

**INDEPENDENT COMMISSION AGAINST CORRUPTION****STATEMENT IN THE MATTER OF: OP Gerda**

**PLACE:** SNP Head Office  
**NAME:** Lisa Jane Cooper  
**ADDRESS:** Known to the ICAC  
**OCCUPATION:** SNP Account Manager  
**TELEPHONE NO:** Known to the ICAC  
**DATE:** 20 December 2018

**States: -**

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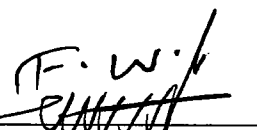
1. This statement made by me accurately sets out the evidence which I would be prepared, if necessary, to give in Court as a witness. The statement is true to the best of my knowledge and belief, and I make it knowing that, if it is tendered in evidence, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.
2. I am 49 years of age.
3. On 2 October 2018, I participated in an electronically recorded interview with ICAC Investigators Leonie White and Jenny Ryan at SNP Head Office, located at 937-941 Victoria Road, West Ryde. During that interview I was asked questions and shown a number of documents. This statement was drafted from the digital recording and transcripts of that interview. I have been given the opportunity to

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**NAME: Lisa Cooper**

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read the draft statement and make any necessary amendments prior to signing this document.

4. I commenced employment with SNP on 13 October 2015 as an Account Manager.

SNP is a national security services company that have clients Australia wide.

5. The position of Account Manager is a busy and demanding role. I have approximately 200 staff under my management including site supervisors and security guards and I am currently responsible 28 private and public clients both nationally and within the Sydney metropolitan area including:

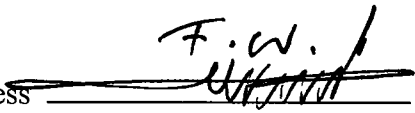
- i. the Royal Institute for Deaf & Blind Children (RIDBC);
- ii. Australian Film, Television and Radio School (AFTRS);
- iii. NSW Civil and Administrative Tribunal (NCAT).

6. My role is to ensure the delivery of contractual obligations by SNP and that clients are satisfied with SNP's services. My responsibilities include the management of client contracts for security labour and services.

7. I currently report to Gerard Nolan, SNP Branch Manager. Previously, I reported to Philip Tansey. There are currently five account managers who report to Gerard Nolan. The role of a Branch Manager is to support Account Managers with their clients, such as attend monthly meetings with the client, and resolve or escalate any issues.

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**Timekeeping**

8. SNP guards are required to fill out either the "occurrence logbook" or timesheet.

The occurrence logbook contains instructions on the front page how it is to be filled out. The occurrence log book details an exact log of daily activities and duties the guard performs during their shift including their time and attendance.

9. In my view timesheet completion is straightforward and it is also a task that the guards are trained in when they get their licence.

10. SNP ensures that guards are putting the right information onto their timesheets by monitoring :

- i. Feedback from clients
- ii. IComms, an electronic sign-on and sign-off application with the capability of GPS tracking, linked to SNP's rostering system MICROSTER, and data input that would otherwise be handwritten into the occurrence logbook.

**S International Group Pty Ltd (SIG)**

11. SIG was subcontracted to provide guard services for various SNP client sites including ones over which I was the Account Manager including the AFTRS and NCAT sites. SIG had commenced contracting to SNP prior to the commencement of my employment with SNP.

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12. In February 2017 SNP were rolling out a new system for live rostering called "I-Comms" to a number of my sites. On 20 February 2017 I was copied in an email sent to Lynn Li, SIG's Office Manager, about the IComms application. In that email, SNP requested that SIG provide information about their security guards which was required for the rollout of IComms.

**See attached email from Sam Calcagno scalcagno@snpsecurity.com.au dated 20 February 2017 to Lynn Li and others Annexure 1.**

13. During the interview I was shown an email dated 22 February 2017 where I requested Lynn Li to provide details of their guards including their security licence information, personnel and employment information. I was aware that they had not provided any updated personnel information for a significant period of time. The information was required to ensure that the new live rostering procedure SNP were introducing onto sites under my responsibility, "I-Comms" was successful and because of SNP's compliance requirements. I do not recall if SIG provided a response, although eventually SNP was able to rollout IComms at AFRS by using our own guards.

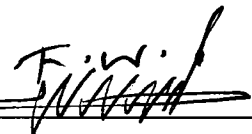
14. From mid 2017, I began to experience a number of problems with SIG and recall having difficulties working with them. In my experience, they would place any guard on SNP sites without notification to SNP, including guards who could not

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speak English, guards who were not uniformed or didn't have the proper uniform, guards rostered being substituted by someone else without notice.

