



## CAPABILITY STATEMENT

2026

[WWW.METTLE.GLOBAL](http://WWW.METTLE.GLOBAL)



SOLUTIONS TO UNCOMMON PROBLEMS  
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# ABOUT US

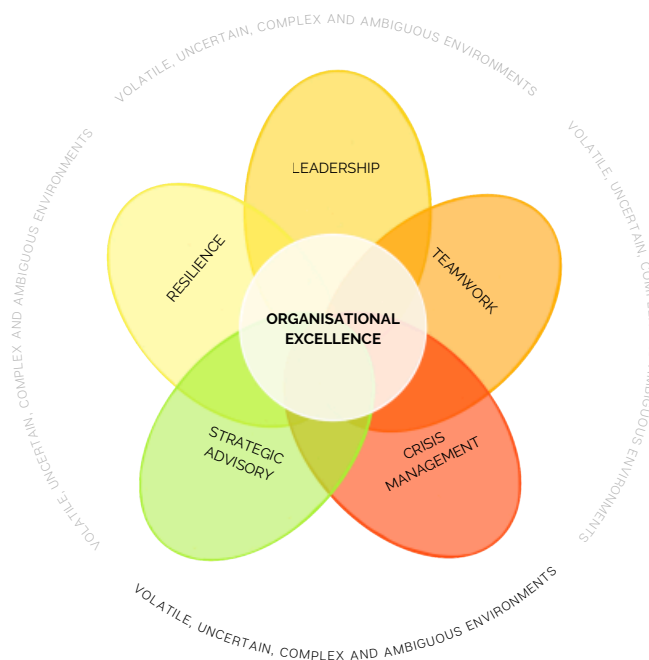
Mettle Global is a premium consultancy specialising in delivering **organisational excellence**, by enabling enhanced decision making and increasing individual and collective resilience.

Our service offerings span **leadership, teamwork, resilience, crisis management** and **strategic advisory** services. These capabilities are complementary and, when optimised and combined, deliver true organisational excellence.

Since 2001, our team has been trusted by some of the world's biggest brands across almost all industries, sectors and dozens of countries.

Headquartered in Western Australia, we have consultants based around Australia and across the world and, on average, complete 150+ projects and tasks in over 15 countries each year.

We mandate a partner-led approach which ensures the highest levels of experience and attention. Each of our partners are proven and recognised thought leaders with lived experience in the most volatile and complex environments.



WE PROVIDE  
**PROVEN**  
AND  
**PRACTICAL**  
**SOLUTIONS**  
TO  
**UNCOMMON**  
**PROBLEMS.**

2024

**JOBS & TASKS: 203**  
**PEOPLE TRAINED: >5,000**  
**COUNTRIES: 14**

# AT A GLANCE



WE'VE SUPPORTED  
**24%**  
OF ASX200 COMPANIES



**39 COUNTRIES**  
**14 IN 2023-24**

## SECTORS SUPPORTED:

MINING, OIL & GAS, AVIATION, EDUCATION, AGED CARE, BANKING, FINANCIAL SERVICES, HEALTHCARE, PATHOLOGY, ELITE SPORTS, GOVERNMENT, CONSTRUCTION, WATER, RAIL, ENERGY PRODUCTION, POLICE, FIRE, AMBULANCE, DEFENCE, AGRICULTURE, FISHING, FORESTRY, MANUFACTURING, FMCG, LEGAL, PROFESSIONAL SERVICES, ACCOUNTING, ENGINEERING SERVICES, TRANSPORTATION, LOGISTICS, AIRLINES, SUPPLY CHAIN MANAGEMENT, TELECOMMUNICATIONS, NFP & CHARITIES, AID & DEVELOPMENT



# OUR EXPERIENCE

JAN 2001

## TRUSCOTT CRISIS LEADERS ESTABLISHED

Founded by former SAS officer Jim Truscott, the Crisis Leaders brand immediately commenced delivering superior risk, crisis, emergency and business continuity management services globally.



