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June - July 2011

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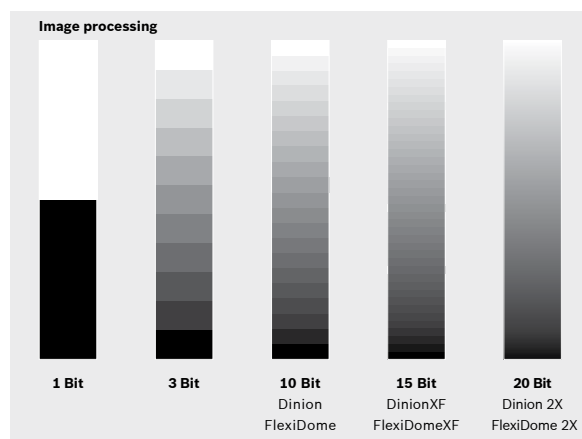
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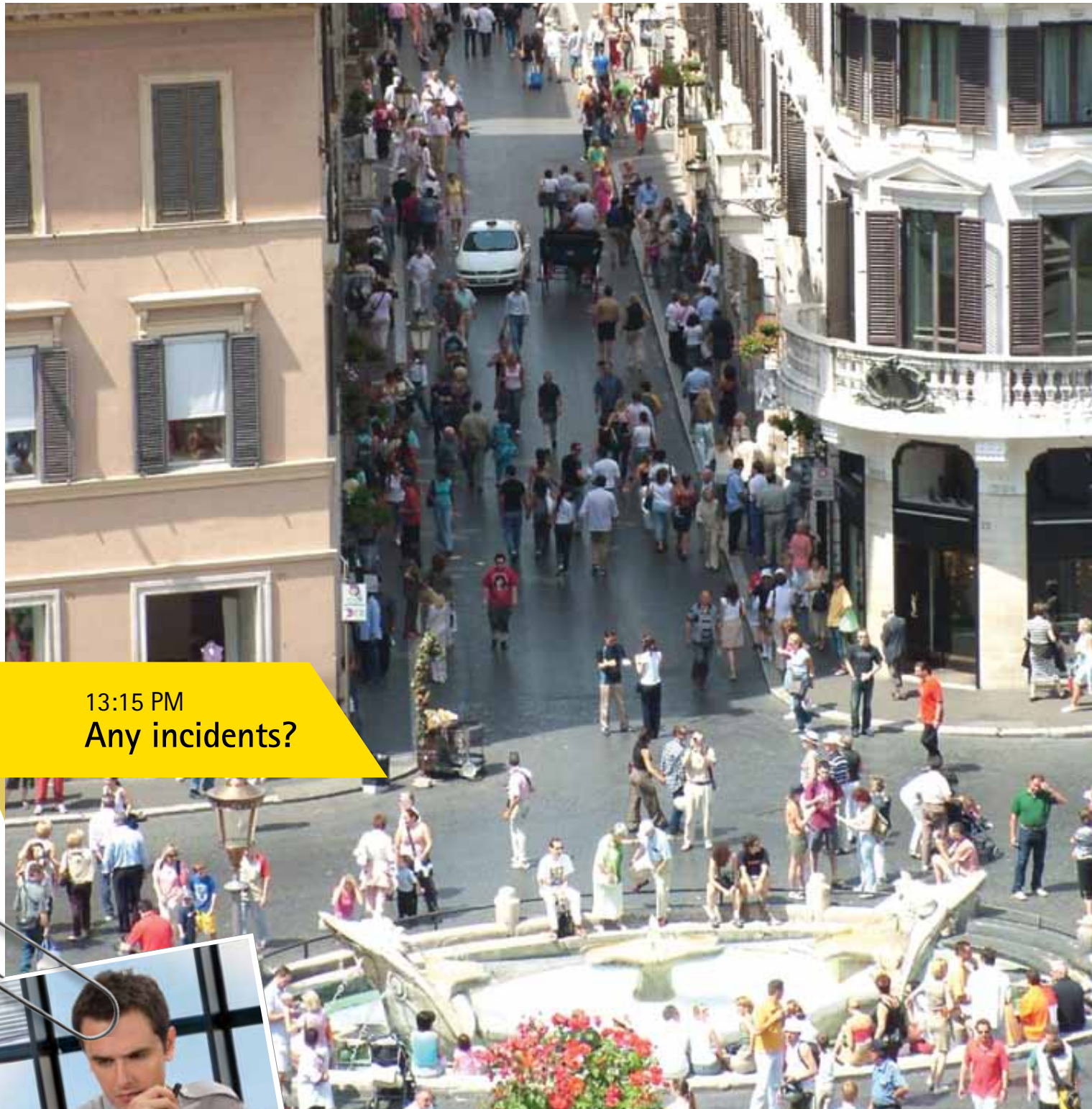
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COMMUNICATIONS

The new management software from Security Commander has arrived at Hillsec

The most powerful Windows management software has arrived, Security Commander is a highly-scalable multi-site application that can support up to 128 Challenger panels, over 6,000 intelligent doors and 32,000 alarm points.

Security Commander is compatible with Windows 7 and is intelligently based on a SQL database, ideal for easy access to raw data for powerful database replication, information exchange and custom reporting.

One of Security Commander's standout features is its client-server architecture, capable of allowing up to 10 operator workstations to manage the system simultaneously.

Even more exciting news is Security Commander's video integration capabilities with supported GE/UTC DVR's, allowing Challenger alarms and

other events to be linked to video footage for improved operator response and easier post-event investigation.

A new breed of security system

Even a security system can benefit from its lineage and that's why Security Commander has an unfair advantage over its competitors. Security Commander is the result of a major R&D investment to integrate UTC's proven global security software platform with the locally designed and market leading Challenger™ security system hardware. Security Commander is derived from one of world's leading security software platforms with a decade-long presence in many high profile finance sector, retail and government institutions. Its proven track record for robustness and ease-of-use make it the perfect accompaniment to your Challenger system.

Multi-operator

Client server architecture allowing up to 10 operators to manage the system simultaneously.

SQL Database

Utilises a Microsoft SQL database for easy access to raw data for powerful database replication, information exchange and custom reporting.

Multi-site and tenant partitioning

Manage geographically dispersed sites over an IP network or multiple tenant offices in the same building. Each site can be independently partitioned in the database so operators are restricted to specific buildings or areas under their responsibility.

Scalable

Supports up to 128 Challenger panels, that's 6,144 intelligent doors and 32,768 alarm points.

Integrated Video

The system integrates with a wide range of GE/UTC DVRs.

Hi-O and Aperio Support

Support for ASSA ABLOY's (Hi-O) highly intelligent door opening devices and Aperio wireless lock and card reader systems.

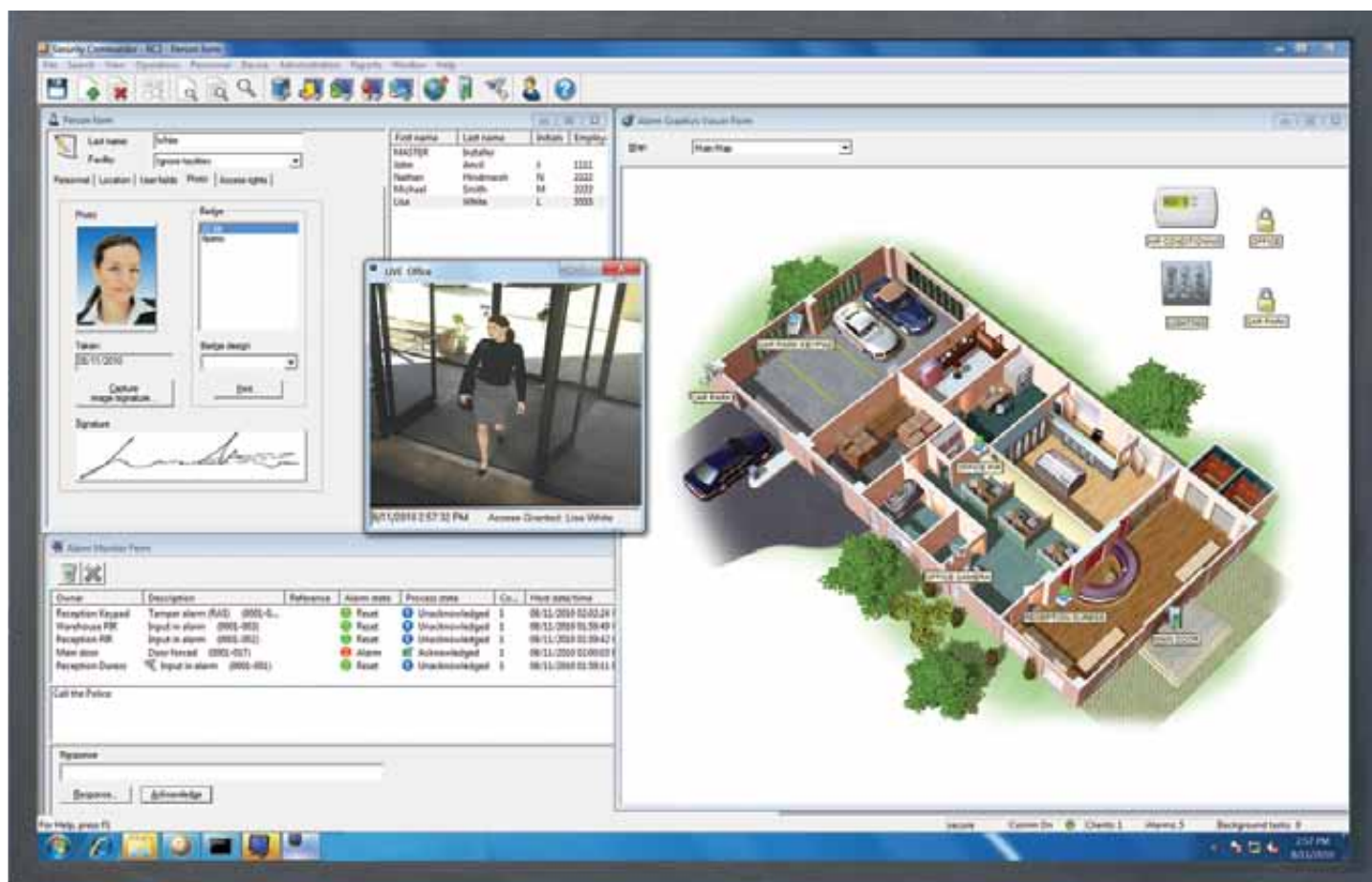
Time and Attendance

Know how much time contractors or other employees are on or off site for easy management of billable hours with integration to payroll systems.

3rd Party Integration

Provides an API (Application Program Interface) to 3rd party software via XML.





Manage your card users

Easy-to-use enrolment of new access users into the system with customisable fields for data entry. The system supports a wide range of card formats and can capture a badge's raw card data. The system also provides integrated Photo ID and card designer application. Develop custom designs with dynamic pre-populating data fields and easy barcode printing.

Respond to alarms

The alarm monitor ensures all alarms are brought to the attention of the relevant operator, with priority, status and associated video footage. Operators can easily acknowledge alarms and record the specific response taken.

View relevant video

Challenger alarms and other events can be linked to video footage allowing for fast response time in the event of

an emergency and easier postevent investigation. Functionality also includes features like video popup on event and automatic text insertion into video footage to allow for additional search capability.

Easy control from a map

Intuitive control of your system from user-friendly maps. Operators can control inputs, areas, and doors, and retrieve video via graphical icons displayed on a map of your facility. Icons are fully-customisable and capable of dynamic updates to indicate multiple changes of state. The map display is easily configured via 'drag and drop'.

Easy for operators to use, learn and train

It's all about the user experience. Control and manage every aspect of your Challenger security system including access doors, alarms, and video surveillance with ease. Interactive map display of your building makes operator control quick and simple.

Easy on your IT department

System architecture based around standard Windows technology including support for Windows 7 operator workstations, Microsoft SQL database, and shared network operator permissions

and folders, make IT maintenance simple and straightforward.

Easy to get information

Get the information you need out of your security system. Powerful inbuilt reporting includes mustering, and time and attendance, just to name a few. Easy to obtain raw data from the system for use in a wide variety of formats including Crystal Reports and Microsoft Excel.

Easy to deploy and configure

Reduces the time and effort to commission or make changes to the system. Intuitive function trees for panel programming and 'drag and drop' environments make setup and system changes hassle-free and more cost effective.



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Poor Perimeter Protection Placing Premises At Risk

By Keith Newman

New Zealand is lagging behind many other parts of the world when it comes to protecting the physical, electronic and virtual boundaries of commercial and industrial premises, making it far too easy for criminals to remain undetected.

That's not been helped by recessionary thinking that favours cheap and nasty mesh wire fencing and low budget CCTV and monitoring solutions over more robust and professional solutions.

Reuben Roberts, Managing Director of Auckland-based Edge Security Professionals says many New Zealand companies blame lack of budget for not investing in perimeter protection despite costs continuing to track downward.

However he says the furthest boundary should be the first line of protection and the level of investment in security should be balanced against the value of what you are trying to protect.

"Why else would you put a fence around your property in the first place, if not to prevent unauthorised people driving in or walking through?"

Challenging perceptions

Michael Collins the New Zealand and Pacific Regional Manager for Hamilton-based fencing and security specialists Gallagher, agrees New Zealand businesses are reluctant to invest in boundary protection.

"They're not into perimeters in the way many overseas markets are. Mostly it's about cost and awareness. They start with access control to stop people getting in the door and when they've got the budget say they'll look more closely at the perimeter."

When Gallagher undertakes a security evaluation for clients it recommends working from the boundary in to the centre. "Even when you are starting construction on a building site you need to protect your assets by securing the perimeter."

Collins says there's little difference between New Zealand business and most in the western world. "We encourage them to look at Hewlett Packard or IBM and the model they have for protecting perimeters."

Steve Evans of Auckland's Leaweld Perimeter Solutions says while perimeter protection has hardly been addressed in this country, it's big business and about to get a shake-up as threats increase and insurance companies demand higher levels of security.

"A decade ago the insurance companies offered a discount if you had a burglar alarm in your house, now they're starting to say they won't insure commercial premises unless there is perimeter protection."

Steve Evans of Leaweld Perimeter Solutions

Insurance companies end up paying for the after effects of criminal activity and are toughening their resolve with directives starting to come from reinsurers like Lloyds of London which will soon impact New Zealand.

"A decade ago the insurance companies offered a discount if you had a burglar alarm in your house, now they're starting to say they won't insure commercial premises unless there is perimeter protection," says Evans.

Protecting burglars

Another challenge to the security industry is finding a way to work within the tight Occupational Health and Safety regulations that stipulate perimeter security cannot harm anyone. "The law says clients are liable if a burglar gets hurt while breaking into their building so we have to remove the risk."

Evans says the challenge is to produce solutions that comply, including 'risk assessed gates' and 'anti-impalement' fencing, and for the industry to produce its own standards in design and ownership responsibility.

To that end he's joined a NZ Security Association committee alongside other security firms, building companies and engineering design firms to try and establish minimum standards.

"This may mean having burglar bar grills at the first level and mesh so people can't even get their hands in a window, an anti-ram system on your roller door or a robust gate or fencing system so companies are less of a target. We're continuing to work on this," he says. Meanwhile Evans warns that some approaches just don't cut it. "If you are serious about security, never use diamond



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wire mesh around the perimeter. That can never be considered as a serious attempt to keep anyone out — all you need is wire cutters.”

And he says the perception that a roller door is any kind of protection has to change. “There is no security in a roller door. People put millions of dollars worth of assets behind them and think that’s going to stop criminals but you can typically get through in seconds with a 200kg weight.”

For many companies he says the roller door is the weak link in the perimeter. “If you want to protect assets valued at \$50,000- \$100,000 you might put a ram beam across the roller door or a retractable or removable bollard. However if you have a million dollars or more behind that door you might have a rolling cantilever gate system and other more robust products.”

Integrated approach urged

At a basic level, signs warning of surveillance cameras or guard dogs can create important first impressions. “These are restrictions criminals don’t want to contend with and will often help divert them to someone else’s premises,” says Edge Security’s Reuben Roberts.

And while beefing up security at the boundary fence or wall with electrification is never a bad move, it’s clear that an ounce of prevention — both by metrics and measure — is no longer sufficient.

Criminals may throw a matt over an electric fence, use a tree branch, or find a way under or over point-to-point beams if they’re not installed properly.

Rather than a stand-alone solution, securing the perimeter is increasingly



*Roller doors are not secure but anti-ram bars and extendable barriers can soon change that
Photograph: Leaveld Perimeter Solutions*

viewed as one element in an integrated approach that might include CCTV monitoring, point-to-point beams, motion detectors and access control linked back to an alarm system.

