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Editorial contributions welcome.

August/September

- Banking
- Insurance
- Finance
- Loss Prevention
- Industry Training

October/November

- Professional & Business
- Accountants
- Lawyers
- Managers
- Consultants

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NZ TrailerCams

Mobile CCTV Camera Security

Towed by car, the CCTV TrailerCam can be set-up in under 20 minutes offering a cost effective security surveillance solution with a complete record of incidents and real time alerts.

Mobile CCTV surveillance is growing worldwide following the demand for more flexible and less expensive solutions than traditional security services. Embracing this evolution, NZ TrailerCams have developed a mobile CCTV solution that can be installed easily and quickly in the places where it is most needed.

The TrailerCam can both complement and reduce traditional static security guard requirements, mobile patrols and fixed CCTV Cameras. These units are independent mobile CCTV stations that are capable of recording and transmitting active alarms and live footage across the NEXT-G mobile network or Long Range Wi-Fi.

Fitted with its own internal on-board computer and network video recorder (NVR) which can be remotely and

securely accessed from any computer or mobile device with an internet connection. Live footage can be viewed and monitored with event recording, alarm warnings, sirens and lights, whilst also allowing simultaneous password secure viewing by third parties, locally or remotely.

Self-sufficient in operation for months on end, without human interaction or mains power availability, the TrailerCam is an autonomous unit in most applications, powered by solar technology. In the rare occasions there is insufficient sunlight the onboard fully integrated diesel generator provides a back-up charging capability. A mains power connection is also available as required.

One of the many advantages of the TrailerCam system is its application of high definition megapixel digital

cameras which provide a substantially higher image quality in both day and night scenarios, surpassing traditional analogue camera capabilities.

Complementing this are infrared, laser or thermal PTZ cameras. The TrailerCam is also fitted with a PA speaker system that enables remote verbal warnings.

Designed to be a rapid deployment, mobile, monitoring system which is self-sufficient and extremely easy to use. The on-board internet NEXT-G communication, software and advanced technology allow the Trailercam to be deployed quickly and easily through a set and forget system with secure remote login and remote camera capability. This saves time and labour costs with a complete record of incidents and real time alerts.



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NZTRAILERCAMS



TrailerCam is a rapid deployment, self-sufficient, mobile monitoring system that is extremely easy to use.

Set up in under 20 minutes the on-board internet NEXT-G communication, software and advanced technology allow for quick and easy deployment of a set and forget system.

Equipped with Infrared, Laser or Thermal camera technology to see what is happening at any time of the day or night. With motion detection, email and SMS intrusion notification, this is a powerful, tailor-made security solution.

This solar powered mobile surveillance unit has many applications including:

- Incident Management
- Disaster Recovery Monitoring
- Business Continuity Management
- Monitoring of Regulatory Enforcement
- Supplementing Static Guards and Patrols
- Traffic Monitoring
- Event and Crowd Security
- Monitoring Construction Sites

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TrailerCam Q&A

Stuart Chatterton, General Manager, NZ TrailerCams responds to some commonly asked questions.

1. What is the TrailerCam power source?

The main power source is solar. At low power levels a low battery alarm is generated at which time the generator recharges the battery. Mains power can be connected for recharging if desired.

2. Does the system have an alert communication redundancy?

Yes, communication from TrailerCam can be via 3G, 4G, and/or Wi-Fi.

3. How is the alert response notified?

Alerts and alarms are notified by TrailerCam via sms and email.

4. What are the camera frame rates?

Camera frame rates depend up on which cameras are used. Typically the camera currently used are capable of 25 frames per second but generally are programmed to record at between 8.3 and 13 FPS. This reduces the storage rate and band widths require to send HD video.

5. Does the camera have the ability to be adjusted remotely (PTZ)?

Yes, all cameras can be used and adjusted remotely via password protected log-in. Cameras can also be set to perform pre-set patrols.

6. Are cameras infrared/Night Vision cameras?

TrailerCam can be equipped with a range of camera nest options which includes Thermal, Laser and Infra-Red.

7. What are the camera IP ratings?

Camera dependent but generally IP65 or greater.

8. What is the camera overseeing height from ground level?

The mast can extend vertically to a maximum height of 6.5 meters above ground level.

9. What is the total number of cameras on the device?

Three as rule, however a fourth camera can be included if required.

10. Are stationery camera's 360 view recordable?

Yes.

11. What are the total continuous video recording hours?

Approximately 30-45 days dependent upon cameras and frame rate.

12. What is the failover power sequence source – genset/solar?

The main power source is solar, with fallback on to genset and or 240v. A low battery alarm is generated.

13. What is the TrailerCam's reporting functionality?

A full system log audit report showing users, devices, system status and alerts.

14. Does TrailerCam provide any audio communications with site recipient?

An operator can speak to the people onsite via the on-board PA system.

15. Is picture masking supported to help in false alerts?

Yes, by adjusting sensitivity and tolerance control for motion detection.

16. Is picture masking supported to maintain privacy where required?

Yes, privacy masking is supported.

17. What is the video recording retrieval mechanism?

Several formats are available, NATIVE, JPEG, AVI, MPEG.

18. Can the client access real time video viewing?

Yes, real time and recorded viewing is available.

TrailerCam features

- ISA powerful pan, tilt, zoom (PTZ) camera's fast dome 360 degree camera.
- Capabilities include, infrared, laser and thermal cameras with varying zoom functionality.
- High-resolution LIVE video viewing controllable by you via Wi-Fi and 3G network worldwide.
- Secure login, password protection.
- All video is recorded and stored to a dual hard drive PC.
- Emailed alarm notification and SMS alarm along with GPS tracking help with securing assets.
- Night time infrared lighting and or LED white lights motion activated.
- Custom Configuration Capability according to specific needs.
- HD Megapixel Live Streaming.
- PIR Motion Detection.
- CCTV Motion Detection.
- Digital Network Video Recording.
- PA System.
- LED Floodlights.
- Multi-user Login.
- Event Monitoring.
- Email and SMS Notification.
- Cost Effective.

TrailerCam Applications

- Incident Management.
- Disaster Recovery Monitoring.
- Business Continuity Management.
- Monitoring of Regulatory Enforcement.
- Supplementing static guards and patrols.
- Traffic Management (Traffic flow, Speed Management and Number Plate recognition).
- Event Security and Crowd Monitoring.
- Building Sites (Protection of Assets and Site Management).
- Surveillance.
- Illegal Dumping Monitoring.
- Graffiti Monitoring.
- Occupational Health and Safety Compliance.

For more detailed information and to watch the promotional videos visit
www.nztrailercams.co.nz

To see the CCTV TrailerCam unit in action, you can also register on the website to attend one of our exclusive NZ launches.

Case Study 1: Local Council

TrailerCams were deployed in local council areas over the last 12 months.

They have had great success in detecting and deterring illegal dumping in parklands as well as preventing graffiti defacing public buildings. The unique ability to speak directly to vandals from a remote location has proven to be very effective.

TrailerCam units are particularly useful in areas of mass congregation such as public festivals and concerts. The ability to view footage live has proven to be a great asset to police deployed during these events, in detecting crime.

The mobility of TrailerCam and its ability to be relocated within 20 minutes without huge associated cost has proven to be one of its best attributes.



Case Study 2: Critical Infrastructure

A TrailerCam was deployed on critical infrastructure site on a mains water pipe break in a remote location. Prior to deployment, vandals caused extensive damage within two weeks of the works commencement by setting alight two earth moving implements, destroying them at a replacement cost of over \$250,000 each.

In a second attempt vandals damaged the onsite generator and dislodged the water pump drawing water from the

excavation area. With one TrailerCam unit and no additional security measures for three months, until the completion of works, no further damage was caused to any plant and equipment on site.

Had the TrailerCam unit been utilised from the beginning of the works all of the damage may have been prevented.

This remote area was located 250 km away and TrailerCam proved its self-sufficient capability requiring attendance once a fortnight.

Case Study 3: Railways

Trespassing and graffiti vandalism on rolling stock can add a very high cost for rail operators. Deploying TrailerCam units with a Thermal Camera capability managed to effectively minimise any attempts to gain access to railyards and cause damage.

TrailerCam units have also been deployed on railway level crossings where loss of life has occurred due to motorists not adhering to the warning signs. TrailerCam units have managed to deter and significantly decrease any unlawful crossings.

Monitoring and No lock-in Contracts

TrailerCam uses the trialed and tested Avigilon software which uses minimal bandwidth and enables the viewing of footage remotely and securely over a 3G network.

NZ TrailerCams offer two monitoring solutions

1. Clients are able to down load and install the Client software Version 5.2.0.20 free of charge, from



www.avigilon.com/support-and-downloads/

This can be loaded on client PC's or laptops and with a unique login provided by NZ TrailerCams they are able to monitor the TrailerCam units themselves.

At a minimal fee per rental NZ TrailerCams can also include a laptop with the Client Software pre-installed along with a USB internet dongle.

2. Alternatively NZ TrailerCams can arrange to monitor the TrailerCam units on behalf of clients for the duration of the rental. It's important to note that there are no costly lock-in monitoring contracts. Flexible rental agreements determine the length of the monitoring agreement with no exit or cancellation fees.

AFAC Conference focuses on disaster research and experience

The latest in research and experience of floods, fires, earthquakes, explosions and other emergencies will all be on the agenda of Australasia's biggest emergency management conference, being held in Wellington later this year.

The AFAC (Australasia Fire and Emergency Service Authorities Council) and Bushfire and Natural Hazards CRC (Cooperative Research Council) Conference is held in New Zealand just once in every eight years.

This year it is being hosted by the New Zealand Fire Service in Wellington from 2-5 September.

The theme for the conference is after disaster strikes, learning from adversity. Natural and man-made disasters strike all countries, particularly in our region. Examining how emergency management services, land managers and communities prepare, respond and assist with recovery is important to developing evidence-based policy and practice.

The AFAC conference has a strong emphasis on the wide-ranging research being carried out involving all types of hazards. Its trade exhibition also features the latest in technology and appliances.

Speakers this year include:

Therese Walsh – Head of New Zealand ICC Cricket World Cup 2015 and the inaugural supreme winner of the New Zealand Women of Influence 2013 award. The Christchurch earthquakes on the 2011 had a big impact on the Rugby World Cup, held in New Zealand later that year. Therese Walsh will explore the planning and management needed to stage an international





Charles Fleischmann Prof David Johnston Tom Harbour

event and, at the same time, prepare for the impact of possible disaster. She will talk about how teams, players, match officials, broadcasters, media, sponsors and fans all play their part in bringing world cup events to life and what New Zealand can do to maximise the benefits for the country.

Professor David Johnston – Director of the Joint Centre for Disaster Research, GNS Science/Massey University. David's research focuses on human responses to volcano, tsunami and weather warnings, crisis decision-making and the role of public education and participation in building community resilience and recovery. He reports on his study of people's behaviour and injuries using data from the Canterbury earthquakes. This study demonstrated that people's location and their actions during and after earthquakes influenced their risk of injury.

Jose Santiago – Chicago Fire Department Fire Commissioner. His presentation looks at large-scale disaster operations and discusses one of the biggest problems: young decision-makers with too little historical knowledge, and a lack of resources (both human and archival) that relate to previous efforts in similar situations. The presentation will show how, when it comes to response, mitigation and recovery, planning and precision beat speed and brute force every time.

Charles Fleischmann – University of Canterbury. Charles specialises in fire engineering and fire dynamics. His discussion will look at people's heightened awareness and feelings of vulnerability following natural disasters. This fear often leads to a call for tighter legislation to manage the topical threat. Yet how much can we actually do to legislate away the risk from nature's threats? Professor Fleischmann's presentation will focus on the New Zealand building legislation in terms of its ability to mitigate the natural events we face. Recent research into engineering resilience in buildings will also be discussed.

Tom Harbour – Director of the Fire and Aviation Management Program for the US Forest Service. Tom's emergency management experiences have included fires, hurricanes, earthquakes, riots, floods, and other types of disasters all across America. He will talk about the importance of organisations learning from their experiences to improve their future performance and response.



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Security concerns threaten to rain on cloud's parade

Cloud computing is proving to be of big benefit to businesses - particularly small to medium businesses. With cloud services, small business reaps the rewards of not having to deploy their own physical infrastructure, like file and email servers and storage systems. While cloud-based services promise to provide businesses with more IT bang for their buck, they also raise concerns. In ceding their control over privileged data to external vendors, are businesses exposing themselves to a new and unacceptable level of risk?

Cloud computing is big business. The consulting giant, McKinsey & Company, claims that 80% of the large companies it

has surveyed in North America are either looking at using cloud services, or already have. In that market, cloud services are generating around \$100 billion a year.

Put simply, the economics of cloud computing just make good sense. A business stands to significantly reduce its upfront and ongoing costs by venturing into the cloud. Cloud services are on-demand and pay-per-use, and as it is a 'shared' resource, small business users can benefit from economies of scale not otherwise open to them. Cloud services also provide businesses with access to sophisticated technology without the need to retain a IT consultant or employ a specialist.

Generally speaking, the cloud is accessed by businesses - or anyone - by way of one of three models:

Software-as-a-Service (SaaS): this is where a specific application or service, like QuickBooks or Dropbox, is offered to a customer as a subscription over the internet. This is the cloud service model that small business taps into, as it delivers a range of services that would otherwise be too costly and difficult to manage as in-house, on-premise solutions.

Platform-as-a-Service (PaaS): is where a business utilizes a vendor's cloud infrastructure as a single platform for its



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own custom applications, databases and services. Platform-as-a-Service (PaaS) allows businesses a platform on which they can create and deploy custom apps, databases and line-of-business services integrated into one platform. Examples of PaaS include Windows Azure, Google App Engine and Amazon Web Services.

Infrastructure-as-a-Service (IaaS): is where businesses can purchase - or more correctly rent - infrastructure, including CPU processing, memory, data storage, firewalls and network connectivity, from a vendor. IaaS providers include Amazon EC2, Rackspace, and Google Compute Engine.

Whatever the model, cloud services provide businesses with the ability to punch above their IT weight, with associated savings, efficiency, and business continuity advantages over DIY alternatives. But perhaps the most attractive aspect of the cloud are the opportunities it provides for business users to support new business strategies and pursue new ways to engage with customers over the internet.

But with the benefits of cloud computing come the risks.

Cloud services are subject to threats and outages that are beyond a business' traditional control. In 2010, for example, Intuit's site went down for two days, rendering its customers unable to access their data in Quicken, QuickBooks and TurboTax. And this example is one of many. In the rush to reap the benefits, it would seem that many of us have had our heads in the cloud while having forgotten to establish a secure footing against the specific threats that cloud computing presents.

In its report *Top Threats to Cloud Computing*, the Cloud Security Alliance provides a list of risks that it assesses are either unique to or greatly amplified by

the characteristics of cloud computing and its shared, on-demand nature, which includes:

Abuse and nefarious use of cloud computing: malicious code authors, spammers and other nasty types have exploited the sloppy anonymity characteristic of many cloud registration and usage models. PaaS providers are the traditional targets of these attacks, however, IaaS providers have also fallen victim. Confirming that your vendor has strict validation and authentication processes limits exposure to this risk.

Insecure application programming interfaces: cloud service vendors expose software interfaces, or APIs, that their customers use to manage and interact with cloud services. According to CSA, reliance on a weak set of interfaces and APIs exposes businesses to a range of potential problems related to confidentiality, integrity, availability and accountability. It pays, therefore, to know what security one's vendor has built around their interfaces.

Malicious insiders: think Edward Snowden. Where multiple customers and systems are accommodated under a single vendor's umbrella, the traditional threat of malevolent action by malicious insiders is amplified. Compounding this is a relative lack of transparency into provider processes, such as employee recruitment and access monitoring and control.

Shared technology vulnerabilities: many of the advantages of the cloud leverage off the fact that it provides for metered use of shared infrastructure. However, as the CSA report states, "the underlying components that make up this infrastructure were not designed to offer strong isolation properties for a multi-

tenant architecture." To prevent one 'tenant's' operations from being impacted upon by other tenants, a cloud vendor should effectively compartmentalize the usage domains of each of their customers.

