

## THE KISS OF LIFE; ALL PART OF THE SERVICE.

On the morning of 24 July Charter Security patrol officer Michael Arief was on duty at the front of the Melbourne Convention and Exhibition Centre when a member of the public collapsed on the Spencer Street footbridge. Responding as he had been trained to, Michael quickly assessed the scenario. The man had no pulse and was not breathing. To most of us that man was dead.

But Michael, being a Charter Security patrol officer, has extensive First Aid and Emergency Response training. He called in a Medical Emergency and while a member of the public administered CPR, Michael performed mouth-to-mouth resuscitation on the man. He continued with this life-giving procedure for ten-minutes that must have seemed like an eternity, until the arrival of paramedics. All the while the site of the emergency was secured by Charter Security patrol officer Prankaj Chhabra, who controlled the crowd, ensuring Michael had room to work, and also maintained contact with the Control Room and ensured access for the paramedics.

As a result a man is alive. The Royal Melbourne Hospital Coronary Care Unit tell us he is in good spirits, walking the ward, and expected to make a full recovery thanks to the prompt first-aid response by officer Arief.

Some people still think we are just there for security. But our patrol officers are all-rounders. When you place a Charter Security patrol officer on site you're not hiring a one-dimensional drone only adept at collaring thieves. You're hiring an extensive package of skills that may be of assistance in many areas. As we said earlier... a man is alive now who would be dead. The financial and legal repercussions of having someone die on your premises are not to be discussed here, and hopefully, if you have the right personnel on hand, you will never have to discuss them at all.

The Directors of Charter Security would like to congratulate and salute Michael Arief and Pankaj Chhabra and in order to do so we have decided to present them with a letter of Commendation signed by the Directors as well as the Charter Security Certificate of Merit and Gold Class movie tickets for both men and their partners.

We recognise these are mere tokens compared to the sense of fulfilment Michael and Pankaj have already felt in helping save a person's life. Imagine going home at the end of the day and being able to tell your family, "I saved a man's life today." Talk about job satisfaction.

**Thank You, Michael. Thank You, Pankaj. It's people like you that make Charter Security  
what it is.**

**Signed:**

Michael Ramsay

Director.

Neil Haines

Director.

Sean Goldrick

Director.

Lou Bacher

Managing Director.