However, too often these options are dismissed, enabling criminals to get up close and personal with the premises of interest. Even then says Roberts, many properties still rely on motion detectors in the hallway rather than reed sensitivity switches on windows and doors that will trigger alarms.

He suggests today’s criminals are lazy. “They smash their way in through the jib walls where there’s little to stop them, kick in the door or get in a low window that doesn’t have burglar bars.”

And because many security companies

charge by the call out, he says there’s a reluctance to escalate an alarm event, particularly if it has gone off previously for no apparent cause.

Businesses may ignore or switch off the alarm when its triggered for a third time and call a technician the next day, but that’s often when the criminal gets in. “Criminals sometimes set off the alarms on purpose to see how you will respond.”

Roberts’ personal view is that security firms should charge a monthly fee regardless of how many call outs that might involve.

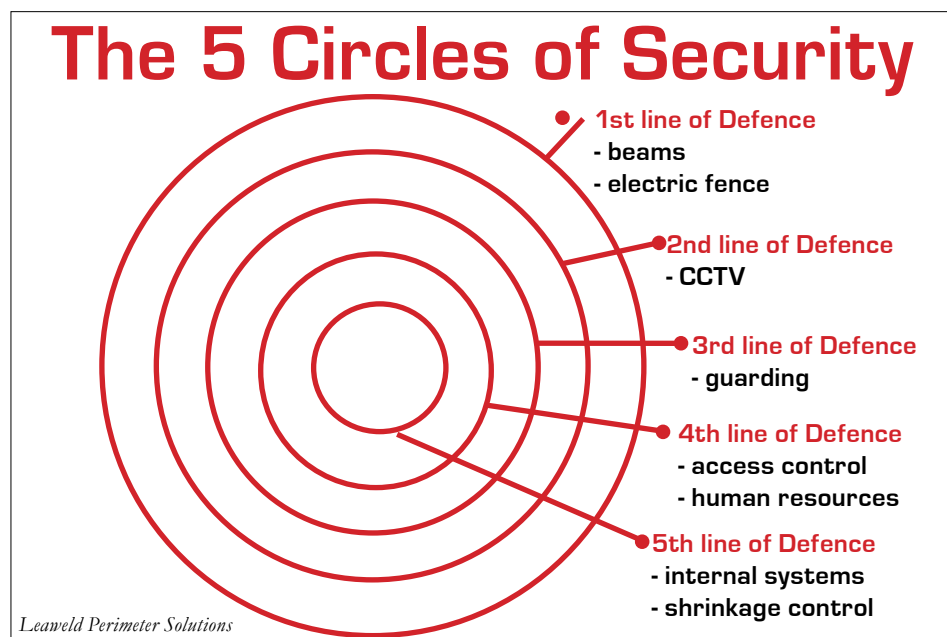
Kiwis too trusting

Doug Browne General Manager of Security-Assessment.com, a division of Datacom-Dimension Data, believes people in New Zealand are generally too trusting and helpful by nature. He says people at the front desk need to be security aware, taking on more of a gatekeeper role.

Security-Assessment.com is regularly called in to check the effectiveness of physical perimeter or building access. “We’ve been asked to see if we can get in without the cameras detecting us and to look at the effectiveness of the security guard or person at the front desk.”

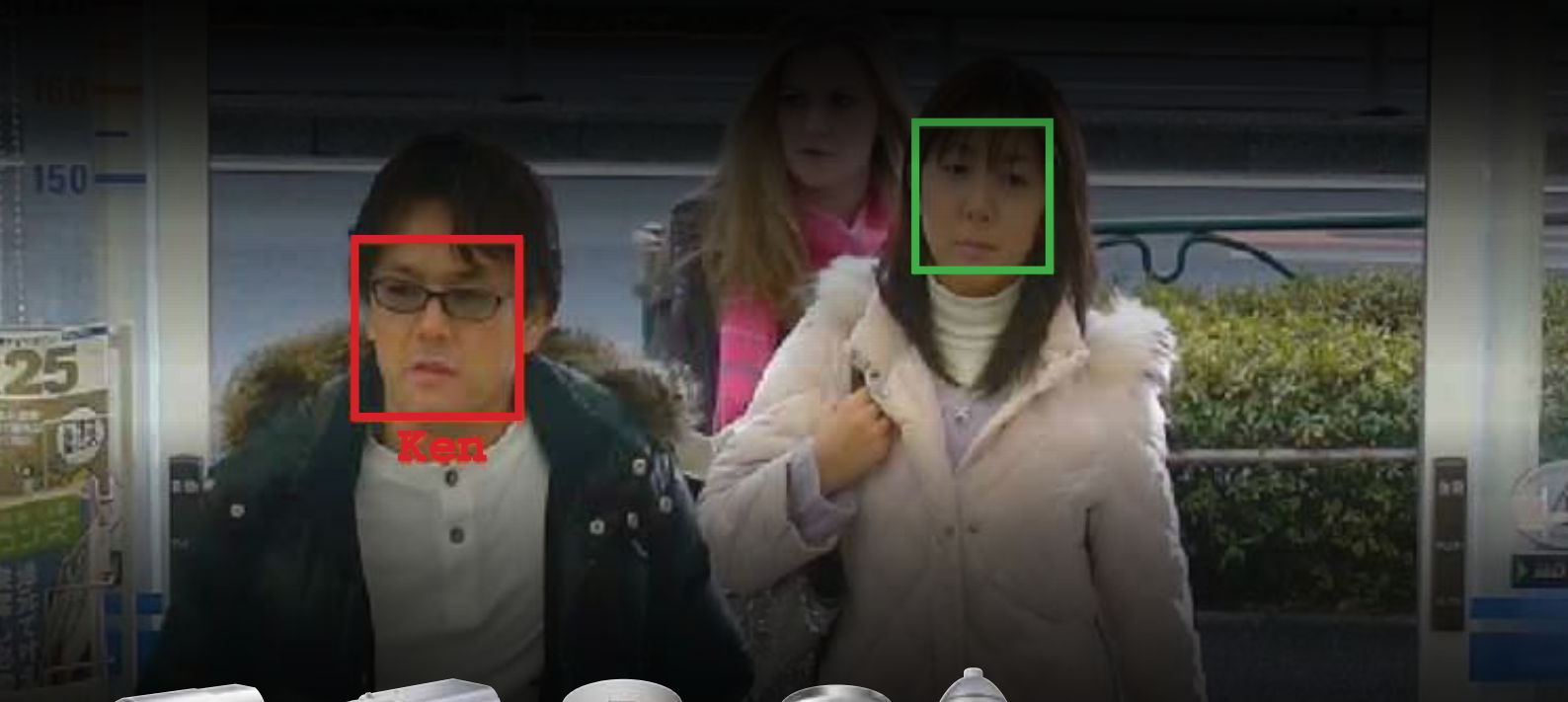
There has to be a little more suspicion and a willingness to confront people coming in to buildings. “They shouldn’t be embarrassed asking people who they are, why they are there and then walking them to the desk of the person they came to see.”

Browne says it shouldn’t matter whether that person is the CEO of a top client or



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not. “They’ll most likely be impressed that you care about who’s walking around your building.”

Weaknesses in physical security need to be regularly tested in a similar manner to the software that protects computers from hi-tech security threats.

He urges businesses to evaluate the risks and what is critical to day to day operations before improving security. “Security is not a static business and technology that appeared secure even a month ago may now be vulnerable.”

Audit trail essential

Browne says many companies are now testing the effectiveness of front desk people from a social engineering perspective. “It’s too easy for someone to walk in and say ‘Hi, I’m here to see such and such. I know where the office is’, and just walk on through. They may also go off to the bathroom and when the receptionist is not watching slip through the door.”

He says it’s essential to have an audit trail in case an incident is not noticed until later. “You might discover a laptop is missing from the meeting room. If you can’t remember the name of the person you met with or describe them to the police then you are not going to be much help.”

Generally though Browne says there’s been a significant improvement in access control technology and the way visitors are processed, with a requirement to sign in and wear a machine printed label on their shirt or jacket and then scan this on their way out.

Linking access systems with electronic eyes on the perimeter and around the building can be a great deterrent and provide evidence to help identify intruders and assist with inquiries.

IP cameras change game

Reuben Roberts of Edge Security says IP-based digital surveillance cameras now deliver high quality at an affordable price, resulting in increased deployment of CCTV systems.

“The unfortunate thing is that a lot of people are still buying cheap equipment that isn’t up to the task. It might look good on screen viewing it live but when you play it back it’s often rubbish.”

While many cameras will record 100 frames per second (fps), even 25 fps should produce good enough quality to identify intruders and even number plates but all that can be lost if the footage is not stored at a high resolution.

Roberts says too many people skimp on the hard disk space, despite the fact that the cost of storage has come down considerably in recent years and the technology has moved on.

People keeping footage for a month or more can end up reducing the frame rate to as low as 6 fps but that is a waste of time. “You’ll end up back to the old jerky movement with huge loss of quality and you don’t achieve anything.”

The compression rate on most modern digital recorders means you can now store more footage at higher quality without compromising on the frame rate. And IP camera systems often have high level analytics which further reduce the need for so much storage.

“They take a high resolution image like a photograph and only record when the image is changed,” says Roberts.

If you just go for the basics you may be no better off than the old analogue tape days, still having to view all the footage to find an incident. With IP-based systems you can isolate a day or time and search for movement in any area.

Roberts says competition for IP technology has forced prices down to the point where there’s no longer any excuse for poor security footage either inside or at the perimeter.

Converging technologies

Ideally IP-based CCTV surveillance should interface with the wider security systems. For example, if someone tries to remove or damage a camera or cut the cable a video loss signal will set off an alarm showing exactly where to respond.

With the right technology clients can log-in and remotely access their own camera systems to gain a live view of what’s going on. Schools and businesses eager to cut back on expenses and frustrated when security companies respond to alarms with ‘no cause found’, are now looking at video verification.

Those responsible for security can determine from the site layout on their computer screen which camera was triggered and see in real time exactly what’s going on. Then they can decide whether to call security or, if an intruder is detected, go straight to the police.

Gallagher is continuing to evolve its security products by looking more closely at how its intelligent ‘zone sensitive’ PowerFence technology can align more closely with its Cardax access control system.

If a breach occurs or there’s evidence that a section of the perimeter is being compromised, alerts are sent out identifying that zone. While the two systems can already work together Gallagher’s Michael Collins says development is now being streamlined “to ensure the architecture is more tightly integrated.”

A boundary fence, like those that are bringing in big export returns for Gallagher, can trigger CCTV cameras and alarms as part of a centralised access control and intrusion detection system, whether it is electrified or simply sensitised to intrusion attempts.

Integration is the buzz word for smart companies looking to move away from stand alone approaches to security. Identifying the individual and the vehicle at the gate is the key to starting the audit trail and tracking process so you know who comes through, where they can go and where customers and contractors and even staff are at any time.

“If you protect your perimeter at the first gate then when you get to the building access system you can slice that up to segregate sensitive areas and where certain people can and cannot go,” says Collins.

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Gallagher's solution for perimeter protection at the Birmingham Water Works

That audit trail means that in an emergency incident such as a fire alarm going off for example, or the recent events in Christchurch, you know if everyone's been accounted for.

Where, what and why is at the core of all Gallagher security systems, but this depends on whether users fully understand how to get full use of the information.

"While we're still assessing how our systems were used in Christchurch, we believe much of what we will learn will be about the importance of training. We have the right functions but if people don't know it's there they won't get the full benefits," says Collins.

Preparing for the worst

Steve Evans of Leaweld Perimeter Solutions, who's lived in South Africa and worked for the British Government, suggests many of our ideas about security are out of touch with the rest of the world, where burglar bars on windows and robust perimeter fencing are commonplace.

While that approach to protection is typically motivated by high crime levels and fear, he warns New Zealand is heading that way with rapidly declining incomes and increased drug use, specifically methamphetamine or P.

"The New Zealand most of us grew up in, where 85 percent of the population was middle class, is rapidly shrinking with

those in the lower socio-economic group expected to increase significantly over the next 18 months."

He claims the country is about to lose a further 20 percent of manufacturing jobs in the ongoing redistribution of wealth to China, India, Vietnam and parts of North Africa where efficiency is higher and the cost of labour lower.

That shift will be put further pressure on a country already having to deal with the impact of an aging and more vulnerable population of baby boomers and a younger generation of workers "who are under the false impression that they are owed a living."

Evans says having an ear to the ground at security trade shows tells a story of its own. "When I first starting going 12 years ago I heard about one home invasion, this last year at least 30 people I spoke to had experienced a home invasion."

Back to basics

Security patrols can only make routine visits or respond to call-outs based on alarm events but the better equipped and informed they are the more efficient they become.

While cellphones are now used by many security companies, Reuben Roberts says they're not much use in areas of poor coverage. He recommends radio telephones not only in security vehicles but portable units on the beat to make it easier to call for back-up.

And he'd like to see increasing use of GPS (global positioning system) technology to locate exactly where response officers and vehicles are when there's an incident.

Perimeter security starts with awareness, and its principles are the same as for neighbourhood watch groups. If you are familiar with the people who frequent a location and have every right to be there, then new faces, loiterers and those acting suspiciously, stand out.

Fences and gates make a clear statement about crossing boundaries but security patrols and electrification can only go part of the way toward boundary protection. Seen as a basic first step in conjunction with better communication, smart sensors, alarms, and CCTV, intruders would have to be extremely determined to breach the perimeter.

Like Reuben Roberts says, building stronger relationships between police, communities and businesses and sharing information about security incidents is important but "security companies and businesses need to change the way we do things and move with the times."

Perimeter Parameters

- ☐ How secure is your perimeter?
- ☐ Would you know if there was unauthorised entry?
- ☐ Would you know if your computer network was insecure?
- ☐ Does your perimeter security connect to your alarm system?
- ☐ How often do you test physical and ICT security?
- ☐ Do you have a staff manual outlining security protocols?
- ☐ Are new staff informed of physical and ICT security rules?
- ☐ Are you recording and storing CCTV at high enough quality?
- ☐ Do you have enough storage space for CCTV archives?
- ☐ Do you require guests to sign in and out of the building?
- ☐ Do you control who has access to which areas?
- ☐ Do you know who's in your building at any time?
- ☐ Could you account for all workers and visitors in an emergency?
- ☐ Is essential client and sales data backed up off-site?
- ☐ Could you run your business from home?

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MPEG4

H.264



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Non Real-Time

Real-Time



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ATM/POS LINKAGE

ATM and POS data can be stored with visual data, thereby effectively responding to financial safety accidents.



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Could do better

Industry stalwart and former Chairman of the NZSA Ian Dick says more work should be done to promote the organisation, its values and strengths.

Steve Hart reports

The New Zealand Security Association needs to work harder to promote what it and its members offer, not just to the clients of member firms – but the public at large – and not just by electronic means, but by print media and radio time which will all cost money. That's the view of Ian Dick, former chairman of the NZSA.

He says the association needs to start a serious marketing campaign to raise its profile and establish itself as a professional industry run by trained people that the public and police can trust.

He also wants to see mandatory membership of the association by all firms that operate in the security industry – including private investigators.

“Anyone working in the industry should be a member of the association – membership should be compulsory along with complying with our code of practice,” says Dick.

“The ideal situation is that every firm in the industry belongs to the NZSA and there is a common set of standards and principles that they have to adhere to.

There are still plenty of cowboys around who cause people to make complaints to us, but the only ones we can discipline are our members. If the firm being complained about is not a member, then we can't act – this puts a cloud over the whole industry.

At the moment, private investigators aren't a part of the organization, but there aren't a great number of them, so it wouldn't take much to bring them into the fold.”

Dick joined the security industry in 1982 after landing a job with ADT Securitas as its northern area manager. Later, he became special projects manager



Ian Dick joined the security industry in 1982 and is still operating today but as more of an advisor and mentor

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at the firm that operated nationwide, had more than 700 staff and – at the time – was second only to Armourguard.

He was Chairman of NZSA from 1987 to 1990 and left Securitas in 1991 to start his own firm, Cadmus Consulting. Part of his work included auditing NZSA member firms, although most of his work today is as a security consultant.

He worries that security firms are competing on price as clients push to drive down prices. Dick says the issue is that many clients simply do not understand the value of what a good quality security firm can offer, with its trained staff working to the association's code of practice.

"They [clients] equate the cost of security with the cost of pot plants, tea and coffee – many do not appreciate the savings security companies can offer. For many of our customers, there is no upside when hiring a security firm. We are looked at as a cost, particularly by people who are employed as security managers in hotels and offices.

