

# CORPORATE PROFILE

Supplying businesses & residential  
clients with the secure solutions  
they need.

**JOHN BARNES**  
THE SECURE SOLUTION.



## **CORPORATE HEADQUARTERS**

John Barnes  
Unit 1, 211 Evans Road  
Salisbury QLD 4107

## **ESTABLISHED**

1 July 1966

[WWW.JOHNBARNSQLD.COM.AU](http://WWW.JOHNBARNSQLD.COM.AU)

### **ABOUT THE BUSINESS**

## **SPECIALISING IN LOCKSMITH SERVICES & SECURITY SUPPLIES**

John Barnes, specialising in locksmith services and the supply of architectural door hardware, is a leading supplier of goods and services to private, commercial and government projects throughout Queensland. The company offers total solutions in security products and services ranging from key cutting, onsite lock repairs and installations, security door products, safes, washroom equipment, commercial door and associated hardware and more.

Queensland family owned and operated, the business has been providing quality services since 1966 and during this time have diversified and expanded the operations from a corner key cutting business to one of the leaders in locksmith services and architectural door hardware.

Based in Salisbury the business comprises of a showroom, workshop, high security keying division, mobile service division, estimating and quotation service, architectural hardware department, warehouse and administration. Our company has built a reputation for quality service and advice which has been made possible through our stringent quality controls within the organisation.

We take pride in offering prompt and professional services and provision of expert advice from our experienced sales personnel and licenced service technicians who can assist you in the selection of security hardware that best suits your needs. With access to a wide range of products from trusted suppliers we have become a one stop shop for all your security requirements.

## REASONS WHY WE LOVE WHAT WE DO.

### PURPOSE

To be a leader in the locksmithing and security industry by providing enhanced services and quality products at the right price.

### VISION

To provide quality services and products that exceeds the expectations of our valued customers.

### MISSION STATEMENT

We aim to build long term relationships with our customers by providing exceptional customer services, quality products and advice by pursuing business through innovation and advanced technology.

### CORE VALUES

We believe in treating our customers with respect and integrate honesty, integrity and business ethics into all aspects of our business operations.

### GOALS

Expansion in the field of locksmithing, architectural hardware and electronic access; Continual development of a strong base of key customers; To increase the assets and resources of the company to support increased services; Maintain our reputation and position as one of the leaders in the industry.



### OUR PRODUCTS & SERVICES

## PROVIDING A WIDE RANGE OF SERVICES

John Barnes proudly provides locksmithing services to Brisbane and surrounding suburbs extending to the Gold Coast, Sunshine Coast and Ipswich areas, whilst the supply of commercial door hardware to major projects extends nationally.

As a well-established company specialising in locksmith services, security and architectural hardware our aim is to provide you with friendly professional services and quality advice and products to ensure that your security needs are met. Our experienced personnel will go the extra step to ensure that you join our circle of satisfied customers.

### We offer a wide range of services and products for residential and commercial clients, such as:

- Lock out service – car, home or office
- Keys cut
- Automotive keys cut
- Restricted master keying systems design & installation
- Locks repaired and/or rekeyed
- Automotive locks repaired / rekeyed
- Break and enter repairs
- Deadlocks supplied and installed
- Window locks supplied and installed
- Security screen door locks repaired or replaced
- Safes opened, repaired and combinations changed
- Poker machine locks supplied and installed
- Quality advice on securing your property
- Commercial door hardware
- Electronic access
- Disabled access
- Ancillary door hardware
- Washroom equipment
- Scheduling, Estimating and quotation services
- Access to a large range of security products
- & many other products

