P4G SECURITY

How P4G Strengthened Safety and Reporting
Across Its Sites with Donesafe

P4G
SECURITY
An SIS Group Enterprise
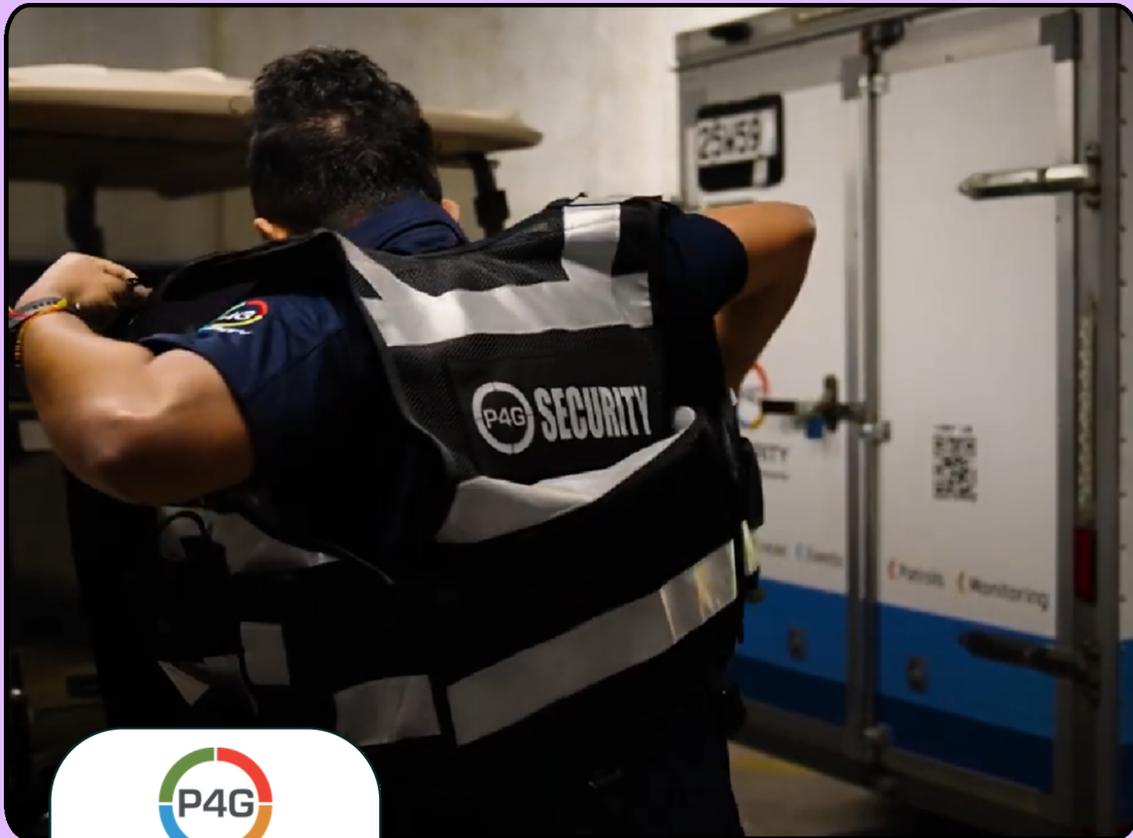
Solution

HSI Donesfe

Industry

Security

Size

2500+ staff

Location

Aotearoa

P4G SECURITY
An SIS Group Enterprise

Company Overview

P4G is one of Aotearoa's leading security providers, serving over 5,000 customers across retail, events, and commercial sites since 2011. Founded as a small events security business, it has grown into a national operation with thousands of guards deployed across the country.

The High Stakes of Observing and Reporting

Every day, P4G guards work in environments where situations can change in seconds. One shift may involve routine patrols in a retail centre, the next managing crowd behaviour at a major event. The risks vary, but the responsibility remains the same.

"For us, security is really just observing and reporting. We can try and deter any criminal activity… It's high stress and often becomes a verbal altercation, and then it can actually get physical."

