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December 2011 / January 2012

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Editorial contributions welcome.

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Features

Feb-Mar

Building and Construction

April-May

Government, Transport, Tourism,
Access Management, IT Security
Threats

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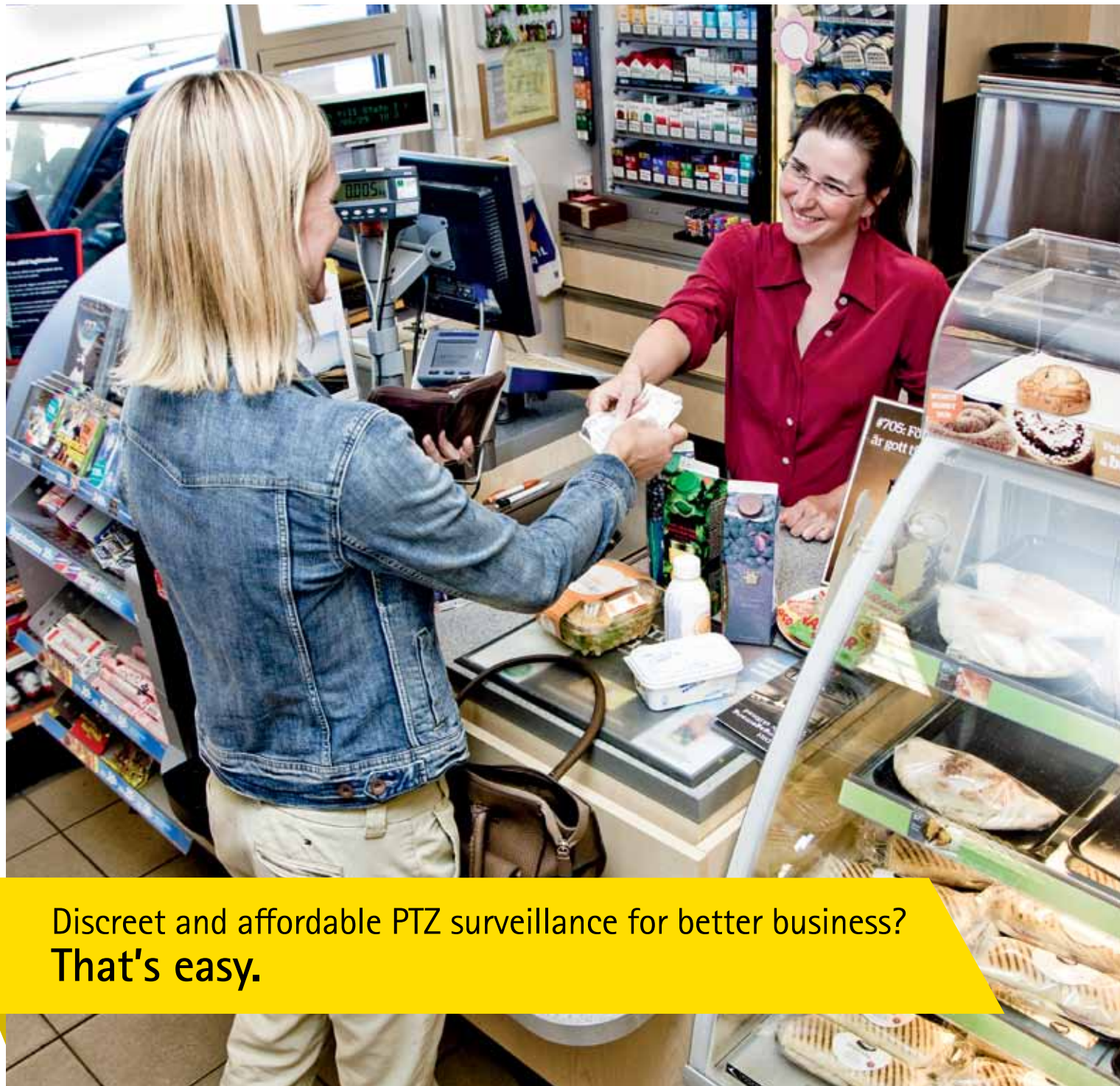
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Western Digital goes large with 3TB AV drives

When it comes to video systems, the humble hard drive is easily forgotten. However, Western Digital has been quietly making improvements to its drives to meet the demands of the security industry

Companies that rely on hard drives for their video storage should consider replacing older drives with newer ones, purpose made for the video recording market.

That's the view of Ricky Leung, Managing Director of Auckland-based VST. He was speaking after a media presentation of new hard drive technology and products that have just been released by Western Digital, a leading maker of professional hard drives.

At the 27 October conference held at Auckland's Sky City, Eric Chan, Western Digital's Territory Manager for Australia and New Zealand, introduced the company's newest range of hard drives for the video and security market.

In front of a specially-invited audience of IT and security professionals, Eric explained how the hard drive maker is meeting the needs of the industry with faster and more reliable drives.

"One of our aims is to help customers understand that they need the right drive for the right application," said Eric. "Our range of AV drives are made for video capture and storage. They are designed to run for one million hours in always-on streaming video capture scenarios. They are designed so there are no gaps in any footage recorded."

Ricky says greater demands are being put on hard drives and that while older



Eric Chan, Western Digital, Territory Manager, Australia and New Zealand (left) and Ricky Leung, Managing Director, VST (NZ)

units may do fine for now, when it comes to replacing them, it is best to go with dedicated AV (audio/visual) drives – drives that have been made with the video surveillance industry in mind.

One reason, says Ricky, is that AV drives process data faster and more reliably than non-AV drives. One reason for this is the buffer speed, the time it takes for a hard drives to receive, process and place the data on the drive. Newer drives are much faster at handling large volumes of streaming data.

He says Western Digital drives are designed to last in always-on, audio/video environments such as that required by PVRs, DVRs and surveillance video recorders. Not only that, power usage of Western Digital AV drives are up to 40 per cent less than some competitors' drives.

"That may not mean a lot at first glance," says Ricky. "But when you have dozens of drives silently spinning away 24/7, that power usage all adds up. The good thing about these drives is that they are also whisper quiet."

Surveillance cameras run 24x7. Capture it all with
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WD AV storage. The ultimate in reliability for surveillance applications.



Don't depend on anything less than WD's AV-class hard drives — built to thrive in the always-on demanding world of digital video surveillance. These drives are designed to support HD video from up to 12 simultaneous streams. They also minimize frame loss, which can pose a real problem when you use standard desktop drives for surveillance storage. For a solution that's a safe bet 24x7, you can count on WD reliability.

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Compatibility is an issue any buyer of new drives needs to consider. Western Digital says its latest units are “tested for compatibility in a broad range of AV products including set top boxes, DVD recorders and mainstream surveillance systems.”

These new drives also feature WD’s SilkStream system. That means these AV drives are optimised for smooth, continuous digital video playback of up to 12 simultaneous HD streams, says the firm.

SilkStream is compatible with the ATA streaming command set, so customers can use standard streaming management and error recovery options.

Inside the metal casing of WD’s AV drives is a new type of reader arm that sweeps gently across the disk to reduce uneven wear on the drive surface – thus reducing a common issue to always-on audio video streaming applications.

“These drives are designed to last in high temperature, streaming digital audio/video environments such as PVR/DVR, DVR recorders and surveillance video recorders,” says Ricky.

When it comes to hard drives, size does matter. And with that in mind Western Digital’s AV-GP drives come in massive 2.5TB and 3TB versions – be sure to select the right one for your system.

“Designed to go the distance in demanding streaming digital AV environments, WD AV-GP drives store more hi-def audio and video than ever before with our new 2.5TB and 3TB versions,” says Jim Welsh, Executive Vice President and General Manager of WD’s branded products and CE business units.

The WD AV-GP family of drives delivers 24x7 reliability along with power-saving WD GreenPower Technology.

The WD AV-GP drives are field tested to have a one million hour mean time between failures rating.

The Western Digital AV-GP drives are ideal for recording streaming video and have high reliability. Aimed at markets that require 24x7 uptime, the AV-GP is geared towards the surveillance industry, where a standard drive might not make the cut.

wishing you all...

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IP camera management comes of age

Building your surveillance network has become even easier thanks to Synology and its surveillance station software, writes Steve Hart

The growth of IP video cameras in the security industry is developing at a rapid rate.

It is now easier than ever to install a network of low voltage cameras that can be accessed and managed from anywhere in the world via a standard web browser and an internet connection.

IP stands for internet protocol, and while the phrase may sound like computer jargon, it essentially means that if you have an IP camera, you can have its video streamed over the internet and recorded to hard drives on-site or off-site. The number of cameras you can connect to an IP network is almost limitless.

Users with admin access can login to remotely move cameras, watch live streams or play back recordings quickly and easily. Perfect for confirming a false alarm at your office.

These cameras are also head and shoulders above the old analogue units that deliver poor quality pictures – making the identification of villains near impossible.

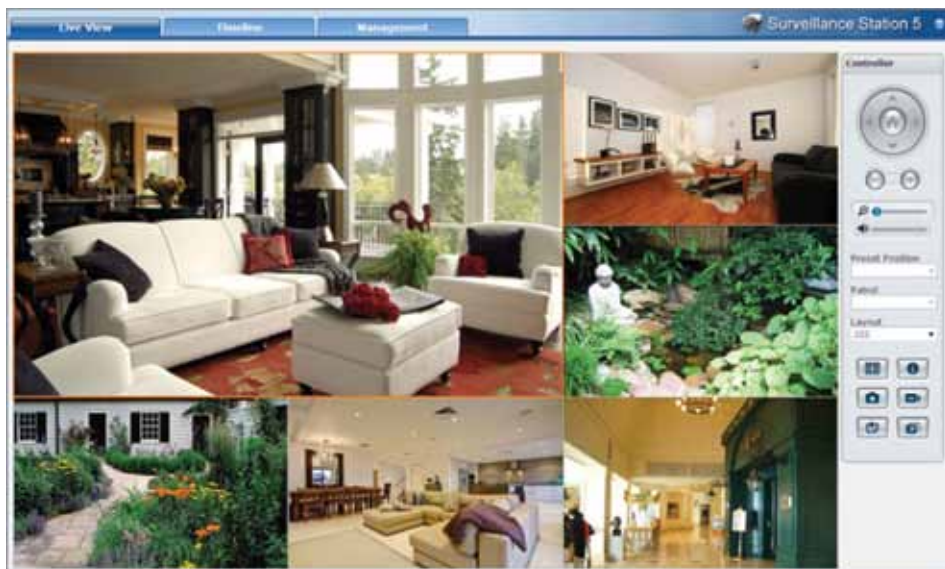
Newer IP cameras are high resolution (5mp), some of them are HD, and deliver clear, crisp and sharp images – even when a freeze frame is blown up to grab a vehicle's number plate. Of course, the quality of your image comes down to the pixel size of the camera's chip – typically, the more you pay, the better the image.

Cameras range from static units to motorised ones that can swivel in different directions and have zoom lenses – you can control them manually or programme them to track movement.

You can hardwire cameras to your network or use wireless units that can be placed almost anywhere there is a power source (although solar power may be an option).



Douglas Leung, Account Manager for VST showing the seminar how to use the Synology Surveillance Station



The key to any IP camera system is the ability for the owner to manage their installation and have the footage recorded. Synology is one of the leaders in this area with its range of Network Video Recorders and web-based management software that runs across their entire range of products.

Douglas Leung, Account Manager for VST in Auckland says the Synology Surveillance Station provides all the network IP camera management any company or security manager would need.

“The Synology Surveillance Station, running on a Disk Station, is currently compatible with more than 46 brands of IP cameras covering over 800 models – including IQeye camera models – and

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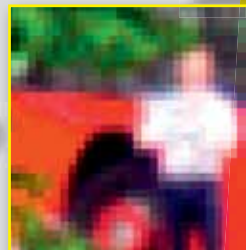


Dallmeier Panomera DP6000 Long Distance camera compared to Nikon D7000

Standard
16 Megapixel Camera

PANOMERA

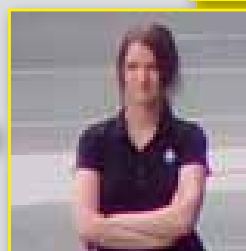
525 ft / 160 m



328 ft / 100 m



197 ft / 60 m



131 ft / 40 m



66 ft / 20 m



because of synology commitment to constant innovation these numbers will always be increasing so even if your client has started down the track by installing a Synology disk station, it is highly likely this product will also be able to support IP cameras that will be launched in the future.

“One Disk Station can handle up to 20 cameras, but by daisy-chaining them it means you can manage an unlimited number of cameras. However, it is the Synology Surveillance Station that allows registered admin users with a password to access the recordings and cameras.”

One of the benefits of the Synology system is Live View which can display 49 camera feeds in one browser. This does what it says, you log in and can see live video from any camera connected to the network.

“You can watch a live stream from one camera at a time, and any of those cameras that have a pan, tilt, zoom ability can be controlled via an on-screen controller using your computer’s mouse or track pad, an iPad or a smart phone,” said Zane Brown, VST’s Sales Coordinator for the Synology Surveillance Station.

You can also configure each camera to have presets for the positions you want, so rather than move the camera manually, you can preset the position once and then just click an on-screen button from then on. The camera will move to the preset position, which can save a lot of time and make routine sweeps much faster.

“Grabbing a still photo is also very easy, just click the snapshot key in your web browser and you will capture a high quality single frame. You can also listen in to what’s going on if your camera has a builtin microphone, the software controller also allows you to turn up the volume.”

Once video has been recorded you might need to review it. At first blush



this may appear to be a tedious process – who wants to watch the footage of 20+ cameras and who has the time to watch 20 x 24-hour feeds?

Synology reduces the chore in many ways. You can select a specific time window to watch, you can play the video in fast motion and plough through hours of video in minutes. You can also split your screen into quarters to watch the footage from 1 camera set at 4 different time spans or four cameras at one time.

There are also visual clues along the video timeline that show when there has been any movement. On video playback, users see markers that indicate motion. It means users don’t have to sit through hours of footage unnecessarily, you just need to flick forward to the marker to see what changed. Set your system up right, and it will only start recording when it senses a change (motion detection, alarm recording, missing object). This can greatly reduce the time it takes to navigate to points of interest (and save valuable hard drive space).