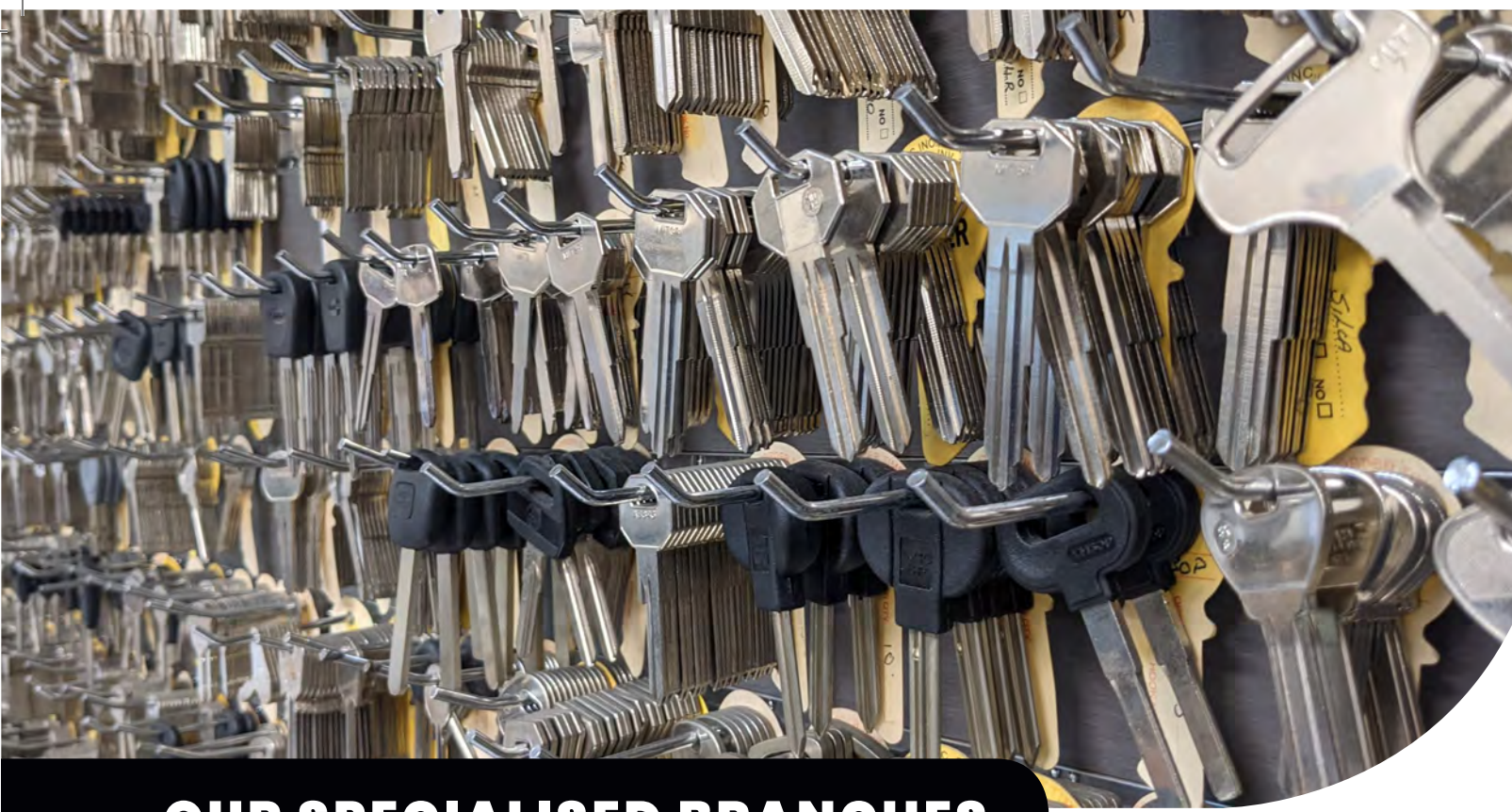
### ABOUT OUR MANAGEMENT

## TAKING IT BEHIND THE SCENES







The Managing Director, in conjunction with the Locksmith and Architectural Division Managers, oversee a team of departmental managers and supervisors including a Business Operations Manager, QMS Co-ordinator and OHS Co-ordinator.

Departmental management meetings are held every two weeks with senior management to provide a complete overview of work and issues that may arise. This allows continual improvements to be implemented to the systems in place. One of the major impacts from this process is being able to foresee possible issues and being able to provide solutions prior to the situation arising.
