When budget cuts come, security is typically one of the things on the list to be trimmed. That doesn't always mean that security firms lose work, but clients tend to go for the lowest tender – and like most things in life, you get what you pay for. Competing on price is a race to the bottom and as an industry – for our own

He says that back in the 1980s a job in the security industry was seen by some as a stepping-stone to a job as a traffic cop. But today, there are good careers to be made in the industry.

good – we need to resist this. We need to talk ourselves up, to promote the very real value we offer companies.

It is fair to say that some companies do recognise that they will pay for what they want. But as an industry, we need to help educate clients to hire NZSA member firms and explain that better security translates into an increase in loss mitigation. Good security firms are like insurance policies."

Dick has seen many changes during his career. He says that back in the 1980s a job in the security industry was seen by some as a stepping-stone to a job as a traffic cop. But today, there are good careers to be made in the industry.

"There has been a hell of a lot of improvements during the past 20 years," he says. "There have been tremendous changes in both the professional stance of the association, the requirements for people to enhance their professionalism and an appreciation by the police that people in the industry aren't walking around dragging their knuckles on the ground."

Dick says that trust between the police and the private security industry has been slowly building since the 1970s when the police stopped monitoring alarms or responding to them – leaving it to private security firms.

In the 1980s the police were still holding keys to premises, but eventually handed that job over to the security industry too.

"As the police began to trust the people working in the security industry they began handing over some of what they would do, to us," says Dick. "The police were finding it time consuming and expensive.

However, many police officers didn't trust the security industry to provide a professional service, so it was necessary that we as an industry communicate a level of service that was provided to the public, police and stakeholders – we didn't do it, or we didn't do it properly. But we are now addressing that.

Nevertheless, we generally have good relationships with the police. At a central level within the police we are supported.

They also realise that having another 9,000 pairs of eyes on the road is valuable – they'd be dotty if they didn't use us."

Dick says improved communication with the police, clients and the public is essential if the industry is to be taken seriously and treated as a professional organization.

"We initiated steps to remedy the lack of communication in the 1990s but we didn't keep it up, over the years it has slipped," he says. "Most thinking people in the association understand that it is an important aspect of what we should be doing.

We need to communicate with the public. We need to market ourselves to help people understand that we have codes of ethics, that our members are responsible to an association and adhere to codes of practice.

We need to promote ourselves a lot more than we currently are and that means doing more than just having a website.

The industry is naïve about what it should be doing. One of the things we are grappling with is in educating the public and clients about the value of using a member of the association. Our members are required to meet certain industry standards, where as non-members can do what they like – they are not bound by the requirements of being a member of the NZSA."

He says security companies are only "reacting" to the public's perception of the industry. Rather than managing and promoting it.

"What we do now is react to the public's perception and not to what we are actually doing. Steps have now been put in place to communicate the message that we are flexible, adapt to change and intend raising our level of service to our members and thus the public."

Dick was the only auditor working for the security association for many years and is still actively engaged with the organization today. The first formal code of practice was introduced by the NZSA in 1990 and regular audits of association members followed.

He says auditing is a key way to improve standards and help build the reputation of the industry.

"Every member is audited," says Dick. "In the past two years the association has audited every member company in New Zealand to ensure it complies with our code of practice. This is leading to a vast improvement to the level of service members are delivering.

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To my mind, this is also leading to increased competition. It costs money for people to be audited so there is only one crowd that is going to win and it will be those who are doing the job properly."

The auditing system is about to be changed though, with a graded system on its way.

"This will help differentiate levels of service," he says. "One of the things the security industry is looking for is compliance with the licensing under the Private Security Personnel and Private Investigators Act 2010 – which has just been re-written as a result of the Rugby World Cup.

In the new Act, a level of training is required, which again will lead to improved service. We are all working to offer an increasingly professional service. In the end, it all comes down to professionalism. My hope is that the new Act requires that people in the industry be trained."

For many years Dick was the only auditor in the NZSA. He'd spend his time travelling up and down the country visiting member companies.

"I have been in every customers' premises throughout the country," he says. "And since becoming Chairman of the association in 1987 I have seen a

"The government should be giving us some kind of assistance to train people. They train the police, who generally do a good job, why not us?"

marked improvement in the degree of knowledge that people in the industry have.

There is a team of auditors now though and they are doing a great job. It is too much work for one person now."

Codes of practice are updated every two years and changes in technology are forcing some of the revisions.

"I know some of us are having difficulty keeping abreast of all the computer hardware and software changes, so experts are now being brought in to share knowledge in what I call expert working groups," says Dick.

"By having access to experts we are able to upskill ourselves, update the codes of practice and have that information trickle down to our members. We all have to play our part to stay ahead of the game, industry trends and the environment we work in.

Technological advances as well and market requirements will enhance the advocacy of the codes of practice."

Dick says the make-up of the association's membership has changed greatly over the past 10 years as a direct result of new technology.

"We are an association that represents most of the security industry. It represents the security guards, electronic services, car alarm people and a growing number of IT people," he says.

"At one time if you had a dog and a used Toyota you could get into the security business – thankfully it is a lot different now. Even if you are a patrol person you need to be technically aware, you need to know how to work an alarm, how to turn it off and understand why it has been activated.

Technology has overtaken a lot of the other services, in that patrol staff have to be au fait with the technology as well as having to do what they always did.

Despite it all, the industry is still about people and relationships."

"The RWC is leading to some big changes in the industry," says Dick, "changes that are in a large part influenced by the industry's safety concerns during the RWC.

We do not automatically follow overseas trends but select aspects of their experience and practice that suit our own environment."

Despite strong calls from the NZSA, it seems the government has been slow to react when it comes to the training of security staff.

"Providers of security to the various RWC venues are now members of the NZSA and staff should be being trained to work at the venues," says Dick. "But the government has been too slow in putting this recommendation into practice; there just isn't time to do it now.

We spoke to the government in July 2010 that the Private Security Personnel and Private Investigators Act 2010 had to go through quickly or there wouldn't be time to train people, and they still hadn't done it by April this year.

We really would like to see the implementation of training and for it to come in quickly. But I don't think there are enough people to train the industry's 9,000 workforce.

The government should be giving us some kind of assistance to train people. They train the police, who generally do a good job, why not us?"

Dick says the NZSA is struggling to make headway on the issues that matter due to a lack of funding.

"The association is operating on a shoestring really," he says. "Members complain about the subscription rate, but – as an association – there is lots to do and none of the members of the management committee are paid. There is a lot of goodwill keeping the association going.

Costs include the dissemination of information as outlined in the opening paragraph where as I said this will all cost money."

Despite working in semi-retirement, Dick's enthusiasm for the security industry and the NZSA is clear.

"It has been a good industry to me and I have learnt a lot from it," he says. "I have an ongoing commitment to it because of that. I am still on the board, but operating today as more of an advisor and mentor.

There is a lot going on right now to do with the liaison between us and the police – we will be working closer together in the near future."

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Code of Conduct 'unworkable'

says NZIPI Chairman Ron McQuilter

Barely a month since the introduction of the private investigators' mandatory Code of Conduct for Surveillance of Individuals, the industry body has labelled it ambiguous and unworkable.

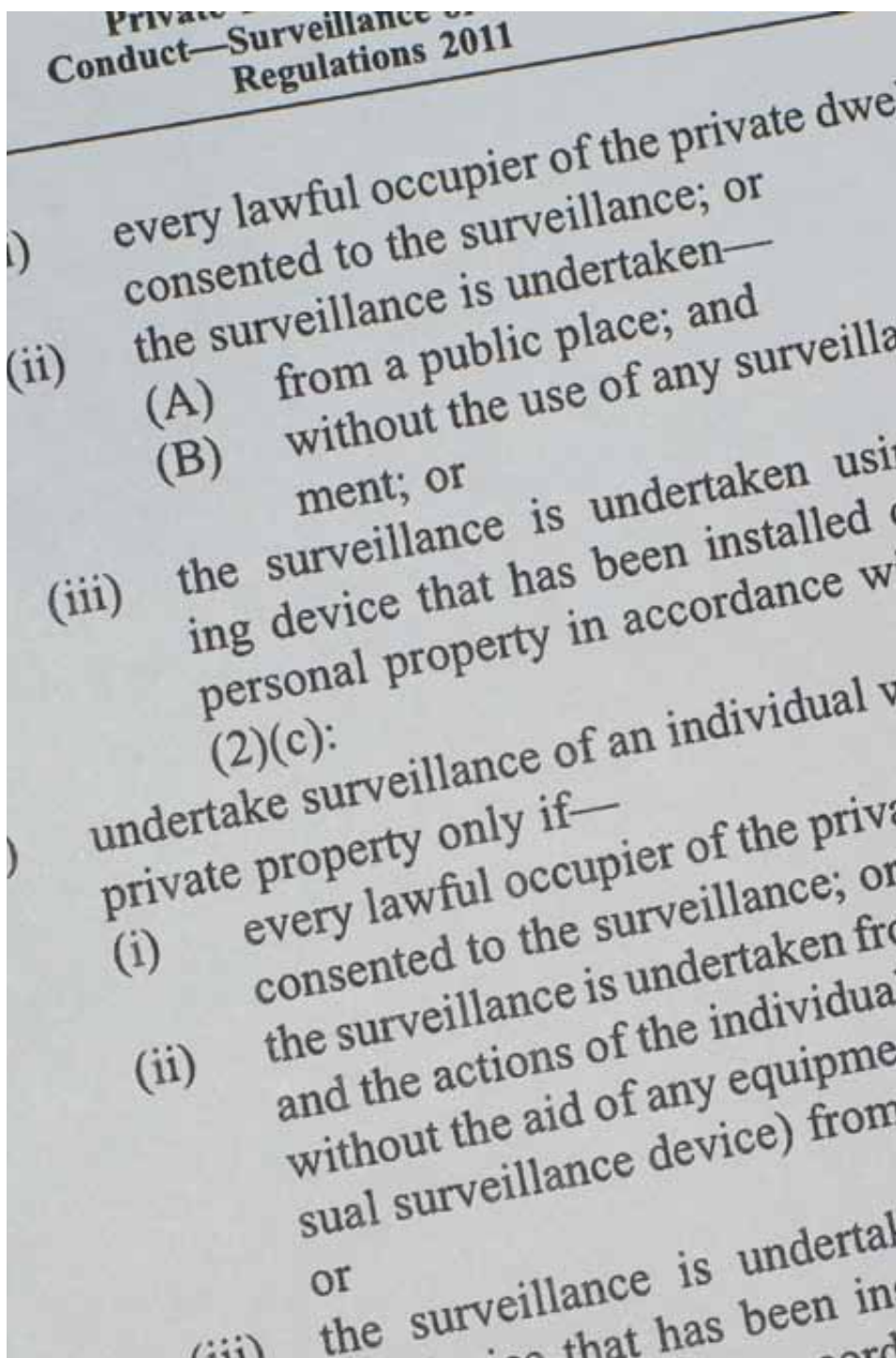
They say that the effect of the code is to hobble private investigations into ACC fraud, insurance fraud and commercial theft where photos and video provide crucial evidence that can be used to put a stop to the activity and win successful prosecutions.

The new regulations that form the code were introduced under the new Private Security Personnel and Private Investigators Act 2010, coming into force on 1 April this year. They restrict use of cameras, recording devices, or even binoculars by private investigators when observing private property or houses - restrictions that don't apply to ordinary members of the public.

According to the Ron McQuilter, Chair of New Zealand Institute of Professional Investigators Inc. private investigators only want the same freedom enjoyed by everyone else - the freedom to operate within the constraints of other existing legislation like the Privacy Act and the Crimes Act.

"We don't want any extra power at all. We don't need it, we don't want it and we never asked for it," he says.

McQuilter's organisation has some heavyweight support for this position; no less that the Law Commission headed by the venerable Sir Geoffrey Palmer. "There is no reason why private investigators should be singled out in this way," writes Palmer in the Commission's submission to the select committee considering the bill that subsequently became the new law. "Other people are just as much able to



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intrude on privacy - former domestic partners, disgruntled litigants and paparazzi photographers for example. Protections against surveillance should be of general application and not targeted at one small occupational group.”

The Law Commission subsequently reported to parliament that the law on surveillance is patchy and unsatisfactory, going on to recommend that a Surveillance Devices Act should be enacted. “Private investigators would be bound by the provisions of the new Act like everyone else and there would no longer be a need for the separate provision regulating surveillance by them alone.”

To date, the bill proposed by the Law Commission has not been introduced to parliament and despite the Law Commission and industry’s misgivings the bill governing private investigators was enacted into law anyway, leaving the details to be sorted through in the new code of conduct regulations.

An improvement

Like it or not, the Institute of Private Investigators admit that the code is an improvement from the notorious section 52 of the old Private Investigators and Security Guards Act 1974, which not only prevented private investigators taking photos or video, but also prevented them even ‘accepting’ a photograph, for example an ID photo, to be used in the search for a missing person.

This contrasts with the new code which doesn’t limit surveillance in public places and places like shops where public can freely enter, although other legislation must be respected.

Private investigators can carry out surveillance within private dwellings or private property if every lawful occupier has consented to it, which means so long as appropriate permissions are obtained the code is unlikely to restrict workplace surveillance.

Nor does the code apply to property guards who may carry out CCTV surveillance as part of their duties and doesn’t prevent them from observing neighbouring private properties, so long as they don’t cross the line into private investigation activities. Equally, the code doesn’t apply to vehicles.

But when it comes to individuals who are in private dwellings or private property, the new code appears to restrict or ban using equipment for surveillance, even if the investigator is in a public place.



But according to McQuilter, exactly what that part of the regulations mean is likely to remain a mystery even if you have legal training, thanks to ambiguous and contradictory wording.

He says the explanatory notes – which are not part of the regulations – don’t help because they contradict the code.

The effect is to curtail large parts of typical private investigators’ work, says McQuilter. “Commercial theft is huge, and for private investigators it is probably as big as ACC,” he says.

“The code is going too far. I have had situations where I’ve followed a truck to a house and it has unloaded stolen property into the house. Can I videotape

them? It gets into a grey area because you can’t videotape in a property without the consent of everybody in the property.

“To identify the persons committing the offence you want to be able to get an ID shot – you can’t exactly walk up to them and use an iPhone,” he says.

He says in the past the Section 52 of the old Act hampered convictions and this will continue under the new regime – even though video evidence can lead to quick guilty pleas.

“I have heaps of cases where not having video resulted in defended hearings. If a video had been shot there would not have been a trial and resulting costs,” says McQuilter.





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Didn't engage

He says the Ministry of Justice didn't engage with the Institute of Private Investigators about these issues and didn't take account of their submission on the regulations, failing even to acknowledge it.

The result is a badly written code of conduct, written in complicated dense legalese and released as a *fait accompli* a few hours before coming into effect.

According to McQuilter, Ministry of Justice officials were, in effect, adding clauses back into the Act by regulation – without the scrutiny of the parliamentary process.

The Ministry of Justice was open about it. They didn't want the code of conduct to regulate surveillance by private investigators. In their recommendations to the select committee considering the new bill, they fought to simply review and retain provisions of Section 52 of the old act in the new act.

"It affects only a small portion of that industry, as there are only around 500 private investigator licensees and certificate holders," wrote the Ministry at the time – without reference to the monetary value of ACC and insurance fraud or commercial theft.

"The equivalent clause has already been in place for 35 years and does not seem to have prevented private investigators from operating businesses," continues the report.

This view is rubbished by McQuilter, who says the Ministry could have found out the true position by talking with the industry.

He says the other government department involved, the Department of Internal Affairs, took the time to gather information about how the industry works from front line investigators prior to setting up the Complaints, Investigation, and Prosecution Unit. The unit is the section of the Department of Internal Affairs that is tasked with

dealing with complaints under the code of conduct and with disciplining any private investigators found to be in breach of it.

This unit is where the meaning of the code will be tested first and that will be open to review by the courts.

"I am intending to take photos and video and see what happens," says McQuilter. "All we want is to get best evidence for a client."

He says a lot of private investigators will adopt the same attitude.

"I think we are almost obliged to. If you've got someone stealing property from your factory you want me to identify the guy, what they've stolen, where they are taking it to and what they are doing with it.

"Do you want me to come back and say I've done it but I couldn't take a video? That is what the code wants us to do." "The only way to test it is to see what happens when you go in front of the judge."

The Ministry of Justice responds

The Ministry of Justice says they did take into account the New Zealand Institute of Private Investigators (NZIPI) submission when developing the regulations which form the Code of Conduct for Private Investigators.

"The Ministry considers the regulations are largely consistent with the points made in submissions, including the one from NZIPI," says a Ministry spokesperson.