“Sync playback also allows you to view up to four camera signals at once,” says

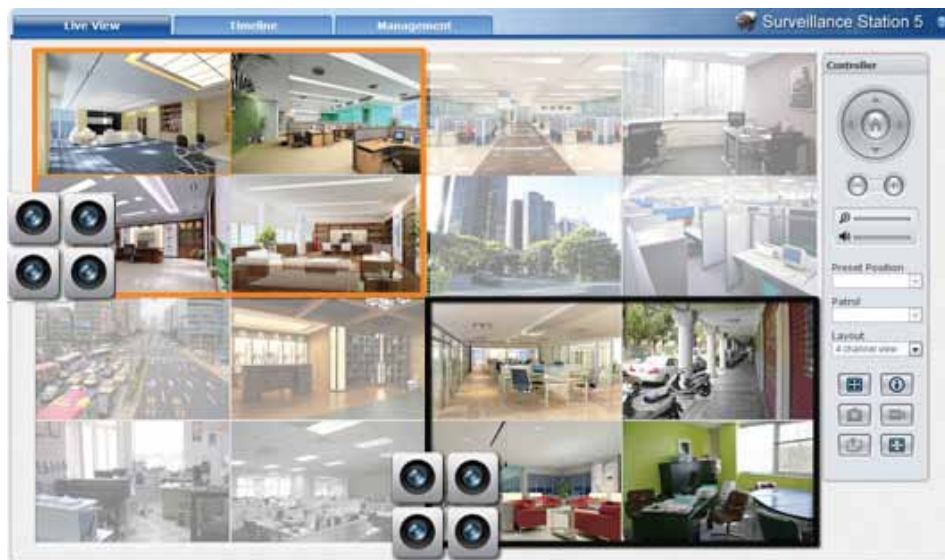
Douglas. “You can select the date and the hour you want to watch and playback will be synchronised.” The synchronised option is a tough one to explain, but in short, videos from different cameras will play back in the correct sequence of events. For example, as a person walks from room to room, triggering the sensors in different cameras. VST’s Account Manager, Douglas Leung says the IP camera management in Surveillance Station 5 and Western Digital hard drive storage are designed to record everything 24 hours every day.

“These Synology systems come with lots of features, so the end user has plenty of choices, from the management of their home media – music, movies and photos – to their surveillance network,” he says. “Another upside of the Synology recorder is that it is so small it can be hidden anywhere on a company’s premises,” says Douglas. “That means it will be hard for people to steal or tamper with.”

**To find out more about VST go to:
www.vst.co.nz**



Zane Brown on his iPad demonstrating Synology Surveillance Station



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Surveillance Technology & the growth of the Retail Industry

By Johan Åkesson

The retail security video market is seeing continual growth and developments as retailers realize the importance and usefulness of implementing IP based surveillance systems. With easily integrated systems and proof of ROI the future of the retail industry backed by surveillance technology looks set to grow.

In 2010 the total video surveillance market was USD \$9 billion and is estimated by IMS Research to reach USD \$15 billion by 2015. The market specifically for retail security video was 27% in 2009 and is estimated to reach 24% in 2014. In spite of the recession there has been an increase in business related applications as well as increased interest in moving from analog to network/IP video. The importance of retail security video is indicated in the results of the annual Centre for Retail



Johan Åkesson is the Director of Business Segment for Retail, Axis Communications

Research survey, the result of which is the Global Retail Theft Barometer.

The survey conducted in 2010 covered 42 countries with 1,103 respondents and unearthed some interesting statistics. It found that retailers had spent 10% more on security in 2010 than in the previous year and the result was that shrinkage was reduced by 5.6%.

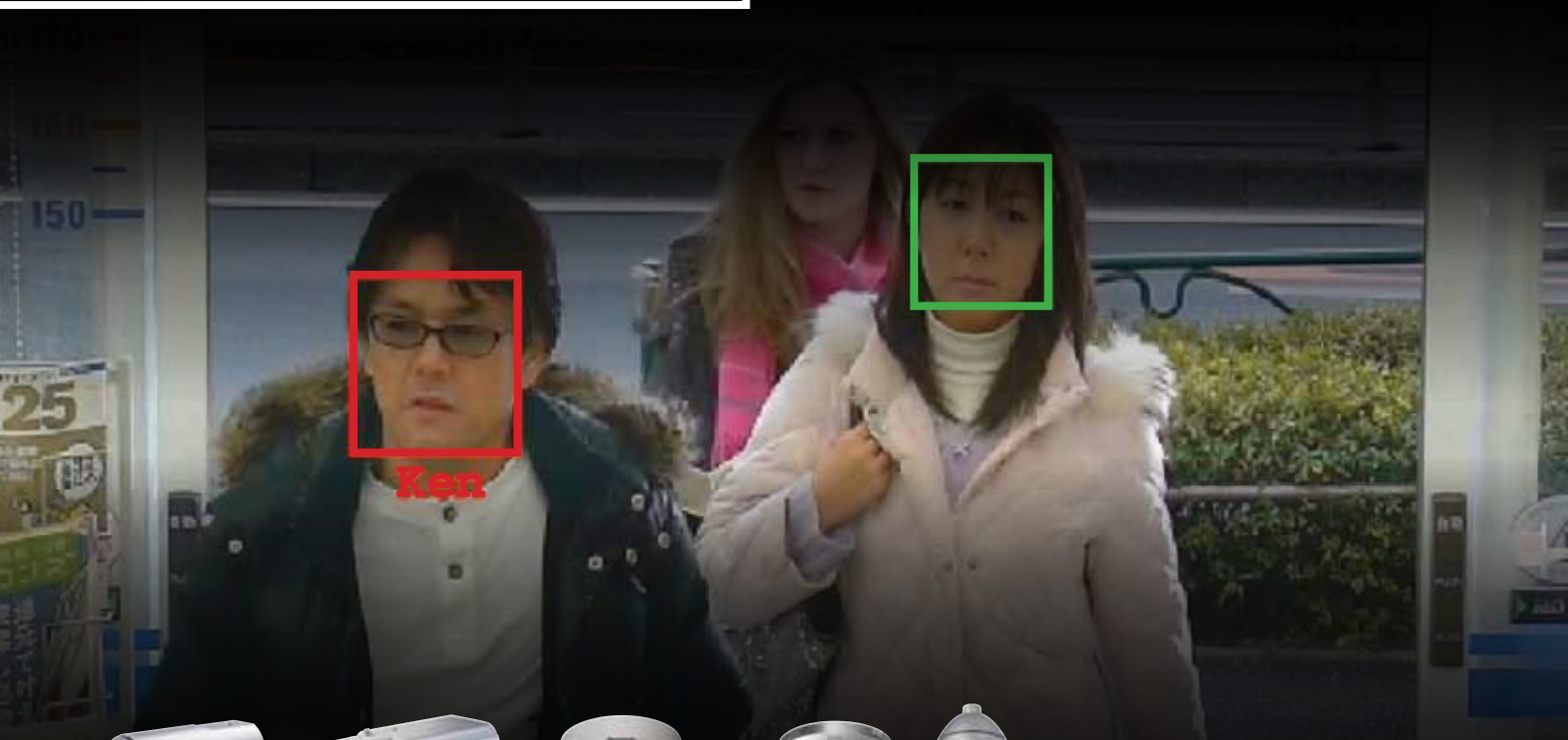
Predictably the biggest crime retailers are faced with is shoplifting which accounts for more than 42.4% of shrinkage. Interestingly, in the US, Canada and Australia the survey actually found that retailers suffered greater losses from employee theft rather than from shoplifting.

The survey looked at the cost of implementing new technology such as EAS, CCTV and other security equipment. Globally these costs came to USD \$8.3 billion which equates to 0.34% of retail sales. The results showed that greater investment in loss prevention led to greater apprehension of thieves. Retailers apprehended nearly 6.2 million shoplifters and employee thieves, an increase of nearly 400,000 compared to 2009.

Retailers need a surveillance system that performs well and is a reliable asset to their security measures. When it comes to the technology, implementing IP based surveillance systems gives the user a

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quality solution compared to the low-end solution obtained with analog. As part of that system a compact, affordable camera that provides quality results is essential. Axis has designed IP surveillance products specifically for the retail market such as AXIS M32 and AXIS M50. AXIS M50 was developed as an affordable, small PTZ camera that can be unobtrusively placed in a store setting. The retailer is able to get an overview using the pan and tilt functions and also zoom in for close up detail when necessary with HDTV resolution. Retailers will also have the ease of integration among various store systems.

All Axis network video products have an HTTP-based application programming interface. This interface will make it easier for developers to build applications that support the network video products and for the system to be integrated into existing systems. Because Axis's products are based on open standards, interoperability is guaranteed.



For example, when the surveillance system is integrated into the PoS system (Point of sales) it is possible for all cash register transactions to be linked to actual video of the transactions. This helps catch and prevent fraud and theft from both employees and customers.

Similarly, When the EAS system (Electronic article surveillance system), is integrated with network video, not only is an alarm activated but a video recording of the incident is also triggered. This recording can be configured to include the time before and after the alarm, ensuring full coverage of the incident and providing forensic quality video. The same ease of integration is seen with PA, fire, alarm and building management systems.

The benefits to the retailer of an IP based surveillance system are easily demonstrable. Firstly, a study carried out in a retail setting last year by Lusak, a research group at Lund University in Sweden, showed that an IP based system represented a 13% lower average cost than a corresponding analog system. One main reason for the saving is that the cameras use power over Ethernet and can be simply plugged into the existing network, removing the need for extra cabling and making the system flexible and easily scalable. This results in a much faster ROI than in the case of an analog system.

If the retailer has an existing analog system it is possible to expand the system using video encoders to create a hybrid system so that there is no need to fully replace the old equipment to be able to take advantage of the benefits of network video.

An IP based system includes multiple benefits to store managers. Through the use of video analytics, retailers can not only prevent loss by monitoring their stores, customers and staff but also have in their hands a valuable business intelligence tool. This total solution has cross-functional appeal in providing business intelligence for marketing, merchandizing, operations and PoS. The cost of the system can therefore be spread across a number of company divisions.

Because network video provides images in real-time which can be viewed remotely or shared across devices, a store manager has up-to-the minute information at his or her fingertips and can swiftly respond to a situation such as potential theft or lengthy queues at the checkouts.

These factors are relevant no matter what type of system is in place, however it is possible for retailers to install affordable systems which come with the benefits of HDTV and PTZ functionality as well as the business intelligence advantages. Regardless of the type of system implemented the use of retail security video leads to issues of legislation.

Legislation must be met in retail locations, however what is required varies from region to region. In the UK getting permission to install cameras is a simple process. Alternatively, in Germany labor laws are quite strict and it is much more of a challenge to get camera placement. Some stores are not allowed to store the images they have recorded and can only use the data they have gathered through intelligent video such as people counting,

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for which the requirements are less strict. Future developments for the retail security video market will continue to challenge compliance requirements.

The retail industry can expect continued development of intelligent video such as people counting, motion sensors, dwell time and heat mapping. The shopping experience can be continuously optimized as managers are able to make decisions about layout, store design, merchandizing and staffing based on the data received from network cameras.

The technology used to capture images, from the image sensors to the lenses, is

under constant improvement resulting in better quality images with greater number of megapixels. As bandwidth expands HDTV will become commonplace, and cloud based hosting will increase, removing the bandwidth demands from the infrastructure.

As the future of surveillance technology continues to grow and develop so will the retail industry. With the implementation of new technology retailers can expect to see a decrease in shrinkage, reduced investigation times and a more efficient business operation thanks to the use of network video for more than just surveillance.

It's Hip to be Square

Ingersoll Rand Security Technologies is pleased to announce the addition of the Boston Entrance Set to the popular and comprehensive Regent Series of door furniture.

The new Boston Entrance Set embodies the economical security of the Schlage Regent Series, with the distinctive and sleek square appearance preferred by today's architectural trends.

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HID Global Announces Regional Sales Manager for New Zealand

**Appointment Part of Company's
Strategy for Growth in Region**



Stephen Blakey

HID Global, trusted leader in solutions for the delivery of secure identity, announced Stephen Blakey has joined HID Global as the Regional Sales Manager, Identity and Access Management for New Zealand.

In his new role, Mr Blakey is responsible for driving sales growth for the company's physical access and logical access business in the region.

With his appointment, Mr Blakey brings extensive sales and management experience with local and multi-national companies that provide technical and security solutions. In addition to driving sales performance and new customer acquisition, Stephen will pursue a variety of strategic partnership opportunities with OEMs, distributors, system integrators and industry organisations.

"With the wealth of experience in leading major security projects and his solid business networks across the region, Stephen will help strengthen HID Global's sales efforts in New Zealand as well as fulfill our on-going Genuine HID commitment to enhance customer value," said Simon Siew, Managing Director, Asia Pacific with HID Global.

Based in Auckland, Mr Blakey will report to Jordan Cullis, Director of Sales for Australia and New Zealand. Prior to joining HID Global, Mr Blakey has pursued a long career in security industry and has a demonstrated track record for driving strong results.

Sony Raises Its Profile And Appoints New CCTV Distribution Partners

Sony is very pleased to announce the shared appointment of its two new CCTV distribution partners to the New Zealand security market and welcomes Atlas Gentech NZ and the Redeal NZ group.

Paul Slattery, the NZ Business Development Manager for Sony says, "it's an exciting time of change to be involved with the industry with a positive increase of the profile for Sony with the new and motivated distributors."

Paul says, "both Redeal and Atlas Gentech bring a wealth of experience, skills, customer focus and an embrace of the latest leading technology from Sony."

Furthermore, "with a nationwide distribution presence, Atlas Gentech and Redeal group are genuine assets to the NZ marketplace."

With a full line up of IP products and Sony's world leader position in its range of high definition 1080p HD format cameras, Sony's new distributors offer added value and have re-aligned the market presence by providing excellent technical solutions with a strong brand message.

Sony is now up to its 6th generation of IP network cameras and offers an end to end single brand solution from the HD camera, network recording through to high definition Sony 1080p display cameras, offering perfect pixel matched HD performance.

As the world leader in high definition HD surveillance manufacturing and development, Sony draws on a vast depth of experience from its broadcast R&D, content creation and professional digital format cameras.

The latest development of Sony's Exmor CMOS image sensor in the HD camera range demonstrates this, with its superior HD resolution figures and extreme light handling performance.

In the coming months expect more Sony announcements with our valued partners, including a relaunching of a new Sony analogue camera series including SVGA IP cameras, more 1080p full HD camera options, high definition network recorders and the SLOC hybrid camera series offering outstanding HD resolution over existing coax cabling.

For more Information <http://pro.sony.co.nz/productcategory/prof-bc-video-security>

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Peter Calvert, company founder and Managing Director formed **Loktronic Industries** in 1989 as a specialist electronic locking supplier and now **Loktronic** still offers as its main focus, the supply and support of electric locking to the installation industry.



Peter Calvert is the company founder and it's Managing Director

However, whilst retaining this focus, Loktronic now supplies a broader range of products including power supplies, batteries and access control accessories.

LOKTRONIC brand products are well known in New Zealand and indeed throughout the world, and to complement these they have carefully selected ranges from Flair, Powerbox, Prastel, Trojan, Abloy, Assa Abloy, EFF-FF, Trimec, Lockwood, Cisa, STI, Legge and Ingersoll Rand amongst others. Loktronic believes that the choice of brand is often as important as the quality itself.

"Loktronic works directly with systems integrators and supplies installers and OEM companies and does not solicit business from end users who we see as the rightful clients of our installation customers," Peter says. "Often, we will visit sites with our client and give practical support and professional advice to assist them in making confident and knowledge-based, appropriate recommendations to their clients."

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Not worth the paper it is written on

A written disaster recovery plan by itself is worthless, says a leading world expert on recovery from natural and man made disasters.

Most plans are printed out on paper, put in a three ring binder and stored on the shelf until they are needed, says Adam Montella, a keynote speaker at the New Zealand Security Conference.

“But the second it goes on the shelf it becomes outdated,” says Montella. “The information in it is outdated.”

But the problems don’t stop there.

“Unless the plan is rehearsed it is destined to fail,” he says.