Data loss/leakage account: this traditional threat increases in the cloud. Apart from the damage to one's brand and reputation, a loss can adversely impact employee, partner, and customer morale and trust, not to mention the potentially costly legal ramifications.

Service and traffic hijacking: once again, this is not a new threat, but it looms larger in the cloud environment because of its inherent characteristics. Outsourcing services to a cloud provider doesn't mean that a business can let its guard down against attacks... and not doing one's homework on knowing their vendor's security policies is no excuse.

Unknown risk profile: according to the CSA, "versions of software, code updates, security practices, vulnerability profiles, intrusion attempts, and security design, are all important factors for estimating your company's security posture." The CSA suggests that cloud customers make themselves aware of how their data and related logs are stored and who has access to them, and what information if any, the vendor will disclose in the event of a security incident.

According to the Australian Government's Defence Signals Directorate's report *Cloud Computing Security Considerations*, a risk management process must be used to balance the benefits of cloud computing with the security risks associated with the handing of control over to a vendor. A risk assessment, states the report, should consider whether an organisation "is willing to trust their reputation, business continuity and data to a vendor that may insecurely transmit, store and process the agency's data."

The moral of the story is - as with most things security - be vigilant! Outsourcing infrastructure, software and storage to the cloud does not mean outsourcing basic common sense when it comes to protecting these things - and one's business reputation - from attack. Out of sight should not mean out of mind.

The risks associated with cloud computing are not new, but what is new are the various customer-vendor models that govern how we use the cloud. Thus it is how we use the cloud that determines the risk. It pays, therefore, to use it wisely.

A Locked In Winner!

Loktronic announces the winner of their recent 25 year anniversary competition

Loktronic, having recently clocked up a credible 25 years since its incorporation, decided to celebrate the occasion and its success by rewarding its loyal clientele with a fun 'I deserve an iPad' competition. And, Loktronic now takes delight in announcing that the iPad Air prize, has been won by... Steve Ritchie of Secom Guardall.

Peter Calvert, MD Loktronic, said that the draw attracted a very large number of entries and whilst there is only one grand prize winner, all entrants are in line to receive a quality gift from Loktronic come early June. Peter also added... given the huge interest in the promotion, a follow up programme is now in the planning... so standby!

New brands, product refinement and adoption of state-of-the-art technology are all elements shaping Loktronic's enthusiastic approach to their next decade's trading, which will no doubt, continue to be underpinned by the exemplary service Peter and his team pride themselves on.



Elated prize winner, Steve Ritchie receives his iPad Air from Peter Calvert.

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2014

Panoramic Megapixel Cameras Set New Benchmarks for Wide Area Surveillance

By Cathy Li, Regional Sales Manager – Australia & New Zealand, Arecont Vision



Petrol Station forecourt covered by AV8185DN 8 Megapixel 180° Camera

High definition megapixel cameras can cover larger areas with fewer cameras while delivering superior detail and improving overall security operations. This translates into lower infrastructure costs and improved overall return on investment (ROI), enabling users to deploy less expensive video systems with megapixel cameras while achieving better performance and functionality. These efficiencies become even more compelling when deploying panoramic view megapixel camera systems.

Securing large areas with adequate camera coverage can be challenging, and the use of pan-tilt-zoom (PTZ) cameras often does not suffice in these applications. A PTZ camera can only



12 Megapixel 180° WDR Panoramic IP Camera

be pointed in one direction at a time and can miss important or security-threatening events in another part of the coverage area. Panoramic view cameras

don't miss anything — a single 180° or 360° panoramic view camera can cover a large area that would require many conventional cameras or multiple PTZ cameras. The following real-world examples demonstrate how panoramic view cameras can simplify and lower the cost of a video surveillance system:

- At a petrol station in South Africa, three Arecont Vision 180° panoramic view cameras provide detailed images of the fueling islands while an Arecont Vision 360° panoramic view camera keeps watch inside the store. The cameras are positioned strategically for wide-area coverage, with the ability to digitally zoom in for a close-up of



AV20185DN 20 Megapixel 180° camera protects car park



Megapixel image without WDR



Megapixel image with WDR



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Waste Collection Centre covered by AV20185DN 20 Megapixel 180° Camera

specific parts of a larger image – a person's face or a license plate number – without losing detail.

- At a supermarket distribution center in Colorado, an Arecont Vision 180° panoramic camera is installed outdoors on the side of the building to watch the guard shack, trucking lanes, parking area and shipping/receiving. The 20-megapixel day/night panoramic camera provides a complete view of the property, replacing a PTZ camera that provided only a limited angle both for live and recorded views. In contrast, the 180° panoramic camera captures the entire scene in high resolution with a much larger field-of-view. A heater-blower enables the camera to operate in temperature extremes.
- At a police department in New York State, Arecont Vision 8-megapixel, 180° cameras are installed at the front and back entrance for exterior video coverage. The wide panoramic field-of-view eliminates the costs for additional cameras and pan-tilt-zoom units. The Arecont Vision cameras automatically switch from colour to black and white at night.
- An Arecont Vision 180° megapixel camera provides a comprehensive view to enable police to watch for

illegal dumping at a waste center in Pennsylvania. The system has made it possible for the police to identify and issue citations to people who discard unauthorized items. The system can clearly see what people are disposing of and identify their faces and the license plates of their vehicles.

180° and 360° Camera Capabilities

These examples demonstrate how panoramic cameras enable the user to view and record an entire large field-of-view while simultaneously digitally zooming into multiple regions of interest, something a PTZ cannot do.

Panoramic view cameras are available with 180° and 360° imaging capabilities, and 8- or 20-megapixel resolutions (which will continue to increase). This allows even larger areas to be viewed with the ability to capture precise details. A panoramic camera with 20-megapixel resolution can replace many analog or standard definition IP cameras to provide comprehensive and continuous coverage of a large area. This includes PTZ cameras which can be pointed in the wrong direction when events of interest occur.

The latest 20- and 8-megapixel panoramic view cameras have also been enhanced with day/night functionality.

Using one camera instead of many establishes a new benchmark for cost

savings by requiring fewer software licenses, less network infrastructure and the elimination of the additional poles, cabling and power supplies required for installation. .

Firmly in the Mainstream

Once thought of for use exclusively in specialty applications, panoramic megapixel cameras offer overall performance benefits and cost efficiencies that make them appropriate for a wide range of mainstream video surveillance applications.

Complete and continuous coverage of an area is especially important to ensure that there is forensic-quality video of an event for investigation and/or prosecution. Resolution is also a key aspect of video coverage, whether it's a parking lot or a city street outdoors, or an auditorium, atrium or other large area indoors or out. High resolution megapixel cameras can deliver usable video of an event, including details of faces and identifiable license plate numbers, to help improve overall safety and security.

For more information regarding the Arecont Vision range of cameras and SurroundVideo models, please contact National Fire & Security on 09 580 1576 or email: sales@nfs.co.nz or see our website www.nfs.co.nz



Two 180° AV8185DN 8 Megapixel Cameras protect Police Station entry and exit

Hills hits the road in NZ



The Hills Airstream Innovation Van will tour NZ at the end of June

The latest in security technology will be unveiled at the end of June as Hills Limited deploys a new Innovation Airstream Van in major New Zealand cities.

The Airstream van will showcase products such as the Hills Security Camera and a range of Panasonic cameras, as well as Xandem Tomographic Motion Detection, a groundbreaking new technology that has just been released on the Australian and New Zealand markets.

The airstream van is being deployed in over 40 locations right across Australia and New Zealand, giving customers and suppliers the chance to inspect the latest in Hills' products and meet product experts one-on-one.

"Hills is undergoing a company-wide transformation that will deliver a wider range of products and more integrated services that will vastly improve the customer experience," said Group Managing Director and CEO Ted Pretty.

"This is a great opportunity to engage directly with our customers and suppliers about the future of Hills.

In the coming months, we'll be releasing new security products including new CCTV solutions for homes and small businesses.

We want to show everyone first-hand that we have the largest range, the best services and most trusted solutions in the country."

As part of the company-transformation, Hills is bringing its existing businesses – like SVL, Lan 1, A&TV, DAS and Pacific Communications – under one umbrella to help deliver more integrated solutions and a better customer experience.

For information on when the Hills Innovation Airstream Van tours your city, contact your local NZ branch.



Hills Ltd CEO Ted Pretty takes visitors through the Innovation Van

nz Security



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IP camera and network training

CR Kennedy providing industry installers and technicians practical courses at their Mt. Wellington premises

Such is the ever-escalating rate of change in technologies associated with the security industry, constant training, re-education and updating are all par for the course for the technicians and professionals involved.

This type of up-skilling is often something very difficult to leave with

the professional educator or technical institute alone. Such is the speed of development in the sector that the more forward thinking suppliers will step forward to fill the vacuum created.

An excellent example of this last month saw surveillance industry installers, technicians and one overwhelmed

journalist line up for bacon butties and fresh coffee at the offices of CR Kennedy (CRK) in Mt. Wellington at 7.30 on a busy weekday morning, all set to learn the latest at an IP camera and network education event: networking 101 in fact.

CR Kennedy (New Zealand) Ltd is one of New Zealand's long established



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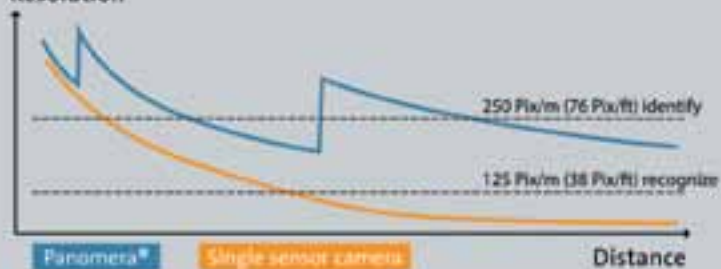
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In contrast to single sensor cameras, the multifocal sensor technology provides a guaranteed constant resolution of at least 125 pix/m (38 pix/ft). This makes it possible to monitor large areas and distances from a single location, achieving this in real time with uniform image resolution, high dynamic and consistent focal depth.

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electronic and photographic industry distributors. Today the company divides itself into five main divisions - imaging, medical, survey and surveillance. The latter division, according to Managing Director Gerard Emery, incorporates distribution for some of the leading brands in the sector.

“We represent some of the world’s pre-eminent manufacturers of CCTV/surveillance equipment including Dallmeier electronics, LG, Pentax, Avermedia, TVS, Lumenera and Videotec. Our emphasis is on ‘solution-based surveillance systems’ where our local experts tailor systems to meet specific project specifications. Overseas brands such as Ourten, Pinetron, MuxLab, Goscam, Hsintek, Asoni and also products from local suppliers in our portfolio help us to cover all major surveillance requirements.”

Amongst that dedicated team of professionals is the Training Course Director and CRK Account Manager, Duncan Cook who structured a course to cover the basics of the subject, and beyond.

Duncan is both a Cisco Certified Network Associate and Network+ certified and has been working in the IT industry for over 15 years both internationally and in New Zealand.

The event was designed for technicians and industry professionals looking at or involved in installing IP camera systems to new or existing networks. It covered a host of relevant material from network design, best practices, wireless technologies, switches and routers, tips,



CRK Account Manager Amir Pirani introduces attendees to the day’s programme

troubleshooting, tools, cable types, connectors, ports, NAT, setting up DDNS and a lot more.

Duncan said that instead of an analogue system of transmitting video over a video cable to a monitor or DVR, IP network cameras transmit a digitized video signal using an encoder over a data connection; ethernet, USB, WiFi, etc. It is connected directly to the network, as with any other network device such as a printer or scanner.

He said as users today are demanding and requiring more from CCTV systems. As well as greater cost efficiencies and

lower investment level levels, IP camera systems come into their own with scalable, superior quality resolution images. If you add this to ease of use, search capability, storage, high quality simultaneous recording, remote access and alerts, you can start to see why IP network cameras are the way of the future.

Interestingly, existing analogue CCTV cameras do not have to be wasted. The analogue output of CCTV cameras can be digitised using video encoders, enabling the video signals to be sent over IP networks.

Understanding this, how to use, how to build and how to manage such networks was the subject matter keeping minds busy for the rest of the day. As Duncan said, “These IP systems require, demand, knowledge in networks and the understanding of how they work.”

After the training event, Duncan said he was delighted that it had been so well received. He said, “It is a big relief when you put in so much effort. It is a topic that I am passionate about although some of the concepts can be a challenging to get over to an audience. This is why I was keen that we cover right from the basics upwards and put it into historical context as then it is easier to understand why we do some of things we do.

One thing is clear though and as I stated, networking is not an additional skill but an essential skill for the future of IP systems and cameras.”

The industry at large will be hoping that CRK runs this type of training event again in the near future.



CRK’s Duncan Cook gets down to the nitty gritty of IP camera networking

Are you ready to stick your head into the clouds?

Cloud computing has already changed the world around us, geographical barriers are almost non-existent, you can talk to a loved one across the globe with no more than a click of the mouse. But with all this innovation in our personal lives, how is it affecting us in business? Is it sustainable? And more importantly is cloud commerce a safe and secure option for small businesses?

Cloud commerce is software available via the internet with data stored at a remote location. Usually to access these services you pay a monthly subscription which will allow you a certain amount of space and abilities. Cloud commerce in terms of up-front costs is cheaper than paying for a program, and is available to you at any place or any time. At home and realised you forgot to approve payroll? Easy!

Most accounting software like Xero is available on smart phones and devices, and describe themselves as 'accounting software on the go'. Although all software has minimum computer requirements, it's just that, minimum. So unless you're rocking a Commodore 64, your computer systems should be able to handle it. However it can be frustrating if you live in an area with slow internet access. So if you find you are repeatedly slamming

your head onto your keyboard, it may be a good idea to check out some better internet options before doing some permanent damage!

Practically all of the online accounting systems are integratable with other software and systems, and have pre-fill abilities, which frees up some more of your valuable time! Most even have add-ins that are like apps for your accounting software. You could go as far as saying accounting is becoming more exciting! Xero can be likened to an iPhone, with its minimalistic styles and colour schemes; the lifestyle promoted is that of modern technology, easy, available, and chic.

They also allow for real time reporting and information, so you can see exactly how you're travelling this month, week, day, hour, minute. This allows you to be able to see how much a client owes you at the exact moment you walk through the door to visit them.

Cloud computing has really gone from strength to strength, and with that has come improved processes and speeds, along with greater security. This would be the biggest concern in relation to cloud computing in general, the best way to mitigate this is to do your homework and choose a reputable company. Do your research into the location of the data (as

many are located offshore in countries with more relaxed privacy laws) and if there have been any major issues in the past. The big programs are known for their 'bank level' security, and being remote, you don't have to worry about backing up data and storing it somewhere else in case the office burns down!

Probably one of the biggest advantages of cloud computing, is the green aspect! Companies love showing off their Corporate Social Responsibilities (CSR) achievements, and what's a better one than environmentally friendly! Of course it's a good thing to be doing, but it doesn't hurt to bolster your own CSR standings. Cloud commerce is greener than traditional methods because there is no production, packaging, or freight. This can also allow some staff members to do more work from home, which not only helps to lower carbon emissions, but keeps your staff happy in their flexible workplace!

If you're beginning to realise that cloud commerce is the best way of moving forward in your business, why not have a read of our [whitepaper: '11 things to consider before taking your business up into the clouds.'](#)



Sue Hirst is the Director of CFO On-Call, Financial Controllers, who provide small/medium businesses with the opportunity to use the on-site skills of ex-corporate finance managers on an on-call basis, without the normal high cost of hiring one full time.

The idea for CFO On-Call was born when Sue was as a Practice Manager for a Chartered Accounting firm. Here she saw firsthand how clients usually got their management accounts once a year, often eighteen months after the financial year-end. She asked, "How can they manage a business on historical accounts that are a financial year or more old?" As a result Sue began offering mobile management accounting and financial control services to SMEs for a fixed monthly fee. The company started in 1991 and within two years had built up a substantial base of clients who liked the fact they got regular monthly reports, that were easy to read and they knew where they stood".

