14001 and AS4801 accreditation.

At the end of the day, our mission is simple: our security specialists aim to be your security specialists. Our company is driven by four key values: trustworthiness, clear communication, attention to detail, and respect. Thanks to these values, when you work with us, you can expect a security service you can rely on, every time.



# Organisational Profile



## Key Personnel

### **Stan Neal** **MANAGING DIRECTOR**

After 23 years in various managerial positions in the hospitality industry in Papua New Guinea, Stan returned to Australia in 1991 and took equity in the **Ruswin** business with business partner, Jim King.

At that time, the business was a single location operation with 7 employees based in Townsville. Significant growth, places today's operation in 3 locations in Queensland employing 60 people. Overseas operations in Papua New Guinea and Indonesia employ a combined workforce of approximately 70 people...resulting in a workforce of over 130 people in the **Ruswin Group**.

During the period of growth, the business has developed into a multifaceted security products and systems integrator with skills in all aspects of lock smithing and electronic systems. Along with the growth in the traditional side of the business, considerable effort has been applied to what could be described as non traditional sectors of the industry in the form of clearance and vetting services for government agencies, monitoring services for back to base alarms and police record history checks supplied as a Crimtrac Broker.



Above: Ruswin head office today

Left: Original building 1930s



## Local Content

### **Master Key System - North West Hospital Health Services - North West Queensland**

We installed a Master Key System for North West Hospital Health Services. Their locations encompass a vast region, including Mount Isa, Normanton, Karumba, Mornington Island, Burketown, Doomadgee, Camooweal, Cloncurry, McKinley and Julia Creek.

Throughout the planning and delivery stages, consideration was made for the diverse cultures, ages and geographical challenges our staff encountered. Local and specific site requirements were discussed prior to our arrival to aid in the smooth implementation of the system at each location. This approach also allowed us to minimise any disruption to these vital community health services.

Post-installation, we've continued to provide ongoing maintenance, new additions (as required), key replacement and reporting. We've also fostered a close relationship with the Maintenance Works team to meet the demands of all areas.

### **Electronic Key Safe - Mining Client - Central Queensland**

To ensure our mining client in the Bowen Basin maximised safety and minimised risk, we completed a site survey, quotation and the installation of a 32-position Electronic Key Safe.

Thanks to the electronic component in the Electronic Key Safe, the site keys can only be accessed via a computer-run electronic access control system, which is operated by our client. This enables management to control key access, and changes to it - an important feature for responding to the requirements of shift operations. The key safe provides storage to meet all the site's demands, including gate keys, vehicle keys, building keys and isolation padlocks.

These control processes are more secure than their mechanical counterparts, and allow our client to accurately track who accesses and returns their keys, and when. We provide regular site visits to conduct maintenance for the system, as well as 24/7 on-call technical support.

### **Gallagher Access Control - Verde Tower - Townsville**

Ruswin completed the installation of the Gallagher Access Control at the VERDE Tower Townsville. This large project went to tender and was awarded to Ruswin over national competitors. The site consists of 130 access doors with Gallagher card readers over 11 floors. Using the Gallagher Command Centre platform the site is fully integrated with Telesta CCTV (over 40 Cameras) and Jacques Intercoms and Cable Gates. We continue to maintain and service the site, providing additional access cards and reporting as required.

## Associated Clients

Ruswin has completed major works and forged ongoing relationships with:

- Glencore Xstrata
- MMG
- Newlands Coal
- James Cook University
- Regional City Councils
- Gladstone Port Corporation
- Watpac
- Leighton Contractors
- ABI Group
- Ergon Energy
- BHP Billiton
- Carpentaria Gold
- Rio Tinto
- The Discovery Group
- Hutchinson Builders
- Thiess
- J.M. Kelly
- Barclay Mowlen
- ABB Industry
- Department of Defence

## Leading Projects Completed



Key System upgrade for Queensland Health North West Region



Door Hardware and Key System upgrade for Lavarack Barrack JLU



Verde Townsville Electronic Security with Door Hardware and Key System



Kestral Coal Electronic Site Access



Perimeter Security for a Residential Complex in Port Moresby



Fencing and Access Readers for Process Plant in Gosowong, Indonesia

## Management Systems & Risk Management

We believe if it's predictable, it's preventable.