A spokesperson for the Ministry says the code of conduct is much more flexible than the previous restrictions and that most of the concerns raised in submissions on the new Act would not arise under the code of conduct. He says the Ministry thanked NZIPI for their submission and provided a copy of the regulations soon as they were available - the day before they became law.

"Timing was very tight for implementing the new regime," the spokesperson admitted.

The Ministry doesn't believe the new code will unduly hamper the investigations through restrictions on photographs and video.

"Although not part of the regulations, the explanatory note is a guide to the intention of the code and gives examples of surveillance that would be permitted," the spokesperson says.

"Many aspects of these investigations could be carried out by taking photographs or other recordings of a person when they are not inside their house, but can readily be observed from a public place. For example, taking a photograph of a person in their garden who is clearly visible from the street."

The examples he gives are consistent with the explanatory notes printed with the regulations which suggest so long as you don't photograph the inside of a private dwelling, if you can see an individual from a public place without using a surveillance device, then you can photograph them.

This goes to the heart of NZIPI's

frustration, because they believe that this interpretation is not what the regulations actually permit and if it comes to complaints before the Private Security Personnel Licensing Authority, the Complaints, Investigation, and Prosecution Unit or the courts, it will be the regulations themselves that count.

This is reinforced by a clear disclaimer at the beginning of the explanatory notes saying that they are not part of the regulations.

The waters are muddied further because the Act itself and regulations do not define the key terms of surveillance, say what observe means, and don't actually mention photographs or video at all.

The Ministry come close to agreeing with the NZIPI on one thing.

"As with any law, parts of the regulations may be open to interpretation and will need to be tested in practice," the Ministry's spokesperson says.

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Robert McDowell, Sales Manager and Director of Surveillance Technologies commented, "the addition of the UTC F&S range of CCTV products enhances our portfolio of Surveillance Solutions. The new product lines compliment the Dedicated Micros range we currently represent, allowing us to access market sectors we haven't previously been able to service."

An important aspect of any product representative is the level of back up and support. Surveillance Technologies offers Sales and Technical Training on their products as well as a local repairs centre. "Our ability to service and repair Dedicated Micros and UTC F&S products locally means we can deliver a quick turn around on repairs, which ultimately provides a high level of customer service not only for the integrator but also the end user by minimizing any down time," says Graham Costain Technical Manager and Director.

As part of their ongoing drive to improve the level of support that they provide their customers, Surveillance Technologies have developed a new E-Commerce website which provides a central hub of product information. In addition, account holders can apply for a secure login to access pricing and also to process orders for equipment.

"The increase in our product offer, coupled with a desire to improve the accessibility to product information meant a new website was a must. Customers now have access to information and pricing 24/7," says Robert McDowell.



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You are perfectly safe if you meet Itay Gil – unless you pose some sort of physical threat. In that case even if you are big, aggressive, and have some sort of weapon, you basically don't stand a chance – unless you happen to be one of a handful of Israeli special forces paratroopers who might be as good at hand to hand combat as he is.

According to Gil there are two basic approaches to a physical threat.

"You can have someone who will approach the criminal fraternity by saying 'let's calm down, let's breathe, and do some Ti Chi,'" he says, mimicking a relaxation class.

"Or you can have somebody who says 'that's the aggressor, he is going to make a problem now, let's go and get him?'"

Gil is quick to reassure that lawful sufficient force is what he is talking about.

"When I say go get them, it doesn't mean we violently want to kill anyone, that is a mistake, I want to prevent damage and that's it," he says.

Look at Gil's CV and you begin to see that this is not just idle bravado; he is talking about real-life situations in his home country Israel.

"We have problems with our neighbours," he shrugs, making probably the only understatement in our conversation.

Gil is an Israeli Defence Force Captain who served in Israel's special forces paratroopers brigade before he was chosen to join Israel's elite counter-terror and hostage rescue commando unit, where he became a 10 year career combatant.

He became the chief close-quarter combat instructor for the unit and later the executive director of all training programs for the Israel Border Police and the undercover police intelligence unit.

These days he is still in the Israeli Defence Force reserves as a senior combat instructor and strategic mission planner for an elite undercover counter-terrorism team.



Itay Gil and Tactical Krav Maga's, Graham Lockhart

Krav Maga

But it is his skill as an instructor in Krav Maga, a special brand of Israeli hand to hand combat, that brings him to New Zealand with Protect-USA, a private security and training company he founded after leaving active duty in 1997.

Gil himself is still based in Israel but the company now boasts branches in almost a dozen countries including affiliates in Australia and New Zealand.

"This is my job," he says. "I travel the world, we do lectures, we do training, we consult on anything that can help organisations or individuals perform better safety on the job. We train hundreds of people every month."

It is his first visit to local Auckland affiliate Tactical Krav Maga which is run by Graham Lockhart, himself a veteran of law enforcement, fire and rescue and emergency medical response.

Lockhart's company Tactical Krav Maga, runs regular Krav Maga training sessions in Auckland and has a mobile team that offers workshops throughout the country to the public, and to the education, corporate, and security sectors.

The Krav Maga hand to hand combat system, includes techniques from martial arts, but unlike those sports does not place limitations on techniques that can be employed. The goal is to neutralize the enemy by whatever technique is the most effective.

"We separate ourselves completely from the martial arts, there is no tradition of bowing, no belts. We come dressed in a T-shirt," says Gil. "When we do sports like martial arts we have an agreement. I am hitting you, you are blocking. But in the street there is no agreement. It is a different mind set."

Different background

Gil says what he brings to instructing is real-world experience. Real, real-world experience.

"I come from a different background. I have witnessed first hand the highest percentage of violence, of problematic individuals or suspects in the range of all crimes. You have the 95 percent that the regular police would probably handle. In the anti-terrorism unit we handled the 5 percent that no one wanted to touch."

He says it's a far cry from what he encounters while training police in other parts of the world.

"In Holland for example, you have police who have been ten years on the force, who may have never had to take out their gun because they just don't need to. The maximum they've had to do is to pepper spray a few times, or a few strokes of the baton – that's the worst case of violence. But on an average day when I was in my service, I would be exposed to a lot more."

He agrees the Israeli Defence Force has a certain renown.

"We have got a reputation, we are 'bad' boys. It opens doors. Some people say to me 'you are too aggressive', and I say 'fine, I'm not insulted.' It is better being a wolf than a sheep."

When I am talking this language to you, understand I am not a violent person, what I'm saying is that this is something that we all have open to us. You survive or you perish."

He says police, security personnel and the public can benefit from Krav Maga training which helps prevent personnel injuries, reducing rehabilitation or incapacitation costs for injured staff.

"Maybe you guys don't have suicide bombers or terrorists. But there is lots of crime, there is domestic violence, there is

violence in schools, there is lots of edge weapon incidents and access to hunting rifles and shotguns here."

He says that suicide attackers are not confined to his home country, but now hit places that business travellers and tourists visit, like Mumbai where 32 tourists died in the 2008 suicide attacks on hotels in the city.

What you can do to prepare for this kind of situation is outlined in his book, *The Citizen's Guide to Stopping Suicide Attackers*.

"How would you perform? Does your family have a plan if something went wrong and there was an immediate crisis? Can you actually save yourself and your family?" he asks.

"Can you evacuate, can you take a decision?"

"I was in Holland three or four weeks ago and during my stay in Holland there was a shooting incident in a shopping centre. A guy came in with an M4 (automatic rifle) with three magazines. He killed seven people and injured another 10 or 12. He changed magazines but nobody took any action to go and stop the guy physically."

"Everyone goes under the table and chairs – what we call going into freeze mode – but will the problem go away? Will it stop?"

"You will have to take action."

Not enough

According to Gil, what counts is the team that will recognise the problem and take the necessary action, and he warns that technology can allow complacency to creep in.

He points to the many human layers of security at Israeli airports.

"Of course you will be x-rayed and everything, but technology is not enough – the human touch is the number one skill. Those guys go through the specialised training in body language and suspicious behaviour. They will question you with many small questions that will give lots of information. If you're relaxed you have nothing to hide – no problem. But if you are going to try and conceal something your performance will be a little bit difficult."

He says physical security is good and you need supportive technology, but you need the humans trained to handle a crisis, which might not be anyone shooting, it might be a fire, a natural disaster, or a medical emergency.

"Sitting in an office doesn't solve problems – that's the world I come from," he says.

"I see that the world is not becoming a safer place. Even though New Zealand is far away and lovely, there is an increase in crime, more violence more weapons."

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New qualification to boost industry training

A new security qualification is being introduced ahead of the government's decision on the specific training requirements that will become compulsory under the Private Security Personnel and Private Investigators Act 2010.

ETITO, the security industry training organisation, has forwarded the new entry level National Certificate in Security [Level 2] qualification to New Zealand Qualifications Authority (NZQA) for registration.

The new Act came into force in April, but the Ministry of Justice says they are still working on the regulations that will set out the mandatory training requirements that will be specified for crowd controllers, property guards and personal guards.

The Ministry refuses to be drawn on whether the new level two certificate will become the minimum training requirement for those classes of security personnel.

Under the new Act, for the first time crowd controllers and personal guards will join other classes of security personnel requiring a certificate of approval or licence to work.

But the government says individuals will not need to achieve the necessary qualifications before they apply for a certificate of approval or licence. Instead, they will be able to start work and have reasonable time to complete training on the job.

Michael Frampton, ETITO Manager – Strategy and Corporate Relations says, “Whatever the standard selected by the Ministry of Justice, ETITO and the security industry have worked together to develop a new National Certificate in Security [Level 2] qualification.

The content of this certificate reflects the industry's requirements of an entry level qualification for security professionals.”

ETITO's new qualification should be ideally completed within nine months.

“Industry training completion times are a key focus for ETITO and we are working very hard to ensure that trainees are completing qualifications in a timely manner,” says Frampton.

New standards

Many of the unit standards that make up the qualification have been updated or replaced.

“The new standards are designed to provide a strong platform from which the security industry can continue to build its professional standing,” says Frampton.

“The new National Certificate in Security [Level 2] qualification will provide a minimum entry-level for the industry, with skills training across a range of areas including communication, law, conflict management, emergency management and crowd control.

“Qualifications and clear minimum standards are the foundation for any industry and for a people focused security industry, they are critical,” he says.

Support

Meanwhile ETITO says plans are underway to support trainees who experience difficulty with literacy and numeracy.

“Low levels of literacy and numeracy can have a direct impact on an employee's level of engagement in the workplace,” says Frampton.

“Using the online Literacy and Numeracy for Adults Assessment Tool, we will be facilitating assessments for new trainees at Levels 2 and 3.”

After assessment, specifically designed resources will help build a trainee's literacy skills, enabling them to work more effectively and assist them to complete national qualifications.

“For extra professional support we can refer trainees to a specialist provider and they may be eligible for Tertiary Education Commission funding,” he says.

“This increases their commitment, skills and work productivity. It can also change their personal lives for the better.”

Not idle

But industry members have not been sitting idle. With over 11,000 security guards registered under the previous legislation, more than 2,000 are already in industry training through ETITO, working towards existing national security certificates.

Frampton says there will be a transition phase between the old and new qualifications but no trainee participating in the current level two programme will be disadvantaged.

The next qualifications up for review are outlined in ETITO's Security Industry Annual Statement 2011.

According to the statement ETITO will seek to rationalise, where feasible, a number of national certificates and diplomas. In consultation with industry, ETITO will consider the relevance of some of the qualifications, the requirements of industry and pathways to higher level qualifications, which may result in retiring some existing qualifications.

But the consultation process will be different as you will see in the NZSA story in the box opposite.

“We are committed to collecting the views and opinions of industry participants and doing all that we can to arrive at solutions that meet the needs of as many firms in the industry as we can,” says Frampton.

“It's fair to say that we don't keep everyone happy all of the time. However, we believe that effective leadership is ultimately about taking action, challenging the status quo and making decisions that - whilst possibly unpopular with some - are necessary in order to deliver training outcomes leading to improved prosperity for the security industry.”

Missed the bus? Stop work

If you are what used to be called a security guard and you haven't applied for a licence or certificate of approval under the new laws passed last year, you have missed the bus. You need to stop work or you face a \$40,000 fine.

If you are company you face a fine of \$60,000.

If you did not apply to the Private Security Personnel Licensing Authority (PSPLA) for a new licence or certificate by 1 June, your old licence or certificate has expired. If you did apply in time, your old licence or certificate will carry over until your application is granted or declined.

Operating without a license is also grounds that disqualify you from being granted a licence or certificate in future although the PSPLA authority has the power to be lenient if you apply for a waiver as you apply.

As this issue went to press, only a few days remain for thousands of people and companies in the security industry to make the necessary applications.

At the last count, about halfway through May, the Ministry of Justice reported only 4,000 or so of the 12,500 that need to apply, had actually submitted applications.

Crowd controllers still have time. Meanwhile, if you belong to one of the new classes of security personnel, you have been granted more time to apply. The Ministry of Justice estimates there are some 9,000 crowd controllers and personal guards who will be required to hold a licence or certificate for the first time from 1 November if they want to legally keep working.

But the PSPLA website warns that applying earlier is important because even a routine application that has no issues will take 7-8 weeks to process. They recommend applying now and before 1 September at the latest.

Barristers

The new Private Security Personnel Licensing Authority is Mr Roger Gill who has been a barrister, businessman and the CEO of various prestigious organisations in the financial sector. He also had a stint

as CEO of the National Party.

His Deputy is Mr Stevan Cole, also a barrister, who served for 16 years in the police.

Wayne Newall, National Manager, Tribunals, Ministry of Justice says the Authority and Deputy Authority are independent Judicial Officers appointed by the Governor General, while the Ministry of Justice provides administrative support to the Authority such as the provision and maintenance of the on-line application system and the scheduling and clerking of hearings.

He says the new Authority, can hold hearings in the event of a complaint being made against a license or certificate holder and in some instances when considering new applications. Hearings will be held in the nearest main centre to the person being complained about or the applicant. Hearings are formal, similar to those conducted in the District Court, and parties may be legally represented if they wish.

For detailed information and to make applications see www.pspla.govt.nz

New resources to go into training consultation

Along with the new qualification comes a new industry consultation body for future security qualifications and training.

ETITO – the name is derived from Electrotechnology Industry Training Organisation, which covers seven industries – used to liaise and consult with industry through the Security Industry Training advisory Board (SITAB), which has now been dis-established in favour of a new group, the NZSA training specialist working group.

ETITO says the New Zealand Security Association (NZSA) is best positioned to talk about the move and NZSA Chairman Alistair Hogg says the Association welcomes the changes.

"The ETITO recognises that NZSA is representative of a large sector of the industry and it has formally chosen to

work more closely with us as the primary source of advice about industry training," he says.

"It's a pragmatic solution. The board of the NZSA, and I personally, appreciate the enormous effort and time that SATIB members have contributed to the security industry training discussion, but it has been on a completely volunteer basis, and has certainly consumed a huge amount of that volunteer time."

He says that NZSA has the resources and support to lift some of the volunteers' load and better coordinate the work of the group so that they can provide timely and cohesive advice to ETITO.

But Hogg says that the advice won't come only from NZSA members.

"There are stakeholders who are not currently NZSA members and the working group NZSA will seek advice and engagement from them too," says Hogg.

"We will be seeking positive, constructive members for the new training specialist working group from across all parts of the industry. When we set up working parties and otherwise seek industry views, we will also make a point of inviting participation from non-NZSA members.

"The active and contributing members of SITAB were well intentioned, motivated, and passionate people working for the best interests of our industry and we want to encourage those who are still interested to become part of the new NZSA group."

Hogg says there was a lot of discussion about how to set up the new group, but now the focus is turning to implementing the new arrangements.

"I believe that we have both a responsibility to contribute and an opportunity to make a difference," he says.

Maori Wardens celebrate a training milestone

A successful pilot programme to give Māori Wardens the opportunity to attain national qualifications has already achieved more than 100 graduates.

The wardens successfully completed the National Certificate in Security [Level 2] qualification as part of a scheme involving industry training organisation ETITO and Te Puni Kōkiri's voluntary Māori Wardens Project, which was set up in collaboration with the New Zealand police.

Māori Affairs Minister, the Hon Dr Pita Sharples presented certificates to the first 24 of 105 graduates from Te Tai Tokerau and Tamaki Makaurau at a hui hosted at Te Mahurehure Marae in Auckland. Celebrations are also planned for Wanganui/Taranaki, Hawkes Bay, Palmerston North and Gisborne.

The pilot scheme was launched in 2009 to give the wardens a chance to gain formal recognition and build on their knowledge and work experience.