15. During the interview I was shown an email dated 5 July 2017 from myself to Tommy Sirour, the owner of SIG. The email that I sent to Tommy Sirour requested him to address a number of issues regarding:

- i. Guard leaving or not attending the site and not informing SNP
- ii. No communication from SIG about any new or replacement guards
- iii. Guards not wearing the required uniform
- iv. SNP having no idea who is rostered on each week
- v. SIG not yet providing a Working with Children clearance for a guard
- vi. Arriving late to work and this not being reflected on the timesheet
- vii. The AFTRS' daily checklist not being completed by the onsite guards since 6 June 2017

**See attached email from Lisa Cooper dated 5 July 2017 to Tommy Sirour tommy@sigservices.com.au and others Annexure 2.**

16. I do not recall receiving a response from Tommy Sirour to my email. I do recall that Lynn Li was more involved with the AFTRS site after my email and she started providing me the roster.

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17. In relation to the information SNP receives from subcontractors about their guards, SNP conducts checks on the licence number and our system is capable of alerting us when these licences expire.
18. However, it is not possible to check whether these guards work for a number of security companies. In my experience, ad hoc guards in particular often work for different subcontractors to increase their hours. It is therefore difficult to manage fatigue in these circumstances.
19. To mitigate this, SNP's rostering system MICROSTER has in built alerts for fatigue. If guards are on our system we see where they are and what they're doing. But if they go to another site with another company, SNP cannot control that.
20. During the interview I was shown an email I sent to Fawad Walizada dated 25 September 2017. Fawad was the National Work Health and Safety Manager at the time and he is current the Head of Risk and Safety. This email followed a complaint from NCAT that:
- i. A SIG guard attended the site with no SNP uniform,
  - ii. They have no idea which guard turns up each day
  - iii. A SIG guard arrived untrained with no knowledge of people screening
21. I had similar issues with SIG guards not wearing proper uniforms at the RIDBC site.

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**See attached email from Lisa Cooper dated 25 September 2017 to Fawad Walizada and others Annexure 3.**

22. I also recall that the email of 25 September 2017 followed an incident at the AFTRS which was of particular concern to me. SIG had failed to notify SNP that a lead guard failed to attend work leaving one junior guard being rostered by himself for 15 hours. During that shift, the junior guard had to deal with an attempted suicide by a young male student at the school which left no other guard being able to patrol the school and left the junior guard with no one for support. SNP only became aware after the fact when my colleague, Lacey Shields, SNP Site Manager for Macquarie Bank who is associated with the AFTRS HR Director called myself and SNP Operations the same night (25 August 2017) as the incident to inform me of what happened. As a result of what happened, SNP provided a full incident report to the AFTRS, I escalated the matter to SNP's Risk Board, and a meeting was held between Tom Roche, SNP's Managing Director, and the client.

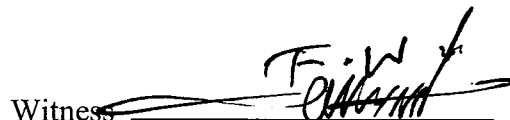
- i. SNP's Risk Board consists of SNP employees are Darlene Winston was the Chair, Linda Willard, MJ Jayona and the Operational Team
- ii. Fawad Walizada, Head of Risk and Safety
- iii. Tamara Bayly, Risk and Compliance Manager

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**NAME: Lisa Cooper**

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23. As a result of numerous issues with SIG which I escalated to the Risk Board, SNP took the step of performance managing SIG<sup>[LW1]</sup>. This involved closer supervision of SIG's delivery of security services to SNP and follow up of a number of issues, in particular a number of fatigue issues which were identified in late 2017.

**Daryl McCreadie**

24. Daryl McCreadie relocated to the University of Sydney undertaking a new role as a Site Manager for the University of Sydney in approximately October 2015. I recall this as I had just commenced employment at SNP. Daryl McCreadie was assisted in his role as the University of Sydney Site Manager by a second in charge (2IC), Emir Balicevac, and a rostering officer, Frank Lu. I do not recalling having ever met Emir Balicevac or Frank Lu.

25. Daryl McCreadie was also the Account Manager for other sites besides the University of Sydney, for example, TAFE and the University of Wollongong

26. My understanding is that the existence of the role of Site Manager or Site Coordinator is contract driven and I have many sites under my responsibility that do not require a site manager.

27. I was allocated the role of back-up Account Manager by SNP for the University of Sydney; however, I have never been responsible for the site.

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**NAME: Lisa Cooper**

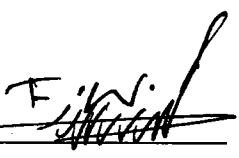
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28. Daryl McCreadie and I reported to Phil Tansey, Branch Manager, from September 2017 to May 2018.

