



CAPABILITY STATEMENT 2026

COMMERCIAL

Premium security and concierge for commercial office and mixed use precincts

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WHO WE ARE

DevSec protects and represents premium, A grade and B grade commercial assets across Australia.

We are a specialist security and concierge provider built for institutional property. Our people are directly employed, directly trained and directly managed by us, because the person at your front desk or on your loading dock is the most visible representative your building has.

Every patrol, checkpoint and incident across our portfolio is captured in TrackTik and available to you in real time. You should never have to ask your provider how your building is running.

Queensland based, with the systems and management structure to support portfolios nationally.

The measure of a security and concierge team is not whether the post is filled. It is whether the building runs better because of the people in it.

THE DEVSEC DIFFERENCE

Six commitments that shape how we work with you, on every site, every day.



ONE PROVIDER, EVERY SERVICE

From front of house through to CCTV and access control. Corporate Security, Concierge, Mobile Patrols, Electronic Security, Tenant Activations and After Hours Response, all under one contract and one management team.



DIRECTLY EMPLOYED PEOPLE

Recruited, vetted, licensed, trained and uniformed by us. Performance authority sits with DevSec, not with a labour supplier.



EVIDENCE, NOT ASSURANCE

Every patrol GPS logged, every checkpoint scanned, every incident timestamped. You can verify our service delivery without asking us for it.



AWARD COMPLIANT PRICING

Rates built on full Industry Award compliance including every applicable allowance. The price you sign is the price that holds.



MANAGEMENT THAT SHOWS UP

Weekly site visits, fortnightly unannounced inspections and direct access to our leadership team. Not a call centre.



READY BEFORE DAY ONE

Systems configured, people trained and procedures agreed before we start. There is no settling in period at your cost.

COMMERCIAL SERVICES

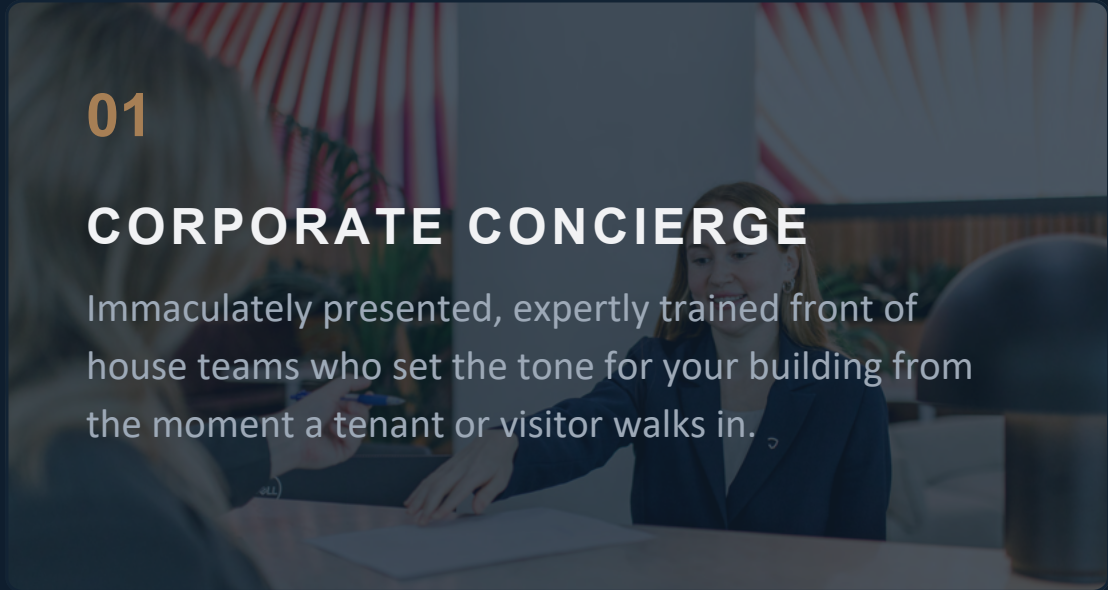


A single provider across the full security and concierge requirement of your asset.

01

CORPORATE CONCIERGE

Immaculately presented, expertly trained front of house teams who set the tone for your building from the moment a tenant or visitor walks in.

A woman in a dark blue blazer is smiling and interacting with a guest at a reception desk. The background shows a modern office interior with large windows and indoor plants.

02

CORPORATE SECURITY

Professional, vigilant Security Officers who combine strong security awareness with the customer service and presentation a premium asset demands.

A security officer in a blue uniform is holding a mobile device and looking at a wall. The background is a plain, light-colored wall.