FEB 2018

## METTLE GLOBAL HOLDINGS ESTABLISHED

Founders Tim Curtis and Ben Pronk established Mettle with a vision to leverage their unique experiences as SAS leaders to help corporate decision-makers navigate the volatility of the contemporary business environment



MAY 2018

## METTLE ACQUIRES TRUSCOTT CRISIS LEADERS



JUL 2020

## THE RESILIENCE SHIELD ESTABLISHED

Recognising the increasing requirement for individual and collective resilience, Tim, Ben and Dr Dan Pronk developed their academically validated model of resilience.

AUG 2021

## 'THE RESILIENCE SHIELD' PUBLISHED

Our model of resilience is codified in this bestselling book, published by Pan Macmillan



Our team share a common background as strategic advisors and leadership practitioners. We have served at the highest levels within organisations including elite military special operations units and on complex missions in response to the most pressing of national security threats.

Mettle is proudly an Australian Veteran Owned Business (AVOB) carrying the special operations clasp. We deliver innovative special operations thinking and have customised proven methodologies to suit commercial applications.

Alongside our lived experience, we strive to ensure a solid academic underpinning to all of our theories and offerings. Partners at Mettle are masters qualified with our academic credentials further highlighted by the fact that our team members work as faculty for the Australian Graduate School of Management (AGSM) at the UNSW Business School.

Since 2018 we have designed, developed and delivered a variety of AGSM courses and experiential activities, including complex leadership and crisis & issues management programs.



UNSW | AGSM Business School



# CRISIS MANAGEMENT



## THE PROBLEM:

- Your team works well during 'business as usual', but you are concerned about how they'd fare in a crisis
- Your structures support 'known and knowable' incidents, but you are worried about the impact of a 'Black Swan' event

## HOW WE CAN HELP:

- Development of highly applied and practical crisis and emergency response systems and plans
- High-fidelity workshops and exercises to embed these procedures
- Support during response and recovery from live incidents

Since 2001, this practice has been a recognised market leader in the delivery of crisis and emergency management, emergency response and business continuity management solutions. We support our clients from the control room to the boardroom - and across the complete continuum of risk, from pre-incident planning and preparation, through advising through critical incidents and post-incident response and recovery, inclusive of debriefs and after action reviews. Our service offerings include:

- Emergency response training, auditing, benchmarking and improvement
- Frontline and executive crisis leadership training
- Development of crisis and emergency management plans and procedures
- Conduct of Business Continuity Management assessment and planning
- Facility / equipment reviews
- Audits / risk assessments
- AS 3745 (Planning for Emergencies in Facilities) auditing and compliance





# LEADERSHIP AND TEAMWORK

## THE PROBLEM:

- Your managers are technically skilled, but lack leadership capability or confidence.
- Initiative is lacking and/or micromanagement abounds
- You have a range of skills, including some high performers, within your organisation, but they don't seem to 'gel' as a team
- Morale is flat (or low!)

## HOW WE CAN HELP:

- Online, self-paced leadership packages to provide content
- Virtual or face-to-face modules to provide context
- Experiential activities or retreats to provide action learning and team building
- High performance team diagnostics and workshops, including formal and informal leadership identification and training

Our leadership practice is based on the philosophy that theory is necessary, but not sufficient. Accordingly, our programs provide not only a framework of theoretical understanding, but are weighted towards the application of these principles in real-life environments. All of our leadership programs are tailored to the client's exact requirements and can be delivered in a variety of formats and durations. Our offerings include:

- Interactive workshops
- Frontline and Safety Leaders programs
- Experiential (including outdoor) programs, which combine team-building outcomes with leadership learnings
- Crisis leadership programs, tailored specifically for leading through short-notice, high-pressure events.