"The idea behind the project was to support the wardens who already play a role in the community, and to assist with resources," says Te Puni Kōkiri's Māori Wardens Project manager Te Rau Clarke.

"Training grows their sense of self worth and pride in what they do and says to the wider community that they have a meaningful qualification."

As well as focusing on youth and safer communities, the volunteers can be seen at community events where they provide security, crowd control, traffic control and first aid services for the public.

"The wardens bring a wealth of experience to the table which compliments their formal training," says Te Rau. "There's a correct method to

deal with different situations that can arise and training provides the model and approach they should be using."

ETITO's training manager Māori and Pasifika Stuart Lawrence says some of the older Māori Wardens have been volunteering for 20 or 30 years and this is the first time they have had their work formally recognised by way of a national certificate.

"The training has been a great success in terms of trainees completing their programmes. Māori are community orientated and work better in a team so we changed the delivery of the material to give trainees a better understanding."

Being voluntary hasn't hindered the project's ability to get people involved. Of the 874 registered wardens across the country, there are 250 still to be trained. More than 600 have been through the initial Māori Warden foundation training, which includes a first aid course and induction courses run in conjunction with the New Zealand Police and fire department.

"We're looking at getting another 80 wardens to undergo training with ETITO," says Te Rau. "My role is to provide the opportunity, but it's the wardens who make the choice to take it up – they're in control of their own vision."

"People become Māori Wardens to give back to their community. Their motivation is based around aroha te tangata, which is about caring for people. It's more than safety at events; it's about supporting people and families. Wardens can get through a door and talk to a family whereas government agencies and the police can have difficulty."



Māori Wardens from Te Tai Tokerau and Tamaki Makaurau graduate in Auckland

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Many of the wardens' volunteer between 10 to 30 hours a week and those that have a job give their time after work or on the weekend.

"It can be difficult for some people to do a course as they have other responsibilities. Finding time to fit in with schedules causes some issues but they all seek to improve their knowledge," says Te Rau.

Training is just one of five project components to complement the warden's role and focuses on building an individual's capacity and capability. Other project elements include: putting regional coordinators in place to support Māori Wardens at a local level; the development of a dedicated annual fund that Māori Wardens can access; providing resources such as vehicles, uniforms and safety equipment; and organising a new governance structure.

Te Rau is proud of the important role the wardens played after the Christchurch earthquake in February.

"They organised themselves to go down and support the whole community and became the front line for many agencies to deliver food and water. Over a period of five weeks they knocked on 9000 doors to see what people needed."

Māori Wardens talk about their experiences

Māori Wardens come from a diverse range of backgrounds, however, they share a common purpose to serve their community and pave the way for future generations.

Te Matiu Kapa Rakete, who has been a Māori Warden for six years, was nominated for the role by his marae. A gold card holder and trained social worker, he became a warden because he wanted to continue to work and support his people.

"Māori Wardens have a different approach to Pakeha - we work with our people in the Māori way. Our initial training can take up to two years and is run by the local branches. The new wardens learn off our kaumātuas," says Te Matiu.

"Training with ETITO fitted in with everything else I have done and I completed the National Certificate in Security [Level 2] because I wanted some sort of formal recognition for my work. Formal training also gives me another tool to put in my kete for future use."

Julia Murray has been a volunteer for over 10 years and says she didn't find it hard to fit training into her schedule. A past Ngati Kahu Social and Health



Family duo, Julia Murray with grandson Trevor Lee

Services delegate she has worked extensively with children and young people in the community.

"I want to carry on and complete Level 3 so I can encourage the rangatahi in our Otahuhu group. If nanny can do it so can they."

Committed to the cause, Julia supported four of her grandchildren, Trevor Lee, Luisa Marie Jones, Margaret Murray and William Hadfield, to become Māori Wardens and undertake the Level 2 qualification. Affectionately known as the Brat Pack, they turned the celebration into a family affair receiving their certificates alongside their grandmother.

Both Luisa and Trevor juggled schoolwork with training.

"I found the training was quite easy, so I've recommended it to lots of my friends," says Trevor who is in his last year at school.

Margaret says becoming a Māori Warden and doing the formal training will create options and will hopefully give them an opportunity to get other jobs. "We're all going to carry on and complete the National Certificate in Security [Level 3]."

Once a National Certificate in Security [Level 2] has been completed, the next step is a Level 3 or 4 qualification including strands in events, community patrols and site security.

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Be prepared for a changing environment

The anticipated new National Certificate in Security [Level 2] qualification is being readied for the security industry. ETITO has been working with the security industry to deliver an updated qualification that includes a number of new unit standards to meet industry needs while being consistent with the requirements of an upcoming regulatory environment. They have also been investigating the best ways to deliver training and assessment.

Training on-the-job develops a trainee's existing communications skills to deliver consistent and efficient customer service. In addition to on-the-job training, ETITO are developing an online conflict management component that includes easy-to-follow instructions and video clips.

To assist trainees who already have a Level 2 qualification and who intend to continue with higher training, a simple process will be put in place to enable them to transition to a revised Level 3 programme. The revised programme is an interim measure until a full review of the Level 3 qualification is completed in the future.

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New Zealand Security Conference & Exhibition 2011

The New Zealand Security Conference 2011 is to be held at the Rendezvous Hotel, Auckland on 17th & 18th of August 2011. A two day security exhibition will be held alongside the conference. The event is staged by the New Zealand Security Association in association with ASIS.

The conference is the single largest gathering of security professionals in New Zealand, attracting between 180 - 220 delegates and over 140 security organisations coming together in one location.

In addition to this the NZSA will be inviting over 12,000 senior managers,



A great time was had by all at last years conference Awards Dinner

Key Note Speakers



Chris Tennant-Brown
ASB Bank provides an insight into the current economic conditions

Chris is an Economist with ASB. His job involves monitoring, analysing, and forecasting trends in the NZ economy, financial markets and domestic monetary policy. Chris holds a Bachelor of Commerce, majoring in economics. Chris has previously worked in the funds management industry, for Bankers Trust, BT Funds Management and ASB Group Investments. He likes to call upon a wide range of experiences to help understand the economy. Those experiences include a decade working in retail trade, two years working in the equestrian industry and a family background in farming. He is also a New Zealand representative cyclist.



Adam Montella – The Disaster Guy
Adam Montella is considered one of the America's top disaster planners.

With more than 25 years of homeland security and emergency management experience in the public and private sector, Montella helps organizations prepare for, respond to and recover from natural and man-made disasters. He currently serves on FEMA's National Response Framework (NRF) Working Group and the National Advisory Council's Public Engagement & Mission Support Subcommittee. In addition, he is the on-camera Homeland Security and Disaster Expert on the Discovery Channel series, The Colony.



David Nielsen
Security and Facilities Risk Manager – Chorus
Keeping the Lines of Communication open in Christchurch

David Nielsen has 24 Years experience in the Security Industry – as Safe technician, Lock fitter, Alarm installer, Commercial Masterkey designer, Small business owner, Security Tutor, Security programme developer, National Multi sided Tertiary Education Security Manager and is currently Security & Facilities Risk Manager for Telecom NZ Ltd where he is responsible for Fire and Security Risk mitigation.

David is also a Current National External Moderator for Security with the ETITO and has recently become only the second person to complete the New Zealand Diploma in Security.

executives and other key decision makers from general industry to the exhibition, providing companies with an excellent platform to promote their products and services.

The conference & exhibition will provide information on the latest trends relevant to the security industry and a forum to build networks of security practitioners by interaction with hundreds of executives and decision makers from general industry.

The conference and exhibition will appeal to a wide range of security industry and associated organisations. These include, but are not limited to:

- Security Managers
- Government Security Advisors
- Security Consultants
- Security Trainers
- Risk Managers
- Facility Managers
- Private Investigators
- Security Systems Providers and Installers
- Police
- Insurance Companies
- IT and Intelligence Professionals
- Emergency Managers
- Business Continuity Consultants
- Fire Protection
- Senior Managers from General Industry

Exhibition Opportunities

A wide range of stands are available to the industry and interested parties, (see *graph opposite*).

Sponsorship Opportunities

Sponsorship opportunities, for the Security Conference 2011, offer a unique and highly valuable opportunity to target security professionals from business and government, they include:

Cocktail Reception Sponsor

The Cocktail evening will commence immediately after the last session of the first day. It will run for two hours and will be held inside the exhibition where guests will be able to view the exhibits.

Lunch Sponsors

This is an opportunity for sponsors to participate in one of the two lunches.

Awards Dinner Sponsor

The Security Industry Awards Dinner is a special and popular event, with many of the industry's leaders attending.

For more information, please contact:
Greg: greg@security.org.nz or
Paula: paula@security.org.nz
www.security.org.nz

Phone: 09 486 0441

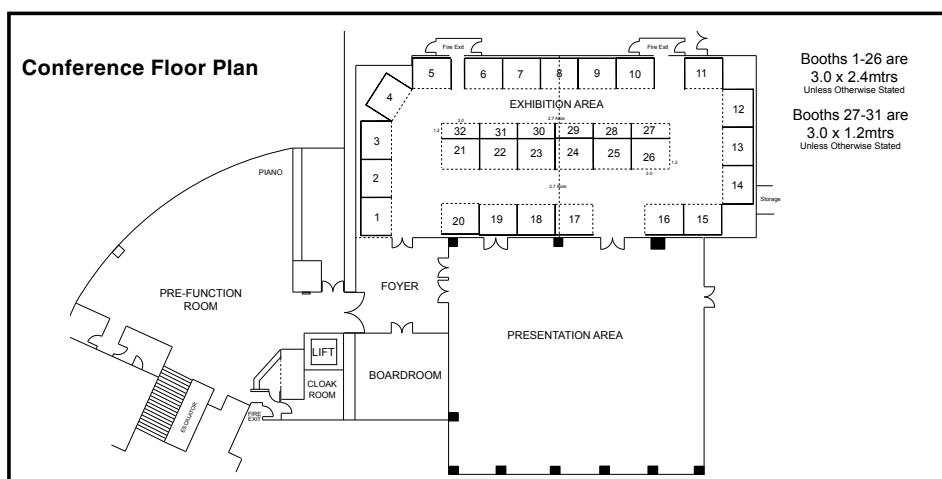
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Marc Siegel

International Security Standards and Auditing

Dr. Marc Siegel is the Commissioner heading the ASIS International Global Standards Initiative. He represents ASIS International at the ISO and at regional and national standards forums. He works with ASIS International and national standards bodies on five continents to develop international and national risk management, resilience, security, preparedness, and continuity standards as well as provides training on their implementation.

He is a RABQSA International certified Security Management Systems - Business Improvement Lead Auditor, as well as a certified Trainer and Skills Assessor for the ISO 28000 – Security in the Supply Chain Lead Auditor Certification Program.



Ian Funnell Code Blue

Ian Funnell is the General Manager of CodeBlue

CodeBlue specialise in providing IT managed infrastructure services, along with proactive monitoring and support, to New Zealand companies and organisations. These services include Disaster Recovery solutions for businesses of all sizes.

At Codeblue, Ian and his team have developed Disaster Recovery and 'in the cloud' solutions for mid-sized businesses in New Zealand. These solutions were fully put to the test in the recent Christchurch earthquakes. Ian will give CodeBlue's experience through this disaster as they dealt with the demands from every CodeBlue Christchurch client at the same time as their own office being unusable.



Jason Weir and Barry Foster - Deloitte
Ingredients to safe-guard your confidential information

Jason is an associate director at Deloitte and specialises in financial investigations. Barry is an associate director at Deloitte and leads Deloitte's forensic technology team. Barry has completed many forensic investigations involving data for both law enforcement and private sector organisations.

Theft and leakage of confidential information is a large, but under-reported problem in New Zealand organisations.

The emergence of social networking sites and the much reported Wikileaks provide new and popular means for sharing information – including confidential information – heightening the risk for organisations.

Let a Master Locksmith meet your needs

Recently the Master Locksmiths Association of Australia held its annual New Zealand Trade and Training weekend in Rotorua. Once again it was a fabulous weekend with over 200 participants coming from far and wide.

Display stands in the exhibition hall were put on by manufacturers, importers and wholesalers. These included all manner of tools, equipment, keys, alarms, safes, access control and more. More clearly than ever, it was apparent that manufactures are recognising the input of locksmiths into the Security industry. No longer are they the small key cutting shops of long ago. Instead locksmiths are involved in all the areas of physical and electronic security systems. Where once upon a time we only picked open cupboard locks and used skeleton keys, now we

also have to decrypt standalone security systems developed by manufacturers that try to lock them in-house. But so often these same businesses cannot then provide the backup support required. Owners are left out in the cold. Locksmiths nowadays work with some pretty sophisticated equipment.

The alert manufacturers have learnt now to go into the market place and talk to locksmiths while they are still developing their products. The locksmith lives and works at the “coal face” and so often has seen the attempts by others to build a certain product and failed. Usually this is not because the idea behind the product was faulty, but rather the execution of it did not match the reality of the final market place and the realities of real life. As locksmiths, we spend a lot of time solving problems for our clients. As part of this, we try to identify design faults in equipment we work on. We then make recommendations to our clients and our colleagues as to what equipment to throw in the rubbish bin. Consequently, those manufactures who talk to locksmiths first and actually listen to the replies, tend to produce products with less design faults and therefore have both more widespread exposure and a longer sales life.

Because Master Locksmiths are regularly being trained as to how to gain entry to buildings, premises, rooms, vehicles and safes, we also steadily get taught about how to bypass electronic security systems.

The salesmen will tell you that Electronic systems are the “be all and end all” of your security. Rather, we know that there are some very good parts to a system and many parts which are actually less secure than your original keys and mechanical locks. A good example is the

emphasis in this issue of this magazine on Smart Cards. The message is slowly getting out, that most of the other cards are even easier to copy than many of the keys out there. In fact electronic security systems often have so many weaknesses that two security consultants ran a training course entitled, “How to pass through walls Ninja style.” They explained numerous ways that you can gain entry to a modern business that employs electronic security systems. Some of these weaknesses are because of poor design of some section of the system. Others because of the weaknesses in electronics, some are to do with staff, while others are to do with the “cutting corners” that is so regularly practised to achieve the lowest price.

If you are going to install an electronic system, it is going to cost you significant dollars. So do not run with the cheapest “Up Front” price or you will regret it long term. A good system that is going to work



Fraser Burns is a member of the New Zealand Branch of the Master Locksmiths Association of Australasia Ltd.
Email safe@safemasters.co.nz
or contact the Master Locksmiths Association of Australasia Ltd.
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well does need to be designed and installed carefully, because once that guarantee clause expires, you are the only one who is going to regret that you didn't do it properly. A while ago I was called in to consult on an Access Control system which had failed. We discovered that the premises had actually been unlocked for two weeks before the client found out. During that time 10 outside doors had remained continuously unlocked. But the system did not warn the client. The cause: A power supply had failed, but because cheap modules had been fitted to the doors, NO alert was provided to the client. How to identify a good system is an even bigger challenge. On one large system, the cost changed by \$14 million between the signed contract and what the client eventually got, as the contractor kept on pointing out weaknesses in the existing design.

So unless you have very specific and very clear reasons for an electronic system, then you will find it much more cost effective to upgrade your existing mechanical locking systems. In some cases we can include small amounts of electronics for special areas while continuing to provide more modest solutions for your general needs.

In many situations you need to change your locks and keys from the



common ones purchased from any key bar and replace them with a system of lock cylinders coded to your specific requirements. A Master locksmith specialises in designing the system to meet your needs rather than just grabbing the next dozen locks off the shelf. The system may be as simple as coding the locks so that the same key will open both the front and back door. Perhaps you would prefer the Manager to open all doors, while the office staff can only get into their own

group of offices, while the truck drivers and forklift operators will need to get into the yards and the warehouse.

Small and Large. We design systems from two locks to thousands of locks with all sorts of keying configurations. Sometimes it is the capability of the keys that is important to you. Sometimes it is the resistance of the lock to attack by the "Night Shift." Regardless of your security issue, the right place to start is by consulting your Master Locksmith.

NZIPI Update

Since our last update the new Act has commenced and for licensed private investigators, a new Code of Conduct. I reported last month about the lack of communication from MOJ and the Code was received at 5.30pm on the Eve of the Act commencing, without any discussion and is arguably a lesson on how not to write legislation.