A passion for helping business owners create a profitable, efficient and satisfying business enabled Sue to franchise the business in 1993. Due to the success and the demand in the market for good financial control help, the current client base today exceeds 15,000, and advisors are located in most regions across Australia and New Zealand.

Sue remains passionate about educating business owners on important issues such as good cash flow management and financial control, in an easy to understand and straightforward manner. As such, she is published and featured regularly in a broad range of SME and industry publications.

Vormetric head talks cloud security

In April this year, Vormetric, a leader in enterprise data security for physical, virtual and cloud environments, announced the launch of its Australia and New Zealand operations, appointing Damian Harvey as its country manager. Vormetric boasts 17 of the Fortune 25 companies among its customers and services a total of 1,300 customers in 20 countries across banking, healthcare and government.

Mr Harvey joined Vormetric from Oracle, where he most recently served as Australia/NZ sales leader for Oracle virtualization and specialist security solutions. With 20 years of enterprise sales and sales management experience, he also specialised in encryption during several years' service with the Royal Australian Corp of Signals.

In a recent Vormetric press release, Harvey observes that major security breaches are indicating "cybersecurity has been focusing on the wrong thing, working from the outside to the inside, instead of the other way around." Massive amounts of money, he continues, "are still being spent on firewalls, access monitoring and the like, when, frankly, the data itself is often walking right out the door and into the wrong hands." He advocates moving away from a perimeter security-focused approach to the urgent adoption of a 'data-centric' model.

New Zealand Security Magazine recently posed a number of questions to Mr Harvey on the topic of cloud security and on what specifically we have to fear from the cloud itself:

NZSM: Are there security threats unique to cloud computing, or is the cloud security setting an extension of the broader cybersecurity environment?

Harvey: For enterprises, Cloud environments have additional risks beyond those found within their own data centres. The points below focus on enterprises, but to some extent apply to individuals as well:

- Cloud providers add new user roles that may have access to data from customers. Cloud administrators of all types (virtualization admins, storage admins and Devops personnel lead this list).
- Location is no longer under the physical control of the enterprise – and so the level of knowledge about physical access to systems no longer exists without a special arrangement with the provider not commonly found.
- Compromises at another cloud customer's implementation may lead to compromises of your corporate/ personal data. If a hack or malicious insider attack at another customer compromises the cloud environment, your data could be at risk.
- You may never know that you data has been "subpoenaed" by a government agency. Cloud providers can be legally compelled to yield access to your environment and information with a legal "gag" order that prohibits them from informing you of this action.



Damian Harvey is Vormetric's country manager for New Zealand

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absolutely

- Primary storage, failover and backup locations are no longer clear – Cloud providers might locate your data anywhere ... including in another country where risks are less understood, or laws are different.
- Cloud computing takes many forms, spanning SaaS, IaaS, PaaS and others including Big Data. Each of these particular deployments breaks the tradition perimeter focused security model. As the hacker attack vectors move to exploiting privileged user accounts and insider attacks become more prevalent a different security approach needs to be established when looking to migrate your sensitive data to a third party cloud provider.
- Effectively you must encrypt your data in the cloud while maintaining the key management, data access policies, data access surveillance and data access reporting capabilities of your sensitive data within the enterprise.

NZSM: Do we have more reason to fear threats in the cloud than other cybersecurity threats?

Harvey: From a personal point of view, you now have to extend your “circle of trust” to the cloud provider. You have to trust them to adequately secure and protect your information and accounts. Inherently, connecting to the internet means additional risk – having to “trust” the cloud provider adds one more.

The issues are the same, (your private information and data need protecting wherever they reside), but you’ve now added another potential “point of failure” and with this comes risk.

NZSM: You have stated that “we urgently need to adopt a ‘data-centric’ model.” What do you mean by this?

Harvey: A data-centric model means that instead of thinking wrongly that

we can keep an entire IT infrastructure safe and invulnerable to breach, we put data first. In other words, the mentality needs to shift from the perimeter (things like firewalls) to the data itself, the documents, plans, records and other valuable information that an organisation has and must protect. We want people to think first and foremost about protecting this material with proper encryption and access so that only the people who should have access to this material get that access.

NZSM: Will Vormetric’s Aus/NZ operations mean that the company will have a NZ presence? How will NZ businesses access your services?

Harvey: Yes. While the initial Vormetric offices will be located in Sydney, the Vormetric technology is currently being distributed and implemented across New Zealand through Vormetric’s trained and trusted partners.

IT security professionals in high demand

Reports over the past year have confirmed a continually increasing demand for IT security professionals, with demand now well outstripping supply. According to Boston-based workforce analysis company Burning Glass, cybersecurity job postings grew 74% between 2007 and 2013 - a growth rate more than double than for all IT jobs

Burning Glass’ Report on the Growth of Cybersecurity Jobs, found that cybersecurity job postings took 24% longer to fill than all IT job postings and 36% longer than all job postings. In the US, employers posted 50,000 jobs requesting CISSP, recruiting from a pool of only 60,000 CISSP holders, suggesting a major supply deficit.

No wonder then that a number of reports are noting that employers are willing to pay a premium for qualified IT security professionals. Those on the security side can expect, we are told, a handsome salary increase. Burning Glass’ report noted that US cybersecurity salaries were offering an average premium of over \$15,000 over the salaries for IT jobs overall.

In New Zealand it’s apparently a similar story. A 13 February New Zealand Herald article stated that, “IT security staff who can ‘thoroughly review company security systems’ should expect a pay increase of 9 percent this year.” According to the article, major security scares, such as WikiLeaks and the Edward Snowden saga, have led to information security staff joining the ranks of the ‘most sought after professionals in New Zealand’.

Grant Burley of Absolute IT, a Wellington-based specialist IT recruitment company, concurs that there has been a big increase in demand for IT Security professional in the past 12 months. According to Grant, skills most



Grant Burley of Absolute IT which is a Wellington-based specialist IT recruitment company



Ian Scott of Potentia, which is an Auckland-based ICT recruitment company

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in demand include access management, identity management, incident management, forensics, network security (need to be certified), audit, risk, policy, infra security and both externally and internally facing security.

According to website www.itsalaries.co.nz, the current salary range for the IT Security category on is \$71,000 in the lower quartile, \$95,000 in the median quartile, and \$118,000 in the upper quartile. The June 2013 figures were \$77,000 in the lower quartile, \$85,000 in the median quartile, and \$100,000 in the upper quartile. A drop at the lower quartile, explains Grant, “normally means we have more entry level professionals entering the job market compared to (June 2013 figures), the mid and upper quartiles are the more experienced practitioners, they have enjoyed a good jump in remuneration in recent months.”

There is big demand for capable - and often senior - security people in the market and they can almost name their price. “We have been witness to bidding wars, especially from vendors,” states Grant. Although many graduates are

coming through, only few are worth pursuing, “and once again the bidding war kicks in if they are any good.” More senior level people rather than new graduates are currently required to meet clients’ immediate needs.

According to Grant, the abundance of work on offer in New Zealand has meant that few IT security professionals have been lured overseas. On the flip side, he states, “often the security roles are for Government departments and so require NZPR or NZ Citizenship. We see a lot of people coming through from Zimbabwe or China for example who simply don’t meet this criterion.”

Ian Scott of Potentia, an Auckland-based ICT recruitment company, agrees that there has been a greater local need for IT professionals in the security space. “Salaries for IT security professionals have seen something of an increase,” he states, “but this has been in line with increases across IT as a whole.”

Ian observes that companies have been more prepared to look offshore or to consider looking offshore for IT security recruits due to a limited local talent pool. However, due to the additional

challenges involved in engaging overseas recruits and some age-old misconceptions stemming from hiring managers, this has not necessarily translated into more foreigners being recruited.

“The strong NZ dollar means that although there has been lots of interest expressed by foreign professionals to work in NZ, when they do the math they may not be able to afford to make the move.” According to Ian, salaries in New Zealand are now closer than ever to those offered overseas, but house prices in NZ are high and the cost of moving money (particularly from superannuation schemes) can make a move unattractive to those individuals we need to bridge the skills gaps. Ultimately, it is only the most highly motivated candidates who arrive.

Interestingly, he notes that the general increase in demand for IT security professionals does not appear to have resulted in more locals being attracted to positions in Australia, where the federal government appears to be decreasing its investment into IT. By contrast, investment in IT in New Zealand appears to be on the up and up.



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New Zealand first for Hills

New motion detection technology sees through walls

Xandem Tomographic Motion Detection (TMD), a groundbreaking new form of motion detection technology that sees and detects movements through walls, has been launched on the New Zealand market.

This state of the art technology provides an unbeatable, full coverage security solution which will revolutionise the local security market.

Xandem technology does not rely on optical beams and uninterrupted sight lines. Sensing comes from a wireless network of nodes that blanket the area with a powerful motion detection mesh. When a person crosses the areas between the nodes, they disturb the sensing links and the system triggers.

“Xandem really is at the cutting edge of detection technology and we’re proud that New Zealand is one of the first markets in the world to offer this product to security installers,” Hills Limited Chief Technology Officer, Leica Ison said.

“Not only can Xandem see through walls to sense movement, it provides



*Small enough to be hidden from view:
Xandem's processing unit and one of the nodes*

complete coverage in large areas such as retail stores, factories and warehouses.

Since the system can detect movement through any obstruction, the entire floor plan can be covered without gaps in the sensing, or blind spots.

What's more, the nodes can be completely hidden from view and even installed behind walls. This makes it near impossible for an intruder to scope out the vulnerability of a site.

Xandem delivers a full coverage security solution perfect for high risk businesses or locations where a large detection area is needed - from retail stores and shopping centres to offices, factories, museums, hotels and hospitals.”

Xandem is also immune to blocking techniques used by intruders to avoid detection and the leading causes of false alarms including temperature change or small animals, birds and insects.

Xandem is the latest security product being distributed by DAS, a Hills Limited business, as the company continues to pioneer innovative solutions for trusted environments, from hospitals and aged care facilities, to educational institutions, enterprises, governments and the home.

Xandem is available exclusively in NZ through Hills. Contact your local Hills branch for more information about this product www.hills.com.au/branches



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The New Zealand Security Industry at its Best

Competing Companies Work Together to Secure a Christchurch Memorial Site

By Ben Marsh, Marsh Security Consultancy



Vandalising a memorial site seems incomprehensible to most people. But that's exactly what happened to 185 Empty Chairs, a poignant memorial commemorating the 185 people who died in the earthquake that struck Christchurch on February 22, 2011.

Artist Pete Majendie created the memorial, which has been visited by immediate family as well as tourists to get a sense of the loss. Each of the 185 empty, white chairs is unique to represent the individuality of each person, and the different ages. The most poignant is the baby's car seat. Some of the chairs were donated by immediate family who chose one that belonged to or was representative of the person who died.

The 185 chairs are arranged in rows on 185 square metres of grass on the site of a quake-destroyed church, St Paul's Trinity Pacific Presbyterian Church, on the corner of Madras and Cashel streets. It is a security nightmare: largely surrounded by vacant and demolished buildings, no site services, significant spray-painting in the neighbourhood, temperamental lighting, poorly-defined boundaries, and poor natural observation.

After repeated incidents of vandalism which upset the community and the affected families, Marsh Security Consultancy decided to meet Pete Majendie at the memorial to offer our assistance. Pete told us how the installation was created and why. A bean bag, which represented a family friend, was recently stolen from the memorial. After reviewing the site and applying the first principles of CPTED (Crime Prevention through Environmental Design), we produced a Concept Report with ideas on how to reduce crime on the site, such as installing CCTV cameras, territorial reinforcement through low fencing and planting of borders, and adjusting natural access to the site.

Once we understood the security challenges, we approached local security suppliers and installers, initially with the idea of asking for donations to buy the equipment needed. Offers of equipment flooded in. Hills supplied 3 Pelco IP cameras and a PTZ camera; Atlas



The site upgrade, cameras, fencing etc went live Dec 2013, since implementing the security measures there has been a drastic reduction of incidence, which we are really pleased about said Ben Marsh



Gentech supplied a Hikvision Network video recorder; Redpaths generously offered to supply and install two 6 metre poles for the cameras and lighting; and Spectrum Lighting upgraded the site using the camera poles. And we received sufficient pledges of equipment to install a high-resolution CCTV system to deter crime and vandalism.

'Friendly rivals' Mainland Security, Cactus Christchurch, and VIP Security offered to work together on the installation free of charge. David Proud, MD of VIP even got his hands dirty digging a 70 metre trench to the neighbouring church, which agreed to supply power and house the CCTV equipment.

Christchurch City Council cleaned up the area by removing graffiti and tagging, and advantageously, an adjoining building was demolished,

which increased the natural observation to the site from Madras Street.

Asked why he chose to take part in 185 Empty Chairs security project, Brent Corbett of VIP Security said it was another way for his company to "reinforce our continued support and commitment to the city and its people... and to respect and remember those no longer with us". And Terry Evans of Cactus probably speaks for many of those involved when he says he was "humbled but pleased that a group of competing companies, along with suppliers, can come together to support the community like this".

This initiative was coordinated by Marsh Security Consultancy and made possible with the help of R Redpaths, Atlas Gentech, Hills Electronics Security, Channel 10, VIP Security, Mainland Security, and Cactus Christchurch.



New Zealand Security Conference and Exhibition 2014

The Conference theme this year is "Professionalising for Profit: Your Passport to Success"

The 2014 New Zealand Security Conference and Exhibition will be held at our usual venue, the Rendezvous Hotel in Auckland on 27 and 28 August.

Stringent measures have been adopted to overhaul the image of the security industry through the process of licencing, monitoring and certification has resulted in a structure holding, moving those within the occupation to levels of professionalism.

This year the conference and exhibition will give insight into what professionalism of the security industry means from a business' perspective, particularly how your business can adopt key strategies to take advantage of new opportunities arising out of the industry structuring.

A key focus will be on the development of personnel through training, standards of certification thereby enhancing

their technical skills and knowledge whilst providing the opportunity to obtain meaningful industry recognised qualifications.

The conference will provide critical information on how to professionalise the quality of your own individual performance as industry leaders, and how to provide higher levels of service offered to clients through better business practices, stringent regulations and standardised training.

The conference will also provide a comprehensive review on security management trends in Europe as well as across Asia Pacific and their association to the New Zealand industry.

Don't forget that the following events also run in conjunction with the Conference:

Industry Breakfast

Nick Tuffley; Chief Economist ASB. Nick Tuffley was appointed as ASB's Chief Economist in January 2007, having previously worked at Westpac and the Reserve Bank of New Zealand. Nick studied at Canterbury University, graduating with a Master of Commerce in Economics.

He and the rest of the Economics team provide regular analysis of economic developments and the outlook through written publications and media comments. Their key objective is to help the bank's clients make better-informed business and personal finance decisions.

Nick will provide ASB's annual Insight into the Current Economic Conditions as we begin the event over a full breakfast.

Key Note Speakers



Hilde De Clerck

Hilde DE CLERCK has been the Secretary-General of APEG-BVBO, the Belgian Federation of Private Security Companies, as well as of CoESS, the Confederation of European Security Services since 2001. Since 2002, she is also the Secretary-General of ASSA-I, the Aviation Security Services Association International. Hilde is a member of different national, European and international expert groups related to research and analysis of private security-related matters. She has presided several CEN (European Committee for Standardisation) project committees which developed European standards for private security services.

Ms De Clerck last presented at our 2010 event and the feedback from attendees made a return visit inevitable.



Vlado Damjanovski

Vlado Damjanovski is an author, inventor, lecturer and closed circuit television (CCTV) expert who is well known within the Australian and international CCTV industry. Through his company he provides consultancy, design & project management, system-commission, product testing, desk-top publishing and training.

In 1995 Vlado published his first technical reference book - simply called 'CCTV'. This was, and still is, one of the first and complete reference manuals on the subject of CCTV. Now in its 4th edition, and translated into four languages, Vlado's book continues to have a 5-star rating. The 2013 edition is titled 'CCTV - from light to pixels'.



Rob Redenbach

A former member of the Australian Defence Force, Rob's practical experience includes managing a security company in Papua New Guinea, working with the bodyguard team of Nelson Mandela, teaching his own system of self-defence to the American FBI and British special forces and providing security services to aid-workers in Iraq and Afghanistan.