29. I have had lengthy conversations with Daryl McCreadie about work and I do not recall Daryl McCreadie ever mentioning problems at the University of Sydney in any formal meetings, in personal conversations, or any other meetings. This I now find unusual given the numerous issues and client complaints which I encountered with SIG relating to the sites which I managed.

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20 DEC 2018

**Re: AFTRS**

**From:** Sam Calcagno <scalcagno@snpsecurity.com.au>  
**To:** lynn SIG Services <lynn@sigservices.com.au>  
**Cc:** Lisa Cooper <lcooper@snpsecurity.com.au>, Peter Barbagiannis <pbarbagiannis@snpsecurity.com.au>, Linda Willard <lwillard@snpsecurity.com.au>, Stef Zarikos <szarikos@snpsecurity.com.au>, Tamara Bayly <tbayly@snpsecurity.com.au>, National Operations <nationaloperations@snpsecurity.com.au>  
**Date:** Mon, 20 Feb 2017 11:31:32 +1100

Hi Lynn

I will let Lisa and Roster operations explain it in detail, but below is some overall information.

**The I-Comms App**

The I-Comms app is a smart phone app developed by SNP to replace paper based reporting and also bring all other non paper reporting together into one central SNP database which participating clients can have access to generate reports and analysis, security officers will be able to enter their shift occurrences such as patrolling details and incident reports etc using a site smart phone or site PC (PC option where available), Training and access will be provided,

Every guard on I-Comms site will require a login account, SNP will require the following information

- Officer's Full Name (as per their security licence)
- Officer's security licence number
- Officer's SNP Personnel ID number
- Officer's active email address (the email address can not be one issued by a client and needs to be active and regularly checked as the officer will receive login details via that email address)

**The Live rostering**

The I-Comms system dispatches site related electronic forms to security officers 20 minutes prior to their shift starting, for this to function as designed, all security officers rostered on an I-Comms site (in this case AFTRS) will need to be entered into the SNP rostering system at least 1 hour prior to the shift start time, each officer will be issued an I-Comms account which is used to log into the app and complete the shift electronic forms as required

The below procedure needs to be followed once SNP.

SNP requires subcontractors to provide SNP National Operations the rosters for subcontractor assigned shifts by COB every Wednesday to reflect the next week's roster (Monday to Sunday) in addition, any changes to those shifts need to be communicated to SNPs 24 hours National Operations with due notice, if the changes are urgent (no later than 30 minute prior to shift start) or if after hours subcontractors need to place a phone call to (02) 87626641 to advise the change followed by an email within 2 hours of the call as a matter of record. during office hours and if changes are not urgent, the subcontractor can email SNP National Operations as normal.

If your site rosters are rotating with the same officers, please advise our National Operations and they will advise what their requirements are, the main aim is for the actual rostered guard to be in the system prior to shift start (No less than before 30 min prior), SNP rostering operations may update this process if required with due notice.

Please feel free to contact myself or National Operations if you require further clarification of above

Regards

**Sam Calcagno**

Customer Success Consultant

937-941 Victoria Rd West Ryde NSW 2114

T 02 8762 6685

# NSW ICAC EXHIBIT

PRN E17/0445/AS-10-010/PR-0015

M 0437 134 138

E [scalcagno@snpsecurity.com.au](mailto:scalcagno@snpsecurity.com.au)

E17-0445-AS-7-2-PR0045 NUIX

[www.snpsecurity.com.au](http://www.snpsecurity.com.au)



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On 20 February 2017 at 10:24, <[lynn@sigservices.com.au](mailto:lynn@sigservices.com.au)> wrote:

Hi Sam,

-

Sorry we are not sure what is live rostering procedure and I-Comms App. In the past Microster ID would be used for guards registration. So would you please update with us what is required for live rostering procedure?

-

Kind regards

-

**From:** Sam Calcagno [<mailto:scalcagno@snpsecurity.com.au>]

**Sent:** Monday, February 20, 2017 9:31 AM

**To:** Lynn - S International <[lynn@sigservices.com.au](mailto:lynn@sigservices.com.au)>

**Cc:** Lisa Cooper <[lcooper@snpsecurity.com.au](mailto:lcooper@snpsecurity.com.au)>; Peter Barbagiannis <[pbarbagiannis@snpsecurity.com.au](mailto:pbarbagiannis@snpsecurity.com.au)>; Linda Willard <[lwillard@snpsecurity.com.au](mailto:lwillard@snpsecurity.com.au)>; Stef Zarikos <[szarikos@snpsecurity.com.au](mailto:szarikos@snpsecurity.com.au)>

**Subject:** Re: AFTRS

-

Hi Lynn

-

Can you please add the two guards to your personnel register spreadsheet and send it to me as we need to get them both in our system and get their app training going

-

Also have you been made aware of the live rostering procedure now required for AFTERS in order to comply with the I-Comms app requirements?