The Code of Conduct written by MOJ came with Explanatory Notes compiled by the government and the two conflict entirely. The Act came into power with the old Section 52 removed and the Notes gave the reasons for this removal, summarising that it was time New Zealand, the only country in the world to have such a draconian law, allowed PI's to have the same powers as everyone else and to be able to take photos and videos of offenders, etc. Yet the staffers at MOJ ignored this logic, arguably in

contravention of a government direction, and wrote a Code that says where we can photograph or video, but then goes on to say that we cannot use "Optical Equipment"!!! Perhaps, we should give a prize to anyone who can come up with a way to photograph or video without using something optical. One PI pointed out that even a rear view mirror is optical.

Still, I am sure the government will see fit to resolve this ambiguity once they consider the nonsense of the Code which has left the DIA who have been handed responsibility of enforcing the new Act, scratching their heads.

Applications for renewal of licence and COA's are well underway but we have just been told that PI's are not issued a proper licence like before, although security guards still get one. Instead we get an A4 piece of paper. The rationale being that we don't have to wear it on our person. This is currently the subject of much

debate and again it seems not a lot of thought, certainly no communication has been employed in determining the new policy.

Another recent change that affected Professional Investigators was the removal of Motochek information on owners of vehicles. NZIPI employed the services of a Barrister and a special committee worked tirelessly to secure a good relationship and appreciation of the rules. The results were circulated to our members and to date our applications are being approved. This initiative is exactly what NZIPI stands for and the time put in by our special committee members requires full acknowledgement, they were: Mike Campbell (Vice Chairman), Nick Thompson, Murray Towers and Dan Thompson.

Ron McQuilter - Chairman NZIPI
www.nzipi.org.nz

Today's Spy Van versus Yesterday



I recall the urgent RT message....help, help, they are going to overturn the van...

We had parked up the Ford Transit right next to the picket line with curtains on the window and an agent inside. Unfortunately, the curtain had somehow got caught in the side door and a little bit of material was sticking out. One bored picketer started pulling the material and almost fell over when he saw it being pulled back inside!!! The events that followed are obvious and the agent was lucky not to have ended up in hospital.

Today's PI's have vans with full signwriting, totally obscured and with cameras inside that can record for days and which can be monitored remotely. (Paragon's van pictured) Not so much fun, but then again a lot safer.



Ron McQuilter is the current chairman of the NZIPI and is Managing Director of Paragon Investigations.

Ron can be contacted by email:
Ron.McQuilter@paragonnz.com

NZSA and industry training

The arrival of the Private Security Personnel and Private Investigator's Act 2010, alongside the build-up and preparations for the Rugby World Cup together with an increased uptake in security services generally, has helped drive the discussion around industry training, perhaps more now than ever. Although announcements on the mandatory training requirements imposed by the Act may still be some time off, clearly much work has been advanced with regard to refreshed national qualifications for the security industry, encompassing both electronic security staff and manned services staff and I think it only right to acknowledge some of the many people involved in that work.

The NZSA has endeavoured at all times to represent the interests of its members, and the industry generally, with regard to assisting in developing practical, applicable and achievable national qualifications relevant to our industry and without unreasonable impost to either staff or employers.

In particular, the NZSA has been grateful for the many years of volunteer input by a number of motivated, skilled, passionate and competent individuals contributing via the Security Industry Training Advisory Board (SITAB) with regard to all matters relating to security industry training and a genuine vote of thanks, together with a public acknowledgement of their contributions to date is well overdue.

Having had direct involvement with many of the SITAB members throughout much of last year, I must say that I have been impressed by their collective knowledge, enthusiasm and contributions, and as individuals I must acknowledge their professionalism in endeavouring to assist as part of the development of worthwhile training qualifications for

our industry. With the disestablishment of SITAB and the creation of a new NZSA specialist working party devoted to training in its place, we hope that some of the many dedicated, effective and positive former SITAB members will join with us in advancing the training needs of our industry as well as creating an opportunity for others to become involved also.

Clearly the ETITO have made significant progress in terms of reviewing and refreshing current security industry qualifications, with support, input and contribution from a range of sources, all with the aim of delivering qualifications that fit the needs of industry, its staff and its customers.

Working organisational relationships between the ETITO and the NZSA as its prime source of consultation and advice have never been better, with that relationship heavily reliant on high levels of trust, engagement and delivery, with both organisations equally reliant on, and accountable to, each other in terms

of outcomes for the industry with regard to industry training needs. Industry training needs, and indeed skills training generally, continue to evolve and change and it is important that as an industry we adapt in line to meet those needs, creating opportunities for input from all credible and worthwhile sources.

With this in mind, I invite expressions of interest for all those interested in assisting on a volunteer basis as part of the NZSA specialist working party on industry training to register their interest via the NZSA website by going online to **www.security.org.nz**.

The NZSA is committed to working collaboratively with the ETITO on behalf of its members in producing quality national qualifications as part of its commitment to advancing the professionalism of the industry within New Zealand.

It can only do this successfully with input from individuals capable, competent and motivated to work cooperatively with us in achieving that goal.



Alistair J Hogg, CPP, MSc

Alistair Hogg has been actively involved within the New Zealand Security Industry since 1987, in a variety of roles and across a broad range of activities with a strong background in electronic security, close protection and manned services.

Alistair is currently Chairman of both the New Zealand Security Association and the New Zealand Chapter of ASIS International.

An advocate of industry training in general, Alistair holds both the CPP designation from ASIS International and a Master's Degree in Security and Risk Management from the University of Leister, U.K.

Alistair is a director of Dunedin based company, Aotea Security Ltd.

Email: alistairh@aotea-southern.co.nz

China Offers Secure Future For Gallagher Group

Gallagher's decision to enhance the security division's business development team in China has paid off with the group announced as Supreme Winner of the Cathay Pacific NZCTA China Trade Awards for 2011.

The Cathay Pacific NZCTA Trade Awards, held every two years, were established in 2004 by the New Zealand China Trade Association to recognise companies that have launched successful business relationships between New Zealand and China.

Gallagher Security successfully markets its state of the art electronic security systems to more than 130 countries and has achieved success in a relatively short time in China. Its products, developed by the Group's 90 strong R & D team, include electronic access control, intruder alarms systems and electric perimeter security systems.

In 2007 Gallagher Security began setting up relationships with key business partners in China and then in 2010 Peter Francis, Gallagher Security Regional Manager, Asia Pacific who is now based in Hong Kong, visited China on two New Zealand Trade & Enterprise trade missions. At the end of last year he signed an exclusive distributor partnership with Chinese firm, Joossee Smart Technologies.

In the past year Gallagher perimeter security systems have been installed in more than 150 electrical substations, military sites, hydro power stations and manufacturing and residential zones in China. Gallagher Security has also celebrated the installation of its first Trophy FT™ system to secure the Chinese Government's Research and Development Centre for fighter aircraft.



Gallagher team members celebrate as Cathay Pacific NZCTA Supreme Award winners (L-R) David Catty (NZCTA), Scott Ridder, Erin Rangi-Watt (Gallagher), David Figgin (Cathay Pacific), RT Hon PM John Key, Ji-Soo Kim, Steve Bell, Rob Heebink (all Gallagher).

Other sites secured by Gallagher in China and Hong Kong include Beijing Airport, Guangzhou Baiyan Airport, Bank of China, University of Macau and Quanzhou Telecom.

Peter Francis says the secret to the company's rapid success in China has been working with reliable and skilled local partners. Gallagher Security has six key distributors in the region, including Joossee Smart Technologies. In turn, Joossee Managing Director, Leaf Hong praises the quality of Gallagher's systems and adds "Gallagher's technology is better than any other company in China."

NZCTA Chairman, Stuart Ferguson, says the awards provide the opportunity for people and businesses that "have put their toes into China" to be rewarded for their success."

Ferguson said Gallagher, which also won the Ports of Auckland category prize

for best logistics and or technology in China, had fought off strong competition from the other category winners to win the Supreme Award.

"Gallagher have a truly remarkable list of accomplishments in terms of installations already made in the security sector. A good number of their contracts are Government related, so that makes their success even stronger in the knowledge of the competition they have warded off to secure their contracts."

Gallagher Security wins \$10,000 cash from NZCTA, two business class tickets to China with Cathay Pacific, and its partner airline, Dragonair and the opportunity to meet a senior executive in China with HSBC. The prize was presented by the Prime Minister, the Right Hon John Key at a celebratory dinner attended by 350 members and guests.



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Big picture view of CCTV ahead of RWC

A collaborative effort from the Crime Prevention Partnership Forum (CPPF) to map the nation's CCTV coverage will kick off by mapping and seeking access to surveillance around the public perimeter of Rugby World Cup related venues.

The CPPF, launched in June 2010, is a high level partnership between Police and businesses to create a more cohesive approach to information sharing and monitoring.

The partnership designed to disrupt and deter criminal activity and progress crime prevention initiatives across the country includes an immediate goal of mapping CCTV locations and camera owners to help police investigations.

Initially all RWC locations will be mapped enabling police to request any footage of incidents that might occur during this period.

Although participation is voluntary, New Zealand Security Association

executive officer Greg Watts says this collection and maintenance of data must not be considered as a one-off commitment, as a regular update of information will be required to ensure that it remains current and useful.

Police are currently collecting CCTV camera location, ID numbers, specifications, whether the cameras are fixed, pan and tilt, zoom, field of view, frame rate, resolution etc, storage details analogue or digital and the name of the monitoring organisation and hours of operation.

Police hope to determine what coverage exists in locations of interest, where coverage gaps occur in high risk or high profile areas and to begin standardising collection of CCTV data to speed up access to incident data for deterrence and reassurance.

The initial focus will be on RWC Fan Zones, entertainment and party areas, transport hubs, key foot traffic areas, public parks and key CBDs.

The CPPF group has a "multi-faceted, multi-agency" approach to crime prevention with initiative already underway that include analysis of crimes including as bank robberies, sharing of information on fraud offenders, consultation on insurance investigation standards; and discussions on crimes such as retail theft, stolen vehicles and assaults on taxi drivers.

Members include the NZ Security Association (NZSA), Insurance Council of NZ (ICNZ), NZ Retailers Association, NZ Bankers Association (NZBA), NZ Institute of Professional Investigators (NZIPI), American Society for Industrial Security International (ASIS), Association of Certified Fraud Examiners (ACFE), NZ Taxi Federation, Motel Association of NZ, Telecommunications Industry Group (TIG), Trade Me and the NZ Police.

Locking Down ICT Perimeters Secures Virtual Vulnerabilities

While intrusion detection systems have become smarter and more robust in recent years, not everyone with nefarious intentions is going to elbow a side window or use bolt cutters to breach your physical perimeters.

Perimeter protection means different things to different people and while CCTV cameras, alarm systems and access control are essential preventatives, the most insidious incursions can be the hardest to detect.

Slack ICT security is an invitation to hacker's from the other side of the world or the other side of town and slack security generally could mean disgruntled employees could corrupt data or walk out with company secrets on a thumb drive, handheld computer or laptop.

Doug Browne General Manager of Security-Assessment.com says many of the measures in securing both ICT and physical infrastructure come down to good governance, which means having the right people, policies and processes in place.

He says the journey to protecting a business should start with a staff induction or a training manual so that everyone is familiar with business policy and process. This should include information and communication technology (ICT) user access levels, protocols for physical access to the building and follow up processes if an incident occurs.

Common sense approach

Security-Assessment.com provides assurance services to business using its expertise to test network and application security, review security practices and consult around security policies, governance and related risks.

"We try to get things to behave as they shouldn't, for example whether firewalls will allow us to connect through a VPN (virtual private network) or whether you can see the back end database through the web front end."

*Doug Brown,
General Manager Security-Assessment.com*

Browne says there are a myriad software and hardware tools to help address a 'security posture' but good governance makes security a lot easier. "Mostly it's just good common sense."

Of course any ICT manager or chief information officer worth their salt will already have ensured good antivirus and malware controls are in place along with network security to detect unauthorised attempts at remote access.

But even then there's a chance something may have been misconfigured or there are loopholes in the system. That's where Security-Assessment.com swap places with those who might have malicious intent, using the latest tools and methods known to the hacking and cracking community in penetration testing exercises to see if there are vulnerabilities.

While the rapid changes in the technology market might have created efficiencies and new business opportunities they have also added complexity and increased security risks.

The move to mobility and the mass deployment of notebooks, netbooks,

tablet computing and smart phones like the iPhone has presented further security challenges, particularly as there's a trend to deploy corporate applications on these devices.

Managing mobile access

There is a growing demand from businesses realising it is critical to have a review to ensure mobile devices are compliant with security requirements, for example application testing on iPhone apps and whether wireless network access is locked down sufficiently.

This is mostly about applications and how you manage access to the network, website or applications serving up data to these devices.

Wireless networks also present a challenge as many mobile devices are now capable of handing off between cellular networks and wireless hot spots. "What people don't consider with wireless is the devices they use internally including laptops can be accessed by rogue wireless devices in hotels, airport lounges or coffee bars."

Browne says the trend in recent years has been to centralise computer infrastructure by taking servers and other technology out of branch and remote offices. The move to virtualisation and the private cloud enables employees to access core applications through a web interface or client so the user can log on wherever they are.

This shift to the cloud, he says, presents an opportunity to lock down core applications and services even more tightly and layer in strong security. However it also raises the challenge of how to manage the mobile devices connecting to these systems.

"These are actually quite powerful

devices and are prone to manipulation. You have to keep coming back to having strong 'people, policy and process', particularly where companies span different geographies."

Head in the cloud

Browne says 'vendor management' is becoming critical as more companies move into cloud services. Cloud computing whether private, hybrid or public cloud, requires serious steps of validation so companies are assured of being delivered 'a pure platform'.

For a start you need to ensure personal and client information is managed in a secure fashion. "When you sign up a third party to host your data in a cloud environment you need to make sure the right measures are in place, including the ability to check they are delivering on all the security promises."

And he says it's not only those external to an organisation who might push the boundaries. "An employee might log on to the server and see Molly's file 'Party pictures from Saturday night' and their natural inclination might be to take a look."

The same might be true of any other information on the corporate network. "Our job is to try and get access to information systems and any data that

employees should not be able to see, by ensuring applications are only serving up the information necessary for the employees role," says Browne.

After probing the IT and security systems Security-Assessment.com advises whether appropriate access controls are in place. "We try to get things to behave as they shouldn't; for example, whether firewalls will allow us to connect through a VPN (virtual private network) or whether you can see the back end database through the web front end."

Penetration testing

A mature organisation will already have processes in place for vulnerability detection or previously had a penetration test. "If they've already been down this path then typically they'll be aware of the risks. We do however see some businesses caught out with the same vulnerabilities."

Browne says it's imperative organisations hired to evaluate security risks are independent and have highly qualified people of integrity who can be trusted to keep any findings confidential.

It should do employee background checks, provide references on request, have liability insurance and have been in the market for a while with experience in your field.

While an audit will tick off all the boxes an assessment goes further by delivering a report recommending how to address vulnerabilities. "You need to ask for a sample report so you know what you are going to get."

The last thing you want, says Browne, is to engage a company who had a slick salesman and then find out the technical person "is a university grad who's just passed his certified technical hacking course or something like that and has only been on the job three months."



Doug Browne
General Manager of Security-Assessment.com

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Intelligence And Security Under The Eye Of Axis Cameras

Network video surveillance solution implemented in one of the most technologically advanced and best-equipped office buildings in Warsaw

Mission

From the very beginning of creating the complex, the investor was aware of the fact that, in order to stand out in the market, they had to offer tenants something more than their competition did. They therefore chose a good and quiet location near the airport and took the time to implement modern security solutions, taking into consideration the needs of the tenants.

Moreover, the developer provided a large carpark under the building, comprising 630 parking places and above-ground garage parking for 237 cars. In addition, the complex boasts the Adgar Plaza Conference Center, Calypso Fitness Club with swimming pool, spa, fitness club and squash courts as well as a restaurant with a cafe.

The complex also possesses a central operating server of the highest security

standard, equipped with two independent sources of power and power generators which support flawless operations in case of a city network outage, as well as air-conditioning with humidity control. The challenge was provision of the whole infrastructure for the complex, especially with regard to surveillance, which was to operate proactively and provide perfect image quality and the possibility for simple and central management.

Solution

Honeywell Ltd, an Axis partner, designed and assembled the access control systems, a parking system using number-plate identification, a fire detection system, a sound warning system, automatic ventilation and airconditioning, structural cabling and a central BMS surveillance system in the ten-story buildings of Adgar Plaza – and all the systems are controlled by a digital surveillance system based on Axis network cameras.

Result

The installation of the Axis surveillance system in Adgar Plaza constitutes an added-value highly regarded by the tenants. The comfort resulting from the feeling of security, being an effect of implementation of a flexible surveillance system cooperating with all security systems of the building, is an irresistible advantage. The system has proactive features enabling prevention of undesired events.