Rob draws from a wealth of real-life experience to captivate, motivate and educate.

**For more information please contact
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catherine@security.org.nz**

Awards Dinner

Relax and allow our MC, Frankie Stevens to entertain you whilst enjoying great food and wine. Come and join us to celebrate the individuals who have made a difference to our industry in the past 12 months. Take your opportunity to network with keynote speakers as well as the many industry leaders attending.

Exhibition

A two day security Exhibition will be held alongside the Conference. The Exhibition is on Level 3 of the Rendezvous Hotel which is accessed from the main hotel reception area via escalators. The trade displays will be located in the Rendezvous Ballroom.

The Exhibition provides the ideal opportunity to showcase products and services to Conference attendees and decision makers from general industry. All visitors to the Exhibition will be given a Visitors ID Badge and "Exhibition Passport" on arrival. The Passport will require them to visit all stands in order to be eligible to win some great prizes.

If you have any new product launches scheduled for this year, or any plans for visits by your offshore suppliers or industry experts then we suggest that you coordinate these with the NZ Security Conference and Exhibition to get the best possible exposure to your market.



Suzanne Masfield

Suzanne is the Body Language Analyst for TVNZ, Close Up, Breakfast TV, SKY TV (UK) and The Herald on Sunday and a feature writer in several magazines and co-author of #No.1 best-selling book 'Align, Expand, Succeed' and '101 Ways to Enhance Your Career'. Her body language and stress management expertise is employed by many of today's leading companies as a speaker, trainer and analyst consultant to assist businesses maximise engagement, increase personal impact and generate core level success to help them gain the edge in today's competitive market.



Claire Turnbull

Claire Turnbull is one of New Zealand's leading nutritionists and has been inspiring others through her work in the health and wellness industry for over 10 years. Claire is director of a successful private practice, Mission Nutrition, and is the nutritionist for the Healthy Food Guide Magazine, Newstalk ZB and AUT Millennium Sport. She also regularly features on current affairs programs, the news and has taken part in several TV shows. She is also the author of Penguin's best-selling book, Lose Weight For Life, and is currently writing her second book.

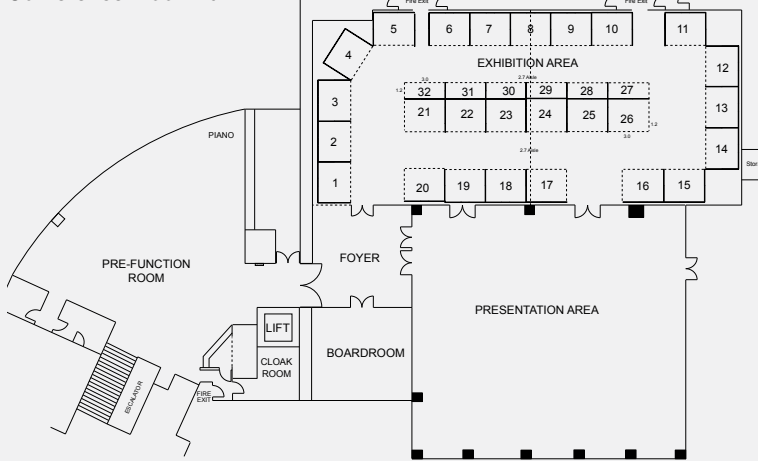
Claire's passion is to help you be your best – the happiest and healthiest you! She believes you have to live it to give it and is all about helping people 'make healthy happen' in the real world!



Greg Mann

Greg was appointed by the Local Organising Committee (LOC) of the ICC Cricket World Cup 2015 in June 2013 to lead the planning and quality assurance aspects of security delivery for the NZ based fixtures including host cities, match venues, training grounds, official functions and team and VIP hotel accommodations. His current role requires significant government and trans-Tasman agency relationship management as well as coordination and planning document development with security industry providers.

Conference Floor Plan



Booths 1-26 are
3.0 x 2.4mtrs
Unless Otherwise Stated

Booths 27-31 are
3.0 x 1.2mtrs
Unless Otherwise Stated

Sponsorship Opportunities

Sponsorship for various aspects the Security Conference 2014, offer a unique and highly valuable opportunity to expose your brand to security professionals from business and government sectors.

Sponsorships range from as little as \$1500 to \$15,000 for the Platinum Sponsor.

All sponsors will be acknowledged at the event and in all publicity surrounding it. Each sponsorship also has additional benefits, including free registrations to the conference and related events. Please contact Lucy (info@security.org.nz) for a copy of the Sponsorship Prospectus

We would like to acknowledge those who have already signed up for this year's event.

Sponsored by



Gillian Stewart

Gillian Stewart is a Principal Policy Analyst at Auckland Council leading the council-facilitated 'Safer Auckland CCTV Project'. The initiative is working with NZ Police, NZ security industry representatives, Auckland's business and commercial sectors, Auckland Transport, Waterfront Auckland and our major facilities and stakeholders to establish a strategic approach to coordinate and improve CCTV's contribution to safety in Auckland. The conference is an opportunity to present the work of the project and seek input into developing the draft strategic action plan. This strategic action plan aims to bring Auckland into line with global best practices, where the use of appropriate, standards-based technology can support interoperability and smarter collaboration between organisations working to deliver safety and security for Auckland and its visitors.

Mandatory Security Training

The Story So Far

After years of waiting for training to be mandated in our legislation, and then another delay while the Regulations were drafted, we finally got the announcement we were all waiting for at last year's New Zealand Security Conference, when the Minister announced that the requirements would be introduced from 1 October 2013.

While NZSA had been preparing for this we didn't know the content or timeframes until the Minister's

announcement. The result was a frantic few weeks of preparing for the anticipated demand for the training.

We worked closely with the Skills Organisation to ensure our delivery would meet the requirements as they see them as our standard setting body. We communicated with the Ministry of Justice to try to clarify some "grey areas" in the regulations (with mixed success) and we travelled the country to inform our members.

Training itself started slowly, it became clear that most companies were not going to consider this issue until the New Year. There were some exceptions, and those that engaged with us early are now well into the process to ensure that all of their staff have met the requirements well before the deadline of 1 October 2014. However we still expect a panic from some companies and individuals later this year as the deadline approaches.



Since the regulations were announced we have been receiving a barrage of phone calls; many people are confused – especially those who blame NZSA for the introduction of the regulations! There are some who may have grounds for complaint; those who have extensive experience and now have to do basic training, but in many ways this is a fresh start for industry to ensure everyone has at least these basic skills.

The only exemption allowed by the Regulations was for those who had previously completed National Certificate qualifications, they are exempt from the “Introduction to Security” unit, 27364. We have found significant numbers of people who believe they are in this category, however when we checked their Record of Achievements with NZQA we find that they do not hold the qualifications. The reasons are varied, but the most common are that the programme they studied was not a National Certificate programme, but a “local” certificate issued by the training provider; or that the training provider had not fully registered the results. Some have been able to fix this through NZQA, others are having to do the unit 27364.

That unit is proving to be the most difficult for learners to pass. After the first few months of us delivering



the programme according to Skills Organisation instructions, these were revised to allow both the training and assessment of this unit standard to be completed remotely. The positive outcome was that it enabled us to offer a reduced costs version of the programme; as learners taking this option didn't have to attend a second day workshop. However it quickly became obvious that the assessment task is beyond those who do not have extensive industry experience and a good knowledge of the law; unless they do attend the second day workshop. Those who have opted for the reduced cost are now having problems completing the unit.

This is also the unit that causes most problems for those with literacy issues. We have worked with some individuals on a one to one basis to get them to the required level; but many struggle with the language used in the assessment. While some also struggle with the online part of the Conflict Management unit the practical nature of the workshop is seeing higher success rates.

Inevitably however we are finding a percentage of learners who have been unable to achieve the competency level required; and in a few cases we are recommending that they may need to look at alternative employment. One of the by-products of trying to increase the professionalism of our industry is that there will be a few casualties along the way.

In one case recently we have an individual who we could not pass for any of the three units. Worryingly this individual had already been issued with a full CoA by the PSPLA. When we contacted them to question this, they advised us that he had previously been licensed in Australia. In that case a full CoA is issued rather than

a temporary – but the individual is still expected to complete mandatory training requirements (although there does not seem to be any way to check if they have done so). We have noted with interest Australian media reports over the past few years, from New South Wales in particular, of corrupt practices that enabled individuals to be credited with achieving their mandatory training requirements without doing the course. Trans-Tasman Mutual Recognition may be opening a pathway for those people to gain CoAs in New Zealand.

NZSA has been actively promoting the Mandatory Training as only the first step towards competency in our industry. We are pleased that a number of our clients are raising the bar and setting the Level2, or even Level 3, National Certificates as the benchmarks for all their staff. This is also now increasingly reflected in tender documents, such as the current Auckland Transport specifications for Security Guards and Patrols.

Looking forward we are also engaged with a group of industry representatives under the Skills Organisation umbrella to provide an overarching review of all security qualifications and to determine our industry's requirements going forward. In late May and early June we will be visiting Auckland, Wellington, Christchurch and Dunedin for a series of meetings to provide information on the process and to gather input from the wider industry – we hope to see you there. An update on the review process will be provided at the New Zealand Security Conference to be held at the Rendezvous Hotel in Auckland on 27 and 28 of August.

Stewart O'Reilly
Director of Training
New Zealand Security Association Inc.



From strength to strength

Allegion is pleased to introduce key members in our South Island and Lower North Island sales team

South Island



Angus Welton was promoted to South Island Regional Sales Manager. After three years with Allegion (formerly Ingersoll Rand), Angus' product and market knowledge - coupled with his strong commitment to delivering exceptional service to our clients - puts Allegion in a strong position to support the Canterbury rebuild and beyond.



Kim McBeath is a Residential Sales Consultant based in Christchurch. Kim's extensive building industry knowledge will create a new level of support for our residential business partners in the Canterbury, Otago and Southland regions. Kim's proven record in forging and developing successful customer relationships, along with his experience and leadership qualities, makes a strong addition to the Allegion team.



Kenton Le Comte has expanded his role within the Christchurch team to include schedule writing. He has been an Architectural Sales Consultant since 2012, moving into that role from a Residential Sales Consultant position. This wealth of knowledge and experience allows Kenton to utilise his industry knowledge across all sectors of our business.



Michael Sauter joined the Christchurch team as Architectural Sales Consultant in January. Michael has an extensive background in sales, most recently in the construction industry where he was tasked with product and market development - reflecting his problem solving skills. Originally from Germany, Michael is a proactive, motivated and positive sales professional. He brings a fresh approach and enthusiasm to the Allegion team.

Lower North Island



Fraser Imrie heads up the Lower North Island sales team as Regional Sales Manager. Based in Wellington, Fraser moves into this role after six years with our business as Key Account Manager. Fraser's customer relationships, sales expertise and product knowledge will drive our Lower North Island sales team forward in a competitive market.



Kevin Hartigan joins Allegion as Architectural Sales Consultant. Kevin has extensive building and security industry experience and brings an enthusiastic problem solving energy to the team. Kevin's technical knowledge, coupled with his deep understanding of the industry, are a welcome addition to the sales team, supporting our commercial and architectural partners in the lower North Island.



Alex Lyde is our new Residential Sales Consultant based in Wellington. Alex joins Allegion with an industry recognised, successful sales career. Alex has a proven record in developing relationships with aluminium fabricators, architects and merchants. His knowledge of the market will drive growth in the lower North Island residential market.



New entry into keyless security

Allegion is excited to introduce a new mechanical digital lock from Schlage, the innovators of home security

When security and convenient access are of paramount importance, Schlage's new mechanical digital lock offers a keyless solution for internal residential and light commercial use. Ideally suited to areas which require restricted access, such as offices, storerooms and workshops, Schlage's mechanical digital lock is an affordable, entry-level option for keyless security.

The lock is easy to install with a 60mm back set, and suitable for doors 32mm-50mm thick. Finished in modern satin chrome, the mechanical digital lock comes with a seven-year mechanical and finish warranty. The 14-digit PIN code pad is easily programmable, with up to 8000 code variations. Schlage has included an



optional hold-open function via a back plate snib, allowing users a hold-open choice if needed.

This lock is perfect for building and renovation projects, allowing sites to be secured easily without the need for padlocks or multiple keys. The lock can be removed at the end of the job, offering practical security to residential and commercial builders alike.

Combining simplicity and functionality, Schlage's mechanical digital lock is an economical option for keyless security requirements.

Made and tested to Schlage's rigorous standards, this lock will provide peace of mind for home-owners and businesses requiring manageable security solutions.

- Keypad, proximity cards and magnetic stripe card options available
- Convenient and secure
- User friendly
- Open platform
- Up to 2000 users
- Stand alone, full access control



**For more information, contact
Allegion (New Zealand)
Limited on 0800 477 869 or
www.allegion.co.nz**

www.allegion.co.nz



ALLEGION

The big picture man

Managing large groups of people in intense situations must be one of the most difficult jobs in the security industry: such that it is generally referred to the 'specialist' and the domain of a small band of niche market operators.

One such business and almost certainly New Zealand's largest, is under the enthusiastic care and measured concern of founder, owner, Gary Wilton. His business, the Red Badge Group, has now been in operation for over 16 years, beginning as a complete specialist in sports and entertainment, becoming a wider-based organisation with divisions involved in asset protection, ticketing, ushering, customer service and risk/safety management consultation.

But sports and entertainment remain the core drivers for Gary who arrived at this market sector from a background as a finance industry professional, latterly given the chance to take up a unique opportunity as CEO of the

Counties-Manukau Rugby Union at a time described as the 'golden era' and encompassing the supreme talent of one Jonah Lomu.

In the Counties-Manukau role, Gary gained an introduction into the developing world of sports stadiums, sports people, liquor licensing and the myriad associated manpower issues. Suffice to say, it got into his blood. In this time, much of the 'manpower' around game day came from that loyal band of white-coated volunteers; something Gary could see was rapidly coming to an end. Sport was going professional and so were all the ancillary activities around it. Gary saw the opportunity to develop something different.

By '98, Gary had left the CMRU and bought into a service management operation based at Eden Park. In short time he became the Managing Director and changed the name to Red Badge. It wasn't long before he picked up contracts at North Harbour and Waikato stadiums, subsequently purchasing a small company at Lancaster Park in Christchurch as the launch for a South Island presence. In what seemed like no time, he was nationwide and also, with wife Clair, the 100 percent owner of the business. Today the company has five branches nationwide and a team of permanent and casual employees that runs to some 1500 individuals.

Gary prides himself on creating what he considers to be a unique culture. This means that any discussion around this subject sees him frequently mentioning the support and backing of his family, especially Clair, and also including the management team, several of whom have been with the operation since the beginning.

His simple operational philosophy is that he wouldn't put a team or an individual into an event or a job that he wouldn't do himself. Like him, his team are all sports and entertainment oriented and the list of potential applicants for casual employment is usually long and varied; even doctors and lawyers can be found on the roster.

For Gary, this is a specialist business, but in a special way. You won't find too much in the way of patrols, electronics, alarms, surveillance etc at Red Badge. There are other experts for those types of service. But if you want to talk about people dealing with people and providing outstanding customer



Red Badge's Gary Wilton: the big picture man

experiences in a safe environment, where 'fun' is the name of the game; you are in the right place.

A love of sports and entertainment is vital for both the company's managers and their teams. Gary believes that sports lovers bring something special to the business. And there are benefits of course. Team members are moved around the company's contractual obligations and while you could be monitoring a Rolling Stones concert or Big Day Out one day, you could be at an All Black test or cricket international the next.

The truth of the matter is that it wasn't too long ago that elements of the event security sector did not have a great reputation; when 'bouncers' were not called that for nothing. Black gear, beanies and wraparound sunglasses were par for the course. Although that has never been the case at Red Badge, all that changed prior to the Rugby World

Cup of 2011 with the introduction of the Private Security Personnel and Private Investigators Act, individual certification of employees and new regulations around training.

Gary says his people meet and interface with the public and with client representatives more than most security companies. For him this has always meant appearance standards set at a very high level. He saw the need to get away from the threatening black or hi-visibility yellow. Red Badge's high profile red and blue branding is the base for uniforms that are bright, friendly and, most importantly, non-threatening.