03

TENANT ACTIVATIONS

A dedicated activations team who lift tenant engagement, support retention and help your asset attract and hold quality tenants.

A festive indoor display for a tenant activation. It features a red curtain backdrop, potted plants, and a sign that says "Bloom & Build".

04

MOBILE PATROLS

Trackable, monitored patrols with live reporting and photographic evidence, covering internal, external, intermediate and welfare requirements.

A white patrol vehicle with the DevSec logo and "SECURITY SOLUTIONS" text on its side. The vehicle is parked outdoors.

05

ELECTRONIC SECURITY

Access control, CCTV and integrated systems designed, installed and maintained for high traffic commercial environments.

A security officer is adjusting a CCTV camera mounted on a wall. The background shows a building exterior with windows.

06

AFTER HOURS RESPONSE

Alarm response, loading dock support and 24 hour coverage backed by our Operations Centre.

A security officer in a blue uniform with "SECURITY" on the back is sitting at a desk in a control room. Multiple monitors display various security camera feeds.



CORPORATE SECURITY. DONE DIFFERENTLY.

CORPORATE SECURITY

● SECURITY THAT REPRESENTS YOUR BRAND

Our Security Officers are more than a visible presence, they're an extension of your team. Professional, approachable and customer-focused, they create a welcoming environment while maintaining a strong security presence for your building, tenants and visitors.

● PROACTIVE RISK MANAGEMENT

Our officers are trained to identify risks before they become incidents, remaining vigilant to suspicious activity, safety hazards and operational issues while protecting your people, property and reputation.

● COMMUNICATION YOU CAN RELY ON

Exceptional service starts with exceptional communication. From clear incident reporting and proactive updates to positive interactions with tenants, visitors and contractors, we keep everyone informed and ensure nothing is overlooked.

MOBILE PATROLS. DONE DIFFERENTLY.

MOBILE PATROLS

● VISIBLE DETERRENCE

A strong security presence that helps deter criminal activity while providing reassurance to tenants, staff and visitors.

● PROACTIVE RISK MANAGEMENT

Our officers are trained to identify vulnerabilities, report maintenance issues and respond to security concerns before they escalate.

● REAL-TIME REPORTING

With digital reporting, GPS-verified patrols and proactive communication, you'll always know what's happening at your property.



CONCIERGE. DONE DIFFERENTLY.

CORPORATE CONCIERGE

● THE RIGHT PERSON IN YOUR FOYER

We match the concierge to the asset, the tenants and the brand. Presentation, communication and temperament are assessed before anyone is placed on site.

● SECURITY AND RISK TRAINED

Every concierge is licensed, security trained and competent in access control, contractor management, emergency procedures and building systems. Front of house and operational control are one function, not two.

● ACTIVATIONS ARE OUR SPECIALTY

A dedicated activations team who plan, run and report on tenant engagement programmes against your calendar and your budget.

TENANT ENGAGEMENT



Plan. Execute. Deliver.

Tenant engagement is one of the most cost effective levers you have for retention. Our activations team plan, execute and deliver experiences that give your tenants a reason to stay and give prospective tenants a reason to choose your building.

● PLAN

We work to your calendar, budget and tenant mix to build an activation programme that suits your asset.

● EXECUTE

Our team run the event end to end, so your building management team stay focused on the asset.

● DELIVER

Exceptional tenant experiences that lift retention rates and attract new tenants.



ELECTRONIC SECURITY



Large format commercial spaces are highly active environments, and we design electronic security to perform with that in mind.



More than 50 years of combined practical experience in the security industry. We provide designs at varying levels of involvement and coordinate directly with your project managers and builders.

CONSULT

Site assessment, risk review and a clear scope before any design work begins.

DESIGN

Schematic through to full detail sets, documented in System Surveyor for every project stage.

INSTALL

Coordinated directly with your project managers and builders, working around an operating building rather than through it.

MAINTAIN

Service, maintenance and remote monitoring, with as built documentation handed over on completion.

NEXT LEVEL REPORTING

Real time visibility across every site



DevSec uses TrackTik, an industry leading workforce management and operational reporting platform that gives you real time visibility across every site, shift, incident, patrol and compliance activity.

Accessible on desktop and mobile, the platform gives you, your management team and our officers immediate access to critical operational information at any time.

Technology driven service delivery

By combining structured operations with technology, we deliver greater accountability, faster response times, improved compliance and data driven decision making. This moves you beyond reactive security and into proactive operational risk management.

Smarter reporting. Better accountability.