## OUR SPECIALISED BRANCHES

-  LOCKSMITH
-  ARCHITECTURAL HARDWARE
-  TRADE
-  TECH SERVICES
-  KEY SERVICES
-  ESTIMATING

## PROVIDING TO MANY INDUSTRY SECTORS

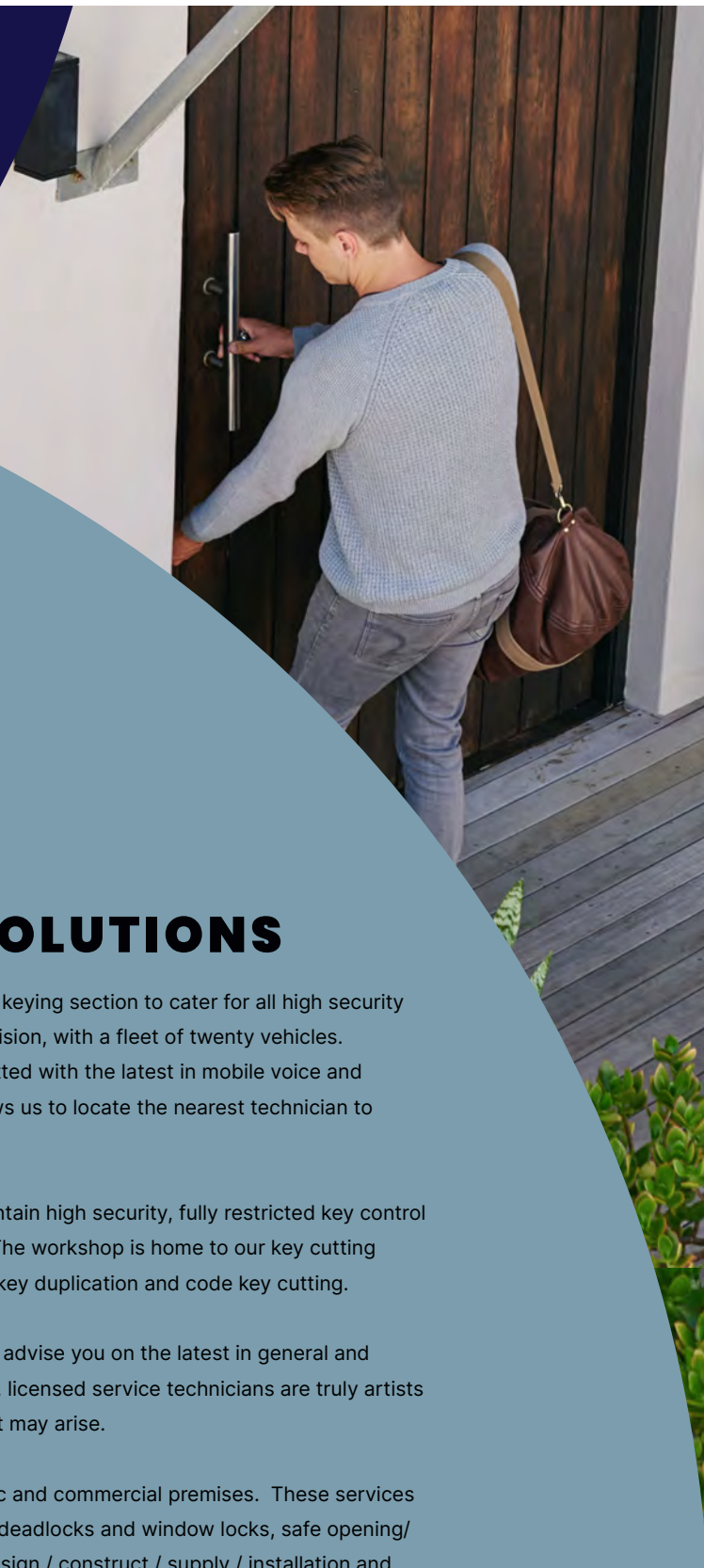
-  COMMERCIAL & INDUSTRIAL
-  HEALTH
-  EDUCATION
-  CORRECTIONS
-  AGED CARE
-  RESIDENTIAL
-  RETAIL & HOSPITALITY
-  SPORTS & RECREATION
-  DEFENSE