As a member of the NZ Security Association, Red Badge maintains the highest standards in terms of recruitment selection and audit processes. After 16 years in the industry, Gary and his managerial team have the knowledge and experience to select the very best people that also fit the company's culture. Paying

weekly and consistently above minimum rates means they don't compete at the bottom end.

As per the Act, all security sector employees retain the necessary certification and security licensing. In addition, Red Badge has a number of qualified and registered assessors across the country. It is a registered training workplace, thereby enabling team members to attain level two certification. This official training and the uniquely designed specialised in-house programmes are under the control of two dedicated individuals; Operations Manager, Geoff Randall and Performance Development Manager, Darren Sapich.

Perhaps just as importantly, Gary says Red Badge has used this expertise to develop internal training plans for the specific requirements of the events sector, providing what he describes as the best equipped event security and hosts in New Zealand. In-house training involves areas such as barrier management, front of house, first aid, alcohol management including harm reduction, duty of care and the very important issue of conflict resolution. Gary believes they lead the industry and that comments from Police and health and safety experts confirm this.

Gary says that with new legislation including that around liquor licensing, the market and people's expectations are constantly changing. As a good example he points to a niche market coming to the fore in 2011 where a million people passing through Queen's Wharf meant a revision of performance and a different approach to crowd and liquor control.

In 2008, Gary and the team created a separate division called Awesome Events to provide specialist event staff who are experts in hosting, hospitality, customer service, meet and greet, ushering and ticketing. This has encouraged more women into the industry and a more complete service operation. It has been a great success and, added to growth in general security and asset protection work, means the future is bright at Red Badge.

Gary is keen to repeat that the success of Red Badge is way more than just him. His says the management team is the best in the business and the support of his wife and family is vital too. "We are a pretty complete and well rounded team and that actually makes my job easy." His personal satisfaction is seeing his team of 1500 succeed so well. They continue to grow strongly year on year, so they certainly have got something right; and that makes for a very good Big Picture.



Bright and friendly: the Red Badge way

Is your business continuity guaranteed? One crisis team or two?

This article explains why in many situations the last and most essential part of a total security system fails, along with some practical ideas on how to secure the continuity of organisations.

by Tom Boot

Security, why?

If you principally ask why it is necessary to take security measurements within an organisation, it always brings you back to one simple answer, namely to secure the continuity of that organisation. This is valid for all kinds of imaginable risks, both material (e.g. fire) and non-material (e.g. negative publication), that may exist or occur.



About the author:

Tom Boot has been working for 30 years in the field of total security for organisations such as Governments, Insurance Companies, Nuclear Installations, Banking and Consultancy Bureaus in Europe. He is now a New Zealand resident and lives in Auckland.

That is why it is hard to realise that often the last necessary link of the total security circle, a good continuity plan, is failing in many situations, or is only implemented for the IT environment.

To solve this problem, each organisation should have two crisis teams, and not one. Each crisis team has its own tasks and disciplines and after a serious incident, both teams must start acting, without delay so there is no time wasted. The difference between the two teams is clear:

- The first crisis team has the task to reduce any form of further damage, injuries etc, where and when possible. Their work is guided by a good Disaster Plan. Of course this team has to work very closely together with intervening teams, like the police, ambulance services and the fire brigade.
- The second crisis team has the task to organise everything imaginable to get the organisation operational again and as soon as possible. But systems need to be in place and evaluated before an incident occurs, otherwise it will be too late. And the road map for this team is a Business Continuity Plan.

Of course, both plans have to be tested regularly and if necessary adjusted.

The Business Continuity Plan

A good starting point for the set-up of a Business Continuity Plan is to imagine the worst case scenario. Say hypothetically the organisation is totally

ruined, for whatever reason. There are no buildings, no equipment, no material, and so on. Due to a good Disaster Plan there are fortunately none or hardly any casualties.

Even in case of a good insurance for all the imaginable risks, the continuity is not guaranteed at all. Of course, the next morning after the disaster, you will find a representative of your insurance company, standing beside you in the debris, with a bag of money, as agreed.

But the most relevant question is then what to do with that money, in order to get everything running again, so that you can generate income as soon as possible. And exactly, for that reason you must have a good continuity plan.

As mentioned above, when you are confronted with how to proceed after an incident, it will already be too late, and the consequential damage can not be overseen. So, a continuity plan can literally save the future of the organisation. Even though the chance is not great that such a plan will have to be used, especially when good safety and security plans are worked out. But forgetting this fundamental element of the security plan is euphemistically not wise! Because, no matter what kind of risk, 100% security will never exist.

We have already thought about continuity!

A statement that is often heard, but all too often, not true at all. Yes, there may be plans available for a restart of the IT processes only, but almost in all situations

total productivity can't be started again with just a working IT system.

This is a common mistake. There must be a regularly evaluated and tested continuity plan for all the non IT related main aspects. Unfortunately, this is most often not the case and has not even been thought about. Bearing in mind, it is not that complicated or difficult to set up a plan, that might be essential for the survival after a major incident.

Basic guidelines to set up a continuity plan

Actually it is just basically a matter of understanding the process of the business, of starting an inventory of what has to be done, or what is needed again, within a certain time frame. Such a time frame for example can be what is required:

- within 24 hours;
- within one week;
- within one month;
- within three months.

Any action that has to be undertaken and every item that must be available again, must be placed in a matrix, based on this time frame. The next step is to find out the best way to achieve this, followed by a short documentation of all these processes. By thinking beforehand about these solutions, a lot of time and money can be saved.

Standard and for all types of organisations must be a plan available for internal and external communication, that will be rolled out without any hesitation during the first 24 hours after the incident. No doubt you will be confronted with free publicity in the media after a severe incident, but you don't have any control of what kind of publicity. You must be able to inform the media, but mainly your internal and external contacts about what has happened and especially what the procedure is moving forward and in what timeframe this will take place. So an important element of every plan, no matter what kind of organisation, is the availability of contacts and addresses and, a very basic, paper and envelopes style of the organisation. This is one of the many important items that must be kept at a different location.

Responsibility and availability of the crisis team

The crisis team takes care that regularly, for example twice a year, the actuality of the plan will be reviewed on items like addresses of suppliers, relations and customers, but also on the validity of

contracts and on the availability of what is required to carry on. Furthermore, processes and procedures are constantly changing within each organisation and that can have consequences for a continuity plan as well.

The main issue is to secure the permanent reachability and the availability of the team. Each member of the team must have a deputy, with of course the same relevant internal knowledge. Of course it is important that each member and/or deputy are contactable at any given time.

Measurements have to be taken that there is a permanent available location from where the crisis team can undertake action. Of course this location is separate from the home base, because the crisis scenario is also based on the situation of a total loss.

The complete crisis plan, including copies of all relevant contracts to fall back on and replace, relevant addresses, models of letters that have to be send, etc, have to be securely stored, not in or near the main location.

It is essential that the organisation can be reached by telephone, facsimile or email by clients, under the same number or address as usual. Good relevant contracts with a telecommunication company are a must, and periodical testing of this backup system is good practice. It is well known that even the best clients will look for alternatives, when they can't reach a supplier, even during a short period. And some of them may not come back.

Practical general ideas

It is not possible here and now to predict every scenario and solution for each individual different type of organisation or what would need replacing after an unwanted loss.

To create a continuity plan, an inventory of all the essential business processes will be a good starting point. A creativity for finding (temporary) solutions is an absolute must. And it can't be emphasised enough, the plan must regularly be tested and evaluated. Don't forget to have all the external parties, like a telecommunication organisation, a supplier of temporary accommodation, a computer centre etc, participate in these tests, because if one element of the plan is malfunctioning, the continuity is not guaranteed despite all your efforts.

To give a general idea of what measures can be implemented for a swift restart, here are some very clear procedures that can be put into practice.

- Try, where possible, to have mutual agreements within the same concern about storage, backup and temporary accommodation. And in case of replacement of certain equipment, like a telephone switchboard or computers, think also about supporting other units of the same concern, when making a choice about the capacity.
- In case of more locations or branches within one organisation, efficiency and centralisation have become popular words, but the aspect of continuity in case of the fall out of one of the branches is often forgotten.
- Make a list of your primary suppliers, where possible with the private contact details of your contact list. This is helpful if an incident of total loss happens during weekends.
- Keep your continuity plan, with all the additional information, in a safe, fire and burglar resistant storage both in and outside the main location.
- Quick deliverable temporary accommodation is common these days.
- In case of using molds or templates for production purposes, enquire what is the time frame for new equipment to be delivered. Update all procedures so they do not get outdated. But renew all procedures a bit earlier than the estimated delivery time and keep them at a different location in store, to secure a swift restart of production after an incident.
- Is the organisation dependent on originals, like master copies, keep them, or at least a duplicate, in a safe place, outside the main location.
- Set up your internal and external total communication process that has to be used directly after a calamity. Otherwise it will be too late and you will not have the necessary data and details any more.
- Computer backup services is very common nowadays.
- Think about continuity in case of renewing machinery.
- No matter how well prepared you are, after a calamity there will be a lot of pressure and stress. But don't let suppliers take advantage of this. There are often more suppliers in the market.
- Don't let your continuity plan become out of date, it will lose its value. Periodical actualisation is a must.

Smart camera surveillance and modern incident management

Solutions for a new level of security in public transport

Wai King Wong, Country Manager, Axis Communications

Perceived and actual security

We all want to feel safe and secure, it's a basic human need. It comes way before in the hierarchy of needs than esteem or self-actualisation. However, we all perceive that security differently. There are cultural and geographical differences in this perception and also a correlation to the actual level of security based on the individual's knowledge of the situation or based on the sequence of events that have occurred historically.

Surveillance is a tool that public transport transit authorities can use to both manage the present security level, in terms of reducing incidents and crime and also to address passengers' fears concerning safety and security on the transport network.

Used proactively in real-time, rather than merely recording the footage, camera surveillance is one dimension for security managers to consider when building a security system.

Another dimension is how camera usage is communicated to both staff and passengers. If people are aware of the benefits and the level of camera usage and incident reduction, then this has an impact on both deterring potential criminals and raising the 'perceived' level of security for everyone.

In Sweden, Stockholm's transit authority, called Storstockholms Lokaltrafik (SL), worked with TV channel, Kanal 5, for three seasons on a documentary where viewers can follow the security operators in the security centre and watch how they interact with the people on the ground responding to the incidents.

Each episode documents how a number of different incidents are dealt with by security operators, private security personnel and the emergency services and how modern network video cameras are at the centre of the response.

In Spain, the Madrid bus transportation authority (EMT), installed a real-time surveillance system that is capable of viewing camera footage remotely from all their buses following an incident. Journalists were invited to a demonstration of the system and they then published details of it across major Madrid newspapers and TV stations so that the public could learn about it and understand all about the increased incident-handling capacity and improvements to the level of security for both passengers and staff.



Wai King Wong, Country Manager, Axis Communications

The main goal in any incident management system is to not overreact or underestimate any incident when it occurs and to use the right resources early on to reduce the number of incidents or avoid them entirely.

An incident lifecycle

The incident lifecycle can be characterised in five or six distinct steps:

Detection → Prioritisation → Response → Re-prioritisation → Investigation → Follow-up.

Detection

This is the phase where an incident happens and is discovered. Incidents can be discovered manually when for example a passenger reports the incident via phone to the security centre, or it can be done automatically through automatic video analysis by a modern network video camera system. Examples of automatic video analysis could include overcrowding on platforms or entry into a restricted area or entry onto the rail tracks. Other types of sensors can also alert the security centre of an incident, like fire and smoke alarms, access controls and radar or other motion sensors.



Prioritisation

Once the incident is detected, it needs to be prioritised in terms of what the nature of it is. This information is then prioritised against all other activities that response personnel are currently occupied with. By using high quality video from network video cameras, operators can make an informed assessment in real-time of the incident from a remote location and decide on the appropriate action.

Response

Once the incident is fully understood by the security operators, it can be classified to follow a protocol; a set of operating procedures that have been determined beforehand in order to defuse and minimise the situation. The security centre can continually use network video to monitor how the scene potentially escalates and develops.

Furthermore, as modern network video cameras provide crisp, clear HDTV-quality video, not only can operators recognise what is currently happening they can also clearly identify the individual(s) involved. It is vital in a real-time situation to give a clear description of a perpetrator or someone in need of help (ie. clothing, height, body shape etc.) to allow the response to be quickly co-ordinated. With older camera technologies this was not really possible in many situations, but now it is. The handover between the security centre and response personnel can be made via radio, but network video also provides the ability to send live video streams to mobile devices wirelessly.

Network video cameras are based on open standards and run on any IP based network. Specifically, network video compressions like H.264, make it easy to broadcast video streams from the scene over cellular networks into the response unit's vehicles etc.

Re-prioritisation

Sometimes an initial response to an incident is made with vague or limited information at hand. Sequences of events that have happened shortly before detection of the incident need to be reviewed and operators have to create a picture of the situation. Another scenario may happen during an incident, when a suspect leaves the scene before responders have arrived. In these types of situations when a new priority or re-prioritisation needs to be established, network video is instrumental in keeping everyone informed.

Furthermore, live and recorded video from other nearby locations can be used to continue the search for people involved and help responders be in the right place. Key to any successful response is the speed of that response and here network video also plays a central role in reprioritisation of incidents.

Investigation

After an incident is dealt with, there usually follows a period of investigation where the facts are established and the sequence of actions reported to the authorities. Video evidence is key as it helps to show the actual scenario from many different angles. By using modern network cameras, the image quality is the same as the HDTV broadcasts we are accustomed to at home. Positively identifying people where there can be no doubt of who did what and when, is a vital benefit to any investigation process.

Especially critical are environments like stations and depots in low-light or very bright-light where traditional cameras have difficulties. Modern network video cameras have the ability to enhance any available light to create a lighter picture and also to expose the bright light and shadows independently in a very light scene so that all details become more visible. Axis Communications with its Lightfinder and WDR (Wide Dynamic Range) technologies is leading the market in this field.

Follow-up

The final phase is the step of follow-up and learning. Here video can be used to review real incidents with staff and security partners in order for them to discuss and learn from the footage. By working this way, both newer staff members as well as experienced personnel can together create a learning organisation.

Proactive video use with centralised surveillance in real-time

To create a new level of security for public transport, centralised, real-time surveillance and the ability to coordinate response personnel is key to minimising the impact of incidents and increase the perception of security. Network video has a clear role to play in all phases of modern incident management. By carefully applying intelligent video where cameras analyse the video, security operators will also benefit from an additional detection mechanism to detect incidents early and thereby increasing their ability to respond to an incident successfully before it escalates out of control.

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Intelligent Dynamic Noise Reduction (iDNR) Technology

Innovative technologies found in Bosch HD and Megapixel IP cameras can effectively reduce network bandwidth requirements and subsequent storage costs, while maintaining high quality and detailed images

Cost-saving technologies

Megapixel cameras deliver ultra-detailed images with more useful information – but this comes at a cost. The volume of data required to transport and store these images has risen significantly. The bandwidth demands that this places on the network infrastructure and the increase in required storage capacity adds significantly to total IP system costs. Disk space is one of the most expensive components of IP systems. Higher storage costs can ultimately cost you the difference of winning the next large project.

The best place to reduce these costs is at the source – in the camera. And this is where Bosch takes a multi-pronged approach to reducing the quantity of data while retaining high quality of image:

- Content-based Imaging Technology (CBIT) to reduce noise
- Region prioritization to target important information
- Optimized encoder efficiency to increase compression ratios

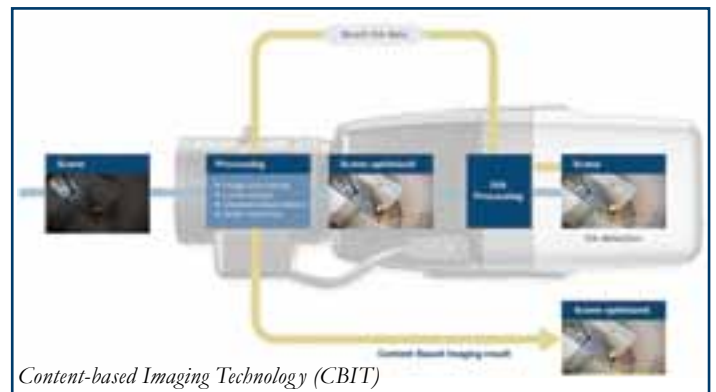
The combination of these technologies has a significant impact on the bit rate/quality ratio which is directly proportional to storage and network costs.

