

## FW: SNP response to Sydney Uni - KPMG Audit

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**From:** Steve Sullivan <steve.sullivan@sydney.edu.au>  
**To:** Ryan Sierra <ryan.sierra@sydney.edu.au>  
**Cc:** Dennis Smith <dennis.smith@sydney.edu.au>  
**Date:** Fri, 26 Aug 2016 09:18:35 +1000

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Ryan,

Please find attached response from SNP to Audit findings.

CSU Operations Management and I are satisfied with the responses and actions provided by SNP and will continue to monitor during monthly contractor meetings.

Forwarded FYI and record.

Kind regards

Steve

**STEVE SULLIVAN** | Divisional Manager  
Facility Management & Services | Campus Infrastructure & Services  
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**From:** Dennis Smith  
**Sent:** Thursday, 25 August 2016 1:40 PM  
**To:** Steve Sullivan  
**Subject:** FW: SNP response to Sydney Uni - KPMG Audit

I have read the SNP formal responses.

On balance they have answered the concerns raised by KPMG.

Later in the year as part of my monthly KPI meeting, I will double check on the main items raised during the audit and ensure compliance is continuing.

Dennis.

**DENNIS SMITH** | Operations Manager  
Campus Security Unit| Campus Infrastructure Services

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**From:** Daryl McCreadie  
**Sent:** Wednesday, 24 August 2016 2:39 PM  
**To:** Dennis Smith

**Cc:** Neil Fields; Darlene Winston; Tom Roche; Tammy Iselt  
**Subject:** FW: SNP response to Sydney Uni - KPMG Audit

Dear Dennis,

Please find the response from SNP Security to USYD regarding the KPMG audit attached.

Kind regards,  
Daryl

**From:** Tammy Iselt [<mailto:tiselt@snpsecurity.com.au>]  
**Sent:** Wednesday, 24 August 2016 1:29 PM  
**To:** Daryl McCreadie; Darlene Winston; Tom Roche  
**Subject:** SNP response to Sydney Uni - KPMG Audit

Hi Daryl,

Attached is the SNP response to Sydney Uni - KPMG Audit.

Can you forward onto Dennis please.

Regards,  
Tammy Iselt  
National ER Manager  
HR  
SNP Security  
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23 August 2016

Dennis Smith  
Operations Manager  
Campus Security Unit  
The University of Sydney  
E: dennis.smith@sydney.edu.au

Dear Dennis,

**Re: Response to KPMG Audit**

Thank you for giving us the opportunity to respond to the KPMG Audit feedback.

Using the paragraph numbering of the 'audit' and the 'key observations' made, SNP advises the following:

- 1.1 SNP complies fully with its obligations and responsibilities under the industrial instruments applicable to its employees engaged to perform work on the University of Sydney campus site. There are two industrial instruments applicable, Security Industry Award 2010 and the SNP Security Services Pty Limited Enterprise Agreement 1995. Longer term employees are covered by the EBA and rates of pay payable to these employees are updated to reflect movements in the Award, to ensure no employee is paid less than they would if they were covered by the Award. This also extends to the conditions found within the Award that may reflect on payments payable to an employee.

Any overtime worked, is paid at the rate required either under the Award or EBA, whichever is applicable.

No practice exists to circumvent the payment of overtime to SNP employees. SNP uses a subcontractor, SIG to cover ad-hoc, small demand areas of security and peaks in security demand, often a result of one-off or infrequent security needs of the university.

SIG employs its own staff and some SNP employees choose to work for SIG on the university campus. No employee of SNP is either required to or encouraged to work for SIG by SNP. The employees choose to work for SIG, which firm then has the benefit of skilled security personnel, familiar with the University environment and needs. Such work is welcomed by SNP employees as an additional source of income. The University understands the role SIG plays in security at the University, and SIG is a nominated sub-contractor under the University contract with SNP.

Additionally, SNP has an active Work Health & Safety Policy and Fatigue Management Policy which ensures, as far as is reasonably practicable, the health and safety of its employees at work.

During the audit, a single staff member from SIG was identified as having worked 15 days without a full day's break. This has been brought to the attention of SIG and corrective action to the future has been taken.

**Mismatch between Employee Roster and Sign-In/Sign-Out Sheets.**

The staff roster is produced in advance, monthly and then again 7 days beforehand. These rosters rarely, if ever, accurately reflect the hours actually worked by employees. This variation is a result of many issues, such as sick leave, personal leave, other leave not foreseen or the varying needs of the University with respect to their security requirements. Any employee of SNP who works hours in excess of those rostered is paid for time worked in accordance with the relevant Award or EBA.



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## 1.2 Instances where the contract between the University and SNP have not been adequately implemented.

### Confidentiality Agreement.

SNP understands that this is important and can now advise that all SNP employees who use the Gallagher system have now signed the Agreement.

### General Duties Training Module.

The auditor did not speak to SNP employees who were knowledgeable of the training records of SNP. All personnel had been adequately and properly trained in accordance with the contractual requirements of the University. Additionally, all employees who perform work as patrol guards are fully trained and appropriately licensed. SNP employees who perform ad-hoc work, such as in a static capacity guarding a broken door, are not required to complete the 12 day on site full security training.

### Control Room operators required to a specific module applicable to the work in the Control Room.

All team leaders are trained in Control Room operations as well as other personnel who work on each shift, which ensures the Control Room is always staffed by employees trained in this function.

### The Auditors consider that SNP should re-negotiate its EBA, which currency date has long expired.

There is no need to re-negotiate a new EBA. As noted earlier, only some long term employees are currently, in a formal sense, covered by the terms of the EBA. All new employees are employed under the terms of the Security Industry Award 2010. No employee is disadvantaged by being covered by an expired EBA and it is noted that all industrial instruments, including EBAs, continue in force after they expire, until that instrument is either rescinded or replaced. As all EBA employees enjoy wages which at least reflect the current award, no disadvantage occurs to them by being covered, in a formal sense, by an expired EBA.

If you would like to discuss any of the above matters or other relevant issues, then please contact me on 0410 542 972 or Tom Roche on 0410 542 929.

Yours sincerely,  
**SNP SECURITY,**

Darlene Winston  
**GENERAL MANAGER PEOPLE & PARTNER STRATEGY**