Montella is a disaster planner and consultant who runs seminars and courses on recovery from all types of disasters, drawing on his experience in senior management positions on well over 100 headline disasters including hurricane Katrina, the September 11 terrorist attack and the anthrax release at the U.S. Capital.



Adam Montella, The Disaster Guy, a recent keynote speaker at the New Zealand Security Conference & Exhibition 2011

His presence at the NZSA conference reflects a trend towards integrating security responsibilities and disaster preparedness within many organisations.

He says the same planning principles apply to security plans, strategic plans and business continuity plans and that it does not matter what kind of plan you are writing, the same flawed planning processes are usually followed.

“We have spent enormous budgets and time on producing the three ring binder stuff,” he says.

“We may change the plan internally once a year, we may change once every three or four years. But how often do we change the communications part of that plan, with John Smith and Mary Doe’s phone number? But they are no longer with the company – they left four or five months ago. The people that we’re going to call on don’t even exist anymore.”

If you stick to a soft copy plan, distributed electronically, Montella says as soon as you make a change, it is then available in its most current form.

He says a plan needs to be living, breathing document that means the plan has to be electronic and not a paper based volume. An electronic plan can be distributed and stored on flash drives, on laptops, or the internet to ensure access in times of emergency.

“Regardless of any incident or exercise – in New Zealand, U.K., Africa or the U.S. I guarantee I can take the after action review report and hold it up to another one from another part of the world and they will look identical,” he says. “The same problems appear in every after action

report and communications is always the number one issue.”

Planning is everything

Montella borrows a quote from General Eisenhower: “Plans are nothing; planning is everything.”

“Fractious and disparate planning always leads to a fractious and disparate response,” adds Montella.

He says the 2005 hurricane Katrina that hit New Orleans will probably remain a text book case for what went wrong.

“No one spoke to each other, even within the New Orleans community - the police department, the mayor’s office, the public works department. They did not communicate with each other prior to the disaster let alone during the disaster, and the levels of government between the city of New Orleans, the county, the state and the federal government were all pointing their fingers at each other why things were going wrong.

Silos prevent us from talking with one another, and prevent us looking at the inter-dependencies between organisations.

So if I make an assumption in my plan that John’s department is going to take care of XY and Z for me, I hadn’t had communicated that with John prior to the ‘do not cross’ yellow hazard tape wrapping around the building, and John’s response is ‘no way,’ then I am the one with egg on my face because I did not make that connection prior to the emergency. We need to break down the silos and plan across jurisdictions and across organisations within the company or within the government agency.”

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Good planning

Good planning involves everyone from the janitor to the CEO, says Montella. But often people are tasked with writing a plan closet themselves for a week and emerge with a completed plan and distribute to everyone, although nobody has seen it and nobody has exercised it and it has had no input from the other organizations.

"We are getting better at not doing that," he says "We give it lip service and don't really embrace what we think are lower levels of employee involved. But they are the ones that will carry out the plan. You may be a better writer but they are the ones who have to carry out the plan and unless they have practiced it, it is going to fail."

He says surprise drills which no-one has prepared for are almost a self fulfilling prophecy.

"You know they are going to fail because you have set them up to fail," he says. "Train people prior to the event and use the exercise as a learning environment. Take them through the Plan as part of the exercise. Make the scenario address the different elements of the Plan, the communications element, the people element and the resources element so you can expose together the gaps in the plan with out finger pointing."

Worst case

Montella believes in planning for the worst case scenario even if corporate risk managers try to talk you out of it.

"Even if you only get hurt by it once in five or ten years it can destroy your company and you can never reopen your doors because you didn't plan for that event. I would rather plan for the worse case than not plan and be stuck without the resources and commitment of the organisation and the personnel to carry out the plan."

A plan needs to be flexible and dynamic, he says.

"Plan in such a way that it is a framework that you can modify on the fly. You can take the lessons from an earthquake and you can apply them to a flood or a major snowstorm, because the same issues occur, the communications breakdown, the resource issues, they're all going to be the same."

He says unless you can prevent something from happening in the first place, prepare to deal with it.

"But again the first priority, in my opinion is people," says Montella. "Everything can be replaced; buildings, computers and equipment can be replaced. People cannot be replaced, you cannot replace a life."

Guard dies on first day of job

Two men are being sought following the unexplained death of a 22-year-old part-time security guard.

The bloodied body of Charanpreet Singh Dhaliwal was found at a Fulton Hogan construction site in Henderson, West Auckland. It was his first day working as a casual contractor for Auckland's CNE Security.

Elavia, owner / manager of CNE, says he was helping Charanpreet out when he offered him in a night's work in a sole charge position at the Lincoln Road building site.

"Since the Rugby World Cup ended and 600 security guards were let go across the industry, I have been getting at least three calls a day from people wanting security guard work," says Elavia.

"Charanpreet was one of those guards – he worked during the cup for other companies. He called me asking for work so I offered him a trial shift at the Fulton Hogan site."

Charanpreet body was found by two members of Fulton Hogan's staff at around 3am on Friday 18 November. They called for an ambulance and police.

"There has been talk that Charanpreet may have died of a medical condition, but I don't have any details about any conditions he may have had – I only spoke with him on the phone, I never met him," says Elavia.

Police have not ruled out foul play. They are reviewing CCTV footage, are appealing for witnesses and are hoping to interview two men seen "misbehaving" near the construction site on the night of Charanpreet's death.

"Two people attacked some bouncers at a club just a short distance from the construction site," says Elavia. "I think police want to speak with them about Charanpreet."

Post-mortem results indicate what killed Charanpreet, he died suddenly, but police are not able to explain how he came to be injured on the back of the head.

The union representing 500 New Zealand security guards says questions need to be answered about the death.

SFWU Security industry leader Jill Ovens says: "News reports have raised a whole lot of questions that need to be



Charanpreet Singh Dhaliwal

answered by the employer, CNE Security, and the contractor, Fulton Hogan.

"Why was this young man left without support on a construction site that has been described as "deserted"? What protections were in place for a sole charge security guard, given that the police have stated that construction sites such as this are often targeted by thieves for scrap metal?"

Jill Ovens says SFWU's membership was predominantly in the major reputable security firms of Armourguard and First Security.

"The union is concerned about cowboy operators in security with scant regard for the safety of their staff," she said.

"Both Armourguard and First Security have welfare systems in place, whereby workers are checked up on during the night. We need to know if CNE had any such system and if Fulton Hogan, as the contractor, required proper safety procedures.

"Finally the union is deeply concerned that a young person, or any worker, would be thrown into this work on trial. That is not the practice of reputable security companies and is totally inappropriate."

Dhaliwal arrived in New Zealand from Punjab in India two years ago to study IT at the New Zealand School of Education in New Lynn. Friends and family are trying to raise \$8,000 to return his body to India.

Police are appealing for information on 09 839 0653 or Crimestoppers 0800 555 111.

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Standard for Security officers published

A new Standard for guard and patrol security services specifies the perceived minimum requirements that are attainable by all security companies, regardless of size.

Chief Executive of Standards New Zealand, Debbie Chin, said the joint Australian/New Zealand Standard revises a 1996 Australian Standard and reflected stakeholder demand for a more robust set of Standards for the industry and broader community.

AS/NZS 4421:2011 Guard and patrol security services supersedes AS 4421:1996, Guards and patrols and came about as a result of providers of protective security services requesting a better reflection of the way the industry now operates.

The Standard itself was developed by a range of interested parties including security providers, insurance and police.

Requirements of the Standard include:

- full pre-employment enquiries are to be made to ensure only suitably qualified people are recruited. This covers physical and mental aptitude, language ability, personal documentation and relevant licensing.
- employers of security services shall ensure a current and relevant safe work methods statement is in place for each site as part of the organisation's health and safety commitment.
- where employment is on an occasional or part-time basis, pre-employment checks should be as rigorous as for full-time employees.

- the alarm response service for each client shall be categorised in accordance with the time it takes to reach the alarm site from the point of alarm activation.

"The Standard reflects the growing complexity of the industry as well as the more demanding nature of the role of security guards," Debbie Chin said.

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Smart software needed to clean up dirty money

By Keith Newman

In June this year the country's financial institutions and those regularly dealing with cash transactions were given two years to comply with new laws that will inevitably require leading edge technology.

The new Anti-Money Laundering and Countering Financing of Terrorism Act 2009 places hefty compliance demands on banks, life insurance and fund management companies, brokers, casinos and even some financial advisors.

They'll need to prove they're not associated with money laundering or financing terrorism and those who're dealing with mega-dollars and complex cross-border transactions will need technology smarter than your average bank teller.

The technology to monitor, manage and isolate irregularities is typically sourced from large overseas providers and commands top dollar. According

to Methodware General Manager, Paul Stokes, many Kiwi companies won't be able to afford this mainstream software or the ongoing upgrades and maintenance.

He says New Zealand companies are generally not of the scale to purchase the systems required to comply with new regulations. To that end Methodware's parent company, Christchurch-based Jade, plans to offer a cut down version of its Joob Intelligence software.

The software, which uses smart techniques and tools to quickly process large volumes of data and ferret out links and connections that could point to suspicious transactions, will be available online from a bureau for an annual fee.

Monitoring dirty laundry

The software as a service solution, expected to be operational from the second half of 2012, will operate out

of what is tentatively known as the New Zealand Detection Centre, hosted by Jade's data centres in Auckland and Christchurch.

Clients will deliver a batch feed overnight and then receive morning reports showing which transactions need more attention and which need to be sent off to the New Zealand Police Financial Intelligence Unit (NZPFU).

Stokes says regulators will want to have some idea that everyone has systems in place and all boxes ticked well before the Act comes into force in June 2013.

The objective of the new law is to align New Zealand with the global fight against organised crime and enhance our ability to detect and trace illegal money through the financial system.

Justice Minister Simon Power says a collaborative approach between government and industry is required to prevent New Zealand becoming a safe haven for criminals and tax evaders and to ensure our financial sector continues to be attractive to investors.

The new law will allow the Police to use the Criminal Proceeds legislation to attack the profits of crime. Compliance is being managed by the Reserve Bank, the Department of Internal Affairs and the Financial Markets Authority (FMA).

Exposed to risks

While New Zealand has existing money laundering regulations, the general view has been that we're not an obvious target for laundering. However the FMA says, with globalisation and the internet, New Zealand is increasingly exposed to risks from international organised crime and possibly even organisations supporting terrorism.



It estimates money laundering in New Zealand at between \$NZ1-1.5billion annually. An example of the incentives to profit driven crime are highlighted when comparing the price of gold NZ\$70 per gram with pure methamphetamine at about NZ\$700 per gram.

The FMA says criminals will go to great lengths to keep their profits of crime looking clean. They may purchase expensive vehicles, machinery or property or launder through shares, bonds, commodities and futures. This requires more financial expertise, often through multiple and complicated trading transactions.

FMA Chief Executive Sean Hughes warns that business and organisations covered by the new law should be looking at developing compliance capabilities now.

A series of seminars were held earlier this year to raise awareness of the new obligations and the risk assessment and compliance programmes needed.

“A key message from Australia, where a similar regime is already in place, is that it takes time to develop the policies, training and personnel required to meet the requirements. Organisations need to get on with this right away,” says Hughes.

Borderless transactions

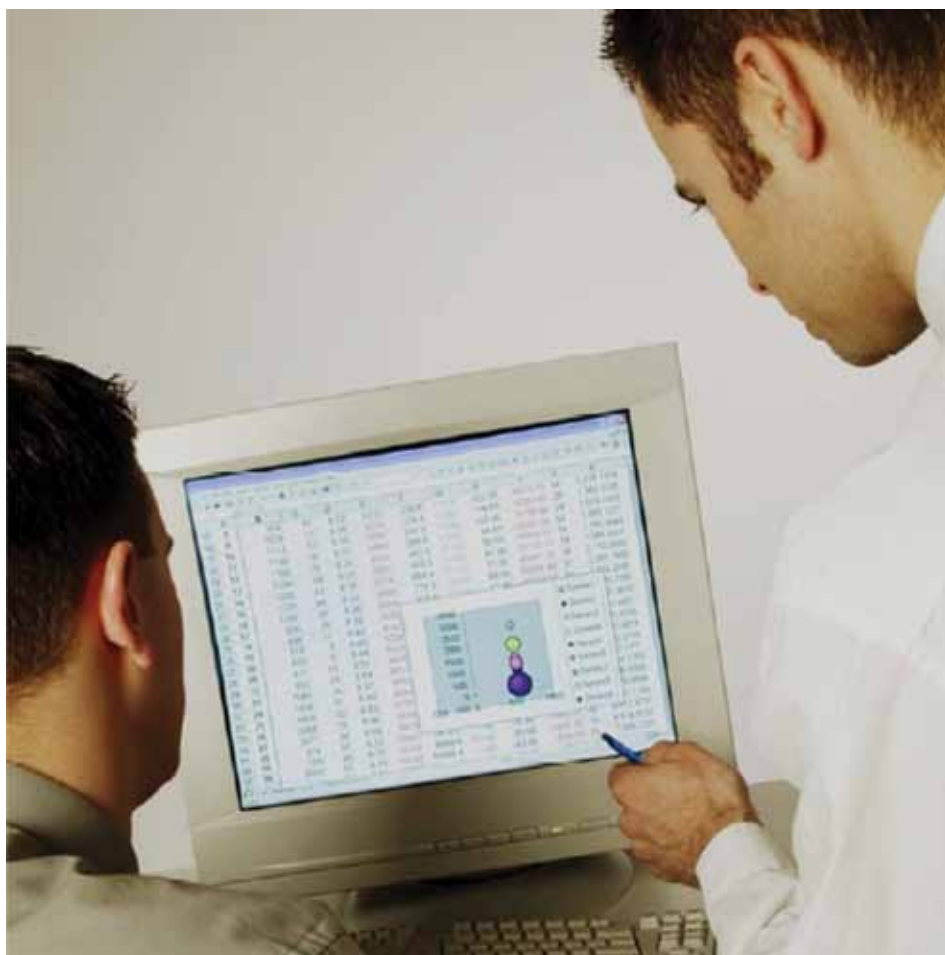
Money laundering is one area where i2 Analyst Notebook has proven its mettle, tracking connections across national and international borders.

Obviously you need legal justification and authority to gather data from banks and telecommunications carriers but international co-operation based around banking rules has streamlined the process.

“Money transacts around the world in the space of seconds and only a collaborative effort by agencies that understand the problems and can gather evidence can make a case to stop illegal activities,” says Visual Analysis Business Development Manager, Dave Ashton.



NZ Police intercepted this suitcase with \$2.5 million in cash in an investigation where a 'reporting agency' facilitated the laundering of proceeds knowingly linked to drug trafficking. Image: Financial Markets Authority



Suspicious transaction reports (STRs) must be made to the Commissioner of Police if financial organisations believe customers are operating outside the law. This might include large amounts, lots of small amounts, cross border transactions, quick deposits and withdrawals or any kind of abnormal customer behaviour or transactions that don't make economic sense. Image: Financial Markets Authority

The fact i2 is used in 150 countries makes that process relatively seamless.

“Within a few clicks it will show you which account is connected to which, along with time and dates. It will even identify shell companies and narrow down the people that might be of interest.”