- Incident reporting and analytics
- Patrol tracking and checkpoint compliance
- Welfare checks and lone worker monitoring
- Live roster management and attendance tracking
- KPI measurement and performance reporting
- Client accessible dashboards and operational transparency
- Site specific reporting and trend analysis

Operational Intelligence

Operational intelligence applied to the way we protect your asset.



DEVSEC AI

Our internal operational intelligence programme, focused on faster response, better reporting quality, stronger analytics and clearer client visibility across every asset we protect. AI assisted workflows improve incident management, surface operational trends and reduce administrative delay.



TRACKTIK ANALYTICS

Live visibility across patrols, incidents, welfare checks, KPI compliance, attendance and site activity. Combined with AI assisted analytics, our managers identify patterns and respond to operational risk before it escalates.



INTEGRATED BUSINESS SYSTEMS

TrackTik, Employment Hero, simPRO, SafetyCulture and cloud based operational systems work together to streamline workforce management, onboarding, compliance, reporting and service delivery on every site.

Every client facing report is reviewed by a Service Delivery Manager before it is issued. Technology sharpens our judgement. It does not replace it.

PROVEN PERFORMANCE



Every patrol, checkpoint and incident is captured, timestamped and auditable. Our clients don't take service delivery on trust alone.

Period the TrackTik numbers cover is Last Financial Year.

101,086

Checkpoint scans in TrackTik

64,672

Reports generated

68

Field staff

ACCREDITATION

DevSec has management systems certified with the following standards.

- ISO 9001:2015 Quality Management Systems
- ISO 14001:2015 Environmental Management Systems
- ISO 45001:2018 Occupational Health and Safety Systems
- ISO 27001:2022 Information Security Management System

Independently prequalified

We demonstrate our management capability through qualification with CM3, ASIAL, Complyflow and Rapid Global. Each assessment is completed annually to confirm our insurances, licences and systems are current, with some assessments completed by third parties including Greencap, one of Australia's leading health and safety risk management specialists.

EXPERIENCE



Selected commercial assets currently or recently serviced by DevSec.

A photograph of the NO1 Anzac Square building, a large, multi-story office complex with a modern architectural style, featuring glass and concrete facades.

NO1 ANZAC SQUARE

Three office buildings on a single title, over 52,000sqm NLA, sharing one ground floor lobby and basement car park. One arrival point serving three towers, so every tenant, visitor and contractor moves through the same controlled space.

DevSec provides
Corporate Concierge, Activation Services

A photograph of the 205 North Quay building, a tall, modern office tower with a glass facade, situated in a city skyline.

205 NORTH QUAY

A 38 storey A grade tower, approximately 43,700sqm NLA, with a public plaza, wellness floor and 116 basement car parks. Public plaza access and premium amenity on one riverfront site, each carrying a different risk profile.

DevSec provides
Corporate Security, Concierge and Activation Services, Mobile Patrols, Electronic Security

A photograph of the 120 Edward Street building, a modern office tower with a glass facade, located in a dense urban area.

120 EDWARD STREET

A premium CBD tower with corporate accommodation, ground floor retail and tenant end of trip facilities. Office, retail and end of trip areas running on different access profiles within one building.

DevSec provides
Corporate Security, Mobile Patrols

A photograph of the Milton Green building, a modern office complex with a glass facade, situated in a city environment.

MILTON GREEN

Six office buildings, around 1,010sqm of retail and on site amenities across a 40,500sqm riverside site. An open campus with no single perimeter and multiple points of approach.

DevSec provides
Corporate Security, Mobile Patrols

A photograph of the 300 Queen Street building, a tall, modern office tower with a glass facade, located in a city skyline.

300 QUEEN STREET

An A grade 24 level tower in the Golden Triangle with a refurbished lobby, café and retail laneway. A repositioned asset where the lobby is central to the leasing offer, with a public laneway running through it.

DevSec provides
Corporate Concierge, Electronic Security

A photograph of the 300 Adelaide Street building, a modern office tower with a glass facade, situated in a city environment.