> "It's about people's lives and ensuring that people come to work and go home again."
>
> Tom Clark
> Managing Director

For P4G, this responsibility is deeply personal. Incidents across the industry have shown how dangerous frontline security work can be.

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Protecting guards and clients alike meant P4G needed clearer insight into what was happening across their sites every day.

> "Recently there was a patrol person over here that got killed while they're on duty. So we just need to make sure that that we do everything that that we can in our power to ensure the safety of our people. There's been a few incidents here where people haven't gone home after going to work and I certainly don't want that for our business."
>
> **Tom Clark**
> Managing Director
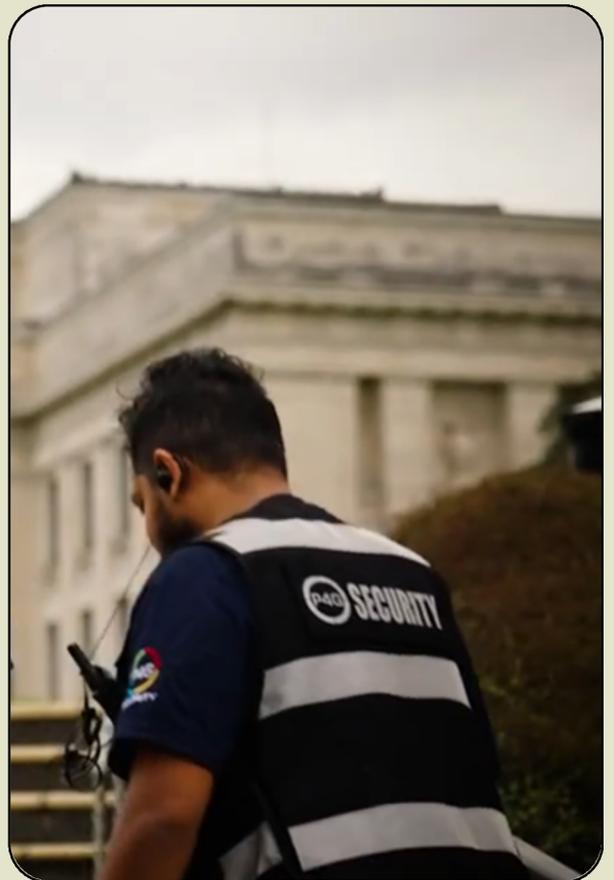
Breaking Free from Excel

As P4G grew, its safety reporting struggled to keep pace. Information sat across multiple spreadsheets, making it hard to see trends or retrieve historical incidents when needed.

> "When I first started here, we were doing stuff on Excel spreadsheets and I guess safety wasn't something that we had a lot of information on. The times where we've been asked what's happened historically and the process was pulling out of Excel spreadsheets and trying to go back through it all."
>
> **Tom Clark**
> Managing Director

For a company managing hundreds of sites and thousands of shifts, relying on spreadsheets meant risks were often recognised only after problems had already occurred. Leadership knew their teams were facing challenges but lacked the full picture needed to act early.

P4G needed a system that could capture information easily and turn it into something useful across the organisation.

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Making Safety Simple

Donesafe was introduced at P4G with one clear goal. Make reporting easy enough that guards would actually do it, even during busy or stressful shifts.

"I managed to kind of streamline document procedure which was basically just a basic online form and then added QR codes. Guards could use their phones to report incidents and take photos. That was the start." Said Stephanie, Head of Health & Safety.

Reporting moved directly into the hands of frontline staff. QR codes and mobile phones allowed guards to submit incidents and hazards instantly, often including photos from the scene.

For P4G, this shift meant incidents were no longer buried in paperwork or delayed until the end of a shift. Information started flowing in real time.