# RESILIENCE



## THE PROBLEM:

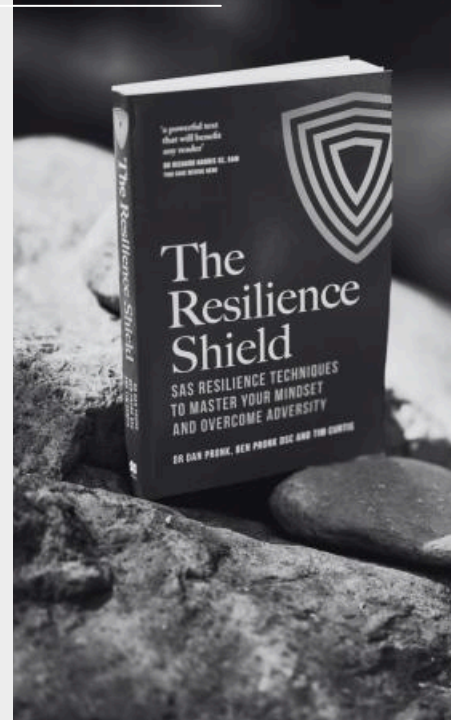
- Your team is burnt out, with decreasing levels of engagement and increasing levels of absenteeism, sick leave and/or turnover
- You are worried about the levels of stress - from all sources - that your team is facing

## HOW WE CAN HELP:

- Individual resilience benchmarking and development of tailored plans
- Organisational resilience analysis and reporting to highlight trends
- Resilience workshops to increase understanding of resilience and stress and how to optimise these in your workplace
- Tailored programs to develop Resilience Mentors in your workplace

Our resilience programs are informed by our evidence-based Resilience Shield methodology, which has been developed as a result of extensive academic research into the constituent elements of resilience. This is informed through the collection and analysis of data, including through a research partnership with the University of Western Australia (UWA). Our resilience offerings include:

- **The Resilience Survey.** This self-paced, confidential online survey facilitates a benchmarking of individual resilience and areas for focus.
- **Keynotes & Workshops.** Tailored specifically to client requirements, our keynotes and workshops provide a deep-dive into the concepts of stress and resilience, as well as practical and immediately actionable tools to help increase resilience within the context of your work and home lives.
- **Resilience Credentialing.** We offer a range of online and face-to-face credentialing courses, including the Resilience Exponents course (aimed at developing individual resilience) and the Resilience Mentors Course, which equips participants with the ability to act as points of contact, advisors and mentors for resilience within their organisations and communities.





# OUR PARTNERS



**BEN PRONK, DSC**

*MANAGING PARTNER*

- 24 year military career including as the Commanding Officer of the SAS
- Awarded the Distinguished Service Cross (DSC) for leadership in action
- Distinguished MBA graduate (UWA)
- Adjunct Faculty at the Australian Graduate School of Management, UNSW
- Led strategic reviews for major ASX listed companies and completed corporate studies in Silicon Valley
- Sought-after public speaker on leadership and planning in high pressure situations
- Board member of VGI Partners
- Patron Military Art Program Australia (MAPA)
- Bachelor of Arts (UNSW) and a Masters in Defence Studies (Kings College)

- 16 year military service including as a Squadron Commander with the SAS
- Government Adviser in Sierra Leone
- Raised Australia's East Coast counter terrorist capability
- Lead UN Planner for the Afghan Parliamentary Elections (2005)
- Managing Director for AUD100m Middle Eastern Group of Companies
- Led the crisis response capability to support 20% of Fortune 500 Companies
- Bachelor of Arts and MBA
- Independent Risk Advisor to a USD100m multi-donor peace fund
- Advisory Board Member for Starlight Children's Foundation in Western Australia
- Board Member of the RSL Western Australia



**TIM CURTIS**

*SENIOR PARTNER*



# OUR TEAM



**ANDY ENNIS**

*PRACTICE MANAGER -  
EMERGENCY RESPONSE*

- A former professional fire services officer
- Crisis and emergency management specialist leading emergency response and safety
- Advisor during critical incidents
- Experienced trainer and site level safety and emergency response auditor
- Specialist design of safety systems, plans and processes to comply with state, national and international legislation & requirements
- Emergency response needs analysis and capability improvement packages
- Cert IV Occupational Health and Safety
- Certificate IV in Health Care (Pre-Ambulance Care)
- Certificate III in Mine Emergency Response Rescue (including all electives)

- An adaptive leader with proven strategic and operational planning capabilities, superior human resource management and mentoring skills
- 36-year military career, including in operational overseas deployments.
- Awarded with a Conspicuous Service Cross (CSC) for outstanding achievement as a Counter-Terrorist Platoon Commander during the raising of Tactical Assault Group after the events of September 11th, 2001
- Awarded with a Distinguished Service Cross (DSC) for distinguished command and leadership in action as the Commander of Special Operations Joint Task Force 632 in Iraq in 2017.
- Bachelor of Professional Studies
- Master of Arts (Strategy and Management).