It's likely many in the financial sector will call in the big auditing and accounting firms to advise on risk management and compliance ahead of deadline day for the new law. That's when Jade is hoping they'll recommend its new service.

Paul Stokes is unaware of anyone else planning a shared services model to deliver compliance software and suggests any new players from offshore would struggle deploying secure services locally.

“We already provide services and technology into the financial sector so it makes sense that many of these operations may want to use our technology to resolve this problem as well.”

He suggests once the technology is in place to monitor money laundering, banks in particular might want to take the next step and use a more advanced version of the technology to start looking for fraud.

Before evidence vanishes

Globally i2 estimates the amount of money lost to fraud by organisations each year is around five percent of their revenue or \$US2.9 trillion. It confirms investigators and analysts must correlate tremendous volumes of data in a rapidly shifting environment as quickly as possible to ensure the evidence doesn't vanish before anyone is aware a crime has occurred.

Locally Police Minister Judith Collins announced in September that cash and assets worth around \$48 million have been seized under new Criminal Proceeds Act which enables Police to seize assets believed to be the proceeds of crime without first securing a criminal conviction.

She says Police are currently holding restraining orders over \$40 million worth of assets and a further \$8 million has now been forfeited to the Crown. Police now have an understanding with other government agencies to share information, so the legislation can be used to the maximum extent.

The assets seized so far include boats, motorbikes, luxury cars, four-wheel-drive vehicles, cash, bank accounts, lifestyle blocks and a large number of residential properties.

Saying NO is the First Step in Business Security

NO

Why do we often find it hard to say NO?

Is it because we don't want to hurt someone's feelings? Are we afraid of rejection? Or maybe to avoid conflict? Perhaps it's a combination of all three.

As a business owner, we are faced with the same situation. There are many times we say NO for various reasons. However, many businesses fail to say NO when it comes to technology.

When it comes to business technology, saying NO is communicated to staff through an Acceptable Use policy. Such a policy sets the boundaries and makes staff accountable.

What Should Be Considered?

Obvious considerations are around internet usage. This is becoming more challenging due to various sites containing mixed media. Some internet sites allow advertising to be placed down one side of the page, and in some cases this may be advertising sites containing pornographic material.

Internet auditing such as the WebSafety Audit can distinguish these sites from others.

Most businesses deem a small amount of personal internet use as acceptable. Spending several hours a day is not.

What about downloading software from the internet? Computers used by staff in most part are supplied by the business. That computer is configured in a particular way for staff.

Downloading software from the internet has the potential to cause problems with other business software already installed. Most software downloaded from the internet tend to be 'free' products as well. Free software should be downloaded with caution. This software has the potential to come with a payload of a virus.

Once a virus infects a machine, it has the potential to destroy or corrupt data, or replicate itself throughout the network. Time spent cleaning up the virus and restoring network drives from backups can put a business out of action for up to a week!



So What Should an Acceptable Use Policy Contain?

Once a business takes into consideration the various aspects of their IT environment and how they wish to manage that environment, it can be a matter of slotting in the details into the headings below:

1. Overview – what is the intention of the policy and what do you wish to convey?
2. Purpose – what does the policy cover?
3. Scope – who does it apply to? Only staff, or is it extended to contractors, consultants, temp staff?
4. General Use – guidelines and responsibilities.
5. Security & Proprietary Information – specifics on data including classification and passwords to systems, as well as expectations.
6. Unacceptable Use – clear direction of what is unacceptable in detail. Should include what is deemed as a violation, unauthorised access, software and configuration tampering.
7. Email & Communications Activities – email behaviour including unsolicited messages and the content that may or may not be acceptable.
8. Social Media – what is acceptable or not around blogging and social media in general, in relation to the company as well as personal usage.
9. Enforcement – the course of action to be taken should any employee be found to violate the policy, which generally includes termination of employment.



Consider personal devices. As portable electronic devices become smaller, there may be solid business justification to use these in your environment. USB sticks have been the source of many viruses. While useful to carry around business documents, the owner of the device often has personal data on as well. Generally, when a machine is infected with a virus from a USB stick, the virus is contained in a personal file such as a downloaded movie or software. It is good business practice to request that staff using such devices keep them for business information only.

Any USB storage device can expose the business to data loss, often referred to as data leakage. It makes it easy to copy sensitive or strategic business data onto a portable device and then be used for personal gain. If the data contains blueprints for a new design or the sales customer database, a business can potentially lose thousands, whether it ends up in a court case or not.

There may be a growing requirement for staff using PDA devices to synchronise their contacts residing on their computer with that on their mobile device. That way they can keep in contact with their customers on the move. Synching software is required to be installed on the computer

to make this function happen. There are occasions where the synching software may interfere with existing software on that computer. Business requirements need to be understood, justified and tested before implementation.

Another area of consideration is staff use of company computers after hours and outside of the company network. Too often the company computer is left for the kids to play games on. Many sites hosting online games are fraught with viruses and malware, which only pop their head up once the staff member returns to work and plug the machine back into the company network.

In other cases staff members have been caught out by surfing inappropriate sites on the internet at home, coming into work the next day and plugging that machine into the network, only to find the IT guy phoning soon after, informing the staff member their machine is triggering off mass virus alerts!

Data aging should also be taken into account. While there may be sufficient justification to copy company data to personal devices for working on documents outside of the work environment, when it comes to keeping updated versions of documents current on the network, data management becomes a real priority.

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Honesty is the Best Policy

By Brett Hodgson, Managing Director, Unisys New Zealand

The data breach manifests in many forms; lost or stolen hardware, traditional hacking, hacktivism and employee error. All lead to compromised data. Customer data presents a specific dilemma as a leak can lead to public humiliation and loss of a business's most precious commodity, its customer base.

When companies process, store or transmit customer data, they have to keep in mind this data is not their own, but data entrusted to them by individuals. And when the security of personal and financial data is compromised, fear, mistrust, and damage to a relationship that may have taken years to build with a company occurs. Eighty percent of Kiwis surveyed in the latest Unisys

Security Index say they would cease any dealings with businesses and other organisations if they became aware that their personal information had been accessed by unauthorised people. This is particularly significant in those market segments where it is easy for customers to change their provider such as banks, telecommunications and energy utilities.

In addition, the Unisys Security Index (conducted since 2006) has consistently found that the top two security concerns for the New Zealand public are data security related: people obtaining/using credit/debit card details; and unauthorised access to/misuse of personal information. Further, these concerns have escalated over time. According to the May 2011 Unisys Security Index results, compared with ten years ago, 71 percent of New Zealanders were more concerned about credit card data being stolen; 57 percent were more concerned about companies losing their personal or financial details; and 53 percent were more concerned about cyber attacks on important national computer networks.

Clearly security needs to be taken seriously when handling individuals' personal data to provide customers and partners, reassurance and genuine protection. Adequately storing and protecting this data requires robust and flexible technologies such as secure private clouds, hybrid clouds, strong policies and encryption. These technologies are available today and easily manage mixed cloud and traditional IT environments.

However, in the unfortunate event of a data breach, organisations have a responsibility to tell customers if there is real risk of harm as a result of the breach.

Why should organisations tell customers about a data breach?

Minimising customer vulnerability –

Organisations have a responsibility to inform their customers immediately if there has been a breach so that customers can take actions to minimise their vulnerability to financial or identity fraud. According to those surveyed for the latest Unisys Security Index, 91 percent say they would change their passwords on that organisation's website and any other sites they are concerned about (because we often use the same password on multiple sites).

In addition to speed, companies must also ensure they accurately identify the data breach that has occurred. Haste without careful investigation and fact-gathering can result in confusion and, at worst, endanger customers further through creating a 'boy-who-cried-wolf' scenario.

Customer response –

Many individuals won't hesitate to proactively respond to a compromise in the security of their data. According to those surveyed, New Zealanders consider a range of other responses to a data breach, with 48 percent saying that they would publicly expose the issue and 36 percent saying they would take legal action. Both actions are designed to punish the organisation by harming the reputation. Of respondents in the 12 countries surveyed, those in New Zealand were among the most likely to say they will stop dealing with an organisation responsible for a data breach. Better to be seen to work with the customer, than against them.



By Brett Hodgson,
Managing Director, Unisys New Zealand

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Percent saying they would take the following action in the event of a data security breach

	Change passwords on that organisation's websites and other websites you use	Stop dealing with that organisation, such as close the account	Publicly expose the issue	Take legal action	Continue dealing with that organisation, but not online
Australia	88	85	64	47	24
Belgium	88	73	52	32	19
Brazil	90	79	56	86	37
Colombia	92	73	62	60	23
Germany	82	79	52	60	21
Hong Kong	79	81	60	40	36
Mexico	86	84	62	61	44
Netherlands	88	69	42	23	22
New Zealand	91	80	48	36	26
Spain	88	81	61	64	27
UK	3	82	56	54	25
US	87	76	65	53	31

Chart: Responses from 12 countries regarding their actions if aware that their personal information held by an organisation they dealt with had been accessed by an unauthorised person

Reputation –

As well as mitigating consequences for customers, early notification of a breach also provides damage-control to your reputation. To put this in perspective, look at the other end of the scale, consider the public reaction to an organisation caught trying to cover up a breach. The organisation's response would cause severe damage to its reputation and obviously result in eroded customer trust. Even when a company has not intentionally sought to conceal a breach, a delay in

communicating the news to customers can be perceived as a cover-up.

There is no better argument for quickly and transparently communicating with your customers than looking at potential consequences from your customers' perspective. By working with your customers to reduce their vulnerability you give yourself the chance to retain their trust or at least, a relationship to repair. Promptly notifying affected customers of security breaches shows your company genuinely cares about them – rather than

being solely interested in protecting their own interests.

Should there be mandatory data breach notification laws in New Zealand?

Self regulation is the order of today. While we have seen responsible disclosure in NZ, Hell's Pizza for example, we really don't know what's bubbling under the surface.

However, should businesses (and government organisations) fail to act responsibly, it would make sense to establish mandatory data breach disclosure laws to protect the public.

Note that we aren't saying every little data breach should be notified, but those that put the customer/citizen at any type of risk should definitely be communicated to all affected parties. The focus should be on those breaches where there is real risk of harm as a result of the breach (eg access to financial details; risk of ID theft; access to biometric data) rather than try to announce every minor data breach.

When it comes to customer data, tread carefully. Protect that data like you would protect your most valuable intellectual property. After all, even with the best products or services, it's hard to recover from humiliation in the media and your customer base leaving you.

Website brings industries together

FireandSecurityNews.co.nz is a new website from the publishers of NZ Security magazine.

The aim of the new site is to deliver a daily feed of news and information for people working across the security and fire industries.

Key features of the website include a free jobs board for members, constantly updated government tender opportunities, news pulled from the best international sources, reviews of the latest products, industry trends,

events and key players.

We welcome your news via the site's "Contact Us" page, which you can use to send us photos.

Our classifieds job board is really easy to use. Simply create a free account, log in and post details of your Security or Fire industry vacancies.

This is a totally free service to members. We encourage you to use it and let colleagues know of this new service.



1 You can read news items without logging in to FireAndSecurityNews, but to have full access to job tenders and listed vacancies simply click Signup now on the front page.

2 When you see this page simply complete the fields with the user name you'd like to use, add your email address, your first name and last name. Enter the anti-spam code and click Register. Wait a moment and your unique password will arrive by email. If it doesn't appear, check your junk folder or try again (you may have miss typed your email address).

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Beyond smoke and mirrors

Hi-tech sparks fire protection changes

The fire protection industry is being drawn inexorably from the old analogue world of flashing lights and dumb sensors to advanced technologies that eliminate false alarms and more accurately pinpoint the location of fires.

Unlike the Hollywood special effects version, where the whole computer network is drenched and filing cabinets of vital documents are turned to papier mache, most fire protection systems only activate sprinkler heads over the area where fire is detected.

In many cases a generalised alarm with little detail about the nature of the threat is no longer acceptable. Fire protection equipment manufacturers, resellers, consultants and installers are rapidly moving toward products and systems that provide the maximum amount of detail about smoke or fire events including the specific location.

Centralised IP-based control panels that are continually aware of all the sprinklers, smoke detectors and fire alarms in a building, can take much of the guesswork out of fire detection, although many New Zealand business appear slow to adopt this technology.

While commercial building owners may have become complacent or baulk at the cost of these hi-tech breakthroughs in fire detection, they may be forced to lift their game by insurance company requirements or more stringent building and safety regulations.

Ultimately though, larger commercial properties for example may be sparked into action when they weigh up the business case for protecting assets, earnings and reputation.



Rather than evacuating an entire hotel, office block or hospital, causing major disruption and loss of productivity, a well configured centrally managed system can isolate the 'at risk area' to a single room or sector of a building.

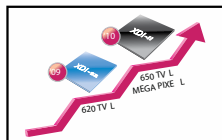
Those responsible can then make more informed choices about the course of action that should be taken and in conjunction with the fire service take a more managed approach to protecting people and property.

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*Pertronic Industries Ltd Managing Director,
David Percy*

Slow recovery mode

Fire protection is an increasingly competitive area with more players engaging in sales and installation each year and well over a dozen manufacturers represented in the New Zealand market.

Like most industries it has been hit by the recession, particularly through the reduced number of building consents. It is however in slow recovery mode tracking on-par with non-residential building construction.

David Percy, Managing Director of Pertronic Industries Ltd, one of New Zealand's most successful manufacturers and exporters of fire detection equipment, confirms the local industry is not in a healthy state. "Flat and in decline" is his description, with recovery possibly two years away.

That's why his company got into export 12 years ago to insulate itself from the expansions and contractions of the New



*Tyco Fire Protection Product Manager,
David Prosser*

Zealand market. Today it has offices in Melbourne, Sydney, Brisbane, Adelaide, Shanghai and will soon open in Bangkok.

While Pertronic is still relatively busy in the local market with retrofits, upgrades and modifications, exports now comprise 50 percent of its turnover. Many of its developments in fire detection are designed to be networked, remotely operated and provide the maximum amount of information to clients.

When things start to pick up, possibly late next year, on the back of the post-earthquake rebuild of Christchurch, leading edge security and fire protection technologies are likely to be preferred over antiquated old school approaches.

Quality data needed

David Prosser, representing the NZ Fire Equipment Association, believes significant advances in technology will deliver more detailed and better quality information to technicians, building owners, tenants, property managers and of course the fire brigade.

Prosser, who also works with Tyco Safety Products, says much of the current innovation is around fire and smoke detection and specialised detectors such as aspirators.

Other areas include visual beam style detectors that look for smoke over a longer distance rather than having point detectors dotted around the ceiling.

The challenge, he says, is to rapidly and accurately detect a genuine fire by having a mixture of sensors and techniques in your arsenal, including management panels that use software algorithms and fuzzy logic to give a better picture of what's going on.

"These systems need to detect the difference between theatrical smoke and real smoke or burning toast and the steam

when someone steps out of the shower," says Prosser.

And while CCTV smoke detection is an emerging technology for large open areas, he's unsure whether it will be as accurate as other technologies. "An algorithm analyses any changes in the picture and when it sees something that looks like smoke billowing it raises the alarm."

There's no room for electronics close to sprinkler systems, although IP technology is likely to have an ongoing impact on networked monitoring systems. "I don't think anyone's quite gone to the stage of having detectors with IP addresses yet, except on wireless systems, which are still a minority."