**Ruswin** has a strong safety culture, and our commitment to Workplace Health and Safety is our number one corporate value. Our objective is no harm to people, plant and the environment, and we consider every day to be a safety day.

This commitment is supported by the introduction of our Safety Management System, which is constantly reviewed and enhanced. We understand and embrace our obligations to comply with Workplace Health and Safety requirements.

At **Ruswin** we aim to deliver leading edge safety performance management via our Safety Management System. In addition to ensuring we comply with the legislation we are aiming to be certified to AS/NZS 4801.

Our Workplace Health and Safety policy applies across **Ruswin's** facilities, and across all workplaces we perform works on. It also includes subcontractors and visitors to the workplace.

**Ruswin** is committed to protecting the health, safety and welfare of its workers and others when in the workplace.

## Training

**Ruswin** is dedicated to providing the right solution for our clients. We believe that the best way to achieve this is through collaboration, working with you to select the right design and hardware to create a unique, purpose-built, fully-integrated system. Our commitment to you, our client, is to ensure your valuable investment is maintained. We do this by ensuring your security remains uncompromised. Through consistent training and recruitment, **Ruswin** has a technical base capable of providing the highest level of professional client service.

**Ruswin** has successfully trained more than 100 apprentices in the trades of Locksmithing and Electronics. **Ruswin** won the prestigious award presented by the Master Locksmithing Association of Australia, Apprentice of the Year in 2011 with Nikki Bornis and 2015 with Luke Bergin. A true representation of the high level of training and support provided to **Ruswin** staff.



## Specialised Capabilities

The way in which **Ruswin** is able to offer our clients a Security Solution that includes design, supply, provision and continued support is truly unique. Our knowledge and understanding in the mechanical, electronic and vetting security world ensures the **Ruswin Group** offers security options up to the highest level, within an agreed timeframe and agreed budget. We offer all of these siloed capabilities under a singularly managed organisation, enabling our clients to enjoy the benefits of one contact under one account. Our focus is simple, but powerful: providing combined, system-based solutions that assist our clients in managing their businesses better.

## Security Specialists Protecting People, Property and Privacy

### Ruswin Electronics

**Ruswin** is able to provide all manner of Electronic security products and services. These include:

- Perimeter Security - power fencing, gates, turnstiles
- Security Management Systems - access control, biometrics, alarms management, control room monitoring
- CCTV & Video Management Systems - analogue and IP systems with data storage and playback facilities

These are all modern electronic products that are reasonably well known and accepted. They are reliable and cost effective, enabling electronic security products and systems to make up a critical segment of today's commercial and domestic security needs.

These products are freely available in a stand-alone form and provide results, up to a point, for end users. **Ruswin** is able to ensure such results are significantly increased and enhanced by providing the knowledge and skill necessary to integrate all the product in a single management platform and system. In other words, **Ruswin** can assist with ensuring that your perimeter security, building access control, alarms management and monitoring, and CCTV/video management system all form integral components of a single operational platform. This is what is meant by an integrated security solution.

## Ruswin Vetting Services

**Ruswin Vetting Services** has been providing vetting services to an Australian Government Department as one of the preferred suppliers under a Deed of Agreement for the Provision of Security Vetting Services since 2010. In 2014, **Ruswin Vetting Services** was selected as one of the preferred suppliers for another Australian Government Department, increasing our professional standing within the Vetting community. **Ruswin** is an Accredited Crimtrac Broker in Queensland, approved to sell Australian National Police History Checks to companies and individuals. Investing in a police history check assists in protecting your business by providing you with valuable information about current and future employees.