**MATT STEVENS**

*SENIOR ASSOCIATE*

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- Masters in International Relations (National Security), Graduate Diploma in International Relations, Graduate Certificate in International Health, an undergraduate in Social Sciences and various certificates in mental health and drug and alcohol studies
  - Decades of experience in various industries, including in program management roles
  - Organised Australia's first ever public engagement with Indonesia's former Vice President, Boediono, with the Department of Foreign Affairs and Trade
  - Former Program Manager for the Mannkal Economic Education Foundation.
  - Has consulted on health and leadership development projects and volunteered in various roles, including with the State Emergency Services.
  - Board member for Living Child Inc.



**JENN HAMMOND**

*ASSOCIATE - PROGRAMS*



**IAN PRIOR**

*SENIOR ASSOCIATE*

- 14-year professional rugby career across the globe including as captain of the Western Force
- Awarded the 'Force Man' award 2020
- Academic Excellence Award 2023 Australian Catholic University
- Awarded Full University Blue at both the University of Queensland (2015) & Australian Catholic University(2023)
- Dynamic speaker & facilitator delivering keynote presentations and workshops for leadership, team culture, resilience, and high-performance environments
- Certificate IV in HSE, Diploma of Business (AIM), Bachelor of Exercise Science (University of Queensland), Master of Clinical Exercise Physiology (Charles Sturt University) & Master of High Performance (Australian Catholic University)

## OUR EXTENDED TEAM

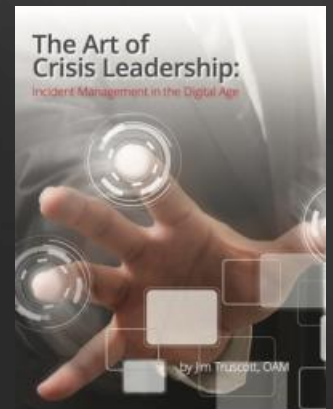
We maintain a wider portfolio of over 20 associates across the globe who are absolute specialists in our practice areas. Our team are regionally orientated in the US, Europe, the Middle East and Australasia, with our work extending on average to 20+ countries a year.

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# OUR BOOKS

## THE ART OF CRISIS LEADERSHIP: INCIDENT MANAGEMENT IN THE DIGITAL AGE

Our crisis management methodology - proven and practical for over 24 years - is codified in our book 'The Art of Crisis Leadership'. We know what works - and have extensive experience in delivering crisis, emergency and incident management solutions. Our experience brings diversity and best practice to crisis management.



## THE RESILIENCE SHIELD



Our partners Ben Pronk and Tim Curtis, with Dr Dan Pronk, have codified individual resilience. This book draws on lessons learned from their time in special operations and corporate life, reinforced by decades of academic research. It is backed by a Federal Government Innovation Grant for the Resilience Survey - a tool which enables survey respondents to assess their own resilience against our academically proven and multi-factorial resilience model.

# OUR PODCAST

## THE UNFORGIVING60

Through the Unforgiving60 podcast, Ben & Tim seek out people leading lives less ordinary in order to find out how they fill their 'unforgiving minutes', and what helps them go, always, a little further. The title of our podcast is inspired by Rudyard Kipling's poem 'If', wherein Kipling challenges us to 'fill your unforgiving minute with sixty seconds with of distance run'.

Our global audience extends to over 100 countries.







**/ˈmɛt(ə)l/**

noun

"...an ability to cope well with difficulties; spirit and resilience; generally relating to teamwork".

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