-

Regards

**Sam Calcagno**

Customer Success Consultant

937-941 Victoria Rd West Ryde NSW 2114

**T 02 8762 6685**

**M 0437 134 138**

**E [scalcagno@snpsecurity.com.au](mailto:scalcagno@snpsecurity.com.au)**

**[www.snpsecurity.com.au](http://www.snpsecurity.com.au)**





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-  
On 17 February 2017 at 11:27, Lisa Cooper <[lcooper@snpsecurity.com.au](mailto:lcooper@snpsecurity.com.au)> wrote:

Lynn,

-  
Yes that's correct. Apparently you need to update the personnel register of all guards for our records.

-  
Kind regards,

**Lisa Cooper**  
Account Manager

937-941 Victoria Rd West Ryde NSW 2114

**T** 02 8762 6612

**M** 0410 542 156

**E** [lcooper@snpsecurity.com.au](mailto:lcooper@snpsecurity.com.au)

[www.snpsecurity.com.au](http://www.snpsecurity.com.au)



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-  
On 16 February 2017 at 14:22, <[lynn@sigservices.com.au](mailto:lynn@sigservices.com.au)> wrote:

Hi Lisa,

-  
By details you mean their license and certificates or ?

-  
Thanks,

-  
**From:** Lisa Cooper [<mailto:lcooper@snpsecurity.com.au>]  
**Sent:** Thursday, 16 February 2017 1:06 PM  
**To:** Lynn - S International <[lynn@sigservices.com.au](mailto:lynn@sigservices.com.au)>  
**Subject:** Re: AFTRS

Lynn.

-

Part of the system we will be implementing requires our rosters to be correct. Currently we have no records of Mick and Haitham, are you able to provide their details and can you now provide a roster to national operations.

**Lisa Cooper**

Account Manager

937-941 Victoria Rd West Ryde NSW 2114

**T 02 8762 6612**

**M 0410 542 156**

**E lcooper@snpsecurity.com.au**

**www.snpsecurity.com.au**



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On 14 February 2017 at 15:48, <lynn@sigservices.com.au> wrote:

Hi Lisa,

-

I've updated the records to include Mick and Haitham. Please find attached.

-

Regards,

-

Maggie

-

**From:** Lisa Cooper [mailto:[lcooper@snpsecurity.com.au](mailto:lcooper@snpsecurity.com.au)]

**Sent:** Tuesday, 14 February 2017 2:39 PM

**To:** Lynn - S International <[lynn@sigservices.com.au](mailto:lynn@sigservices.com.au)>

**Subject:** Re: AFTRS

-

Hi Lynn,

-

Since we have had a recent roster change at AFTRS can you please update the attached records so we can setup this system for the existing guards at AFTRS.

-

Kind regards

**Lisa Cooper**

Account Manager

937-941 Victoria Rd West Ryde NSW 2114

**T 02 8762 6612**

**M 0410 542 156**

**E lcooper@snpsecurity.com.au**

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On 20 January 2017 at 13:25, Lisa Cooper <[lcooper@snpsecurity.com.au](mailto:lcooper@snpsecurity.com.au)> wrote:

Hi Lynn,

-  
We are setting up a reporting system (lcomms) at AFTRS and we require all staff's details so we can set them up with a log and password. This is an automatic system which will be replaced by the clients checklist and forms used?

**Lisa Cooper**

Account Manager

937-941 Victoria Rd West Ryde NSW 2114

**T 02 8762 6612**

**M 0410 542 156**

**E lcooper@snpsecurity.com.au**

[www.snpsecurity.com.au](http://www.snpsecurity.com.au)



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**Fwd: AFTRS**

**From:** TOMMY SIG Services <tommy@sigservices.com.au>  
**To:** Lynn SIG <lynn@sinternationalgroup.com>  
**Date:** Wed, 05 Jul 2017 13:00:44 +1000

Get [Outlook for Android](#)

----- Forwarded message -----

**From:** "Lisa Cooper" <lcooper@snpsecurity.com.au>  
**Date:** Wed, Jul 5, 2017 at 12:08 PM +1000  
**Subject:** AFTRS  
**To:** "tommy" <tommy@sigservices.com.au>  
**Cc:** "Tamara Bayly" <tbayly@snpsecurity.com.au>, "National Operations" <nationaloperations@snpsecurity.com.au>

Tommy,

I spoke with the AFTRS customer this week to discuss issues that are of some concern with our current contract. To ensure we satisfy our services, we really need S-International to communicate with operations and myself so the customer is aware of any changes and issues.