However, he says most new control panels have IP addresses and can be part of a wider area network, opening the way for more connected and intuitive approaches to fire detection and management.

Driven by regulation

The bulk of the fire protection market is driven by regulation; everything is tightly controlled with compliance having become more stringent over time, particularly in relation to the Building Code.

Sprinklers and alarm systems are included in a building's warrant of fitness which has to be signed off by local authorities each year and displayed openly. This is only granted after mandatory monthly inspections by authorised service companies and a thorough annual survey.

Any imported fire protection equipment for use in the commercial and industrial sector has to be compliant with local standards and best practice guides.

Unlike most other countries New Zealand has a system which requires all commercial and industrial buildings to have a panel at the entrance showing exactly where alarms have gone off.

These feature a diagram that mimics the building floor plan with lights and an alphanumeric display indicating the exact location of the fire threat with a zone number, fire detector point and a description so the fire brigade can tell at a glance where the problem is.

Prosser says the entrance panel may also tell the fire service the type of detector that has activated, whether it's a manual call point or a heat or smoke detector. "This has worked very well in New Zealand, is relatively cost effective and doesn't require fire fighters to have much of a command of technology."

While those analogue systems are commonplace, there's an optional move to digitise this approach, using an LCD

"These systems need to detect the difference between theatrical smoke and real smoke or burning toast and the steam when someone steps out of the shower," David Prosser, NZ Fire Equipment Association.



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screen and buttons to help narrow down the exact location of the threat or fire.

“There’s some development going on in touch screen technology that will come to the fore for larger systems, although that’s not cost effective for most buildings at the moment.”

Fire protection systems can be as specific and dedicated as customer needs dictate, for example detecting an unnatural rise in temperature in an engine room, processing plant or computer room.

While standard building fire protection technology has to be regularly checked by authorised people to ensure it is performing optimally, users of dedicated monitors, sensors and alarms need to take responsibility for their own equipment. “Some people are very fastidious in ensuring they are regularly tested and others couldn’t care less.”

Ongoing development

David Percy, Managing Director of Pertronic, says while the market is currently in decline, manufacturers like his can’t sit back and wait for recovery;

despite shrinking returns they have to continually invest in research and development.

He says R&D is not only an essential part of maintaining market position, but staying in business. “The days when you could make a product and still be making it 10-years later are well and truly gone; you need to keep bringing better product to market to increase your market share.”

For Pertronic that means smarter analogue addressable smoke detectors and hi-tech control equipment. “It’s no longer acceptable to simply indicate which circuit has tripped unless you have a small building. You need to poll each detector and know how much smoke is in it.”

With a big system of 400 detectors for example, you need to know which detectors are dirty or have gathered dust so you only clean the ones that are dirty rather than random sampling or cleaning them all.

“Intelligent smoke detectors mean less maintenance as dust tends to move them toward an alarm condition as it tends to look like smoke. If you know which ones

need cleaning it reduces false alarms and lowers cost of ownership,” says Percy.

Having a clearer picture of what is working correctly can mean massive savings for a big client like an international hotel. “False alarms when everyone is tipped out in the middle of the night can be disruptive and expensive. Anyone who puts in a big conventional system now would be very foolish.”

While many fire protection panel-based management systems have the ability to create networks of devices and enable remote access, Percy suggests most remain stand alone. “It would be good if more networking was done.”

Remote access opportunities

From a service point of view, he says alarm companies or building management could do a lot of their work without having a person in front of the panel. “Remote access is not used as much as it should be.”

Percy says technology that gives a more intelligent overview of events is slowly being introduced, for example Pertronic’s new graphical computer application FireMap, which shows the floor plan and location of detectors.

The classic user is a hospital where those responsible for immediate fire response need to know exactly where a detector has been activated when they take charge of evacuation.

“You can’t evacuate everyone in a big hospital so you need to do this on a selective basis, taking information direct from the fire systems into the FireMap application on a computer.”

He says there are only a handful of companies in the world producing this kind of application as it’s a highly specialised area that falls under the radar of the major electronics firms.

“This is where the industry is going and while hotels are a harder sell than hospitals, hotel staff will eventually realise they need to have more accurate information on fire events.”

While the purchase price might be higher than conventional systems, he says the cost of ownership is reduced. “Fire protection systems have progressed a long way even in the past 10-years.”

The building and fire protection industry cannot afford to be inactive in recessionary times. Both need to be thinking about deploying the next generation of detection and prevention technology, not only to protect life and property but to deliver more accurate crisis support systems and minimise disruption and lost productivity.



New Qualification + New Year = New Opportunity

The much anticipated new National Certificate in Security [Level 2] has now been launched – signalling a new approach to setting the baseline standard for security industry training.

The qualification is ETITO's entry-level national qualification for security personnel, and includes skills training across a range of areas including communication, law, conflict management, emergency management and crowd control.

It is designed to provide a strong platform from which the security industry can continue to build its professional standing.

ETITO has worked extensively with many across the industry, including the New Zealand Security Association, security firms and training providers, to develop the reviewed qualification and assessment approach.

ETITO's Industry Training Manager for the security industry, Ross Clarke, says what has been developed represents the views of many. "We want to acknowledge the time and effort that many people have taken to help us develop a qualification and package that will set a robust standard for today and into the future.

"We believe what we have achieved together strikes the right balance for trainees, firms and the broader industry, as we all work together to lift standards and workplace performance."

The new qualification is designed to reflect changing industry needs. It has 10 new security-specific unit standards and an elective section to



Blazing a trail: 2011 was a busy year for the industry and included the launch of the inaugural NZSA-ETITO Security Awards. Winners with ETITO and NZSA representatives are, from left, Stefanie and Darryl Stonnell of First Contact, ETITO Chief Executive Garry Fissenden, Brian Smart of Red Badge, Tony Robinson of Venue Security, Jo Anne Silbery of Red Badge, Scott Carter of Matrix, NZSA Chairman Alistair Hogg and Zoltan Szeman of First Security.

allow for the needs of different job roles. Existing security-specific unit standards have been updated and some generic standards have been removed as it was felt they were no longer needed.

Fresh approach to assessment

ETITO has also developed new resources to assist employers and their trainees to achieve their training goals. Workbooks continue to be developed to help trainees gain the foundation knowledge they need to be security officers and content includes professional requirements, the law, communication and managing stress, anger and alcohol.

For the two new conflict management unit standards in the qualification, trainees will also be able to use a combination of online and face-to-face training and assessment. The online tool combines video and audio clips with a range of questions to engage trainees in different ways of learning, and giving them a different perspective about the challenges they may face in their job.

To complete the assessment and gain the two unit standards trainees will attend ETITO's one-day conflict management course.

A summary of the new level 2 qualification can be found in the security section of the ETITO website at www.etito.co.nz

To find out more about the new National Certificate in Security [Level 2] talk to an ETITO training manager today.

The ETITO team would like to thank all firms, training providers and others within the industry for the time and effort you have put into working with us in 2011. It has been a full and busy year for many and we know we have plenty to work on together to achieve better results in 2012. We know you are up for the challenge and we look forward to working with you to build more successful firms and an even stronger industry as a whole. We wish you all a safe and happy festive season.

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Patch protection and training keep industries at arm's length

While many security companies sell and install fire alarms and sprinkler systems, some fire protection firms are frustrated that unqualified people may be crossing over into their territory.

Most larger and more experienced security businesses make their foray into fire through an arm's length or subsidiary relationship. For example, security firm Chubb which has a fire protection division and Tyco group which owns ADT, Wormald and Armourguard and has a fire protection and alarm monitoring division.

There's also some overlap in the area of monitoring with certain security companies looking after fire and security alarms but again a clear distinction is made between the services.

Michael Connolly, Chief Executive of the Fire Protection Association (FPA), is concerned that less experienced security specialists who move into fire protection may not understand the different products and design features or have the necessary skills and qualifications.

His members flagged their concerns after a security firm recently won the contract to monitor all fire and security in a group of buildings. "They were unsettled that without the proper training the security company wouldn't know how to reset the systems or ensure they were working properly once they were reset."

The 30-year old FPA is the primary organisation representing the industry, liaising with government departments and ministries and building-related associations.

Its members include fire alarm manufacturing and services, the fire protection and sprinkler industry,

evacuation consultants, fire equipment distributors, insurance companies, fire engineers and the New Zealand Fire Service.

Coveted qualifications

In the past six years the standards and qualifications for fire protection installation and maintenance have been tightened up with NZQA exams considered the gold standard and several hundred FPA members now qualified.

To engage in a commercial or industrial level of fire protection, work contractors must have NZQA Level 4 qualifications, have ISO training and be Competenz certified.

Connolly is not aware of any security companies sending their people for this level of training or if there was any movement by fire protection people to be trained in security systems.

Ross Aitken, Vice President of the FPA, warns that wearing too many hats could undermine the specialty skills required in both sectors.

While they have to work through different issues together as subcontractors on specific jobs, he says fire protection and security are typically as separate as the plumbing, lifts, heating, ventilation and air conditioning (HVAC) trades.

"If the same person was an electrician, fire alarm technician and security technician, their ability across all trades would be watered down because each has a lot of technical and specific requirements."

He says compliance is a strong part of the fire protection industry. "Other than access control which is on the compliance schedule, CCTV and other security systems aren't a building consent issue."

Innovation slowed

David Percy, CEO of equipment manufacturer Pertronic has been in the business for nearly 30-years and concedes that his company's culture of innovation has come from the disciplines of operating in a tightly controlled and regulated industry.

The big obstacle is the New Zealand NZS 4512 standard of compliance. "It's not a difficult document but most security companies either don't know about it or have no working knowledge of it."

He says burglar alarm companies going into fire protection have a fairly steep learning curve. "The difference is massive and we have stayed away from doing intruder alarm product as well because we don't know enough to operate in their area."

He says New Zealand has reasonably strict fire safety standards. "As a result we have a very good fire safety record which is good grounding for innovation and export acceptance."

What Pertronic is producing for the export market ultimately raises the bar for what it can offer local businesses. And while our quality and compliance specifications have helped keep the standard of New Zealand product high, it can also hobble innovation.

Percy says having the market so tightly regulated means progress has to be incremental. "That's not so good for manufacturers who would prefer to bring product to market a lot quicker."

It's not a problem for smoke detectors which might gain approval first in Europe or the US, as those standards are acceptable here.

When it comes to control panels and alarm equipment, this has to undergo extensive independent testing regardless

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of where else it may have been accepted. "Our practice differs from just about everywhere else," he says.

Territorial uncertainty

Official inspections and maintenance checks mostly ferret out inferior workmanship or non-compliant installations or product, but there are grey areas around the country in the way territorial local authorities interpret the law.

While the Department of Building and Housing administers the Building Act, it is up to each local authority to interpret it, which has resulted in a range of approaches and some uncertainty.

The Christchurch City Council for example states that if fire product, an alarm or smoke detector, audibly alerts people then these need to be on a compliance schedule. They must be signed off by an independent qualified professional and maintained to a given standard as part of the building warrant of fitness process.

In the greater Auckland region, where many different territorial local authorities have merged, there are varied approaches to compliance and interpreting the Building Act.

The Building and Housing Department says there needs to be an agreement on testing and maintenance in all situations where security and fire protection are installed together. While authorities have had a couple of years to get on top of this, the FPA's Ross Aitken says there's still an auditing, review and discussion process going on.

"Often security companies that put fire product on a security system aren't aware the territorial authority require that to be included on the compliance schedule and this is showing up in independent inspections."

Aitken suggests the lines often get blurred in more casual installations, for example when a building owner requests smoke alarms be installed at the same time as security systems.

He says a lot of fire protection work comes through consultants but there's no process to demonstrate to security companies whether they've done it wrong.

While there is nothing preventing security companies entering the fire protection business, there's often uncertainty around what this means. Further training and education could help as it's still an area that is a little unknown, says Aitken.

FPA Chief Executive Michael Connolly imagines that in future there will be greater degree of integration with security but mainly as consulting engineers get into the design of fire systems and testing and inspection services.

"This might include the design of passive and active sprinkler systems, panels, the way different materials are used and egress and access systems."

And he says there appears to be some movement of skilled staff between different roles, including those with the bigger consulting engineering firms. "As long as people have competency in both areas there would be scope for closer association between security and fire protection."



Clarity needed to avoid failure in fire response

Clear communications lines need to be established between building owners, tenants, alarm monitoring companies and the New Zealand Fire Service to avoid wrong assumptions being made about when to escalate potential fire threats.

Ross Aitken, Vice President of the Fire Protection Association (FPA) says its important companies have a clear arrangement including written documentation with the monitoring agencies they use, so they know exactly who's responsible and how to respond in an emergency.

He says it's up to the monitoring station client to provide detailed instructions on how they want different situations managed, for example whether they notify the key holder if a smoke alarm goes off or directly contact the fire brigade.

"If the keyholder is not available and instructions are unclear the consequences could be that the building burns down," warns Aitken.

A reluctance for building owners or tenants to have each alert go directly to the NZFS can arise from a desire to avoid the \$1,000 cost if they're called out to the same premises more than twice a year.

Compliance critical

While anyone can call the fire brigade directly to report a fire or suspected fire, the NZFS is very particular about fire sprinkler and fire alarm installation requirements before it will consider a direct connection into its systems.

Premises with hard wired smoke alarms and security systems with smoke detection attached do not qualify.

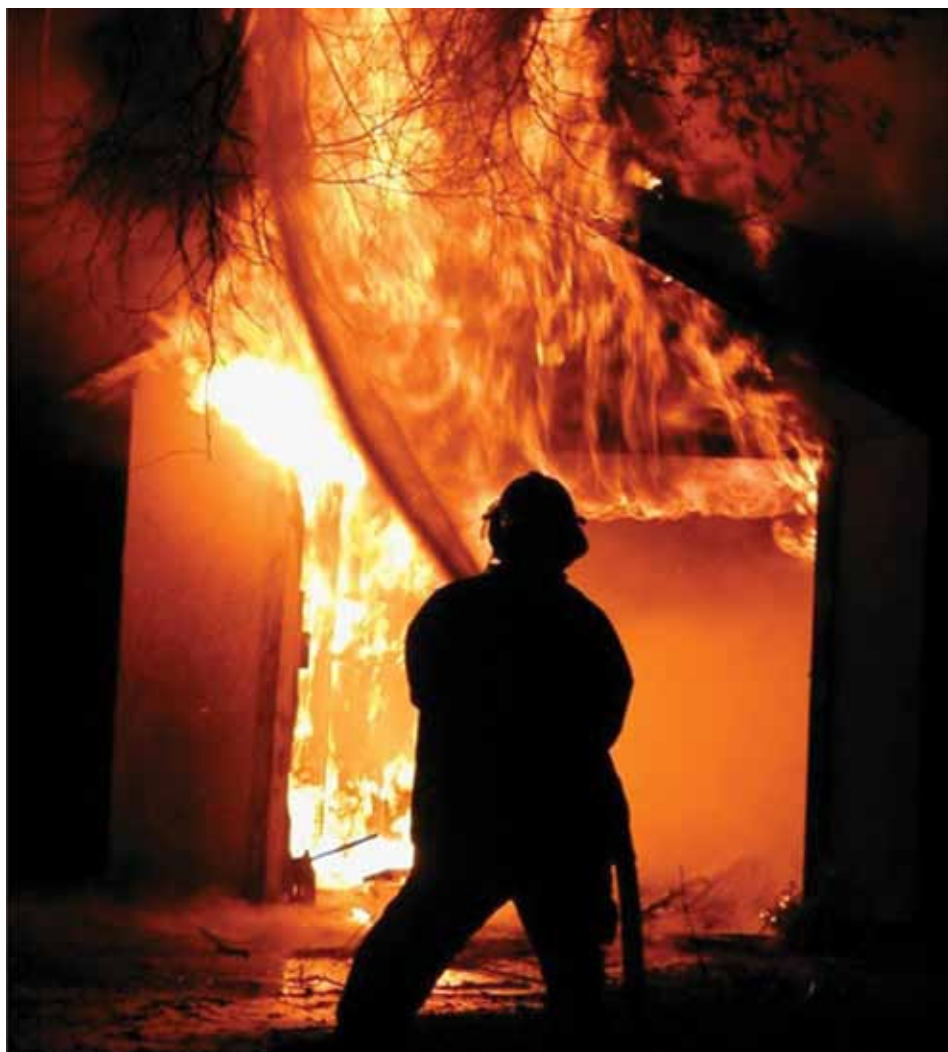
The prime document outlining compliance is the New Zealand Building Code, particularly the NZS 4512

document, designed to ensure occupant safety and help protect the building and the assets housed within.