## OUR BUSINESS SERVICES

-  DOOR HARDWARE
-  MASTER KEY SYSTEMS
-  ELECTRONIC SOLUTIONS
-  TIMBER DOORS & STEEL FRAMES
-  INSTALLS & REPAIRS
-  SAFES
-  WASHROOM & BATHROOM FIXTURES
-  MOBILE SERVICES
-  ESTIMATES, SPECIFICATIONS & SCHEDULES
-  WORKSHOP & SHOWROOM







## WE MEAN SECURE SOLUTIONS

Our Locksmithing Department includes a secure restricted keying section to cater for all high security keying requirements, a retail shop and a mobile service division, with a fleet of twenty vehicles. Twelve of these vehicles are fully equipped service vans fitted with the latest in mobile voice and data communications with the addition of GPS, which allows us to locate the nearest technician to any emergency.

Our Security Keying Specialists can design, install and maintain high security, fully restricted key control systems, which also includes secure area keying profiles. The workshop is home to our key cutting experts who use the latest in computerised machinery for key duplication and code key cutting.

Knowledgeable staff are in attendance in our showroom to advise you on the latest in general and security products to suit any application. Our experienced, licensed service technicians are truly artists of the trade and qualified to rectify any security issues that may arise.

Our qualified Locksmiths provide services to both domestic and commercial premises. These services include repairs to locks, installation of new locks including deadlocks and window locks, safe opening/ sales/repairs and installations, automotive work and the design / construct / supply / installation and maintenance of high security, fully restricted key control systems, including secure area keying profiles.

John Barnes have been endorsed by ABLOY Australia as being a Grade 6 Abloy dealer, this is the highest rating available.

## SOME OF OUR MAJOR CLIENTS

Below is some of our biggest clients with ongoing contracts

### HEALTH

- Mater Public & Private Hospitals
- Queensland Children's Hospital
- Royal Brisbane Hospital
- Gold Coast Hospital and Health Services

### CORRECTIONS

- South East QLD Correctional Centres
- Brisbane Youth Detention Centre
- Brisbane Magistrates Courts

### EDUCATION

- University of Queensland all campuses)
- Queensland University of Technology (all campuses)
- Griffith University (all campuses)
- Somerville House

### DEFENSE

- Department of Defence facilities
- RAAF — Amberley
- Downer EDI
- Spotless Facilities

### AGED CARE various locations

- Tri care
- Blue care
- SCC Retirement Estates
- Uniting Care

### RETAIL & HOSPITALITY

- Coles
- Aldi
- Woolworths
- ALH Group
- Dan Murphy's
- Scentre Group Shopping Centres

### COMMERCIAL & INDUSTRIAL

- Ergon Energy Corporation
- Queensland Urban Utilities
- Origin Energy
- Australia Post

### SPORTS & RECREATION

- Brisbane Convention Centre
- Gold Coast Exhibition and Convention Centre
- HOTA — Home of the Arts
- GOMA — Gallery of Modern Art
- The Star Entertainment Group
- Event Cinemas







## COMMERCIAL DOOR HARDWARE

Our Architectural Hardware Department is a major supplier to commercial door hardware projects and private contracts throughout Queensland. At any one time we will have approximately 80 projects running concurrently. These projects will vary from design and construct; lump sum tender and co-ordination for refurbishment works.

Our certified architectural hardware consultants have had a large range of experience due to the diverse nature of projects under taken, both completed and current. Personnel are familiar with the working and requirements of new built and operational facilities, including the fault free trial periods prior to handover and, are able to offer resources to assist in the successful project completion.

Our company has access to a vast range of Commercial Washroom products inclusive of hand dryers, baby change stations, soap dispensers, paper towel dispensers, sower seats, toilet roll holders, grab rails and more. Innovative and durable in design, the range offers designers a clean finish that can be seamlessly incorporated into commercial bathroom interiors.