Given this, can please ensure the following issues are now addressed and we don't experience any further problems going forward.

- No communication was received about Fatima leaving
- No communication was received about any NEW/replacement guards
- Haitham was wearing a "blue" shirt while on shift during an event - no SNP shift
- Mohammad Ali arrived during an AFTRS event with no uniform - no SNP uniform
- Mick was wearing a "dark grey" suit for an the AFTRS Event, the standard corporate is "Black" jacket, pants and SNP shirt & Tie.
- We have no idea who is rostered each week
- All guards must have a Working with Children's clearance, Mick still has not provided his certificate
- The customer reported that the weekend guard arrived late on two occasions late last month, leaving the school open and unattended. This guards timesheet does not reflect a late arrival? Apparently this guard has been replaced?
- The customer's daily checklist has not been completed by the onsite guards since 06 June 2017

We are ready to roll out the IComms application to this site and we really need an accurate roster each fortnight for the system to work. Therefore can you please ensure Operations we receive an accurate roster with all registered guards details.

On a good note, the customer is very happy with the current team including Mohammad Ali who assisted with the Event last week.

Kind regards,

**Lisa Cooper**  
Account Manager

937-941 Victoria Rd West Ryde NSW 2114

**T** 02 8762 6612  
**M** 0410 542 156  
**E** lcooper@snpsecurity.com.au

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**Re: S International**

---

**From:** Lisa Cooper <lcooper@snpsecurity.com.au>  
**To:** Fawad Walizada <fwalizada@snpsecurity.com.au>  
**Cc:** Linda Willard <lwillard@snpsecurity.com.au>, Daryl McCreadie <daryl.mccreadie@sydney.edu.au>, Philip Tansey <ptansey@snpsecurity.com.au>, Tamara Bayly <tbayly@snpsecurity.com.au>  
**Date:** Mon, 25 Sep 2017 20:12:04 +1000

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Fawad,

Further to my email can we please include the attached incident that occurred on 25 Aug when 1 of 2 guards worked a 15 hour shift with no notice to SNP and as a result of a serious incident.

Kind regards,

**Lisa Cooper**

Account Manager

937-941 Victoria Rd West Ryde NSW 2114

**T** 02 8762 6612

**M** 0410 542 156

**E** lcooper@snpsecurity.com.au

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On 25 September 2017 at 18:04, Lisa Cooper <lcooper@snpsecurity.com.au> wrote:

Fawad,

Please see the following notes for our discussions tomorrow with S-Int, sorry its late:

**NCAT - 66 Goulburn Street**

**Complaint from customer;**

- SO Reed attended site with no SNP Uniform
- SO Reed continues to wear his shirt unbutton showing chest hair, SNP logo on shirt faded
- SO Reed shirt untucked, client continues to remind staff to be tidy
- SO Reed had no idea on how to use "walk in" screener and hand held scanner
- Client has no idea on which guard turns up each day

- Guards arriving untrained with no knowledge of people screening
- Guard did not know how to address a disruptive customer fighting in court waiting room

**NCAT Parramatta** - Phil & Col also experienced issues with the current guard on site when they visited.

## **AFTRS**

Refer to email sent to Tommy on 05 July 2017. (see attached)

## **Uniforms:**

**11.10.16:** NSM audit, Saul Judkowsk reported not wearing SNP uniform. Warning letter sent to Tommy 12.10.16

**05.07.17:** NSM audit, Mick Ibrahim reported not wearing SNP uniform. Warning letter sent to Tommy 06.07.17

**05.07.17:** NSM audit, Elia Kadamany reported not wearing a SNP uniform. Warning letter sent to Tommy 06.07.17

**05.07.17:** Haitham wearing "blue" collared shirt under SNP Polo. Tommy notified 05.07.17

**05.07.17:** Abdul arrived with no SNP uniform. Tommy notified 05.07.17

**05.07.17:** Mick Ibrahim wearing a dark grey suit for an event. Tommy notified 05.07.17

**28-08-17:** Tom Roche attended site, Mick Ibrahim was wearing a white business shirt, cargo pants and black jacket, no SNP Uniform.

## **RIDBC**

See email from Client.