CBIT – the key to noise reduction

Noise is a random pattern of pixels visible in the image. Some degree of noise is always present in any electronic device that transmits or receives a signal. Image noise is an undesirable by-product of image capture and the most detrimental factor in clogging the encoding process which leads directly to exaggerated bit rates for a given image. Megapixel cameras are more susceptible to noise as the pixels on the sensor are smaller and are not able to collect as much light. More amplification is required which introduces noise. Low-light scenes also contribute to an increase in noise levels.

A first in the security industry, Bosch introduces a new technology for controlling the image processing. Content-based Imaging Technology (CBIT) is an intelligent scene analysis system that examines the actual content of the video image and provides feedback to the digital signal processor (DSP) to re-tune the image processing.

Bosch is the only security camera manufacturer with full control over image processing with intelligent video analysis (IVA) and Motion+. With this ground-breaking platform CBIT enables the sensors, the image processing and IVA to work as one module. CBIT radically improves the image quality in many areas but also has considerable impact when used to reduce noise.



Intelligent Dynamic Noise Reduction (iDNR)

Classic noise reduction can take two forms. Spatial noise reduction averages the pixels within a frame to reduce noise. Temporal noise reduction involves averaging pixels over several frames to cancel out noise artifacts.

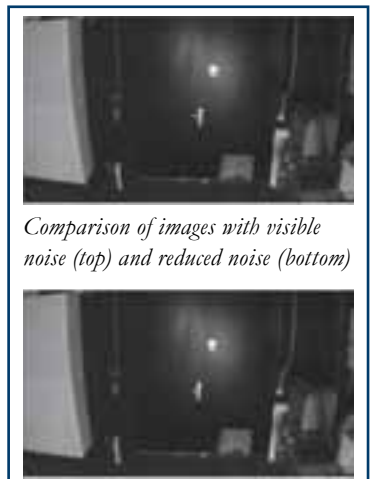
Intelligent Dynamic Noise Reduction (iDNR) is a new approach that uses a combination of these two methods and dynamically adjusts them based upon light levels and the CBIT analysis of moving objects in the scene.

Temporal noise reduction is very effective for static images but can cause problems when there is motion in the image. If temporal noise reduction is applied to moving objects, ghosting may be visible in the image where objects are blurred or repeated. CBIT analysis identifies those frames in which there is movement and passes this information back to the DSP which then adapts the temporal noise reduction for these frames.

iDNR uses three factors to control spatial and temporal noise reduction:

- CBIT movement analysis
- Scene light level
- User-set levels

By combining these processes, iDNR optimizes bandwidth by dynamically tuning the degree of noise reduction based upon an analysis of important objects moving through the camera's field of view. When the scene is quiet or no motion is present, bandwidth is minimized.



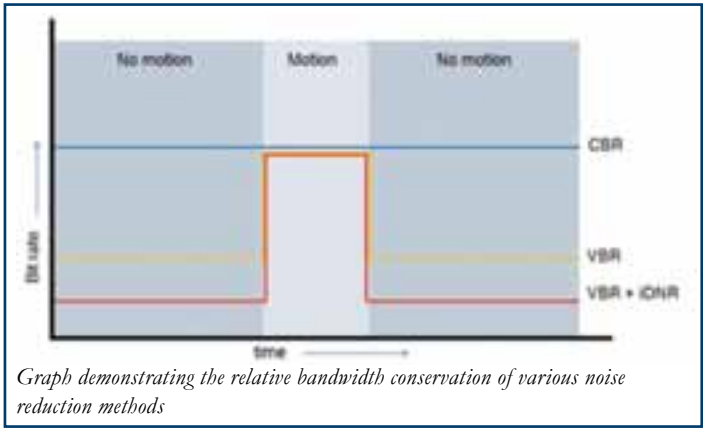
When an important object is detected, bandwidth increases to capture maximum details. iDNR's advanced algorithm can reduce bit rates and storage requirements by up to 50 percent in certain scenes without reducing video quality.

iDNR vs. VBR vs. CBR: what does it all mean?

Some Megapixel cameras by default restrict your bandwidth. Frequently, this is done via constant bit rate (CBR). CBR is an encoding method that keeps the bit rate at an arbitrary, fixed level. This can result in an always high bit rate, or when restricted to a low bit rate it can even result in an image quality that will never be at its best.

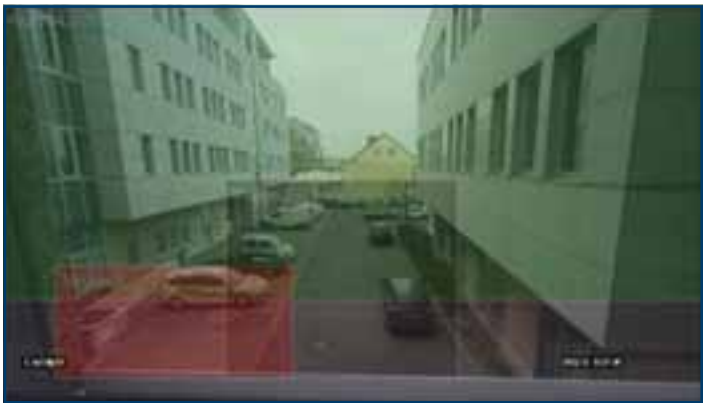
Variable bit rate (VBR), on the other hand, establishes a predefined level of image quality which can be maintained regardless of whether or not there is motion in a scene. Bandwidth will fluctuate depending on the scene.




iDNR operates on the same principle as VBR but with added intelligence to make smart decisions based on the presence or absence of motion in a scene. Basically stated, iDNR is a better, smarter form of VBR.



Region prioritization

In addition to iDNR, the region prioritization function allows for further bit rate reduction by adapting the encoder compression ratio for various regions of an image. Multiple regions in a scene can be defined, each of which is then assigned specific compression level parameters. An unimportant region can be set to use more compression and thus reduce bit rate. Important regions can be assigned a lower compression ratio to show more details but this reduces



-  **Region 1 - Background:**
High compression / Low quality
-  **Region 2 - Object:**
No compression / High quality
-  **Region 3 - Default:**
Normal compression





the requirement for a constantly low compression ratio for the general picture. By thoughtful selection of important, unimportant and normal regions in a scene and adapting the compression ratios accordingly, a lower average bit rate can be achieved for a specific image.

Results

The effects of iDNR and region prioritization are additive, so you enjoy the cumulative benefit of both functions. This performance coupled with the high efficiency of the encoder compression algorithm produces measurable results.

Turning iDNR into real savings

The savings that can be achieved with iDNR are easy to calculate. In our tests, bit rate reduction showed savings of up to 58 percent in one example. This can be directly correlated to savings realized in storage costs. So, in essence, if a video storage device costs €8.000 you may possibly only need to spend €3360 for the same amount of image detail being stored.

Scene	Complexity of Scene	Bit Rate Reduction
	Laboratory scene (easy) Low level of detail and limited movement	48%
	Laboratory scene (details) High level of detail in fan and significant movement	33%
	Indoor scene (complex) High level of detail (brick wall) and significant movement	58%
	Outdoor scene Medium level of detail and significant movement	40%

Conclusion

Bosch has engineered the ability to tune the image pipeline based on scene content. As a result of this, we are able to implement Intelligent Dynamic Noise Reduction (iDNR) which can reduce noise in an image based on motion and light levels. iDNR generally delivers up to 50 percent bit rate reduction over standard VBR in scenes without motion. Combined with the full range of CBIT features, this means an overall reduction of up to 30 percent for your surveillance system – this means a dramatic reduction in required storage space, power and cooling which enables you to protect your assets, your budget, and the environment.

Remember, it is always possible to reduce bit rate - but this normally affects image quality adversely. The key benefit of iDNR and region prioritization is that you get significantly lower bandwidth without loss of image quality.

Bosch cameras provide the most usable image possible by optimizing the detail-to-bandwidth ratio. This equates to considerable savings on storage costs without jeopardizing image quality! Ultimately, the Megapixel camera that provides the highest quality video with the lowest bandwidth and storage requirements will be the most desirable choice for the customer.



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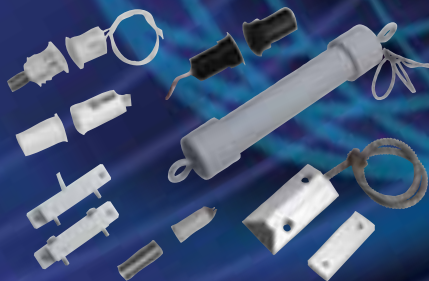
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Hybrid fire-ambulance for mainstream medical role

By Keith Newman

New hybrid fire trucks first proposed two years ago to meet the needs of the NZ Fire Service, as first responders to mainstream medical emergencies, may finally be operational later this year.

The multi-purpose vehicles are evidence of an increasingly closer relationship between St John and the NZ Fire Service that took a giant leap forward from January this year when the first draft of a new memorandum of understanding (MOU) was agreed to.

Every brigade in the country is now expected to upskill and attend most medical call-outs, particularly if they're able to get to the scene quicker than an ambulance.

Although the first attempt at creating the multi-purpose emergency vehicles, announced in October 2012 and expected to be in action by the end of 2013, never got past the mock up stage, details of the latest design are expected to be released by the end of June.

The initial design is now "way out of date," says NZ Fire Service Communications Manager, Karlum Lattimore, who insists there's no reason the deployment of the vehicles, being worked on by both the NZ Fire Service and St John, has taken so long. "Prototypes always take longer than first thought."

Slimmed down design

The new design features an imported chassis and body built in Hamilton. Original descriptions suggested a two-person cab at the front, pump and fire equipment storage in the middle, and



Side panel design for the new combo vehicles which are still under wraps

a single stretcher and clinical space at the rear with seating for two more crew members.

It was to have been as long as a fire engine, weighing up to seven tonnes with an under-floor water tank and compressed foam fire suppression capabilities, although the latest design is said to be smaller and more mobile.

The dual purpose vehicles are initially designated for brigades where fire crew are more highly trained in first aid, and mainly for smaller or rural brigades where St John has had difficulty recruiting volunteers and the number of call outs is on the increase.

United Fire Brigades Association (UFBA) Chief Executive, George Verry, says the new vehicles will be more

mobile, adaptable and better geared to handle emergencies. "For example at Hawera there are two big engines which you don't really want to take out each time an elderly man has a stroke or heart attack."

Verry says once the prototype has proven its worth there will be demand for dozens of these hybrid vehicles across the country. The logistics of when and where such vehicles will be deployed will be handled by the shared fire and ambulance communications centre.

"There's some work being done based on the code for call outs, whether it's a broken arm the fire service can attend or something more serious where more highly trained ambulance people are needed."

New skills essential

Under the earlier 2005 MOU, fire fighters were often asked to respond to cardiac and respiratory call outs alongside ambulance staff and many crews upskilled for medical responses.

The new deal means fire crews are to be first responders in all immediate life threatening calls including cardiac arrest, alongside and often ahead of the ambulance service and crew will have St John training with unit standard first aid and resuscitation and other relevant specialist skills.

While details of the MOU with St John are still under development, the change of roles and expectations presents a cultural and workload challenge to the NZ Fire Service.

The UFBA has been consulting on how the two disparate cultures can best work together particularly when a fire appliance and an ambulance both attend medical emergencies.

Verry has a couple of members working out the details, including the legal aspects, with St John and others. "It's really a matter of making sure that our guys are properly mandated to do this sort of work."

He admits there will always be situations where the fire crew are asked to do something they're not trained or qualified for. That presents not only practical issues about how fire crew deal with life threatening circumstances but often the aftermath. "There can be a bit of an emotional issue of how they deal with this."

"If there's no ambulance within range it's still the fire service that are going to have to turn out and make the best of even serious emergencies," says Verry.

Since 2012, St John has been prioritising its services to better meet the needs of high risk patients by allocating lower risk emergencies to the NZ Fire Service where there was an appropriate level of first aid training.

Around the same time the NZ Fire Services Commission and others were pressuring the Government to update the law to reflect the changing roles and bring some clarity to how the NZ Fire Service intersects with other emergency providers during rescue and medical call outs.

The NZ Fire Service is currently waiting on long overdue legislation to legally mandate firefighters to engage in non-fire work such as medical emergency call outs, roadside rescue and dealing with hazardous substances.

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FLIR Systems is extending its special trade-in program that allows fire departments to receive an even better deal on the purchase of a new FLIR K-Series thermal imaging camera. This is possible by trading in and sending in any other qualifying make or model of firefighting thermal camera.

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Levy on insurance inefficient for funding NZ Fire Service

Keith Newman wonders whether our fire service will continue to be funded by a tax on property insurance or a more general levy that closes the legal loopholes of avoidance and spreads the cost more fairly.

The NZ Fire Service is pressuring the Government to come up with a more equitable and stable revenue stream to fund its activities, claiming the current collection method of levies on property insurance is unsustainable.

The challenge is either to toughen up the law to prevent large corporates and Government departments using loopholes to avoid paying the full Fire Service Levy or introduce general taxes that better align with Fire Service functions.

The longstanding issue has been complicated by legal challenges from the insurance industry at a time when brigades are required to undertake greater training and commitment to non-fire activities.

A fresh look at funding of the Fire Services Commission and by default the NZ Fire Service, was recommended by the Fire Review Panel in August 2012 as part of the proposed Fire Reform Bill.

Previous attempts to change legislation failed to gain consensus, then proposed changes to the Fire Services Levy were split out in September 2012 and tagged for further research and consultation ahead of separate legislation.

Internal Affairs Minister Peter Dunne, having inherited that work from Chris Tremain earlier this year, appears to be starting from scratch. He'll look into problems with the current system and consider, "the full range of options" before deciding on a "preferred approach" later this year or early in 2015.

Collectives cutting costs

As Minister of Internal Affairs, Dunne is responsible for setting the rate of levy while insurance companies and brokers have to collect the levy.

Currently the Fire Services Levy which pays for 95% of New Zealand's 10,000 firefighters, including 8000 volunteers, and 400 fire stations, is 7.6 cents from every \$100 of property insurance.

However, many property owners don't insure their buildings, are "self-insuring" or minimise their costs and their payment of fire levies with the assistance of insurance brokers who create composite

or collective policies to cut cost and coverage.

A test case bought by the Insurance Brokers Association (IBANZ) and Vero Insurance against the Fire Service Commission, sought an endorsement for collective agreements using the example of eight ports, including the Auckland Council-owned Ports of Auckland.

The court case is over longstanding issues around how the fire levy is calculated, and how creative insurers can be when disclosing the way they've done this. Insurers face stiff penalties if it's proven they've miscalculated.



Internal Affairs Minister Peter Dunne



Insurance Council Chief Executive, Tim Grafton



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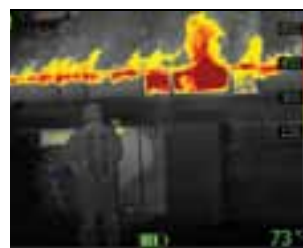


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In December 2012, Justice Paul Heath found in favour of IBANZ and Vero, saying there was nothing in the Fire Services Act 1975 that precluded this approach.

However, the Commission insisted his judgement wasn't consistent with the intent of the legislation or the Act and appealed, claiming this could have long-ranging consequences on its ability to fund the Fire Service

After the November 2013 appeal hearing the three High Court judges Alan, Wilde and White, reserved their decision. While the High Court case manager admitted a six month wait was "on the high side" further documentation was sought while the judges deliberated.

The appeal was eventually dismissed on 13 May with agreement that a legislative solution was needed rather than a judicial one as current arrangements between the NZ Fire Services Commission and the insurance industry were "at breaking point".

It was hoped that the recommendations from the Fire Review Panel which sought a review of fire levies, would result in a solution.