### SOME OF OUR RECENT COMPLETED PROJECTS INCLUDE:

- Somerset Retirement Village
- Stratton Street Tower
- Wacol Correctional Precinct Refurb
- UQ Andrew Liveris Building
- Queensland Childrens Hospital Upgrade
- SRACC Herston Quarter
- RAAF Amberley Upgrades
- Yamanto Shopping Centre
- Chester & Ella Apartments
- The Standard
- Queensland State Netball Centre
- Kingaroy Hospital Redevelopment
- UQ Student Residences
- New Youth Detention Centre







MORE ABOUT US BEHIND THE DOORS

## GET TO KNOW OUR BUSINESS

### MANAGEMENT

Departmental management meetings are held every two weeks with senior management to provide a complete overview of work and issues that may arise. This allows for continual improvements to be implemented to the systems in place. One of major impacts from this process is being able to foresee possible issues and being able to provide solutions prior to a situation arising.

### PERSONNEL

With many of our personnel having more than 30 years' experience with our Company, we have gained a thorough understanding of the issues that can arise during performance of a contract which therefore, allows us to identify any potential problems that may occur and provide cost efficient solutions.

Due to the experience of management and staff of John Barnes, and with 30% of our staff serving more than 20 years with the company, we are able to reallocate our resources in response to priority in order to fulfil contract obligations.

Our experienced Service Technicians hold Queensland Security Licenses as a minimum,

Several of our personnel are SCEC Endorsed Locksmiths, by the Australian Federal Government. This endorsement enables us to provide services, product and advice to secure facilities requiring restricted access.

Personnel are employed under the Federal Award MA000010 – Manufacturing and Associated Industries and Occupations Award 2020 and MA000004 General Retail Industries Award 2020. Employees are paid on a weekly basis including entitlements as per relevant awards, superannuation guarantee is paid into employee nominated funds monthly.

### QUALITY MANAGEMENT SYSTEM

John Barnes have implemented and maintain a management system incorporating quality assurance and workplace health and safety. Our integrated system provides a structured approach which incorporates the Plan, Do, Check and Act (PDCA) cycle and follows risk-based thinking.

Our former Quality Management System had previously achieved certification to the requirements of ISO 9001:2015. Whilst we have allowed third party certification to lapse, John Barnes is committed to exceeding our customer's requirements and expectations in a proactive, professional, and cost-effective manner ensuring that we continually improve the quality of our products, business processes and management systems. Our aim is to deliver quality products and iconic leading brands both locally and nationally.

At the conclusion of each year an audit schedule is produced for the following year. To ensure the company's commitment to our management system, we employ two qualified auditors, independent of daily business operations, who conduct rolling audits throughout each year as outlined in a planned audit schedule.

Our quality management system ensures that our products and/or services are consistent. It has four main components: quality planning, quality assurance, quality control and quality improvement, and is focused not only on product and service quality, but also on the means to achieve it.





## ENVIRONMENTAL MANAGEMENT

John Barnes is committed to comply with all relevant environmental legislation and regulations. The Company is also committed to identifying and managing all on-site environmental issues in order to minimise environmental impacts reduce waste and continue to review operations with the aim of improving environmental performance.

OEH&S is assessed in order to control and minimise any on-site hazards.

All relevant workers of John Barnes & Co have been issued with personal protective equipment including but not limited to – eye protection; sunscreen SPF30+; protective clothing – shirts; trousers; hard hats and ear plugs.

Training is provided where the need for control measures has been identified through the risk assessment process.

MSDS sheets are maintained on all hazardous substances, which are restricted to lubricants used in the course of locksmithing.

## OCCUPATIONAL HEALTH AND SAFETY

It is our aim to develop an acceptance within the working environment to act safely at all times to achieve our goal of an incident and injury free workplace. In order to meet the industry requirements and to assist in maintaining our high work standards as well as a safe working environment both on-site and on company premises, we employ an accredited Occupational Health and Safety Coordinator and four persons qualified in first aid.

