



ACES

Case study

ACES conduct more than 5,000 safety inductions per year to ensure the highest level of safety compliance of their security personnel.

About ACES

Australian Concert & Entertainment Security (ACES) are one of Australia's leading providers of security services to the entertainment industry. Operating for more than twenty-five years, ACES provide crowd control, risk management and security services to many of Australia's leading entertainment stadiums, government public areas, and concerts and festivals right across Australia.

The Opportunity

With more than 1,000 guards regularly working, and the same number of guards contracted from third-party providers, ACES workers are required to work at a range of different venues under a multitude of different and often challenging environments. These include sporting arenas, large public events, water front, parks and roads.

Each venue requires all workers to complete a general induction before working onsite, as well as more specific single event and/or processes requiring one-off specialised safety courses.

Ensuring all guards complete the required safety induction and maintain a current induction is of high importance to ACES in ensuring they provide a safe working environment for all workers, while being able to demonstrate adherence to their legal obligations.

The Requirement & Solution

InductOnline has been used by ACES to meet their legal and safety obligations. A number of general and specific safe working and site inductions have been created at head-office. These courses are published to the relevant site managers who are responsible for ensuring all staff complete the relevant course. Although InductOnline is fully automated and allows course notifications to be automatically emailed to relevant staff, InductOnline reporting makes it easy for managers to view those staff who must still complete a course and/or whose course will soon expire.

In addition, ACES is able to manage those contractors and suppliers who provide services on behalf of ACES and can ensure those contractors and suppliers also complete the relevant courses.

The Benefit to ACES

ACES has been able to not only meet their legal obligations, but have implemented an improvement strategy whereby InductOnline is utilised to deliver additional training and employee-development strategies.

The administration and management of safety inductions has been significantly reduced and ACES customers have been impressed by the level of professionalism and adoption of best practice, which ACES has undertaken.