Security first

Adgar Plaza buildings are one of the first convergent buildings in Poland where the structural cabling services a



LAN network and the Internet, as well as all low powered installations in the building, for the tenants' needs. The investor obtained a modern, reliable solution reducing servicing costs as well as space required for cabling and enabling an exchange of information between the connected systems.

Modern business, in the long run, is based on company know-how, therefore data protection becomes crucial. With this in mind, the central server in the Adgar office complex has been equipped with monitoring operating 24/7, even in the case of a server malfunction (a system with redundancy). The central server has also been protected by means of a system of double-access control (proximity card readers and finger print readers) in order to fully control personnel traffic in the area.

Organization:
Adgar Investments
& Development Ltd

Location:
Mokotów, Warsaw, Poland

Application:
Building and office security

Axis partner:
Honeywell

"I am very happy with the implementation of the latest technologies in our building. The advanced possibilities of the Axis surveillance solution constitute an important advantage for our investment. The tenants appreciate the conditions offered by us which facilitate their work. The choice of our technological partner took us a long time. We placed very specific requirements and Axis' offering turned out to be a perfect solution for our building. We took into consideration the possibilities of the products, their intelligence, management possibility, aesthetics, and simplicity of integration with all security systems and building management."

Eyal Litwin, Vice President, Adgar Investments & Development Ltd



Thanks to these solutions, the investor can provide the customer with full security and constant access to their data.

The Axis surveillance system encompasses the area of the whole complex, including access to elevators and the underground carpark. It also services different formats of cards which is especially important for corporate customers. In such a case, they can use the same access card in their offices located all around the world.

The Axis system has also been integrated with the parking system equipped with ticket machines and license plate recognition systems. If the license plate of a vehicle is in the system database, the barrier rises automatically on approaching the entrance, without the necessity of using the proximity card, which is especially convenient during bad weather. The CCTV system, consisting of Axis network cameras and Honeywell Digital Video Manager® software, operates in the area of the whole complex, enabling constant recording of pictures from the cameras

or only in the case of the occurrence of predefined events.

The design included a solution enabling easy future arrangement of the office area. All the provided low powered systems have been connected to one central building management system (the so-called BMS).

The integrated Honeywell Enterprise Buildings Integrator® management system provides full information concerning the condition of the systems installed in the building (alarms – also in the form of e-mail, sms reports), enabling reduction of security personnel.

The added-value of such a solution is the full exchange of information between systems (e.g. initiating of recording by Axis cameras as a result of events registered by the fire detection system).

IP visual surveillance systems as the technology of the future

Thanks to the applied solutions, Adgar office complex is one of the most technologically-advanced and best equipped office complexes in Warsaw.

The visual surveillance based on Axis network cameras has enabled the creation of a perfect system model fulfilling the role of an intelligent guard. The system, acting proactively, to a high extent eliminates potential incidents and threats.

Moreover, thanks to integration with other security systems of the building, the cameras identify license plates of vehicles moving in the area of the complex, letting in only those with access rights. The same fact refers to the cameras installed inside the building – they allow for comparison of the faces of the persons entering with the data included on their access cards.

The tenants agree that Adgar plaza is a building of the technology of the future.

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New Digital Video Recorder 600 Series from Bosch

Affordable, easy-to-use video management solution

Bosch announces the release of its Digital Video Recorder (DVR) 600 Series, a complete video management solution for up to 8 or 16 cameras in a single compact unit. The 600 Series offers remote monitoring, allowing operators to manage video and digital recording systems from any location via LAN, WAN or the Internet.

The 600 Series supports playback in multiple display aspect ratios including wide screen, high resolution monitors. Viewing is also possible directly from web-enabled mobile devices. It features a highly reliable embedded design that minimizes maintenance and reduces operational costs.

Very easy to install and operate, the 600 Series requires no special training. Users simply connect it up, enter the language, date and time, and it begins recording automatically. It works continuously and reliably. Control is achieved via a choice of keyboard, mouse, infrared remote control or directly from the front panel. Several units can be linked together using the Control Center PC software from Bosch, which is supplied free with the 600 Series. This enables centralized control of multiple units. All units can be operated from a single IntuiKey keyboard. The Control Center also allows to control other DVRs from Bosch.

- Time-saving and hassle-free management of recorded video and digital recording systems from any location
- Supports also live display on mobile devices
- Real-time H.264 recording in CIF or 2CIF resolution on all channels simultaneously, or optionally 4CIF



Bosch 600 Series DVR

The Video Recorder 600 Series is available with or without an integrated DVD writer and in a variety of storage capacities. Highly efficient H.264 compression significantly reduces bandwidth and storage requirements while maintaining excellent image quality. It provides full real-time recording in CIF resolution on all channels simultaneously. If more detail needs to be captured, recording in 2CIF or 4CIF resolution is also possible.

Other time-saving features include event capture by triggering inputs or motion detection, along with automatic e-mail notification when an event

occurs. 'Smart Search' helps to find key events in recorded video very quickly by looking for changes in a selected area. Critical recordings are safeguarded by overwrite protection, and all video is digitally watermarked to ensure recording credibility. An archive player with image authentication allows access to scenes on any PC, without needing to install additional player software.

This cost-effective, convenient and flexible video management solution is ideal for a wide variety of small- to medium-sized applications including schools, shops, hotels and business premises.



Bosch Series 600

Nero Digital Video Recorder Combo Series

Never miss a beat in your retail store, gas station, parking lot, or warehouse. The Nero digital video recorder allows you to watch every corner, hallway, door, or aisle. These high performance, economical systems provide continuous video recording from multiple cameras, depending on the installed model and includes alarm handling, motion detection and local archiving. This means you are never totally alone because the Nero Series works alongside you as your round-the-clock surveillance partner.

There are 3 models available from the Nero Series:

- 23-DL4 4-channel DVR
- 23-DL9 9-channel DVR
- 23-DL16 16-channel DVR

Functions

The Nero Series emphasis is on uninterrupted realtime recording, even while you are playing back earlier



Nero DL-23-02 Monitor

- 23" LCD Monitor
- Hardware H.264 compression (16ch/9ch/4ch)
- Multiple camera options
- Real-time recording
- Remote viewing, playback via internet
- Motion detection
- Event search / time / date
- Back up via USB, external USB HDD
- 500GB HDD USB
- Windows and MAC OS compliant
- iPhone, Blackberry, Android Phone, PDA, iPad

recordings. Weeks and weeks of activity can be captured providing you reliable, continuous surveillance with no downtime.

Despite all this power, it's easy to search for specific dates, times, alarms or motion with the built-in intelligent search capability. Email notification can be programmed for the following conditions: sensor; motion; video loss; power on; password modification; and HDD error. Complete with a VGA input, can also be used as a PC monitor.

Remote access is available using a built-in webserver (IE browser, iPhone, Blackberry, Android Phone or PDA) and is also compatible with Windows 7 and

Vista. The Nero Series is quick to install and easy to operate, making it ideal for a host of small business applications such as retail stores, gas stations and parking lots.

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Current Technology Enables Smooth Migration to High Frequency Access Control Systems

A White Paper from HID Corporation

Dramatic leaps forward in technology and heightened security concerns over the past several years are moving many organizations to upgrade their access control systems. Migration pays off in a much higher level of security for people and property, as well as operational efficiencies and costeffectiveness, especially for organizations that add other applications to their contactless access control cards.

Fortunately, as technology advances, it also becomes more affordable. Today, a personal computer is a fraction of the cost it was when the technology was first introduced; while at the same time it has dramatically greater speed and more memory and advanced capabilities. The same is true in the security industry. Likewise, for a comparable price to older, more vulnerable access control technology, a company can have a secure system that also serves as a platform for everything from cashless vending to logical access.

Although migration does involve change, advanced technology is a benefit here also. With multitechnology cards and readers plus field-programmable cards and systems, disruption to the day-to-day workflow is limited and manageable. And the benefits serve both employees and the organization, not only in the immediate

term, but also for years to come through a more secure and user-friendly environment that will serve as a platform for future applications.

The goal of this paper is to help security professionals find the best solution for the unique needs of their organization and ensure that they take full advantage of the opportunities that migration affords. To that end, the paper addresses aspects of migration that every organization should consider. This includes:

Why

Greater security is the primary issue, but how much greater? What level does an organization need and what other benefits can be gained in the process of increasing security?

When

When is the right time to migrate? Due to concerns about budget and the impact on workflow, organizations often remain vulnerable, but there are several key indicators that help determine when to migrate.

How

What's the best process to manage the workforce impact and make efficient use of the investment? This includes installing multi-function readers and options for re-badging the workforce.

What

Of all that's available, what does the organization need today and what might it need over the lifetime of this new system?

Why Migrate?

Although this may be obvious to security professionals, this may be an area in which they'll need to do the most work in educating decision-makers within their organizations.

Old Technology is Vulnerable

Like all technology, newer systems tend to be more secure and sophisticated. Just as old, outdated personal computer software is more subject to viruses, hackers and the like, old security technology is also vulnerable.

For 15 or 20 years, low frequency cards were the standard in the security industry, offering efficient and effective access control. At their simplest, these cards allowed a person access to a building. Whoever had a company-issued card in their possession could enter the building; this could be an employee who was issued a card or a perpetrator who gained access using a lost or stolen card. Over time, companies began adding visual security, such as a photograph to the card to provide a basic form of authentication. Best security practices would require employees to wear their photo ID/access cards and that security staff are trained to challenge anyone without proper identification.

These low frequency cards, often known as proximity cards, or just prox cards, are now subject to cloning. There are devices available that allow someone to make a duplicate card, giving them unfettered access to a building. Unless the building also has security cameras or someone witnesses this person entering the building, there would be no way to know an unauthorized person had access.

Although cloning doesn't always happen even when a company has old technology, there are many reasons someone would be motivated to clone a card. These range from gaining access to high value information or assets to a disgruntled former employee seeking retribution.

An investment is required to migrate but there is also a return on that budget commitment. The ROI may be tangible, such as through improved insurance premiums due to better risk management. It could also be intangible, such as the cost savings associated with not having a disaster – something that could impact the organization's workforce or customers, and present long-term legal and reputational issues that would take years to overcome.

High Frequency Access Control is the New Standard

Today, high frequency cards are the standard in access control. Often known as contactless smart cards, this new technology has multiple layers of security embedded in the chip.

Two common high frequency technology brands used in physical access control are iCLASS® contactless cards and MIFARE™. MIFARE cards are available as both MIFARE Classic and MIFARE DESFire EV1, and many customers are choosing the new MIFARE DESFire EV1 card in order to take advantage of the more advanced security features compared to MIFARE Classic.

These cards can identify the individual, authenticate their access rights via encrypted keys that are unique to each

organization and each card, and can store data for cashless vending or the management of personnel records.

For an organization that is still using Weigand or magnetic stripe access control technology, it may be tempting to upgrade to a low frequency system. While this will provide a higher-level of security, it still leaves an organization vulnerable and with minimal or even no cost savings.

Over the past several years, the government has been driving advancements in security technology as Homeland Security requirements are implemented. Most obvious to the average person is the Transportation Security Administration (TSA) requirements. For example, TSA requires that pilots are re-badged every three to four years to ensure that their access control is the latest security and that these professionals with a high level of security access are reviewed and recertified.

While the high level of security required for airline pilots may not be needed by all organizations, high frequency systems are now available at a price comparable to low frequency. Any organization that is ready for a new access control system should move to a high frequency system. This will maximize the investment and minimize the organization's risk, which is the primary reason to have an access control system.

Multiple applications are available in a single card

Open anyone's wallet and it seems there is a card for everything, from the grocery store to the parking garage. Industry is no different. Many organizations are using various card technologies, from magstripe to smart cards, to manage everything from building access to snack-vending machines. These can all be combined in a single card, providing centralized management for the organization and ease-of-use for employees.

In addition, there are new applications that can be added to contactless access control cards to do everything from turning on the air conditioning so that resources are managed better to tracking company vehicles via GPS. The smart card is a portable key to a myriad of technologies. As such, it can streamline processes, improve workflow and cut down on the number of cards an individual has to carry.

The remainder of this paper will focus on the questions established in the introduction: when, how and what, which explains the options within high frequency cards.

When To Migrate

Merger or Acquisition

Mergers and acquisitions often involve rebranding and/or the merging of administrative and other systems. Usually at some point in the process, the organization will need to issue new credentials. With the cost of new technology being competitive with legacy systems, this would be a perfect time to migrate to a more secure and sophisticated system.

Standardization to a Single Card

Due to rapid growth, decentralized administration systems and/or multiple physical locations, an organization may end up with several different access control systems. Since new technology offers the ability to issue or change credentials remotely, it's now possible to integrate access control into one system that is centrally managed. Standardizing all locations and employees into one system can increase security and improve resource management.

New Locations

If a company is moving or adding a building to its existing infrastructure, new credentials will have to be issued for that location. This is an ideal time to look at access control for the entire organization. It may be time to standardize all locations into one system.

Reissuing of Credentials

As new employees join, many organizations manage costs by purchasing additional cards that work with their old technology. Some organizations may also need to change their cards due to a new brand image (i.e. new logo) and at that point decide to upgrade to newer technology. So, at some point, either due to a growth spurt or other tipping point, it will make more sense to move to current technology.

One Card for Multiple Functions

Organizations that want to add time and attendance or cashless vending functions for their employees will need to issue some type of card for this. They can migrate to a contactless smart card that combines access control with these other functions. This way, employees only need one card to manage every function in their workplace, and administration of these functions is centralized into one efficient and cost-effective system.



Improved Risk Management

Either due to insurance requirements or to improve risk-management costs in general by reducing liabilities, moving from an outdated system to a current one can dramatically improve the security in an organization.

Change in Security Requirements

As a result of new legislation or regulatory requirements, an organization may be required to increase their security, for example, there may be strict requirements for accessing medical records and may necessitate the use of a smart card to enter secure areas or access IT networks that store patient information. Other examples may include requirements for government employees and contractors.

Similarly, if a company gets a new client that requires a high level of security, such as a government contract, it may need improved access control. A new building tenant may also trigger the need for greater security, either to protect the parent organization or to comply with the tenant's legal or regulatory requirements.

Security Breach

The reality is that sometimes it takes a security breach to move an organization to make the investment in a new access control system. Ideally, an organization should migrate before there is a problem, especially if the system is still low frequency, which can be easily cloned.

How To Migrate

Flexibility is key when considering a migration partner. The right partner can create a solution that makes the technology work for the organization, and doesn't force the organization to settle for any limitations of its technology.

Due to multiple physical locations or a large employee population, the best way



Migration RPKM40 magstripe

to migrate to a new access control system is in phases. It is a difficult, or often impossible, for all the readers and badges to be changed simultaneously or even over the course of one day.

Fortunately, high frequency smart cards and readers have the technology that allows a secure, phased migration from an old to a new system. The important thing is to work with a vendor with technology that assures interoperability with legacy and future systems.

Multi-Technology Cards

Multi-technology cards bridge the gap between just about any legacy system and today's secure contactless technology. A single smart card can securely house up to four different access control technologies, including Weigand, magstripe, low frequency, high frequency, or a contact chip.

If an organization is moving from Weigand to high frequency access control, the new cards can contain both technologies so employees can enter locations with old and new readers. If an organization is using magstripe cards for cashless vending and high frequency technology for access control, it can combine them so employees only have to carry one card.

Multi-technology cards work well if an organization only wants to upgrade security for a specific department or group of professionals. For example, an organization with buildings protected primarily by low frequency cards could issue a combination high/low frequency card to executives, IT professionals or others who need access to more sensitive areas. The low frequency readers can remain at all the standard building entrances, but a high frequency reader (possibly with biometrics) can be installed at the entrance to a secure laboratory within the building. By doing this, those employees with the higher levels of

security clearance can use their badges to enter the secure areas, but the low frequency chip in their cards will still let them use the standard access points in the building.

Multi-Technology Readers

Another way to handle migration is to install readers that use both the old, low frequency and new, high frequency technologies. This provides a high level of flexibility for an organization to develop a migration plan that serves its unique requirements.