Once those stringent conditions and standards are met there are only three alarm monitoring companies who are authorised to directly connect premises into the NZFS; ADT, AFAM in Christchurch and Alarm New Zealand Fire Monitoring in Auckland.

Providers must continuously check and monitor the health of fire alarm system and their ability to send signal. If there's an 'off-normal' response systems should automatically send a text or pager message so the service company responsible can take action in maintaining and restoring those systems.

ADT, one of the largest fire service approved monitoring services in



Australasia, monitors over 280,000 alarms, 24 hours a day. As well as fire events it also responds to break and entry and medical alerts across domestic, commercial and industrial premises linked through the telephone line or wireless connections.

When the alert shows up on the panel at its centre, operators know what type of event is occurring and notify keyholders, police, security patrols or the New Zealand Fire Service accordingly.

Zone reporting

Alarm New Zealand's Firelink service is geared to directly notify the NZFS or inform a designated call out representative of any alarm activation and keep them up to speed as events unfold.

Its alarm monitoring system uses broadband connections for zone by zone reporting to identify and report from each fire sensor with details about the fire sprinkler system, water pressure levels and water reserves.

The system integrates into building services including elevator emergency phones and HVAC (heating, ventilation and air conditioning) systems. Through a messaging system clients can be kept informed about activities at the same time as the Fire Service and building contractors.

NZFS monitoring services

ADT Fire Monitoring (called)

Phone: 0800 238 111

Website:

<http://www.adtfiremonitoring.co.nz>

ALARM NZ Fire Monitoring

Phone: 09 303 0303

Website: <http://www.alarmnz.com/SERVICES/fire%20link/fire-link.htm>

Automatic Fire Alarm Monitoring

Phone: 03 338 2092

Website: <http://www.afam.co.nz/>

David Percy, Managing Director of top equipment manufacturer Pertronic says the need to continually monitor premises has resulted in a strong focus on ensuring alarms are efficient and operate independently even if the power is out.

"If a fire system is not connected to a remote monitoring station it has to operate for 72 hours on a battery system so there's been a lot of pressure to get energy consumption down and reduce battery size. Even if connected to the Fire Service it still has to operate for 24 hours on stand by."

Loss of life and property down



Loss of life and the value of buildings destroyed by fire has been trending downward over the past decade or so, which may be attributed to better education, more efficient use of prevention systems and the quick response of the fire service.

The New Zealand Fire Service (NZFS) has 400 stations throughout New Zealand with around 1,400 career and 6,000 volunteer fire fighters — over the past year they responded to around 62,000 callouts. As at October 2011 there had been \$20.2 million in losses to commercial properties by fire.

According to the NZFS, 208 people died in the five years between 1994-1998 compared with 153 deaths in the 2006-2010 period. The main cause of death by fire over the past 15 years was structural fires followed by loss of life in vehicles, aircraft or boats.

The majority of fatalities occurred in residential premises; this reduced from 140 in the 1994-1998 period to 106 in the five years to 2010. Only six people lost their lives in commercial retail, manufacturing or storage premises in that 15-year period, 14 in health and residential (mainly retirement homes and prison facilities), 40 in the rural or open area and 107 on our roads.

The value of property lost through residential fires between 2001 and 2011 was \$903.7 million and in commercial buildings was \$421.1 million. Numbers missing from 2001 and 2009 due to industrial action by firefighters, mean the real tally is higher.

The biggest commercial property loss losses were in 2008 (\$61.2 m) and in 2003 and 2005 (\$46.9 m) ahead of 2007 (\$49.5). In 2010, losses to commercial premises through fire were recorded as \$36.7 million.

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Paid but not picked up

Over 1,300 certificate of approval and licences have been returned to the Private Security Personnel Licensing Authority because they have not been collected.

Mark Wager, Acting Manager Tribunals at the Ministry of Justice, says the reasons include the ID of the person collecting the documentation package from the Post Shop does not match the name on the licence or certificate, or that new licensee fails to collect the documentation package either because they forgot, or had changed address and missed the notification letter.

Applicants are notified by letter that the ID badge and certificate or licence is waiting at the Post Shop previously nominated by the applicant, and held there for 60 days before being returned to the Licensing Authority if they are not picked up.



*Mark Wager, Ministry of Justice,
Acting Manager tribunals*

If the documentation package is returned, the Licensing Authority follows up by phone and as a result has re-distributed around 600 documentation packages leaving almost 750 certificates and licences in limbo at the Authority.

It is not a good start for certificate and licence holders who are obligated under the law to notify the Licensing Authority of a change of residential address and commit an offence if they fail to do so without a reasonable excuse. "I forgot," is unlikely to count.

It might be seen as an administrative matter, but technically, failing to comply could land you a fine of \$2,000. However, those who don't bother to pick up their \$170 certificates may no longer be working in the industry and don't care.

"Failure to pick up a licence or certificate would not lead to the suspension of the licence or certificate," says Wager.

"Nevertheless, without your ID badge and certificate or licence you should not be working in the industry because all licensed security personnel except private investigators need to display their ID badge when working and all personnel must produce their licence or certificate if asked to do so by anyone they are dealing with."

Wager urges applicants to contact the Licensing Authority if they haven't received their documentation or if they have any queries.

Off target

The government's estimate that the private security industry was 20,000 strong, has turned out to be way off target. Either that, or large numbers of unlicensed crowd controllers are working in the hospitality industry outside the law.

The government estimated that some 12,000 holders of certificates of approval under the old Act would re-apply for new certificate or licences under the updated

2010 legislation, and those 8,000 new applications would be received from crowd controllers who were not covered by the old legislation.

Crowd controllers were required to hold a certificate or licence by 1 November if they want to continue to work in that role.

However by 4 November only 12,600 or so applications for certificates of approval had been received in total, pretty much the number expected from classes of personnel already in the security industry, never mind additional crowd controllers from the hospitality industry.

The hospitality industry trade association, Hospitality New Zealand, doesn't know if the government's estimates were realistic.

"We have no data on how many people work the doors," says Chief Executive, Bruce Robertson.

He says Hospitality New Zealand members have been well informed about the new requirements although he admits getting the industry's attention during the Rugby World Cup was always going to be a challenge.

"Over the coming months we believe the Police need to take a graduated approach to enforcement and focus on education, only taking action where an operator refuses to comply or get their staff certified."

Robertson says it is too early to comment on changes in the hospitality as a result of the new legislation.

None of this is to suggest that there are no certified crowd controllers out there; in fact there are over 7,700 of them, but the vast majority are also security guards, with less than 1,000 choosing to apply for a certificate of approval covering just the crowd control class.

These numbers are not too far from the 8,000 crowd controllers expected by the government, suggesting that many people working as crowd controllers were security guards already or there is a lot of work yet to do to encourage crowd controllers to apply for certificate of approval.

Effective screening of complaints

The Private Security Personnel Licensing Authority says security personnel have nothing to fear from unfounded complaints.

“A person is always innocent until proved guilty,” says the Authority, Mr Gill, speaking at the NZSA conference. “If there is a malicious complaint – and you get that sometimes – it will be investigated and if there is no foundation to the accusation, it will be treated accordingly.”



Private Security Personnel Licensing Authority, Mr Roger Gill

He says there is no penalty under the act for making false allegations, but the Act has quite an effective screening process.

“The person making the complaint is required under the Act to give a copy of the complaint to the subject of the complaint.”

“In more than one case this has stopped the potential complaint because the person was not prepared to front up to the person they are accusing,” says Mr Gill.

David Sayers, Manager, Investigations, Department of Internal Affairs has responsibility for the Complaints Investigation and Prosecution Unit (CIPU) created under the 2010 legislation and he told the NZSA conference a number of people have made complaints after trolling through the Yellow Pages or through the internet.

“They found people who are using the word ‘security’ in their title, or for describing the job they are doing, then they go on the website and try and find whether they are registered or not, and then made a complaint. In a number of instances we get quite a lot of complaints from one

sheet,” he says. “It’s probably fair comment while the legislation and our processing are bedding in, that is probably unhelpful.”

The department had an existing structure in place, thanks to similar investigative roles in other industries. There is considerable investigative horsepower in the unit thanks to the police background of many of the investigators.

“We have a lot of experience in complex fraud and things like that,” says Sayers.

A complaint alleging a criminal offence by security personnel is handled by the police, and the CIPU deals with breaches against the Private Security Personnel and Private Investigators Act 2010.

“A constable may lay a complaint with the authority against the licence or CIA holder or other complaints may be made directly to the licensing authority, for example, I’m working currently on numerous complaints in relation to unlicensed individuals,” he says.

From what they have seen so far Sayers says he expects unlicensed operators to be a major focus at least for the next couple of years.



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Do We Need One?

**“The time has come,” the Walrus said, “To talk of many things:
Of shoes—and ships—and sealing-wax—of cabbages—and kings:
And why the sea is boiling hot—And whether pigs have wings.”**

With apologies to Lewis Carroll, and “Through the Looking Glass”.

It is likely that the two national diploma level qualifications in security will be removed from the New Zealand Qualifications Framework (NZQF) in three years’ time unless a clear need for them, or something like them, is demonstrated.

Should this happen, it would leave the security industry and security practitioners without a nationally recognised professional development qualification at executive or management level.

The question for discussion is whether this should be allowed to happen. If nothing is done, it almost certainly will. Beyond this lies another question: does New Zealand need its own security qualification at this level and if so, what shape should it take?

The New Zealand Qualifications Authority (NZQA) is to review¹ all security qualifications in 2014. The purpose of this review is, in essence, to see what qualifications are needed and to discard those that are not, or to integrate them with others. In the terms of the NZQA Guidelines for the review², the aim is to see what is useful and relevant and to avoid duplication and proliferation.

The review was to take place in 2011 but has now been postponed for a further three years. Arguably, the priority for ETITO, the security industry’s standards setting body, the security community, and other stakeholders³ is, for the present at least, centred on the development of the lower level security qualifications and getting this right, together with whatever may emerge as regulatory training requirements.

There are other drivers that underpin the question of the Diploma’s future in addition to need: most significantly the actual level of use of the qualification, the

cost of its maintenance and development, and its current state in terms of its validity and currency.

Perhaps of equal significance however is that ETITO evidently has other priorities. The level 5 and 6 security unit standards have review dates of 2007 and 2009, now well past. Few, if any, have been updated in substantive terms since they were first drafted at the end of the last century. As a consequence they are showing clear signs of age.

The perception gained from looking at the unit standards, whether deserved or not, is that the apparent neglect with which they have been treated reflects a lack of interest and use.

More to the point, industry practices and underpinning legislation have not stood still over this period and much has been learned about security processes, assessment and the presentation of standards since then.

Something of a ‘chicken and egg’ situation has developed by default, perhaps by neglect. With little apparent use, why invest time and effort into maintenance and development? Conversely, with no evident maintenance and development, why would anyone want to use it?

The two qualifications and their associated unit standards were to be reviewed under ETITO direction in 2009 as the two NZQA qualification specifications attest. That review was postponed until 2010 and subsequently to 2011.

There is little chance now that ETITO will complete this review unless it can be demonstrated that the qualifications have value and industry are intent on their retention and development. Given that the qualifications are to be reviewed in 2014 by NZQA this is perhaps understandable.



Kim Hoskin, CRMS (Asia Pacific) Ltd

Conversely again however, if nothing is seen to be done before the NZQA review then it will be evident that there is little interest in retaining the qualification. Back to the ‘chicken and egg’ conundrum.

Revision¹ of the unit standards – or at least their key issues – is perhaps all that is required to keep the qualifications in good health and reputation until the NZQA review. The revision could be achieved next year instead of the scheduled ETITO review by the security community making its recommendations known now and building up a knowledge base in preparation for the NZQA review. There is enough knowledge and experience around to do this without re-inventing the wheel.

Misconceptions and misinformation in regard to the qualification will not help objective decision-making. Clear facts and robust discussion are needed to achieve this. The purpose of this article is to encourage discussion and provide some background for it.

Two security qualifications at diploma level were developed more than ten years ago: the National Diploma in Security (NDiS) and the National Diploma in Security Management (NDiSM). The qualifications were intended to provide recognition for the professional capabilities of security managers, managers of security companies, security consultants and executives and a pathway for professional development.

The focus of each qualification was intended to be different. The NDiSM was, as its name implies, intended for managers in security companies and has a strong business management focus.

The NDiS was geared to the needs of security executives and others who required or could demonstrate a range of specialist security knowledge and skills.

The scope of the two qualifications is indicated in the insets below. Short subject titles of convenience are used rather than full unit standard titles.

While several training providers gained accreditation to the required level, only two developed programmes to deliver the National Diploma in Security (NDiS): Training Systems and Solutions Ltd (TSSL) a private provider, and Waikato Institute

of Technology (Wintec) a polytechnic or tertiary education institute.

Both providers used open or distance learning and assessment processes rather than classroom-based methods for delivery. Assessments were based, insofar as practicable, on actual workplace tasks. No provider offered the National Diploma in Security Management (NDiSM) programme as no one provider could then provide its broad coverage and the qualification effectively died following its introduction.

Initial interest in the NDiS programme was negligible, in part due to circumstances related to its introduction. However with the opening of the Wintec programme, participation grew until by mid-2010 some fifty security practitioners were either engaged or about to be enrolled in the NDiS programmes either at Wintec or TSSL.

Then, for reasons that were perhaps part its own and part the result of changing external factors, Wintec decided to close all of its security programmes. New enrolments were stopped even though applications for enrolment had been made.

The consequential damage to the diploma qualification programme resulting from Wintec's decision has yet to be calculated.

While some participants in the Wintec programme have remained for the so-called 'teach-out' process that Wintec is obliged to follow, others have indicated that they no longer wish to continue with this option. The result is that there is some confusion and an understandable sense of disappointment and frustration amongst many of those engaged in the programme.