All personnel, upon commencement of employment, undertake the company's detailed OH&S induction conducted by our Health & Safety Coordinator. Covering topics such as the Workplace Health & Safety Act, Accident Reporting, Emergency Procedures, Electrical Equipment, Personal Protective Equipment, Ergonomics for Work Stations, Manual Handling and Safety Auditing. Plant and equipment shall only be operated by competent qualified staff and such plant and equipment shall be covered by SWMS/JSA prior to commencement on site to ensure all aspects of EH&S is assessed in order to control and minimise any on-site hazards.





## OUR PROMISE TO OUR CLIENTS

As sub-contractor, John Barnes Group utilise the following methodology to meet this role and responsibility:

- John Barnes & Company's senior management shall work in partnership with the Client, to provide good quality products and services meeting requirements and deadlines.
- All installations, servicing, repairs and other relevant work shall be carried out by fully qualified technicians employed to carry out installation, maintenance and fault rectification.
- John Barnes & Co are endorsed by Abloy Australia as being Grade 6 Abloy Protec licensed dealers, this is the highest rating available and we are the only Australian locksmiths to have received this endorsement.
- All work performed shall be in accordance with our quality management system approved procedures.
- Due to the experience of the management and staff of John Barnes & Co and with 30% of the staff having more than 20 years with the company, we are able to reallocate our resources in response to priority in order to fulfil the obligations of the contract.
- John Barnes & Co recognise the significance of the work being performed and is client focused in delivering the highest standard of work.
- In order to maintain our high standards, we employ a Quality Management Systems Coordinator and HR/ Industrial Relations Supervisor.
- Environmental issues are addressed by our Occupational Health and Safety Officers and any issues are reported immediately to senior management.
- A Performance Reporting System is maintained on all service work conducted by John Barnes & Co. The performance indicators are reviewed monthly and provide timely reports to senior management who utilise them in time and cost control measures. Thus, enabling the company to ensure that work is carried out on a time and cost-efficient basis.



## OUR COMMITMENT

John Barnes offers a variety of services within the locksmithing and architectural hardware spectrums. We are committed to providing enhanced services, quality products at the right price and expert advice to exceed the expectations of our valued clients while maintaining the highest standards in workmanship to ensure that your security and safety needs are met.

## ASSOCIATED ENTITIES



### JOHN BARNES PROJECTS PTY LTD

Established 1 July 2005 in order to enhance our hardware supply by being able to supply and install doors in addition to the door and associated hardware. The introduction of this service has eliminated problems such as hardware missing from building sites and the incorrect installation of door hardware.

John Barnes Projects Pty Ltd has fast become a leader in their field as they manage the works from hanging the doors and frames to the installation of door and associated hardware, so you can be assured that all hardware is supplied and installed correctly by qualified personnel which has proven to eliminate potential problems



### MCLARENS DOOR HARDWARE PTY LTD

From its acquisition in May 2009, the John Barnes team have added decades of experience in architectural hardware supply to the existing business.

McLarens Door Hardware Pty Ltd provides quality advice, services and products to the Victorian market. In-house proprietary software is used to detail client's requirements providing competitive quotations and tenders for the supply of architectural hardware and washroom equipment to major building projects and private contracts throughout the southern state.



# INDUSTRY ASSOCIATIONS



## THE MASTER LOCKSMITHS ASSOCIATION (MLAA)

recognised and respected as the peak organisation for locksmithing professionals in Australia and New Zealand.

Engaging the services of an MLA member for your locksmithing or security needs; you can be sure that you are dealing with a locksmith who is a qualified and experienced security industry professional, is licensed to operate as a locksmith under relevant State and Territory security industry legislation and abides by an established code of ethics and code of conduct.



## THE AUSTRALIAN LOCKSMITH ASSOCIATION

dedicated to ensuring that its members exercise the highest ethical standards and provide a professional level of service to the community. ALA ensure that their members meet a strict set of criteria regarding security and client service. Members must pass independently conducted competency tests before they are admitted at levels that allow them to obtain high security keying systems.



## ARCHITECTURAL DOOR HARDWARE ASSOCIATION

represents the architectural openings industry in Australia. Comprising Australia's leading manufacturers, distributors and architectural product agents, ADHA members are dedicated to excellence in all aspects of product, consultancy, services and training.