No order for costs was handed down as the judges said it was a test case for all parties including the High Court. The Department of Internal Affairs, which is ultimately responsible for setting the Fire Services Levy, elected not to be part of the process.

International anomaly

Insurance Council (NZIC) Chief Executive, Tim Grafton says there's no reason to stall further work on alternative funding approaches including general rating or taxes.

Grafton reiterated his concerns to NZ Security that taxation on insurance is inefficient, inequitable and unsustainable. "Change is required for all sorts of reasons; the mandate for the Fire Service and how to fund it will have to be addressed post-election."

He says New Zealand is operating "an international anomaly" by continuing to rely on an insurance-based model to fund fire fighters when most other governments have moved to general rating or taxes.

Grafton says a New Zealand Institute of Economic Research (NZIER) report on domestic insurance completed last April showed the current fire levy on contents, house, motor and commercial insurance premiums "fails in terms of equity, efficiency, simplicity, certainty of revenue and most measures of what a good tax should do".

"We believe that local government has the systems in place to gather the levy and that they should be paid for collecting it."

Tim Grafton
NZ Insurance Council

The NZIER report concluded that most domestic households and vehicle owners would be no worse off, and some would be better off, by switching the fire levy to property rates and motor registration.

Grafton says insurance premiums will always fluctuate and are not a "predictable and sustainable" revenue base for funding a fire service. "We believe that local government has the systems in place to gather the levy and that they should be paid for collecting it."

Rates revenue option

The Insurance Council, an industry advocacy group representing the fire and general insurance industry, also commissioned NZIER to analyse the commercial insurance market.

Grafton gave a heads up on the report due at the end of May, saying there's evidence of practical benefits in transferring the fire services levy from insurance to property and for it to be collected by councils.

He says keeping insurance affordable is critical and outdated and unfair taxes loaded onto premiums work against this. He says almost every State in Australia has moved away from funding their fire services from insurance to a levy on property. "New Zealand is out of step".

In January this year a joint submission was made to Peter Dunne by the Fire Services Commission, the NZ Fire Service and the National Rural Fire Authority warning fire service funding was at risk.

It said unless pressures were alleviated "in reasonable time....substantial funding shortfalls will arise".

While it was an exaggeration to claim the NZ Fire Service was run on a shoestring, the submission cited a government agencies' Benchmarking Administrative and Support Services

(BASS) review confirming it was "unquestionably a lean organisation".

While the Fire Service was expected to operate within revenue provided through the Fire Service Levy, "loopholes in the current legislation" meant it was unable to collect "all the revenue it could rightfully expect".

Artificial constructs criticised

The Commission says its greatest ongoing challenge is applying elements of the Fire Act (section 48:7) when a number of brokers and insurers continue to promote "artificial insurance constructs" solely designed to minimise the amount of levy paid.

The submission claimed the sustainability of the Fire Service was at risk while issues of clarity around proposed law changes were held up. Regardless of the outcome of the High Court appeal, the Commission wanted legal loopholes closed to "safeguard future revenues", and insisted the amendments were not complex.

The United Fire Brigades Association (UFBA) also wants a serious review of how the Fire Service is funded, particularly as fire crews are increasingly under pressure to take on new training and operational requirements, including for rescue, hazardous materials and an escalating number of medical call outs.

It believes the current property-based insurance model is unsuitable for achieving adequate and fair funding and contributions should be sought from the Accident Compensation Commission (ACC) and the Transport Authority (NZTA) through road user levies for example.

"I think there is a wider responsibility across more government sectors and ACC is clearly a form of insurance. This would be a more equitable and better reflect the nature of the work we do," says UFBA Chief Executive, George Verry.

UFBA's executive continues to meet with the Internal Affairs minister, the Commission and the NZ Fire Service to lobby for better training, resources and funding for the country's volunteer firefighters.

Local authority challenge

An earlier proposal to introduce a levy on property rates as a trade-off for reducing insurance premiums was scuttled by local authorities who, according to the UFBA, declined to collect a fire premium.

The Professional Firefighters Union (NZPFU) President Peter Nicolle says finding a better way to fund the fire

[6] As the rate of the levy is fixed by the Executive the Court inquired, before the hearing, whether the Crown ought not to have been a party to the proceeding. Mr Gilbraith advised us that the Department of Internal Affairs had been notified of the proceeding and had elected not to join. This is an appropriate point to record concern expressed by Mr Simpson about the impact of the levy penalty provisions, should the appeal be allowed and the declarations set aside.⁴ In response, Mr Galbraith informed the court that the Commission would apply any different method of computing levies prescribed by this court only to future fire insurance contracts.

Counsel J Galbraith for the NZ Fire Commission assures R.G. Simpson acting for IBANZ and Vero that penalties will only be charged on future insurance contracts if they're proven to be avoiding the Fire Services Levy. The Commissions appeal against collective policies was dismissed.

service has always been put into the too hard basket by successive governments.

“Only people who are insured fund the fire service at the moment; if you try and move it on to local bodies where everyone pays, they want to have a say in running the fire service,” he says.

Nicolle says the country is fortunate that funding to date is independent rather than direct from government coffers.

However he's open to a Government mandated rating tax collected from local authorities to avoid it being hijacked by regional concerns.

He says if the Fire Service continues to undertake tasks beyond fire and rescue and “we need to see we're being funded for that”.

Insurance focus remains

Meanwhile, the Fire Services Commission seems determined to have the insurance industry as its main collector of revenue. In a report to Minister Dunne it sought a clearer legal basis for more accurate collection and analysis of information to better manage its revenue base.

Currently insurers and brokers are only required to provide this data voluntarily and are increasingly reluctant to do so. The Commission says “significant under paid and un-paid” levies had been identified and it wants the law changed to secure this data collection role and safeguard its revenue base “ahead of a wide ranging funding review”.

It's proposing brokers scan all details of their top 50 clients from each of their branches for review and auditing and

“I think there is a wider responsibility across more government sectors and ACC is clearly a form of insurance. This would be a more equitable and better reflect the nature of the work we do.”

**UFBA Chief Executive
George Verry**

wants the ability to contact brokers for more data where levies are seen to vary from year to year.

However, the Insurance Brokers Association (IBANZ) which initiated the legal challenge to levying property insurance, says this is little more than “a fishing expedition”.

Its member have agreed to provide a list of their top 50 clients but no data. They'll refuse to allow data about their clients to be taken off site or copied during any on site audit.

IBANZ stated in its annual 2013-14 report in March that its members will not

respond to any fishing expedition requests outside of the proper audit process.

It admitted it had made little progress in its lobbying efforts to have the fire service levy removed from insurance and believed the issue may not be resolved until 2015.

Not keeping pace

Meanwhile Internal Affairs Minister Peter Dunne concedes the law for Fire Service funding is out of date and “hasn't kept pace with modern insurance practices”.

He's hoping to identify a “package of reforms” alongside the Fire Services Reform Bill and then look at “the most efficient means of taking legislation through the House”.

Asked if Government departments and large corporations using loopholes to avoid paying the Fire Service Levy will now be required to pay, Dunne says everyone needs to pay their share. “There are lots of different ways that we might address these issues.”

He says options canvassed in the past include an improved insurance-based system with clearer rules on liability for levies to reduce loopholes, or a levy on property values rather than insurance contracts as is the case in some Australian states. “We currently don't have any preferred options - everything is on the table at this stage.”

There have already been multiple funding reviews seeking legislation change and in September last year further research was called for. Dunne says those previous reviews have set a solid foundation for the current work.

FLIR helps Beveren fire department locate hotspots and missing subjects more easily

Beveren firemen value the FLIR K50 thermal imaging camera for its affordability, light weight and user-friendliness.

The appropriate firefighting equipment can be critical for a fireman, for his own survival on the one hand, and for saving the lives of others on the other hand. To ensure the safety of its crew and to deliver even better firefighting services, the firefighting department of Beveren, Belgium, recently invested in a FLIR K50 thermal imaging camera.

Beveren is a municipality located in the Belgian province of East Flanders and very close to the city of Antwerp. The port of Waasland (Dutch: Waaslandhaven) is also located in Beveren, on the left bank of the river Scheldt, facing the port of Antwerp on the other side of the river.

The Beveren-Waasland fire department is responsible for the fire safety of a number of municipalities in the vicinity of Beveren, and for the Waasland port,

which houses a number of high-risk companies that produce or make use of chemical or toxic materials. The Beveren firefighting team includes 40 professional firemen, 3 officers and more than 50 voluntary firemen.

Especially with the high-risk areas of the Waasland port under its care, the Beveren fire department has always had an eye for advanced technology in order to support its team. That's why the department has already been using thermal imaging cameras for many years. A specific type of camera system includes a PTZ camera system, including a visual and a FLIR thermal camera that can be mounted on the fire truck.

"We have been using this system for a few years now and it has always helped to give us an extra pair of eyes," comments Corporal Stefaan Terryn of the Beveren team. "We can use the PTZ system to monitor the situation for possible hotspots on site and send the video images to a crisis room through a wireless link. This way, this camera system helps the local authorities to assess the situation on site from a distance and take the appropriate measures when necessary."

Handheld Thermal Imaging Camera (TIC)

While the PTZ system is chiefly used to be mounted on a fire truck, the

Beveren fire department also makes use of handheld thermal imaging technology from FLIR. More specifically in 2013, the department purchased a FLIR K50 point-and-shoot camera for firefighting applications.

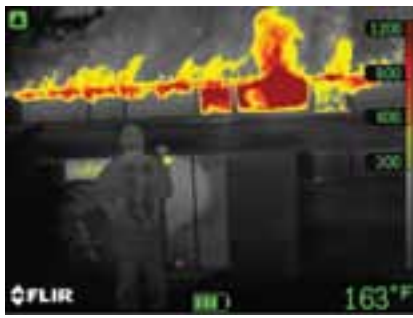
"This camera is very useful for us for a wide range of applications," says Corporal Stefaan Terryn. "For chimney fires for example, the K50 can help us detect hotspots in a drop ceiling. Or we can use it to see temperature changes resulting from all kinds of chemical reactions in containers, something that is very useful to us because of the many chemical industry companies in the Waasland port. A thermal imaging



The lightweight FLIR K50 camera provides clear and detail rich images of 320x240 pixels



With the FLIR K50 you can see temperature changes resulting from all kinds of chemical reactions in containers, something that is very useful to the Beveren fire department because of the many chemical industry companies in the Waasland port



TI Basic mode



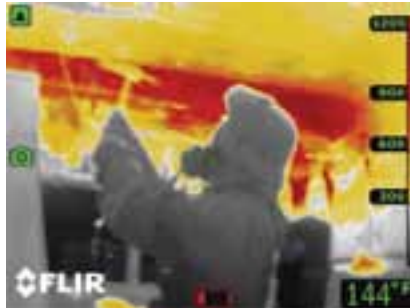
Heat detection mode



Grayscale mode



SAR mode



Fire mode



The Beveren fire department uses a PTZ system with a visual and a FLIR thermal camera to monitor fire situations

camera is mostly used in progressive points in time, so we can see the evolution of a fire: either it's cooling down or heating up again."

When the firefighting team receives an urgent call, they usually use three vehicles: the actual fire-fighting truck, an aerial ladder platform and a tank vehicle. The thermal imaging camera is located in the fire-fighting truck and is mostly used for revision of fire-fighting activities, in other words: to see whether all work is done and all fires are extinguished effectively.

Another application of this thermal imaging camera is a targeted search for missing persons. To this end, the FLIR K50 has a dedicated colour palette (SAR mode) to assist firefighting professionals in locating subjects more easily.

"The camera also helps you see dangerous situations without the need to enter a specific area," says Corporal Stefaan Terryn. "We recently had to attack a fire in an engine room of a ship that was located in the Waasland port. This is a good example of a situation where thermal imaging is indispensable.

Entering an engine room that is on fire is very dangerous. With thermal imaging, you can see what's going on from a safe distance."

FLIR K-Series

The FLIR K-Series thermal imaging cameras have been especially developed for the most demanding fire-fighting tasks. The maintenance free uncooled microbolometer sensor produces clear and detail rich images of 240 x 180 pixels (FLIR K40) or 320 x 240 pixels (FLIR K50). Thermal images are presented on a large bright 4" display, helping firefighters to navigate and make quick and accurate decisions. The K-Series is designed to meet tough operating conditions. It withstands a drop from 2 meters on a concrete floor, is water resistant (IP67) and fully operating up to +85 °C.

Five imaging options let you shift thermal sensitivity and effective temperature range modes to help speed tactical decisions and the search for survivors:

TI Basic mode: For initial size-up of fire scene and fire attack.

Grayscale mode: Similar to TI Basic mode but without colorization.

Fire mode: Improved sensitivity in high scene temperatures.

SAR mode: Optimized palette to assist in locating subjects.

Heat detection mode: Hottest spots are colorized only to assist during overhaul.

Affordable, lightweight TIC

"Before we purchased the FLIR K50, we evaluated several TIC models. The FLIR K50 came out as the most interesting one in terms of price-quality ratio," comments Corporal Stefaan Terryn. "Unlike previous handheld TICs we had used, the FLIR K50 is also very light, which makes it easy to handle. We already carry a lot of weight, including our heavy fire suit, air tank and high-pressure equipment. So any additional equipment should be lightweight. The fact that this is a point-and-shoot model, makes the K50 very straightforward to use, in contrast to other handheld camera models that have an angled screen."

About thermal imaging

Thermal imaging is the use of cameras constructed with specialty sensors that "see" thermal energy emitted from an object. Thermal, or infrared energy, is light that is not visible to the human eye because its wavelength is too long to be detected. It's the part of the electromagnetic spectrum that we perceive as heat. Infrared allows us to see what our eyes cannot. Thermal imaging cameras produce images of invisible infrared or "heat" radiation. Based on temperature differences between objects, thermal imaging produces a clear image. It is an excellent tool for predictive maintenance, building inspections, research & development and automation applications. It can see in total darkness, in the darkest of nights, through fog, in the far distance, through smoke. It is also used for security and surveillance, maritime, automotive, firefighting and many other applications.

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Dedicated fire safety message impacting Maori communities

By Keith Newman

The NZ Fire Service is being urged to invest more resources into Maori communities to help reduce the disproportionately high number of deaths and injuries by fire.

A decade ago the New Zealand Fire Services Commission, realising Maori fire-related statistics were too high, agreed to create a team of Maori liaison officers to ensure the fire safety message was better received.

The move came after a series of reports identified Maori as being particularly at risk and the need to address the reasons for the high number of injuries, hospitalisation and death caused by fire.

Among the fire research reports was a 2001 call for urgency in seeking the development of a National Maori Fire Safety body and the creation of regional fire safety taskforces.

The NZ Fire Service split the country up into five regions for its coverage of Maori communities and the responsibility of educating and informing people was allocated to four liaison officers under the watchful eye of Pou Herenga Maori or National Maori Advisor, Piki Thomas.

Thomas, who advises the National Commander, says it's taken quite a few years to develop relationships and confirm with Maori that they're comfortable with the liaison group.

"From our perspective having a small team make such a big impact on fire deaths and incidents within our Maori communities is a good use of resources."

He says there's anecdotal evidence from six-monthly phone surveys that the safety message is being heard and acted on. Education is always about taking care with matches and lighters, installing smoke alarms, having an escape plan and in winter taking care around internal fires.

Marae often at risk

"We have an ongoing marae safety project which has a flow on effect to the community; if a marae is healthy and has a good attitude toward fire safety that flows out to the community."

He says most marae buildings pose a significant fire and evacuation risk and his team is always keen to meet with marae representatives to help identify and address concerns to protect whānau, taonga (tribal and family treasures) and property.

Thomas is conscious of the limited resources applied to the Maori community. "We make the most of what we have, one guy looking after all the South Island for example, but we're always under pressure to do more with less money."

He didn't want to seem extravagant or wasteful but says "we are continually communicating with our senior management to increase our team."

Paki Johnston, based at Christchurch Fire Service headquarters is responsible for the entire South Island (Regions 4 & 5), Lana Ngawhika, covers the central North Island, Wayne Martin, is responsible for the Bombay Hills north to the top of the



Lower North Island Maori Liaison Officer, Te Aorangi Harrington

country and Te Aorangi Harrington is responsible for Region 3, from Wairarapa, Wellington, Horowhenua, Northern Hawke's Bay to Taranaki and down to Whanganui.