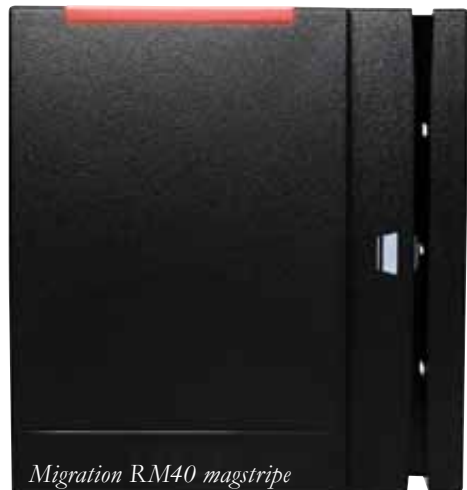
For example, the multi-technology reader is useful for an organization with a mix of card technologies. For organizations that want to upgrade from low to high frequency, for example, the company can replace all of their low frequency readers with combination low and high frequency readers. Then, rather than switching out all of the cards at once, high frequency cards can be issued as replacement cards or for new employees. This will offset the cost of swapping out all of the cards at once. Any organization can replace all of the low frequency cards with high frequency cards after a transition period, and by then the cost impact will be lower because many of the employees will have the new cards already.

Multi-technology readers are also helpful to grant access to employees that may be on a different campus and different technology. A global organization may have a campus in North America based in iCLASS contactless, and one in Europe based on MIFARE. By installing a MIFARE/iCLASS combination reader on their North American campus, European employees can gain access there with their MIFARE badges.

Just like the multi-technology cards, the readers can also work well if an organization needs higher security in specific departments or areas. In this case, a biometric reader for example can be used to access more sensitive areas as the reader may offer multiple levels of security such as card, fingerprint and personal identification numbers (PIN).

When an organization is using multiple card technologies, a multi-technology reader can be set to dictate which technology will be read first. Once the migration is completed, the reader can be configured to ignore the old cards, thereby offering security at the level of the new technology.

Typically, large installations with multiple or multi-national facilities with mixed-technology card populations are excellent candidates for multi-technology readers.



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A multi-technology reader offers the ability to use existing cards, deploy multi-technology cards, and transition to new, contactless, smart-card technology without having to change the access control system cardholder database.

Integrated Solutions

Depending on the size of the population, it can take several days or several weeks to migrate. If necessary, a parallel system can be in place for months. Some technologies require more setup and take longer to integrate due to programming or needed equipment.

End-user organizations should work with an integrator/channel partner that understands their situation and has options to match. The right partner can create a solution that makes the technology work for the organization and doesn't force it to comply with any limitations of its technology.

What Migration Options To Choose

Technology for Today and the Future

As part of the migration, an organization should choose a technology that supports its complete needs today as well as what it will need in the future.

While most organizations are motivated to migrate primarily for security purposes, if additional technology is desirable in the near term or even several years out, it could be more efficient to add functionality and capacity to enable future applications (see more on applications below). And while an organization could purchase only the security level needed for today's environment, it may be better to invest more now, anticipating industry changes towards greater security requirements.

Read range, security level, programming requirements, memory capacity and applications support are all considerations that a strong partner should cover when setting up a new security system.

Enhanced Security

High frequency cards provide a higher level of security than traditional proximity (125 kHz) cards. This is accomplished by using diversified keys and mutual authentication to deter anyone from gaining unauthorized access to the card or reader, and encrypted data storage to add an incremental level of protection to the information on the card. In addition, some vendors may be able to provide a proprietary format to large organizations, including monitored card numbers to provide an additional level of security.

Credential Flexibility for Past and Future

High frequency readers can provide access to multiple types of credentials, including the ones you are moving from and the ones you are moving toward. When choosing readers, ensure that they are supporting the older technology, for instance, 125 kHz HID Prox or Magstripe, and the new RFID technology, iCLASS. Additional readers in the market are able to support more than just one type of high frequency technology. Example, HID's high frequency migration readers provide compatibility with both iCLASS contactless and DESFire EV1 credentials. This provides the support for both cards simultaneously and more potential to support new credential technologies introduced in the future.

Visual Security

Technology has advanced more than just the inside of the card. Numerous technologies are available to prevent counterfeiting. These include optically variable inks (OVI) and holograms – tools the government uses in currency and credentials.

Combined Logical and Physical Access Control

High frequency smart cards offer combined physical and logical access control in one card, which can be issued only to those employees requiring this additional level of security or to the entire employee population. Rather than having two separate cards -- or requiring an additional device such as one that generates an RSA token -- everything can be in one unit.

This can be accomplished with a contactless smart card or a combination card that combines contactless and contact technologies in one. With a contact chip, it's possible to do perform functions such as encrypt files or add a verified signature to an e-mail.

Additional Applications

Just as with a smart phone, new applications are being created for smart cards every day. By upgrading to a new technology that enables the use of multiple applications, companies achieve greater cost-effectiveness from the initial card purchase as the single card now replaces the need to provide and manage individual cards/credentials for each application.

Following are a few of the more common applications that can be added to a smart card:

- Biometrics – biometric templates such as fingerprints, iris or hand geometry, or vein patterns are securely stored on the card.
- Building automation – lights and climate-control systems are turned off and on as needed based on when employees are present.
- Cashless payment – provides a range of benefits from a simple cash replacement at point-of-sale to full management of employee benefits such as discounts, free entitlements and hospitality or loyalty accounts.
- Secure print authentication – eliminates waste and manages printer use by printing documents only when an employee has presented their access control card to the print device.
- Time and attendance – enables quick throughput of employees during shift changes by eliminating time-consuming manual interactions.
- Medical records management – a multi-function credential including this function can be issued to students at a university or employees in high-risk jobs to provide immediate access to their medical records. Hospitals also issue cards to serve as a record during a patient's stay.

Conclusion

While migrating from old to new systems is always a significant undertaking, it is affordable and manageable thanks to new technology. Companies and institutions have the opportunity to move from 20-year-old physical-access controls, to cutting-edge, secure, contactless technology platforms that not only offer greater security, but can also serve as a conduit for everything from cashless vending to logical access.

The key to success is finding a vendor partner that offers innovative, flexible technologies to make migration seamless. The ideal partner will serve two critical functions. First, they will provide a comprehensive access control solution that addresses current requirements. Second, of equal importance, their solution will also provide enhanced security, as well as a platform for future applications that meets an organization's evolving requirements for increased functionality and convenience.



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Panasonic NVR WJ-NV200K



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Panasonic SD5 Dome WV-CF504E



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- The Exmor CMOS sensor incorporated to deliver high quality and low noise

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DB Series Audio Handsfree Intercom



Features

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- Chime tone calling
- All call between internal stations
- Connect Electric Door Release with two wires from door station. Requires no extra power supply for door release. An AC operated door strike is required
- Existing doorbell or chime wires can be utilised (disconnect from transformer)
- Internal stations are equipped with Door Release and one function button to turn on entrance light, etc
- Optional call extension sounder

Specifications

Power Source 16VAC • 2 wire Master to Door Station
• Hands-free Communication



National Fire & Security Ltd

1/44 Greenpark Rd, Penrose, Auckland

Phone: 09 580 1576 • E-mail us: sales@nfs.co.nz



JKW-IP Video Intercom over IP adaptor



Features

- Compatible with 32 & 64 bit Operating Systems, Windows XP, Windows Vista, Windows 7
- Identify and communicate with visitors over the internet
- Receive an email notification with photo when a visitor is at the door
- View individuals while automatically recording the video onto your PC
- Easily talk back and forth with visitors while at the computer
- Conveniently unlock the door while online
- View door station on up to 10 PC's and included master station



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AC Series Access Control Keypads



Features

- Up to 100 user codes (#1 relay: 60, #2 relay: 40)
- User code length 4 - 6 digits
- Keypad lockout function
- Anti-tailgate function
- One push door release with external timer connection
- Key pad illumination
- Vandal Resistant Flush or Surface mount

Specifications

- Power Source 12 - 24V AC/DC • Relay Outputs: 2
 - Contact rating: 24V AC/DC
 - 3A (resistive load) 1A (inductive load)
- Dry contact: N/O or N/C • IP Rating IP54



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Atlas Gentech is pleased to introduce the new iParadox application which enables you to access your Paradox security system remotely. With arm/disarm control, PGM control, and live system status, iParadox turns your Wi-Fi or 3G iPhone, iPod touch, iPad or iPad 3G into a remote keypad. Now you can control your Paradox security system from your favourite Apple device!

Distributed exclusively in NZ through:
Atlas Gentech (NZ) Ltd
Freephone: 0800 732 637



www.atlasgentech.co.nz

KENWEI

VIDEO INTERCOMS



The NEW "Touch Sense" range of Video Room Stations are the latest in design and innovation from Kenwei Video Intercoms. Incorporating unique, sleek styling and the latest in electronic technology. This is Kenwei's best 4 wire Video Intercom system to date!

Features:

- Do not disturb feature allows the user to isolate a room station
- View up to two CCTV Camera's
- Remotely unlock your door or gate
- Hands Free communication with the door station
- Customize your Intercom system
- Selectable chime / ring tone
- Directly page any one or all four room stations at the press of a button
- View the front door camera

Distributed exclusively in NZ through
Atlas Gentech (NZ) Ltd - 0800 732 637



www.atlasgentech.co.nz

KENWEI

VIDEO INTERCOMS



Stainless Steel Door Station with Camera - Flush Mount



Stainless Steel Door Station with Camera - Surface Mount

These NEW Door Stations are the latest in design and innovation from Kenwei. Weatherproof brushed aluminium finish with adjustable camera and LED's for night time illumination.

Distributed exclusively in NZ through
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www.atlasgentech.co.nz

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Email: sales@zonetechnology.co.nz
www.zonetechnology.co.nz



FUJINON

GSP

DIGITAL VIDEO SECURITY SYSTEMS



ASSA ABLOY

KCV-D374 - Kocom's ultimate intercom



Kocom have definitively expanded their innovative range of intercoms with the new KCV-D374 intercom, now available at Hills Electronic Security. The KCV-D374 comes encased with a large 7" colour LCD screen - renowned for displaying bright and refined imagery through its widescreen design.

The KCV-D374 features hands-free functionality, on screen display (OSD) and touch keys, which all link seamlessly together to help keep in line with Kocom's vision to simplify communicating with visitors.

For added security, the KCV-D374 enables users to conveniently connect to an additional monitor, 2 door strikes and 2 door cameras. Users are able to intercommunicate between an additional monitor, whilst at the same time, monitor their premises through the connected door camera(s).

With its 4 wire capabilities, the KCV-D374 can integrate flawlessly with the new Hills ComNav, allowing users to communicate with visitors whilst away from home through their Hills alarm system.

Get in contact your Hills Electronic Security representative today to experience the new Kocom KCV-D374.



Excellence in Security

For all product information visit
www.hillsec.co.nz

Security Commander™ has arrived



The most powerful Windows management software for Challenger™ is now available from Hills Electronic Security. Security Commander is a highly-scalable multi-site application that can support up to 128 Challenger panels, over 6,000 intelligent doors and 32,000 alarm points.

Security Commander is compatible with Windows 7 and is intelligently based on a SQL database, ideal for easy access to raw data for powerful database replication, information exchange and custom reporting.

One of Security Commander's standout features is its client-server architecture, capable of allowing up to 10 operator workstations to manage the system simultaneously.

Even more exciting news is Security Commander's video integration capabilities with supported GE/UTC DVR's, allowing Challenger alarms and other events to be linked to video footage for improved operator response and easier post-event investigation.

Eager to find out more?

Contact your local Hills Electronic Security branch today for a demo and information about training dates.



Excellence in Security

For all product information visit
www.hillsec.co.nz

Hillsec heats up with Flir Systems



FLIR

The new and exciting Flir Systems product range of Thermal Cameras is now available at Hillsec!

Thermal cameras compliment and complete your security camera network by giving you the power to see threats invisible to the naked eye, turning night into day (as seen in the image below).

Thermal security cameras make images from the heat energy that is around us all the time, not from reflected visible light, giving you true 24/7 imaging capability without lights or illuminators.

The cameras are enhanced further by FSM (Flir sensor manger) software which offers complete management of connected thermal cameras. Analytics and radar integration are just some of the benefits of FSM.

For all product information visit your local Hillsec branch.



Excellence in Security

For all product information visit
www.hillsec.co.nz



Dallmeier DMX 1600 S Matrix

Your ideal entry into the world of Video IP solutions!

The Smatrix is ideally suited for applications requiring high-speed recording, expanded storage capacity and low power consumption, while ensuring maximum security. The DMX 1600 is a hybrid audio and video recorder with integrated storage system for up to 16 free allocatable video channels. Using a release code the basic version with 8 free allocatable video channels can be expanded by up to 8 further free allocatable video channels (maximum 16 channels in total).

The DMX 1600 has a compact design (2HU) and is designed for mounting into a 19" rack!



Dallmeier DMS80

The DMS 80 is a stand-alone hybrid audio and video recorder with support for up to 24 channels including High Definition.

- Up to 8 free allocatable and 16 IP based video channels (SD-IP/HD-IP)
- PentaplexPlus functionality: Simultaneous real-time recording, streaming, live display, playback and remote access
- Hybrid recording: H.264, MPEG-4, MJPEG
- Bit rate up to 1.5 Mbps with analogue cameras, up to 6 Mbps with IP cameras
- Resolution with analogue cameras: up to 4CIF
- Resolution with IP cameras: SD, HD (720p, 1080i, 1080p), up to 8 MP
- Frame rate per channel up to 12 fps at CIF with analogue cameras, up to 25 fps at 1080p with IP cameras



Dallmeier DDZ4010HD - SM PTZ

The high-resolution full high-definition Cam_inPIX® colour dome camera DDZ4010-YY/HS/HD with 10x optical zoom is available in different mounting variants (in-ceiling, surface, weather-proof).

- 1/3" high-definition sensor with Cam_inPIX®
- Pure Digital Signal Processing
- High-speed PTZ dome
- 10x optical zoom, 12x digital zoom
- AWB, AGC, BLC and extended slow shutter
- Auto-focus with manual override
- Resolution: SD, HD (720p, 1080i, 1080p)
- Frame rate up to 60 fps2)
- Video compression: MJPEG, H.264
- Simultaneous multi-streaming with independently adjustable resolutions, frame and bit
- Motion detection with selectable sensitivity
- Weather-proof variant



AXIS Q1755/-E Network Cameras



AXIS Q1755/-E Network Cameras deliver HDTV 1080i or 720p in compliance with the SMPTE 274M and 296M standards regarding resolution, colour fidelity, 16:9 format and full frame rate.

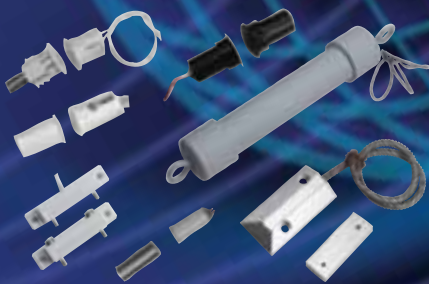
The cameras enable multiple, individually configurable streams in H.264 and Motion JPEG. H.264 greatly optimizes bandwidth and storage without compromising image quality. AXIS Q1755/-E cameras have 10x optical zoom, 12x digital zoom and auto focus.

Installation is made easy with Power over Ethernet (PoE, IEEE 802.3af), which eliminates the need for power cables. The cameras also have an SD/SDHC memory card slot for storing recordings locally. AXIS Q1755/-E cameras offer video motion detection, audio detection, active tampering alarm and the Gatekeeper functionality, which enables the cameras to automatically zoom in when there is activity in the scene, and then zoom out after a preset time interval.

The AXIS Q1755/-E Network Cameras and the AXIS range is available from your Hillsec branch.



For all product information visit
www.hillsec.co.nz



total reed switch solutions from Flair

From closed loop, open loop to SPDT, we've got the lot.

Talk to Loktronic Innovationz now about our comprehensive range of Flair Reed Switches. Not only for "standard" use, but also for specialty applications, from taught-wire types to waterguards, from collared to stubbies, from overhead door with offset to floor contacts, from latchguard to sub-miniature, from push-fit to surface mount.

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Synology Surveillance NVR with NAS



Synology DiskStations provide convenient surveillance solutions to satisfy the needs of both business and home environments. Surveillance Station (the integrated NVR management software) allows easy setup and control of Surveillance activities from a single intuitive interface.

Features:

- 36 Channel Live View with PTZ Control
- 6 Recording Modes: Continuous, Motion, Alarm, Motion and Alarm, Audio and Software Triggered
- Comprehensive Playback Options with Image Enhancement
- Smart Search to Identify Missing or Foreign Objects
- Live View with Mobile Device
- Event Notification via Email and SMS
- Support over 780 IP Cameras from more than 37 brands



Phone: 09 444 8448
Email: sales@vst.co.nz
<http://www.vst.co.nz>

An ID Change for Cardax

cardax a recognised leader in security management systems and a key part of the Gallagher Group for more than 10 years.

To further support our success, Cardax will now move to the world-wide brand name of Gallagher.

The name is changing and with our people designing even better products, it's going to get even better.

For further information visit: gallaghersms.com/renaming