**Lisa Cooper**  
Account Manager

937-941 Victoria Rd West Ryde NSW 2114

**T** 02 8762 6612

**M** 0410 542 156

**E** lcooper@snpsecurity.com.au

[www.snpsecurity.com.au](http://www.snpsecurity.com.au)





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On 12 September 2017 at 10:30, Fawad Walizada <[fwalizada@snpsecurity.com.au](mailto:fwalizada@snpsecurity.com.au)> wrote:

Hi Team,

As briefly discussed, Please forward an agenda outlining every issue require discussion.

Please also nominate the Account manager/s based on the issues who would like to attend the meeting.

I am happy to organise a meeting with S International at WR early next week ( Monday - Tuesday) and discuss the matters.

Thanks

On 4 September 2017 at 20:54, Tamara Bayly <[tbayly@snpsecurity.com.au](mailto:tbayly@snpsecurity.com.au)> wrote:

It looks like they are mainly at Sydney Uni and NCAT (also ARTFS).

Lisa - are you looking after NCAT?

**Tamara Bayly**

National Manager - Risk & Compliance

[24 Beaumont St Hamilton NSW 2303](#)

**T** 02 4940 7776

**M** 0404 834 458

**E** [TBayly@snpsecurity.com.au](mailto:TBayly@snpsecurity.com.au)

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On 1 September 2017 at 15:23, Linda Willard <[lwillard@snpsecurity.com.au](mailto:lwillard@snpsecurity.com.au)> wrote:

Hi Tamara

As discussed earlier in the week, S International should be called in for a performance meeting.

Lisa would have quite a bit to discuss and I don't believe we have met with them in years. It is probably long overdue, as they provide services in excess of 2000 hrs per week to SNP, yet we have not really managed them as a supplier.

I have attached the sites that they currently work at.

It would be wonderful if we can organise a meeting and (if possible) even get you

down for the day and tee up some other meetings of suppliers we have not seen in a very long time.

Your thoughts?

Contacts:

**S INTERNATIONAL GROUP PTY LTD**

**P:** 61 2 9669 5200 **F:** 61 2 9693 5277 **E:** [accounts@sinternationalgroup.com](mailto:accounts@sinternationalgroup.com) **A:** Suite 1.11/46-50 Kent Road, Mascot NSW 2020

[tommy@sinternationalgroup.com](mailto:tommy@sinternationalgroup.com)  
[roster@sinternationalgroup.com](mailto:roster@sinternationalgroup.com)

Regards

**Linda Willard**

National Workforce Planning Manager Protective Services

937-941 Victoria Rd West Ryde NSW 2114

**T** 02 8762 6616

**M** 0418 429 572

**E** [lwillard@snpsecurity.com.au](mailto:lwillard@snpsecurity.com.au)

[www.snpsecurity.com.au](http://www.snpsecurity.com.au)



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--

**Fawad Walizada**

National Manager WHS

937-941 Victoria Rd West Ryde NSW 2114

**T** 02 8762 9159

**M** 0419 912 718

**E** [fwalizada@snpsecurity.com.au](mailto:fwalizada@snpsecurity.com.au)

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25/09/2017

SNP Security Mail - Fwd: AFTRS incidents report



Lisa Cooper &lt;lcooper@snpsecurity.com.au&gt;

**Fwd: AFTRS incidents report**

1 message

**National Operations** <nationaloperations@snpsecurity.com.au>  
To: Lisa Cooper <lcooper@snpsecurity.com.au>

FYI

Regards,  
Sonny

**National Operations**

Protective Services

937-941 Victoria Rd West Ryde NSW 2114

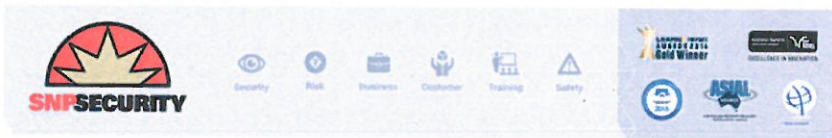
T 1300 663 365

F 02 8762 9143

E nationaloperations@snpsecurity.com.au

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**Forwarded message**From: **National Operations** <nationaloperations@snpsecurity.com.au>

Date: 26 August 2017 at 01:16

Subject: AFTRS incidents report

To: Linda Willard &lt;lwillard@snpsecurity.com.au&gt;, Troy Swadling &lt;tswadling@snpsecurity.com.au&gt;, Domenic Giardini &lt;dgiardini@snpsecurity.com.au&gt;

Hi team,

- Around 2140, SNP Supervisor Said Chahine received a phone call from Tom Roche reporting a suicide incident at The Australian Film and Television and asked to investigate,
- Around 2145, As per MR showing below, Said called S/O Haitham Al-Shoubak to check on him and offered him Employment Assistance Program (EAP) Haitham advised that he