Harrington, who spoke to NZ Security while doing his rounds in Hawke's Bay says the team was created because Māori communities were being missed and fire safety messages weren't getting to them at a time when Maori made up a higher percentage of all fire-related fatalities than any other ethnicity.

Impact on awareness

The NZ Fire Service has a considerable body of research which has helped determine funding priorities for fire reduction promotions for Maori communities. The most recent data it has was taken from coroner's reports for the 1997-2003 period showing 39.7% of fire deaths were Maori.

Harrington says research showed fire brigades weren't engaging with Maori communities, largely because "they didn't feel comfortable, they didn't know the tikanga or the language".

The decision to have dedicated Maori officers going into those communities has had a major impact. "Having a face that people recognise and being at various events, getting into the schools and being seen has made a huge difference... The latest stats I got back in March 2014 show that Maori fatalities through fire are down to around 33% now."

Harrington, one-time junior tennis pro, IT geek, university student liaison officer and more recently ordained Ratana minister, sees his role as Maori liaison officer or poutakawaenga Māori as a relationship broker.

He and his fellow officers are responsible for taking the fire safety message to Māori immersion schools, language schools and pre-schools, marae and working with different iwi trust boards and tribal runanga across huge territories.

He says Maori are now more cautious, careful and aware of fire risks, and the increased presence of the Fire Service in their communities has helped raise awareness as has the availability of brochures, leaflets and flyers giving advice and guidelines in te reo (the Maori language). Most of the NZ Fire Service fire safety brochures for the public have been translated into Maori.

The Fire Service having a presence at community events, at Waitangi Day, at Ratana Pa and being "more amongst it" has really paid off, says Harrington.



Te Aorangi Harrington at the Whanganui fire station with children from Te Kura Kaupapa Maori o Te Ati Haunui a Paparangi, Putiki

Looking while cooking

So what's the number one cause of fires in Maori communities or homes? "Definitely the whole 'not looking while you're cooking' thing; about 25% of all fires start in the kitchen." And he says having a few drinks and not paying attention or being distracted while cooking are definitely factors.

Electrical fires caused when the wiring in older homes gets a bit worn out is also a problem along with the fact that many homes still don't have smoke alarms.

One of Harrington's favourite things on the job is working with the tamariki or young ones. He says classroom education is definitely paying off and it's the kids who often prompt their parents to be more careful or become more fire safe.

"I think a big part of it is because I'm a father myself, and I've got four young

ones. I love the energy they bring, they're always keen to do things. They're very receptive to the message and wanting to listen and learn."

While older children and youth might initially show reluctance they eventually come on board and ultimately there's respect for the uniform. "The fire service definitely has mana, particularly within the Maori community. They see us there to protect and serve whereas it's a bit different for some of our brothers and sisters in the other blue uniform."

Harrington says he's never had a problem walking into a marae or a hui. "It's always been an open door, whereas for other agencies it can be a bit hard."

A continual focus is to ensure the fire safety message gets out to every marae and that they're acting on this through practical measures. "A lot of our marae don't have fire safety systems in place, no sprinklers or evacuation schemes so we're designing something to help address that."

Protecting people

He says the Fire Service is very aware that marae are often used for functions, can host a large number of people, and often have people sleeping over. "There's a requirement to comply with the law but that's often not being communicated so that's one of the messages I deliver."

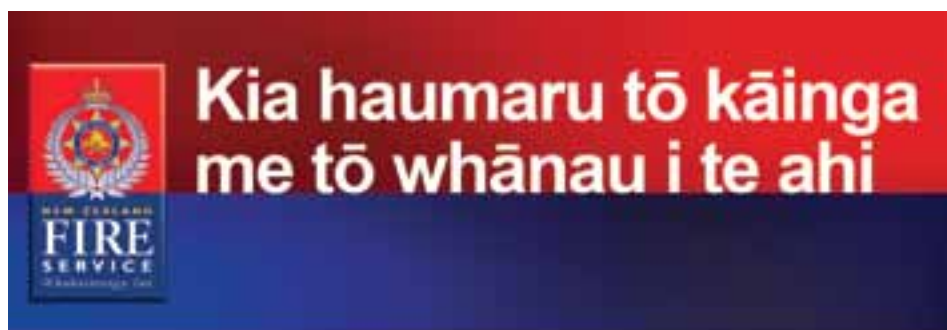
He says, sometimes that message needs to be repeated but is received in a better way from a Maori fire officer than council officers.

"I often say to them, 'We talk about what's the greatest thing; what's the

Fivefold fatality rate

A Massey University research impact and evaluation report looking at New Zealand Fire Service Commission Programmes for Maori (2008) stated Māori aged 15–64 die in fires at five times the rate for non-Māori of the same age.

Māori under 15 were 11 times more likely to be injured by fire than their non-Māori counterparts, while those over 65 are far more likely to die in fires. Maori of all ages are two and a half times more likely than non-Māori to be hospitalised because of fire-related injuries.



The NZ Fire Service Fire Safe brochure cover.

thing we value most, and use the old whakatoki (parable) that ends he tangata, he tangata... it is people, it is people'. We need to think about that and fire safety should be the number one thing."

He says the height of manaakitanga (caring for each other) is about making sure we have smoke alarms and sprinklers in our whare (houses). "I think at the end of the day Māori prefer to be spoken to by their own, particularly if they have special knowledge in an area and have the reo (language)."

Harrington who's been in his role for nine years says things have come a long way in that time, and through building trust he says Maori are now more proactive and supportive.

He would however like to see more Maori fire liaison officers. "There's only four of us covering the whole country and they're big regions and we're on the road a lot. We could certainly be better resourced."

Regardless of the time away from his own whanau, he loves his job and is grateful to have the opportunity to serve his own people. He visits most schools in his rohe (area) once a year. "I prefer to do classes, rather than full school assemblies, because I can interact with the kids and they seem to zone in and focus a lot better."

Auditing process

When engaging with a marae he'll work through the trustees and "do a walk around", take notes as part of a risk assessment and write up a report which is then presented back to the marae committee recommending points of action. He'll check to see whether that work has been done when he's next in the area.

"It can be a long process but we really just try and celebrate the ones that have made progress and those who haven't get a quiet reminder."

Funding is often a big issue and if that's the case he'll point trustees to funding streams that can assist with sprinkler systems for example, possibly through the Department of Internal Affairs (DIA).

Harrington has completed a basic firefighting course and is an honorary member of the Ratana Fire Brigade where he's currently retraining so he can join the crew as an active fireman if necessary.

Having been ordained as a Ratana minister just over two years ago, he's up at the Pa often enough so he's taking the opportunity to have a 26-year veteran give him one-on-one training.

While the Ratana Brigade might be small it has a strong active membership and has responsibilities for the nearby motorway, State Highway 3 and for Marton and Bulls townships. "It's quite a dangerous road and the area they cover is quite large so they're pretty well equipped and trained."

In his role as a Ratana minister Harrington is often called on as part of the NZ Fire Service to do "blessings" which might range from ceremonies over the sites of fire fatalities to the opening of new fire stations and he's asked to open meetings in prayer.

Taha wairua important

In the past there was a NZ Fire Services padre or chaplain but that role no longer exists so he's more than willing to step in. While there is opposition from some, he says there's a lot of support from senior managers.

"You have to try and meet everyone's needs and they realise that for some people the taha wairua (spiritual) side is important and they are being sensitive particularly to the needs of the Maori community."

And it's not just a Māori thing. "I think many Pakeha Kiwi New Zealanders, are happy with whatever minister you are, as long as that spiritual side's taken care of."

At Ohakune recently the fire chief was adamant that Harrington bless the new Firewise building. "To me it's a spiritual kind of protection." He explained to those who didn't understand, that everyone has a different wairua or energy, and that the blessing is for everyone who comes into that working space.

"You are dealing with a lot of accidents and disasters and people bring in a wairua or energy with them from home so it's about coming into a place where the wairua is clean and clear or neutral so people can be comfortable and have a clear head."

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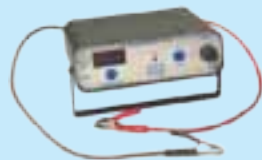
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Fire crew medics still in legal limbo

As more responsibility falls to the NZ Fire Service as first responders in every kind of emergency, Keith Newman finds long overdue legislation to legitimise and protect them in their non-fire roles is still languishing in the Parliamentary in-tray.

The NZ Fire Service is in the midst of one of its biggest shake ups in 40-years with full time and volunteer crew now embracing a workload that requires them to ramp up their skills and qualify as first responders for most medical emergencies.

The Fire Service willingly attends search and rescue, road crashes, hazardous material spills and weather events, and is now coming to terms with a tighter alliance with St John Ambulance but continues to operate in a kind of legal limbo with an ill-defined job description.

While proposals to legitimise non-fire related roles have been on the table for well over a decade it's unlikely the

"We thought it would be timely and appropriate, given the comprehensiveness of the Fire Review Panel's report, to present a new Act and to tidy the whole thing up."

UFBA CEO George Verry

proposed Fire Services Bill will see the light of day until 2015.

The 2012 Fire Review Panel came up with a raft of recommendations, many of which were embraced by Cabinet for draft legislation, including confirming responsibility for non-fire services and ensuring firefighters were protected from legal and insurance liability when attending calls.

Internal Affairs Minister Peter Dunne admits progress has been slow on the Fire Services Bill, "due to the large amount of legislation under development" although he remains "committed to modernising the fire service legislation and continuing the momentum for reform".



Road Crash Challenge, Silverdale.
Image Kirsten Spierling, UFBA.



*United Fire Brigades Association CEO,
George Verry*

He's about to announce a timetable for how things might be progressed but the new law needs to be fitted around "the broader legislative programme."

Meanwhile the Fire Service continues to operate under the 1975 Fire Act which is unsuited to an era where 30 percent of fire service time is spent on non-fire related activities.

Disappointing draft

While the United Fire Brigades Association (UFBA) firmly backed the recommendations of the Fire Review Panel which called for a total rewrite of the Act, its disappointed draft legislation is looking more like an amendment.

CEO, George Verry, says the large, unwieldy Act has many clauses and sub-clauses and is in desperate need of simplification, clarification and modernisation. "We thought it would be timely and appropriate, given the comprehensiveness of the Fire Review Panel's report, to present a new Act and to tidy the whole thing up."

He warns achieving compliance with the law will be made more difficult if people don't understand what's in it. "The terminology and the presentation is out-of-date and unfriendly... it needs to be rewritten in a more modern way."

The UFBA, essentially an advocacy group for volunteers who make up 80% of the nation's fire personnel, continue to meet with Internal Affairs and the others in the hope of influencing a more productive outcome.

Until the proposed Fire Service Bill passes into law the NZ Fire Service has no legal mandate to do much more than put out fires; little else is covered.

While the Fire Service Act which established the New Zealand Fire Service



*Professional Firefighters Union President,
Peter Nicolle*

includes "the protection of life and property from fire... and to certain other emergency services", Verry says that's still very vague.

A revised memorandum of understanding (MOU) with St John, which began to take shape from January this year, means all brigades are now required to attend medical call outs; either responding concurrently or taking up the slack where St John is understaffed or has limited resources.

For volunteers who already give up valuable personal and work time to attend call outs, that means commitment to additional field training, courses and sitting exams for qualifications.

Back to front approach

In its submission to the Review Panel the New Zealand Professional Firefighters Union (NZPFU) wanted to see a mandate in place before its members were asked to carry out any more non-fire tasks.

NZPFU President Peter Nicolle, says it would have given more credence if the law had changed before the NZ Fire Service was asked to take on a greater medical role, so it was clear who was responsible for what.

"The same thing happened with motor vehicle accidents. Who's responsible? While we assist, the Police tend to let us be the lead authority and yet the law puts them in charge."

Nicolle says the main issues to date are around delays in St John notifying the Fire Service and unnecessary call outs. "In Christchurch for example they sent us to a hospital to assist with a CPR where there were already four doctors and eight nurses in attendance... That type of thing shouldn't be happening."

Fire Service structure

348 fire districts

- 437 fire stations and 800 + fire appliances;
- 25 Fire Areas providing operational support to fire districts;
- 5 Fire Regions providing management support to fire areas and districts;
- National Office/Command HQ support the Fire Regions
- Three emergency communication centres process 111 and private alarm calls

He says other communications issues are being worked through on a daily basis, some of which will resolve themselves as smarter new digital technologies are deployed.

With more timely notification he says the Fire Service could be on the scene a lot quicker. "There's a time delay between communication centres and a lack of information which is a hindrance to attending some of these calls. We're not being turned out at the same time."

He says that's something that'll have to be worked out between the communication centres.

Nicolle's big concern is that everyone is getting the right training and equitable funding for the tasks they're asked to carry out. "Our bugbear as a union is that we undertake tasks we're not fully funded for."

Non-fire calls outs increasing

In the five years from 2008 fire crews have attended a steadily increasing number of callouts to medical emergencies, three quarters attended by volunteer firefighters, often because there was no ambulance immediately available.

Statistics show that an average of 8% or around 5000 incidents to a peak of 10% (6533) in 2012 easing back to 9% (6135) in 2013.

The Fire Service responded to 70,907 emergency incidents during 2012/13, including 4,732 motor vehicle accidents, 6,714 medical emergencies and 3,357 hazardous materials incidents. Although injuries from fires were decreasing the number of non-injury fire emergencies was increasing.

“It would have given more credence if the law had changed before the NZ Fire Service was asked to take on a greater medical role, so it was clear who was responsible for what.”

NZFPU President Peter Nicolle

Equipped and trained

UFBA’s CEO George Verry agrees there needs to be diligence to ensure fire personnel are properly equipped, trained and funded to take on that extended role.

“For what it’s worth the annual Reader’s Digest poll of trusted members of the community put fireman right at the top or near to it and that’s pretty unique when you consider that 80 percent of the personnel are volunteers who are given nothing for their services.”

While Verry says many of them wouldn’t have it any other way, some volunteers didn’t sign up for the additional medical role.

“While some brigades have a strong resource of people with paramedic or related backgrounds at the other extreme there are smaller brigades with basic firefighting and rescue skills which is all they really want to focus on.”

While most in the service will do their medical training because they want to serve their community, he says it’s still a mixed bag. “I think there are some who would rather the nasty or heavier medical stuff, was handled by professionals.”

He says it can be traumatic experience when you have to be responsible for saving someone’s life when you’re not trained for it.

Verry says changes in the role of the Fire Service have partly come about because there are far less fires to put out, through “better building codes and regulations that require sprinklers and the like and better education.”

As well as picking up the slack from St John, the Fire Service is also taking on increasing workload through attending road crashes.



Road Crash Challenge, Silverdale.
Image Kirsten Spierling, UFBA.

“That’s pretty big, particularly for volunteer brigades out in the country where there are often far more bad accidents than in Queen Street, Auckland or Lambton Quay in Wellington. Speed is a major factor and there are often petrol spills or hazardous substances involved.”

Challenges at the top

The UFBA is highly active in competitions and events that act as training exercises, for example the efficient and safe running of a hose from hydrant to fire; fire truck driver challenges, and how to extract people trapped in motor vehicle crashes.

A year ago a trauma section was created to focus on medical needs as part of its road crash rescue competitions. While fire and rescue related training is funded by the Fire Service, it’ll be strongly reliant on St John to keep everyone up to speed with medical training, including recognised qualifications.

“For everyone’s sake we really need to have additional funding for the new responsibilities and look hard at the terms of our engagement,” says Verry.

The Fire Services Review also sought a more flexible governance model for the Fire Services Commission and Fire Service, which provoked another area of controversy that’s still being talked through.

It was recommended that there should be changes at the top; including a non-operational chief executive responsible for the overall strategy and management of the NZ Fire Service for the national commander and rural fire chief to report to.

There’s a view, not generally supported by the NZ Fire Service Commission or senior officers in the NZ Fire Service, that the Fire Service overall would benefit from having a strategist with a business focus as a CEO rather than someone with a long term operational background.

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