"Safety has to be so simple. All they should really need to worry about is just reporting if something happened to them. If there's a hazard or anything that they feel like could cause harm, report it. Tell it to someone. Just share it."
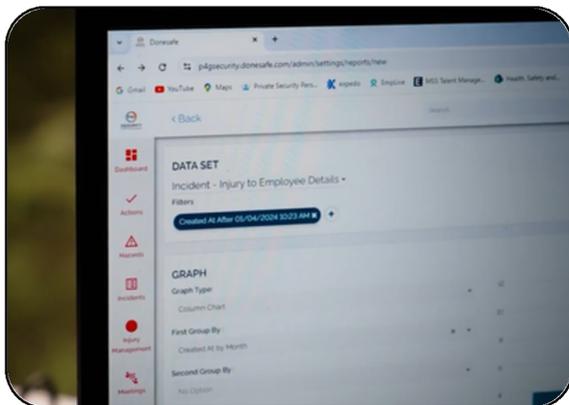
Stephanie
Head of Health & Safety

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Leading by Example

Rolling out new technology across a large workforce requires trust. At P4G, leaders showed staff that reporting was something everyone should take part in. Stephanie said:

"I got to know how to use it, how to report it myself before I could transfer it to the team. Being able to show the team that I can use it helped them being able to use the program too because it wasn't just something I pushed on to them and said, 'Look, you got to do it.' I do it myself. I've done multiple incident reports."

As reporting increased, P4G began building a culture where even small observations were shared. Minor incidents and hazards started to surface, giving management earlier warnings.

> "I didn't even care what they reported. I didn't care if it was a duck crossing the road. I just said just report whatever you feel like because that builds the culture of providing a safe network."
>
> **Stephanie**
> **Head of Health & Safety**

Over time, reporting became normal practice rather than an extra task.

Seeing the Patterns Earlier

Within six months, P4G began to see patterns in incidents that had previously gone unnoticed. One site showed repeated knife-related incidents occurring at similar times each week. Stephanie said:

"We were able to track more about knife related incidents the time of day when it was happening coupled with talking with the guards. From the data and the feedback showing after 2 pm on a Thursday, Friday... more incidents are happening."

With this insight, P4G adjusted staffing levels and provided additional support during higher-risk periods. The change quickly produced results.

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"The people, the workers on the ground telling us that they actually need a third person on the ground. So changing the roster to ensure that there's cover there and we've now seen a decrease in those incidents and the severity of those incidents. So that's the key of the data seeing it and changing it and we were able to capture that in 3 months."

This showed how data could directly influence operational decisions and reduce risk for staff on the ground.

Strengthening Client Relationships

The benefits extended beyond internal operations. P4G works across sites they do not own, so clear communication with property owners and health and safety teams is essential.

Sharing accurate incident information allows clients to address hazards quickly. P4G is able to show what is happening on site and work collaboratively to reduce risks.

"We are on other people's sites, so we don't actually have control of them. We work closely with other people and health and safety managers. Donesafe is our reporting system, and that's what we give to our clients to let them know about any incidents that have happened during the day."

Stephanie
Head of Health & Safety

Entering the 21st Century

Today, P4G no longer depends on spreadsheets to understand safety performance. Real-time reporting and AI-powered insights now guide decisions across the business.

Success is reflected in increased reporting, as more information allows the company to act sooner and prevent harm.

"This is us coming into the 21st century. We're growing. Having systems like this in place allows our people to feel more confident. What we've found is that our reporting stats have gone up, and I'm happy with that because it means people are actually reporting."

Better data means safer guards, better support for clients and stronger decision making.The ability to see issues early and respond quickly in the security industry helps ensure more people finish their shifts safely and return home.

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About HSI Donesafe

Our simple-to-use software is built to make your EHS program successful. HSI Donesafe is the only software that provides complete Health, Safety, Injury, Environmental, Quality, Risk, and Compliance Management in one integrated cloud-based platform.

Simple for workers. Simple for admins. Simple for you.

HSI Donesafe is a division of HSI, a global single-source partner for EHSQ, ESG, training, compliance and professional development solutions. We support thousands of organisations across the globe, ranging from mid to enterprise private companies, listed companies, NFPs and councils. Nearly half of the top 100 ASX listed companies and many Fortune 500 companies rely on our software to keep their people safe.