ADHA monitors relevant Australian Standards and provides input to ensure that members' interests are represented. Where appropriate ADHA seeks direct member representation on standards.



## SECURITY CONSTRUCTION AND EQUIPMENT COMMITTEE (SCEC)

Approved Locksmith scheme provides Australian Government agencies with Locksmiths who have demonstrated the necessary skills as well as having met high standards of integrity, honesty and confidentiality required of personnel working for or on behalf of the Australian Government.



## AI GROUP

This organisation includes workplace relations advisers, lawyers and employment and business specialists who provide advice in the areas of workplace relations, legal, human resource management, occupational health and safety, workers' compensation, training, the environment and energy.

# CERTIFICATIONS

CERTIFICATION	DESCRIPTION	USERS
	<p><b>QUEENSLAND GOVERNMENT</b> Security Firm Licence #3295375</p> <p>The Pre-qualified Contractor (PQC) certification allows a contractor to undertake works for the QLD Government for Minor Works and Service Maintenance contracts</p> <p><a href="http://www.hpw.qld.gov.au">www.hpw.qld.gov.au</a></p>	<p>QLD Government QBuild Building and Asset Services Dept Housing &amp; Public Works Building &amp; Asset Services; QLD local councils</p>
	<p><b>CM3 CERTIFICATION</b> Cm3 Prequalification # 006786</p> <p>CM3 is an OHS/WHS contractor prequalification system. Cm3 was developed to ensure contractors engage in OHS/WHS systems and processes for working safely. This includes ensuring contractors have management systems in place and have the capability to undertake these projects.</p> <p><a href="http://www.cm3.com.au">www.cm3.com.au</a></p>	<p>Archdiocese of Brisbane, Charter Hall Holdings, Children's Health Qld, Coles, Coombes Property Group, Cromwell Property Group, Downer EDI Service, Event Cinemas, Kmart, Mica Properties, Precision Group of Companies, Scentre Limited, Stockland, Target Australia</p>
	<p><b>RAPID CONTRACTOR MANAGEMENT</b></p> <p>is an Australian Contractor Management system that allows businesses to effectively collect contractors' documentation to ensure they are compliant with legislation.</p>	<p>AMP Capital, Australian Unity, Colliers International Cushman &amp; Wakefield, Dexu, DP World, Hastings Deering, Hitachi, JLL, Mirvac Real Estate, Modus, Origin Energy, Quadric, RACQ, Savillis Aust., Vicinity Centres, The University of QLD, Sodexo / Aveo</p>
	<p><b>SMARTEK</b></p> <p>is a cloud-based management tool that streamlines your compliance process</p>	<p>Mater Private Hospitals Blue Care Health Services SCC Retirement Estates</p>
	<p><b>Pegasus</b></p> <p>is an online contractor compliance management system used to pre-qualify companies to ensure registered contractors hold and maintain valid and current licences and insurances.</p>	<p>Woolworths Group, ALDI Stores, Aurizon, Visy Gibson Island</p>





## WHY CHOOSE A MASTER LOCKSMITH

### OVER AN UNLICENSED LOCKSMITH OR A HANDYMAN?

The Security Industry isn't as regulated by the Government as e.g. the building industry. In some state, unlike Builder, Electricians or Plumber, businesses calling themselves a "Locksmith" are not required to provide any evidence of a qualification and do not need to get a Security License.

The strict Membership Requirements of the MLAA regarding qualification, business set up, insurance and work ethic, guarantee that as a customer choosing a Master Locksmith, you can be sure that you are dealing with a local locksmith who is a qualified, licensed security, insured, well trained and experienced professional working for or owning a registered legitimate business.



**Trade Qualified**



**Registered Businesses**



**Insured**



**Security Licensed or Police Checked**



**Tied to a strict Code of Ethics**

## MLAA CODE OF ETHICS

Members are required to contribute to the security of the community by acting with integrity and applying the highest moral values in every aspect of their business including:

- providing professional advice and service that most effectively meets client requirements;
- exercising the utmost confidentiality in respect of client records and sensitive industry information;
- maintaining and applying the highest level of knowledge and skills; and
- complying with all relevant legislation and Association regulations.