Worked Hours 278:00		August 2017 Friday 25 20:00	
Notes			
Unallocated 00:00			
AFTRS - Moore Park-REG			
553642 HAITHAM AL-SHOUBAK S INTER GRP S	0700-1100, 0700-1100 3	REG	07:00-11:00 (0700-1100)
ZS-SINTERNATGRP	ZL-SINTERNATGRP 40:00	REG	18:00-22:00 (1800-2200)
553641 MAHMOUD IBRAHIM S S INTER GRP S	1000-2200, 1000-2200 4	REG	10:00-22:00 (1000-2200)
ZS-SINTERNATGRP	ZL-SINTERNATGRP 120:00		

Said asked him if he could speak to Mahmoud Ibrahim to check on him and offer him the EAP, and Haitham advised that he was on site by himself because Mahmoud had a car

- Haitham was asked if the client was aware of the incident and if they requested any after security services he advised that he spoke to Facilities staff member and he did not require.
- While Said was talking to Haitham, I received a phone call from Lisa Cooper to notify us of what had happened and informed to notify S International (Tommy) because their was
- I spoke to Tommy from S International and he advised that he was not aware of the incident and advised that he will investigate and will get back me.
- Around 2230, Tommy from S International called back and stated;

"Mohamed Ibrahim had a car accident in the morning on his way to work and was sick. So he asked Haitham to cover his shift until 2200 then Mohamed would start at 1800. At was not feeling well. So he called SNP hotline number and no one answered, so he went home".

N.B) I asked Tommy if Mahmoud left a voice message and he Tommy said 'I'm not sure'

- At 22:45 We contacted Haitham back again to get his statement to match it with Tommy and Haitham stated "Mahmoud called him at 0545 in the afternoon" (not in the morning a

**Shortfalls:**

- 1 x hour between 1000-1100,

https://mail.google.com/mail/ca/u/0/?ui=2&ik=a45a471956&jsver=-ak4JnWEPP0.en\_GB.&view=pt&as\_from=nationaloperations%40snpsecurity.c... 1/2

- 4 x hours between 1800-2200,

N.B) Regarding Tommy's statement which stating that Mahmoud was going to work in the morning;

SNP did not receive roster amendments for AFTRS and per the latest email from S International, Mahmoud was rostered to 1000-2200 not 0700 as what Tommy had said,

AFTRS w.e. 27/8/17

/Steve x

? lynn@sigservices.com.au

to me

Hi there,

Please find attached the roster for this week.

W.E. 27/8/17

	Mon	Tue	Wed	Thurs	Fri	Sat	S
Mahmoud Mohamed Ibrahim Ibrahim	10:00-22:00	10:00-22:00	10:00-22:00	10:00-22:00	10:00-22:00		
Haitham Al-Shoubaki		07:00-11:00	07:00-11:00	07:00-11:00	07:00-11:00		
					18:00-22:00		
Nader Gad	18:00-22:00	18:00-22:00	18:00-22:00	18:00-22:00			
Louie	07:00-11:00						
Tulendra						08:30-17:00	08:30
Andriana						08:30-17:00	08:30

- NOI incident report had been filled by Said and sent to [incidents@snpsecurity.com.au](mailto:incidents@snpsecurity.com.au),
- As the guard was finishing time was 2200, we could not send SNP Sonny because we received the phone call around 2140,

Regards,  
Billy

#### National Operations

Protective Services

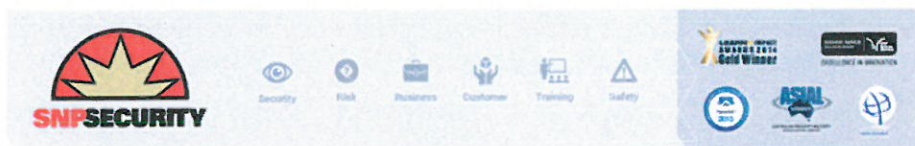
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Lisa Cooper &lt;lcooper@snpsecurity.com.au&gt;

**Re: Fwd: Fwd: Event report for the incident happened on 25th august at AFTRS**

1 message

**TOMMY SIG SERVICES** <tommy@sigservices.com.au>

26 August 2017 at 16:21

To: National Operations &lt;nationaloperations@snpsecurity.com.au&gt;

Cc: Lisa Cooper &lt;lcooper@snpsecurity.com.au&gt;

Hi all.