The statistics available to those who are not fully informed is, on the surface at least, somewhat disappointing. The facts, as far as they are known are these. Since its introduction, five people have gained a full diploma qualification¹. However some are now near completion with one or in some cases two requirements still to be met. Others are caught in mid-stream or are completing their first module. Enrolment enquiries are still being made.

Unless the disruption factor caused by Wintec's decision is more profound than thought, some fifty known members of the security community presently remain either committed to or interested in gaining the qualification. There are probably others.

Achieving the qualification can take time. Accepting that participants are working security practitioners in executive appointments and that opportunities for capturing evidence for assessment may not occur at times that suit the participant or the programme, then a timeframe for completion in a year to three year

period would appear reasonable with some extending beyond this and others undercutting it.

At least two security organisations have adopted the NDiS as their benchmark professional development qualification, one in the public sector and one a private sector security company. In addition some corporate security managers and executives are (or were) also completing the qualification. However statistics on the NZQA data base will not indicate any of this.

Where to from here? The first very obvious step is for the security community and other stakeholders to decide whether a viable high-level benchmark security qualification that it 'owns' is required. It then needs to make this need known, very clearly.

The need is self-evident if the security community considers itself a profession. A benchmark professional qualification or two does much to define a profession.

Second, the present unit standards need to be revised in 2011 to the extent necessary for their survival and to reflect accepted practice. The point of this is not only to ensure that they are 'up to date' and valid, but also to signal the continued need for them as background for the 2014 review.

In this process, there is little doubt that there would be benefit in integrating the two qualifications (NDiS and NDiSM) into one or discarding the latter and perhaps building the former.

Background work could then continue until the NZQA review in 2014 when industry and the wider security community could demonstrate that it's done its homework.

The floor is now open for discussion and your views can be expressed to the editor or to kim@crms.co.nz.

Notes

¹ The difference between a review and revision is explained in this abbreviated NZQA website extract:

In a revision, changes are made to unit standards or national qualifications to maintain the achievability of the standard or qualification until it is next reviewed.

A review is a planned process that involves consultation with all stakeholder groups, and results in a new version of a standard or national qualification, which is deemed fit for purpose.

² NZQA Guidelines for the review of qualifications at levels 1 to 6 on the New Zealand Qualifications Framework, version1, March 2011, available from the NZQA website.

³ The broad security community and stakeholders are taken to include private security service providers, public and private sector 'in-house' security organisations, security consultants, corporate and departmental security managers and executives, and others with security roles and responsibilities or direct interest in them.

⁴ According to the latest available information: one (and only) NDiSM, and four NDiS.

National Diploma in Security Management

Compulsory requirements:

1. The Security Industry
2. Operational Security Plans

Electives selected from a broad range of business and management unit standards

National Diploma in Security

Compulsory requirements:

1. Operational Security Plans
2. Security Related Law
3. Security Risk Assessments
4. Security Surveys
5. Security Policy and Procedure

Electives – one or two are required as a minimum depending on credit values

6. The Security Industry
7. Operational Security Management
8. Security Interviews
9. Security Systems and Hardware
10. Critical Incident Management
11. Security Investigations
12. Special Security Risks
13. Managing Terrorism Risks

For full details refer to the NZQA website www.nzqa.govt.nz, select 'qualifications' and search using the word 'security' or enter '1059' for one and for the other qualification '0562'.

The right thing to do

In business there is a time to throw away the budget, get on and do certain things, not as a calculated business decision, but just because they are the right things to do.

This is a theme that emerged among security companies in the immediate aftermath of the earthquake that hit Christchurch on 22 February. The event may no longer lead every news bulletin as it did then, but nine months later the heart of the city is still cordoned off as a working demolition zone, never mind rebuilding.

Looking after your staff in a crisis or times of stress like this could be justified in business terms as investing in your most important business asset, your people.



*Michael Moriarty,
Training Manager, First Security*

Yet talk to Christchurch security companies about their response to the earthquake and they invariably focus on the staff, not as business resources to be restored to productivity, but just people who needed help in a time of real and sometimes desperate need.

It was not just small companies where the staff are all personally known to the owner, it occurred at big companies as well.

Speaking at the recent New Zealand Security Conference, Mike Moriarty, First Security Guard Services Ltd, National Training Manager, told his story of what it was like in the thick of the company's response at the front line in Christchurch after the quake.

Exposed

Also responsible for staff support at the company, he says the events in Christchurch exposed people's strengths and weaknesses.

"We have the whole spectrum of human behaviour at this sort of event," he says.

"We had key staff working excessive hours. It was a very human trait; a lot of our people rose to the occasion and kept working and working because they thought that was the best thing to do. It was absolutely outstanding, but we had to cap it or else they would have burnt themselves out, such was their care for the community, the business and for our clients.

"On the other side of the coin, we also had staff that just disappeared."

The company's first priority directly after the quake was to account for the hundred or so Christchurch staff, working by phone from both Christchurch and from Auckland, not easy with an intermittent phone service. This process took a few days and established the immediate needs

of staff, whether there was damage to their house, and whether they had power, water, sewerage and transport.

"It was important for us and it was important for the staff to account for their immediate and extended families, for their friends and for their pets," says Moriarty.

"There was quite a cross section. We had people who had family or friends who had been killed; we had people who were sleeping in cars, and people who had their homes red-stickered. But in spite of all this many of our officers turned up to the office on their own accord."

For Moriarty the extent of the crisis was not apparent until he got down to the city himself.

"I had seen it all on TV and that is one-dimensional. What really took my breath away was the extent and vastness of the damage and destruction. The other thing that you don't get off TV is how continuous the aftershocks were – they just kept going."

He says a lot of the people in Christchurch had already been at their wit's end with all the aftershocks from the earthquake of 4th September 2010.

"With the loss of life, added stress and fear, for a lot of families the 22nd February earthquake was the breaking point – particularly for wives and children," he says.

During his time in Christchurch Moriarty went to every site to see staff, distributing food parcels along the way.

"You had to have 'power on' food parcels, so people could cook up things like noodles, and 'power off' packages for where people had no power at all.

"We distributed water cans. We arranged for money loans for people to fly their wives and kids out. Where people were under duress or under stress we gave

them leave, and of course we had EAP (Employee Assistance Programmes) available to staff.

“As I visited staff individually, no matter what they told me I always looked for something positive to come back to them with. That helped them immensely because attitude is everything. I was able to listen, and this meant sitting alongside our people empathising with their views – some of them had quite strong and critical views, and that’s fine in those circumstances, because I think for them there was just one way of venting their own frustrations and concerns.”

Moriarty says it was a challenge to accurately determine what the real problem facing people was and that the source of pressure was not always obvious.

“It wasn’t always that they didn’t have food, it may have been that they had people that were living in the house who wouldn’t normally have been there and they had to supply food for them,” says Moriarty.

“I think any credibility that we had come through effectively responding to those concerns. You can’t just say I’ll come back to you tomorrow and sort you out, it needed to be sorted out now – or as soon as possible afterwards.”

Moriarty is very matter of fact about his own role, and quick to praise local support structures like the Salvation Army who he says did a lot of work that was not in the headlines in addition to Civil Defence, Red Cross and government agencies that were able to help people.

“One of the best supports that I found down there was the local churches,” he recalls.

“We had one guy who was living in his car for a couple of weeks. His wife had had enough and she had left with the kids. His house was red-stickered so he was sleeping in his car. He was a member of the Mormon Church and we were able to get the elders involved and that community swept around him and took care of business and he in turn took care of us.”

Severe

Moriarty says communications were central to mobilising the company’s response and restoring client services in the face of severe logistical problems.

With the First Security Christchurch premises unable to be used until inspected and cleared, the Christchurch communications centre staff were transferred to Auckland by charter plane while 40 staff from around the country were flown into Christchurch, all of whom needed accommodating.

The Addington raceway campsite became a billet for transferred staff that were



Mike Moriarty (hi-visibility vest) checks to see front line staff have proper facilities

rostered and rotated during a period which saw the company supply a total of 2200 meals.

Things like access and egress to deployment sites, uniforms and equipment had to be dealt with, while on the unstable and rough roads patrol cars took a pounding – destroying tyres, suspension, sumps and headlights.

“We needed to adapt to a continually ongoing changing landscape and the results of aftershocks. Bridges were open, then they got damaged, streets were open then they got closed. A 20 minute response call would take three hours because of infrastructure damage,” says Moriarty.

“We also needed to man up, some of our sites, including a prestigious mall, had gang members in convoy circling like vultures waiting for a vulnerable spot to open so they could get some freebies.”

Some staff went down to Christchurch, rolled up their sleeves and got into action, but Moriarty says other staff that went down to the wrecked city lasted a couple of days before wanting to go home because they could not cope.

“One of the lessons that we learnt is to be really careful who you select to send into these areas, they need to have a certain amount of robustness, a certain amount of aggression, a certain amount of ‘can do,’” he says.

“People who saw the world as a ‘glass half full’ coped much better than those who saw the ‘glass half empty.’ Some of those people were just all doom and gloom; it just rocked their world whereas the more positive people managed to overcome that.”

Leadership

Seeing senior leadership get to work on the front line gave an important morale boost to the staff.

“Our CEO Brian Young, together with our General Manager, Mike Rutherford, myself and a couple of others went

down and they were driving people around, taking people to accommodation and taking food parcels to people and working alongside them, remaining optimistic and positive, providing a sense of hope and tons of validation,” says Moriarty.

Alongside this the company employed text messaging to tell people they appreciated the efforts they were putting in and asking them to call if they had any needs.

“It was all about taking care of our staff as best we could,” he says.

Looking back, he says the company benefited from the lessons of the earlier quake.

“Following the September 2010 earthquake, it became obvious that we needed some kind of specialist support person for our staff.”

“For example after the September quake a disaffected staff member went to the union and that was a distraction we did not need. One of the interesting things to happen is that since I got involved in February and then again after the big aftershock in June, there has been no union involvement whatsoever.”

“The staff have been satisfied and appreciative of the support that we’ve been giving them. I think as a group we attended to each other and morale developed very strongly. I also note that during my time down there and since then, I have not heard of one penetration to our sites by anyone, and we have had several apprehensions as well,” he says.

The experience has an emotional dimension for Moriarty himself, ignited by Mike Rutherford when Moriarty first headed down to the earthquake zone.

“When Mike asked me to go to the earthquake zone he gave me a one way ticket. I thought to myself ‘there is a message in this,’” he recalls.

“But I was really proud to go down there, because like a lot of Aucklanders and other New Zealanders I just wanted to do something to help.”

Christchurch International Airport Security Upgrade

Christchurch International Airport Limited (CIAL) receives more than six million passengers a year. It is New Zealand's second largest airport and the busiest and most strategic air connection from the South Island to the world's trade and tourism markets. With such high numbers of passengers going through the airport, providing a safe and secure environment is an important part of CIAL's vision to be recognised as New Zealand's leading tourism gateway.

In a legislation driven airport environment, CIAL is mandated by a number of Civil Aviation rules and regulations to provide control and monitoring of all access to restricted security areas. Gallagher protects all primary areas of aviation activity within the airport - terminal, airfield, support buildings and infrastructure.

The Gallagher perimeter security system provides monitored electrical fencing for a small section of CIAL's 16km of fence line protecting over 300 hectares of land.

CIAL Operations Manager, Tim Morris says the desire to operate a modern and reliable access control system prompted the need to upgrade CIAL's access system to Gallagher in 2007.

"We needed something to provide the required security functionality today and allow for easy integration for more advanced requirements for the future," he says. "We followed a robust evaluation process and found the Gallagher product was the best value for money and the best support structure for our site. In-house



capability was a feature that set it apart from other systems.”

Residing on the existing Local Area Network, using TCP/IP, the Gallagher system features peer-to-peer communications, so if communications with the head end need to be taken down, those on the airport using the system are not affected. This means if the airport experiences network communications problems, security and access control of the site won't be compromised. Multiple workstations access the database to manage cardholders, events, check on the status of doors, override doors and trace activity. System division is used to enable the airport to be divided for management and monitoring purposes.

With more than 5000 cardholders accessing more than 400 doors, gates and fences, cardholder management has to be efficient and allow for changes to be applied easily to groups of cardholders.

The Gallagher system manages cardholders by groups for cardholders who share the same access requirements. A cardholder may belong to one or more access groups to get their full access privileges.

All service elevators are operated with an access card and once an area of the airport has been “sealed” for security (i.e. international departure lounge), access

to these floors is automatically denied, so the areas become accessible only via a particular security clearance entryway.

There are three auto gates which allow authorised vehicles access onto the airfield at various points. When a vehicle drives up to the auto gate, the driver badges the access card and the information and photo of the cardholder pops up on the operator's screen. Granting access requires the operator to check the driver against the photo on screen, as well as ensure their competencies are up to date. If the driver's Civil Aviation ID or airside driving permit is due to expire soon, the operator is notified on screen and therefore able to advise the driver of the expiration date.

The main auto gate is manned 24/7. If someone requests access at an unmanned auto gate, their photo and competencies are checked by the operator at the main auto gate and access is either granted or denied, saving on staff and running costs.

CIAL takes advantage of Gallagher's reporting functionality by running automatic shift change reports. These reports print at set times of the day at shift change, to provide the new shift with a variety of information relating to the previous eight hours of site activity.

Tim Morris says the system has also assisted in increasing in-house knowledge and driven down the annual

costs associated to access control. “The system performs extremely well with no significant outages to date,” he says. “Our expectations were met overnight. It is easy to use, modern, innovative and flexible with high quality installations and we have an excellent channel partner.”

CIAL intends to make a number of additional Gallagher installations to accompany their three-year terminal and aircraft apron expansion project. One significant application will be a Gallagher controlled swing gate area, where 14 doors will either automatically open or lock, to allow an aircraft to arrive as a domestic flight and depart as an international flight (or vice versa) without the need to move the aircraft. Tim says this installation means both the airport and airlines will save time and costs.

Tim also makes the most of the security system by attending Gallagher end user group forums. “User group meetings are very useful sessions. We have attended most Southern region and National user group meetings since being involved with Gallagher products. These are a great opportunity to learn about new innovations and products due to be released, as well as talking with fellow users and swapping ideas and sharing issues.”



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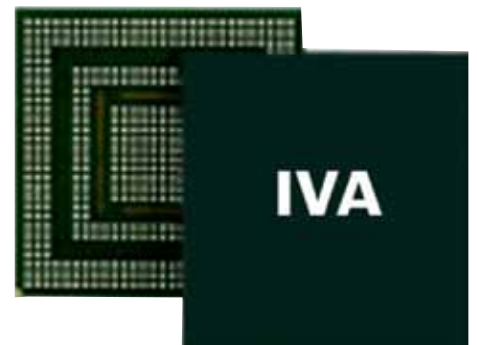
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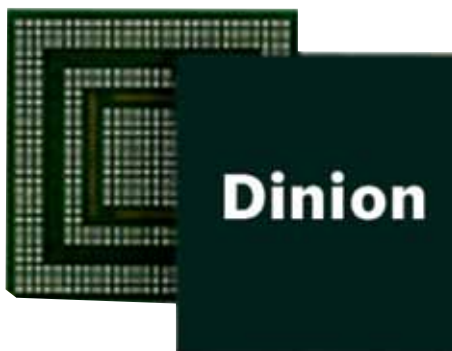
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NZSA Facing the Critics

Over the past few years the NZSA has been subjected to criticism from various sources, generally from individuals who are out of touch with recent developments or who fail to appreciate the financial and or logistical limitations of the NZSA.