## Ruswin Locksmithing

Even in this electronic age, locks and keys play a key role in security and safety. As your comprehensive security systems provider, **Ruswin** can replace, install, and rekey door and window locks, and provide or rekey padlocks. We can also create and install a unique Restricted Master Key System to suit your site requirements, allowing you to control who can access what on your premises. This system can be as small or as large as you need. For your convenience, we maintain key and combination records for all your locks and padlocks, so we can help you in the event of a lock out and can quickly replace any missing keys. We also provide preventative scheduled maintenance to avoid failures and ensure better performance and longevity.

We are a **values based** company. Our set of standards and guidelines rule our business internally, ensuring our clients benefit from our commitment and focus.

We believe that:

- Trustworthiness must be a non-negotiable factor in the work we do – *no exceptions!*
- Communication must be clear so it is understood, enabling us to do our best work at all times.
- Our attention to detail must remain excellent, backed by our experienced, knowledgeable teams.
- We are committed to our clients – *we do what we say when we say we will do it!*
- Our family business is built on respect for our clients, staff & suppliers – *people come first!*

## Customer Service

Our dedicated Sales and Marketing team make over 500 calls per month to clients to monitor our customer service and client satisfaction. Being able to directly speak to our clients ensures that the final part of our Quality Assurance commitment is met. With an average of 95% client satisfaction, we're continually proud of the achievements of our team. It's also important to note that 3% of our clients were unable to be contacted, while the remaining 2% made reference to something we could have done better. Passing on feedback both positive and negative ensures we can address a shortfall and avoid this situation in the future. With these outstanding results we know our dedicated training programs relating to product, service and client communication are reaching all of our staff.

"We have received our preliminary June Quarter Customer Survey results and just wanted to let you know that collectively, you have scored a 99% satisfaction rating for your service for the past 3 months. This placed the North Queensland region 1st nationally. To all of you, thank you for your tireless efforts each and every day, helping DHA to help our Defence families. It's fantastic to see such great results, a brilliant reflection on you and your employees."

**JC**  
**DEFENCE HOUSING AUSTRALIA**  
**NORTH QUEENSLAND REGION**

"I would just like to say that after dealing with a myriad of suppliers and tradies here at SBUV, Ruswin's service is second to none.

The service and professionalism we experience each and every time is outstanding and this morning, to have that extremely polite and professional gentlemen attend SBUV without us even having to ask or follow up and happily attending to the job at hand with no fuss or drama was brilliant.

You could teach a few other businesses and suppliers around Townsville a thing or two about service and client treatment. You will continue to have our business and our residents' business as SBUV's preferred supplier for all things locks and door hardware related."

**FC**  
**ONSITE MANAGER**

## Working Industry Relationships & Community Sponsorship

**Ruswin** is a member of the following industry organisations:

- Master Builders
- Zonta International
- Master Locksmith Association of Australia
- Australian Security Industry Association Limited
- Rotary Club of Townsville
- Chamber of Commerce Mount Isa
- Chamber of Commerce Townsville
- Cowboys Rugby League Club

**Ruswin** is a proud sponsor of the following community events:

- Zonta International Women's Day Annual Dinner
- Brother's Townsville Football Club
- Mount Isa Domestic Violence Awareness Breakfast
- Lions Club of Townsville - Children's Festival
- Drug Arm
- True Blue Collectables - Legacy Ball
- Lavarack Veterans Golf Club
- Ayr Community Kindy Golf Day
- Townsville Grammar School Calendar
- Goodsalls - Cancer Awareness Appeal
- Neighbourhood Watch
- Ewan Rice Sponsorship Fundraising Day
- Brothers Leagues Club - Senior Rugby League
- Wear Pink for Breast Cancer



Domestic Violence Awareness Breakfast Mount Isa



Ayr Community Golf Day

## **Townsville**

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Hyde Park Q 4812

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## **North West Queensland**

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## **Papua New Guinea**

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## **Indonesia**

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**Domestic  
Violence  
Don't Support it!  
Report it!**

Domestic Violence Hotline  
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