## WHY USE AN ADHA MEMBER

The Architectural Door Hardware Association (ADHA) is the paramount industry body representing architectural hardware distributors, architectural hardware manufacturers and commercial hardware importers.

The association is proactive in the training of consultants, the establishments of business standards and the dissemination of compliance and technical information.

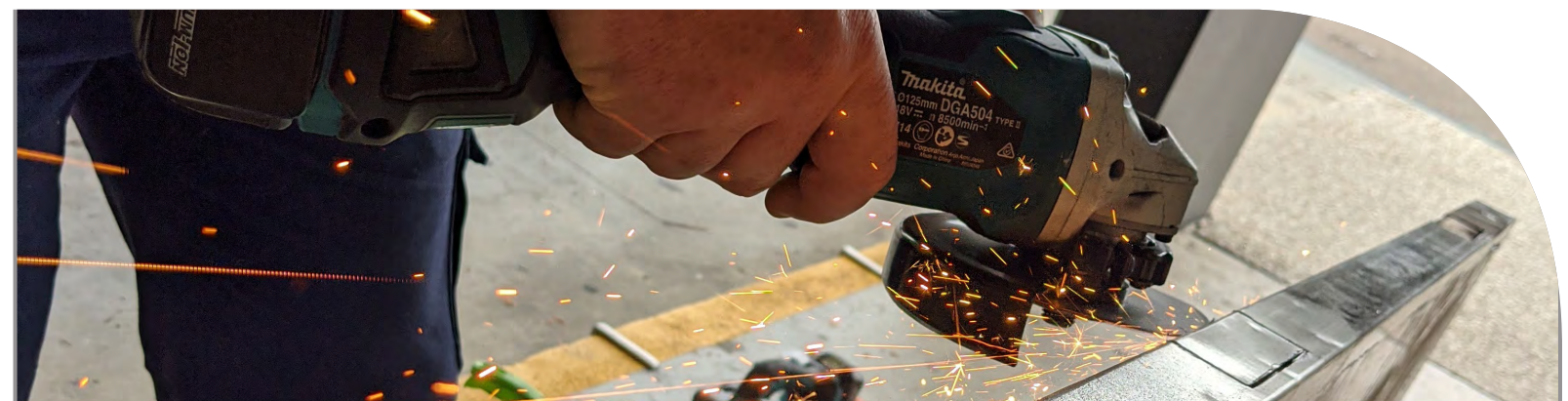
Their commitment continues to develop and industry highly competent in the consulting of architectural door hardware.

### USING ADHA MEMBER MEANS

- You are dealing with a company which endorses the association business standards
- The company is committed to quality service
- The company fairly represent all appropriate hardware options available in the market place
- The company is committed to training industry consultants
- That the consultant is conversant with industry building standards

It is strongly recommended that you always use ADHA members for the preparation of door hardware schedules and specifications.

Your support in using ADHA members will give you peace of mind and encourage the maintenance of high technical and business standards.





## WORKING WITH A GREAT NETWORK OF SUPPLIERS



### CONTACTS

Phone: 07 3275 8888  
 Fax: 07 3275 8800  
 Email: barneslocks@johnbarnesqld.com.au

### MANAGEMENT DIRECTORY

Gary Norris Managing Director / Architectural  
 Hardware Division Manager  
 Robyn Malouf Director / HR

### LICENCES

Queensland Security Firm Licence  
 Licenced /SCEC Endorsed Locksmiths  
 NSW Master Security Licence

### ASSOCIATED ENTITIES

John Barnes Projects Pty Ltd  
 McLarens Door Hardware Pty Ltd

### INDUSTRY ASSOCIATIONS

Master Locksmiths Association of Australasia  
 Australian Locksmiths Association  
 Architectural Door Hardware Association  
 Australian Industry Group





# JOHN BARNES

THE SECURE SOLUTION.

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