I have spoken with Mick (mohamed ibrahim ) in regards why he didn't turn up to the site and why we haven't been advised us? He said to me that he was very sick and he informed all Afters management on Thursday night in regards his of sickness, Mick (mohamed ibrahim) called Haitham on friday morning and asked him to swap the shift and to do from 10am till 2200 and He will come to cover the shift from 1800-2200 Mick (mohamed ibrahim) never advised myself or anyone from the office about any changes. when i spooke with him i asked why He didn't turn up to he said to me He went the site at 1800 but he couldn't get in because He was very sick , mick (mohamed ibrahim) told me that he try to call SNP head office but no one picked up the phone. and He never even called to advise me that He was sick and He can't do the shift. The reason that we didn't found anything about it because mick (mohamed ibrahim) has a permanent roster and He's already aware of his roster and never had any issues turning up for his shift .

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On Sat, Aug 26, 2017 at 3:45 PM +1000, "National Operations" &lt;nationaloperations@snpsecurity.com.au&gt; wrote:

Hi Tommy

FYI

Regards  
Oytun Gungor**National Operations**

Protective Services

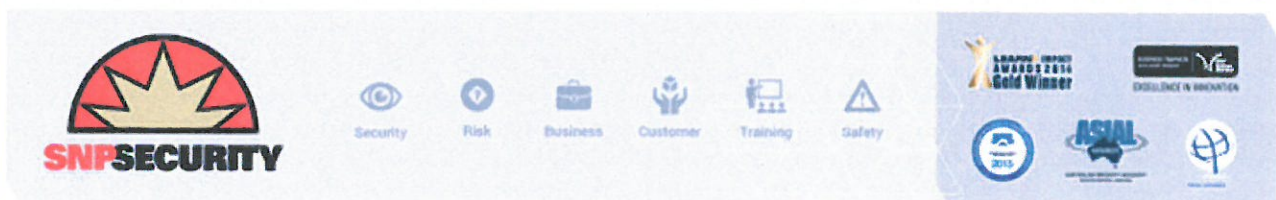
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----- Forwarded message -----

From: **Lisa Cooper** <lcooper@snpsecurity.com.au>

Date: 26 August 2017 at 15:38

Subject: Re: Fwd: Event report for the incident happened on 25th august at AFTRS

To: National Operations <nationaloperations@snpsecurity.com.au>  
Cc: Linda Willard <lwillard@snpsecurity.com.au>, Domenic Giardini <dgiardini@snpsecurity.com.au>, Troy Swadling <tswadling@snpsecurity.com.au>, Tamara Bayly <TBayly@snpsecurity.com.au>

Hi Guys

Did you find out how long Haitham was the only guard on shift. Any comments from Tommy as to why we were not advised of the no show from the second guard?

On 25/08/2017 10:46 pm, "National Operations" <nationaloperations@snpsecurity.com.au> wrote:

Hi All

Please found attached statement from Guard Haitham Al -Shoubaki in regards to an attempted suicide

Guard offered the Employment assistance program but refused any assistance and he advised he is fine

Detailed report will be followed

Regards Said Chahine

**National Operations**

Protective Services

937-941 Victoria Rd West Ryde NSW 2114

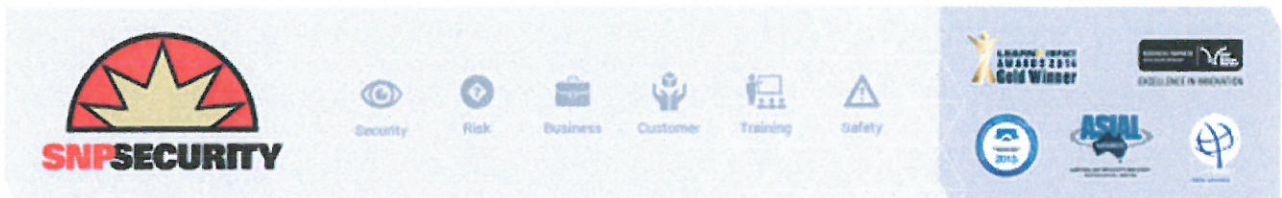
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----- Forwarded message -----

From: Haitham Al-shoubaki <alshoubaki.haitham@gmail.com>

Date: 25 August 2017 at 22:07

Subject: Fwd: Event report for the incident happened on 25th august at AFTRS

To: nationaloperations@snpsecurity.com.au

----- Forwarded message -----

From: "Haitham Al-shoubaki" <alshoubaki.haitham@gmail.com>

Date: 25 Aug. 2017 8:45 pm

Subject: Event report for the incident happened on 25th august at AFTRS

To: <con.despinidic@aftrs.edu.au>

Cc: <lousie.hope@aftrs.edu.au>

Dear Sir/Madam,

you will find attach the event report for the suicide attempt on the master rooms 1.50, I will forward the police report to you once i received it

KInd Regards,  
Haitham AL-shoubaki





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