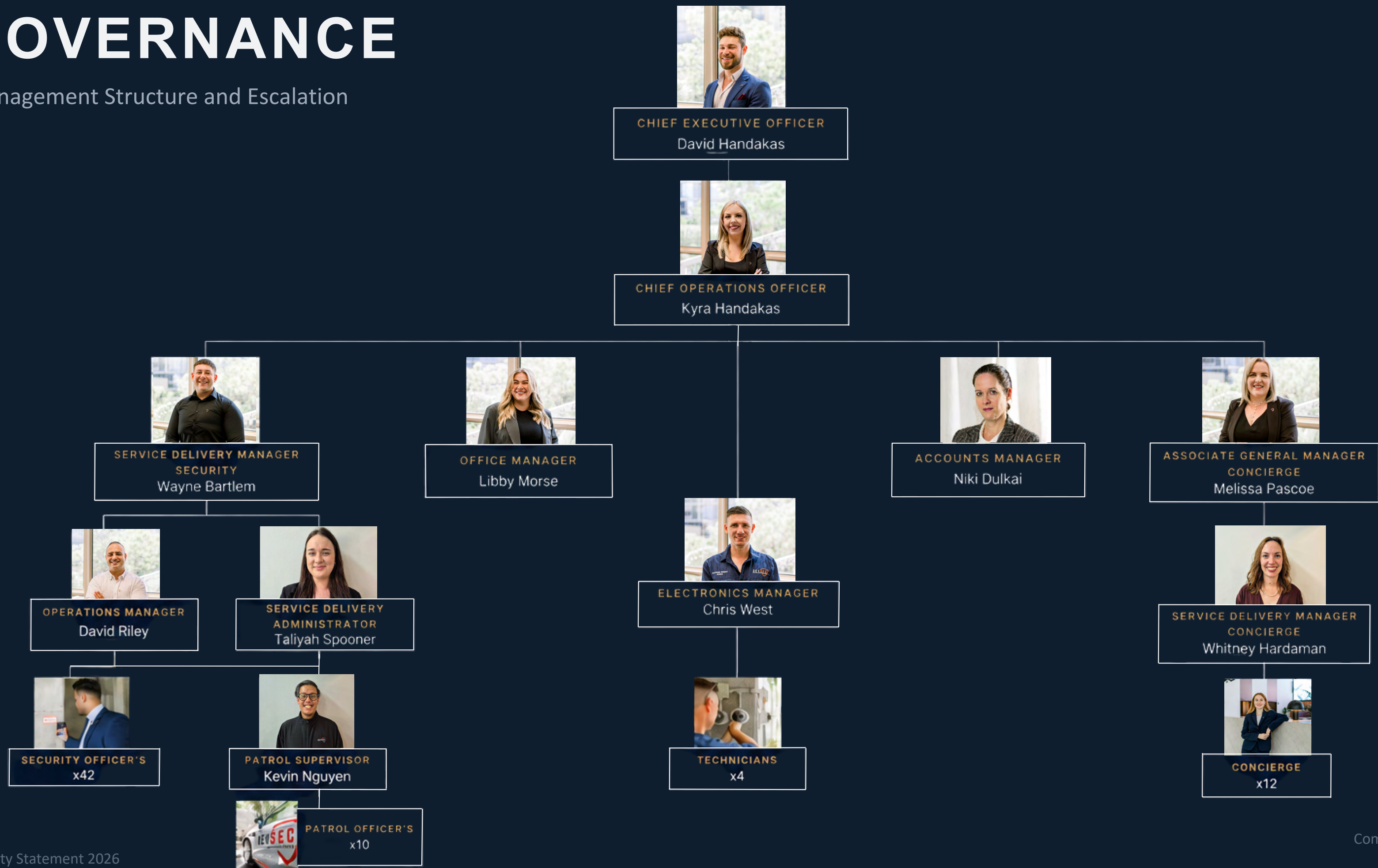
300 ADELAIDE STREET

A 23 level refurbished tower in the Golden Triangle, 13,140sqm NLA, with a three level glass podium, retail and end of trip facilities. A refurbished asset competing on tenant experience, where front of house presentation is part of the leasing offer.

DevSec provides
Corporate Security, Mobile Patrols, Concierge and Activation Services

GOVERNANCE

Management Structure and Escalation



OUR CORE VALUES



The DevSec difference starts with how our people are asked to work.

D

DIVERSE AND INCLUSIVE

Success does not come from the mind of one, but the minds of many.

E

EFFICIENT

Focus on the best outcome for our client and all else will follow.

V

VALUE CENTRIC

Always strive for the very best quality in all that we do for our clients.

S

SERVICE

We would not be here if not for our clients. Give them the service they deserve.

E

EMPOWER

Lift up your teammates and together we can achieve anything.

C

CONSTANT IMPROVEMENT

Grow one percent every day as a person and as a professional.

THE DEVSEC DIFFERENCE

One point of contact

Project management

Master planning

Cost optimisation

Enhanced customer service



GET IN TOUCH WITH US

Let us show you what a premium commercial security and concierge partnership looks like.

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