A few complain about the Codes of Practice and the auditing process, but these complaints almost always come from companies who have failed to meet the standards or complete the audit process and then lose business as a result of not being an accredited member of the NZSA.

Firstly I would like to say that some criticisms are justified and are taken onboard and acted upon by myself and the NZSA Board, but it must also be understood that the NZSA is a not for profit, voluntary organisation with limited funding and with all the best will in the world we cannot be everything, for all people, all the time. I myself only work part time in an effort to keep administration costs to a minimum.

The funds available for marketing and promotional activities are also limited and

it has only been through good financial management and prudent expenditure that the NZSA has recently been in the position to fund, among other things, a national radio advertising campaign of over 14,000 commercials. The campaign commenced on the 14th of November 2011 and will run until April 2012 on both The Radio Network and Media Works radio networks, reaching a combined listening audience of over 2.6 million.

There are many other marketing and promotional activities the NZSA would like to provide and will provide in the future, but the reality is they all cost money and with the current economic climate it is unrealistic to increase membership fees or expect significant membership growth. So for now it is all about prioritising, doing those things that will benefit the majority of the membership the most effectively.

It is also fair to say that a few years ago the NZSA had very few membership benefits and even fewer tangible ones.

The NZSA now has a whole host of tangible benefits, including financial benefits that many members are using on a regular basis with excellent returns. To see a full list of current membership benefits visit http://www.security.org.nz/members_benefits_sidebar/.

Unfortunately there are still many members who have not taken advantage of these benefits, or taken the time to login to the secure area of the NZSA website to even find out what's on offer. For example the NZSA/GSB procurement service alone, if used correctly should save most members more than what they spend on annual membership fees.

Other benefits include, discount fuel cards, free legal advice, free job advertising, discount vouchers and promotional offers at major retail stores for members and their employees with

saving of up to 70% off RRP, free business tools, cheap printing services and even advertising discounts and a free copy of this magazine, to name but a few.

It's all about members using the NZSA to their full advantage. I would encourage every member to utilise as many benefits as possible and stay in touch with the latest developments by regularly visiting the website, view the news announcements and look at upcoming events to derive as much value as possible from their membership.

The NZSA also does a lot behind the scenes to improve the security industry. For example, due to the diversity of NZSA membership and the knowledge and technical expertise required to support and represent the membership, we recently introduced 'Specialist Working Parties' (SWP's).

Through the SWP's we hope to be able to access a broader experience and knowledge for each industry sector to work on standards, training, codes of practice, legislation, media, consultation, achieve more involvement of members, increase the diversity of the people and companies involved in the NZSA and ultimately be truly representative of the various industries the NZSA represents. However we will only be able to achieve all this if members put their hands up and volunteer for these types of initiatives.

In an effort to improve our auditing capability the NZSA recently appointed four new auditors and standardised the Codes of Practice and auditing process.

Shortly through consultation with the SWP's every Code of Practice will be reviewed and updated to reflect advances in technology and other changes in the industry.

The NZSA continues to work closely with the licensing authority and the MOJ, assisting in the roll out of security licenses



Greg Watts, Executive Officer, NZSA

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and certificates of approval, helping to resolve issues and deal with enquires from members and non members, amongst other things.

In May 2011 we started holding our monthly training/networking events in Auckland again and now achieve a good turnout on a regular basis. Over the past 6 months we have come to learn what our members want to hear about and how to communicate the events effectively and we will soon be commencing networking and training events in other regions around the country, starting with Wellington in the New Year.

Early next year myself and some of my team will be embarking upon a national road show, along with a number of business presenters. We will be touring the country meeting with members and non members, presenting on topics of interest and engaging with our members. Dates for the road show will be announced in December and again I would encourage all members and also non-members to attend.

We would like to engage our members in social events from time to time as well, often this is where valuable business relationships are formed and some announcements regarding future social events will be made in February.

There have also been a number of significant changes to the structure of the NZSA recently, including changes to the

voting rights at the 2010 AGM, effectively capping the number of votes large organisation have, to a level that is equal to a medium size business. So those who still think the NZSA is a big boys club, simply don't understand how the voting system works.

Over the past 14 months five new Board members have been voted onto the board, out of a total of nine. Each Board member is now required to sign a formal job description, clearly outlining his or her responsibilities as a director.

One must also bear in mind that none of the board members are remunerated, they all dedicate many hours every month in the best interests of the security industry and our membership and often to the detriment of their own organisations. Without the commitment from these dedicated individuals, the NZSA would not exist.

In closing, I would like to express my thanks to the NZSA Board and to those members who have taken it upon themselves to get involved, supporting the NZSA and helping make it the Association it is today.

To everyone else I say, please get involved, provide constructive feedback, work with the NZSA, not against us, and let's together build a security industry we can all be proud of.

Regards

Greg Watts, Executive Officer NZSA

By the time this issue goes to print, the 2011 AGM for ASIS NZ Inc will have been held in Wellington and the membership will have appointed the incoming executive for 2012.

Some very capable and forward thinking nominees are standing for the executive and the future looks very positive for the chapter, as it does for ASIS internationally.

In reflecting on the past two years as Chairman, and as an ASIS member generally, a great deal has happened within our industry as it has generally around the globe with greater expectations of professionals and operators within the security space, changing and evolving threats to meet, and balanced against, and in part possibly due to, an ongoing worldwide economic crisis putting increased pressure on the providers of security at all levels as well as their clients.

Not to mention of course that distant memory of the Rugby World Cup 2011 which introduced its own risks, opportunities and debate.

Acknowledging all of these current challenges, perhaps the greatest challenge is in maintaining a fully positive approach to business generally, to opposition companies, and the industry overall and it has been gratifying that for the most part our members continue to be successful within their chosen fields, maintain a high standard of professionalism at all times, and find positive ways of resolving issues of concern. Certainly our members

seem to be working harder, with work and business commitments placing ever greater demand on time and resources and we genuinely appreciate that members continue to engage positively within the chapter and within the industry generally.

With regard to the executive and specifically my time in the chair I have to say that I have enjoyed the role and the opportunity to meet a great many of our members at times across the country and I continue to enjoy a pride at being a part of an organisation comprising of such capable, experienced and professional individuals. Long may that continue for us all and so too must our standards for membership if that pride is to be maintained.

When I was invited to accept a nomination for chairman in 2009, the invitation was positioned strategically for the long term health and success of the chapter and followed a period of significant activity and lobbying by the then leadership of the chapter to whom and for which I am grateful as should we all.

Much of that progress and many of the issues addressed placed working relationships within and external of the chapter under some pressure as is often necessary when trying to ensure that critical matters are adequately debated and resolved, and in particular the circular debate of "splitting" ASIS NZ membership into two or more chapters surfaced again.

The various arguments for and against were put forward, and with great wisdom, if not a little weariness, our previous chairman David Horsburgh established a framework under which both Auckland and Wellington branches could operate autonomously but within a single chapter structure.

This provided an opportunity for volunteer leaders in each centre to ensure that the varying needs of members were met and to assess the need for, as well as the benefits and risks of maintaining a single chapter entity or creating two. As part of that strategy, I was asked to stand for and serve as chairman in an almost caretaker role as the two branches developed under their local leadership given a complete independence from either centre. I have to say that both main centres have flourished under that structure and I must acknowledge the efforts of the many members who contribute their time willingly on a regular basis.

In particular I acknowledge Carlton Ruffell CPP PSP, Chris Martin, Andrew Ferguson CPP, Michael Pepper CPP PSP, Charles O'Donnell, Bruce Couper, David Horsburgh CPP PSP PCI, Murray Mills CPP, and my apologies for any unintended offence to others who should perhaps be included.

Given then that the general needs of members have been met by the introduction of this revised structure, albeit as branches operating together under a single chapter structure, and ensuring that the needs of members are held at all times above personalities and individuals, it is clear that the chapter should remain as it is, as a single representative body of security professionals representing all New Zealand and in doing so ensure that the organisation maintains effective cohesion and is best placed to represent its members as required.

If nothing else, I will be pleased that these past two years will have delivered on my promise to David in supporting his initiative by enabling the new generation of volunteer leaders to evolve and develop with support as required and in doing so ensure that ASIS NZ members are best served today and in the future.

Good luck and best wishes to the incoming executive and my thanks to you all.



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 Leicester, U.K.

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

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NZIPI AGM

On 18 November the NZIPI AGM was held at the PWC Tower in Auckland. The elected committee can be viewed on www.nzipi.org.nz with only a few changes to last year and Ron McQuilter CFE being re-elected as Chairman. It was clear from the members present that NZIPI continues to be regarded as the Industry Body but there are several special tasks for this year's committee.

The First task revolves around the new Act which allows persons with no investigative experience to apply for a Certificate of Approval ("COA") as a Private Investigator. Previously, they had to; (a) have some relevant investigative experience and (b) the application was lodged by the licence holder, ensuring that licence holders only approved those who met the criteria. Now though, the application for a COA is individual and if applying for a Crowd Controllers COA, you can simply click every box, say you have no experience and like magic, you get a PI COA, all for the same money.

Resulting from this, the NZIPI will be embarking on an education plan and will be providing members with a "Certificate of accreditation," that our members can provide to clients detailing that the member has passed the strict entry criteria and does work to a Code of Ethics. We will of course also be lobbying for a change to the PI COA process with the MOJ.



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

The plan is to educate those who might instruct a Private Investigator to ensure they seek "industry accreditation" beforehand, being membership of NZIPI.

Other topics included our membership of the Crime Prevention Partnership Forum, our liaison with Police when lodging complaints on behalf of clients and getting assistance by Police in the field when on operational assignments and the ongoing battle over access to the vehicle registrar.

The AGM was also an opportunity for our members to get together afterwards and share war stories. It was a great event and the new Committee this year includes Nick Thompson from Thompson and Clark and Provision Security.

Fraud Never Sleeps

Professional Private Investigators have been involved in many of the high profile fraud investigations that continue to appear in the media, many never make the headlines of course and many do not reveal the work of private investigator to bring the fraud to an outcome.

One recent example was the conviction of a man at the Auckland Court in November on 53 Indictments of fraud of over \$1m, a case that would never had seen the doors of the Courthouse had the file not been prepared and presented to Police in accordance with the Police/NZIPI Memorandum of Understanding.

The thing that did amaze our members when networking after our AGM was that virtually everyone was actively involved in some large scale theft or dishonesty investigation and there was no sign of that slowing up. In every aspect of commerce there was an investigation occurring, and most had been uncovered only after being perpetrated for years.

Our members comprise from a wide range of expertise and all have their own networks that refer business to them from retail, industrial, finance, government and the private sector. The most common assignment related to internal fraud which of course begs the question of what is financially still occurring, unknown while the business is closed for the night.

Witchdoctor or Magic

By Fraser Burns

Fraser Burns is a member of the New Zealand Branch of the Master Locksmiths Association of Australasia Ltd
Email: safe@safemasters.co.nz

Do you still go to see the Witchdoctor when you are not well? Does he brew a pot of some unknowable goop? Maybe its the worms trick? Probably it is one of the many other recipes that he has dreamed up. Well of course you go to see the Witchdoctor! Who wouldn't?

You wouldn't waste your time on a high priced Doctor surely. The Witchdoctor will probably only charge you a dollar or two per visit.

The fact that the Witchdoctor doesn't cure you surely doesn't come into the argument. There is absolutely no contest..., the Witchdoctor will definitely charge you less! Guaranteed!

Or does that strike you as acting rather too much like an ostrich? Burying your head in the sand so that you don't have to face up to the harsh realities!

That is almost the exact equivalent situation that I see happening week after week when it comes to security. People like you go and talk to the people who offer the lowest price but don't have real experience to base that advice on.

Recently a customer came into the shop to see what we could offer for locking their door. We started by trying to identify what sort of lock they currently had on the door. We asked things like shape, colour, function, brand, door type and so on. We soon found out that it was an "Antique" lock. It was exactly 7 days old and needed to be replaced. Presuming that it would therefore be covered by guarantee, we elicited a little more information. The lock had been purchased from one of the large, reputable hardware outlets. But it was the wrong device for that particular application. This situation we see occurring on a regular basis.

Sometime it is due to the person walking down an isle with no staff and so making the decision based upon what they can

figure out from the labels, and other times it is because the staff don't have the experience of what happens in the real world. They are generally trained by the salesman that is sent around from the manufacturer.

That is the first and probably the most obvious difference that you will find when you deal with a locksmith. Over half of the lock and handles that we sell, we also install for you. This means that if it doesn't work properly, we are pretty fast to learn from you that either the product has a fault or weakness, or that the application is wrong. This means that all the time we are fine tuning our advice that we are able to offer to you.

Not so obvious is the support service that we offer. From rekeying your locks to match other keys that you have, or replacing a part that has died, maybe having the correct installation set to make it work properly. There are thousands of parts spread across hundreds of brands that we can access. But first you need to buy properly. Don't buy something from China or Spain and then look surprised when it doesn't work like you expected it to.

One customer expressed it like this: "I was gonna head to one of the big hardware chains to get some keys made. Jeffrey suggested a place around the corner, instead. He said that he would rather pay more money per key and have it done right than to go to get a key at the big chains and have it come out funky.

Not knowing the area, I decided to check it out. They had an impressive wall-of-keys. I didn't realize that there were so many shapes, brands and sizes. In addition, they have all kinds of key accessories, fobs and colour tags. A few large safes are near the door. I got the distinct impression that these guys truly are "lockologists" as their shirts suggest. That kind of knowledge



in the wrong hands could make a lot of people unhappy. I think I'll just believe that they use their power only for good."

So whether you are considering keys, locks, door handles, safes or other security items, start at your Master Locksmith. Many of the standard products work better when you add the correct adaptor or installation kit. These are the sorts of items and advice that we can offer to make your security more effective.

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Abloy electric locks • effeff electric strikes • Flair reed switches • Legge electric mortice locks • Lockwood electric mortice locks • Powerbox power supplies • Prastel door controllers • Rosslare keypads • Trimec electric strikes • Trimec V-Locks • Trojan Em Rex & Prox Rex devices • STI secure housings for keypads, fire alarms and exit devices • And many others. Plus, a wide range of spares and accessories.

Designed and made in New Zealand, our famous **LOKTRONIC** electromagnetic locks and Fire Door Holding electromagnets carry a solid

10 year* guarantee

And, our **LOKTRONIC** outdoor electromagnetic locks continue to stand the test of time!

20 + years service and experience.
A future of secure growth and development.



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*Standard terms & conditions of sale apply.



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



Nationwide Surveillance Solutions. Supplying New Zealanders for over 25 years.

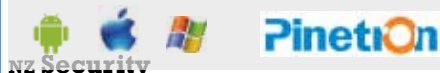


4 Channel High Resolution Outdoor kit

An affordable and reliable solution for use in any outdoor environment where discreet surveillance is necessary.

- 4 x 700TVL Outdoor IR Cameras
- 1 x Pinetron 4 channel DVR
- 1 x 17" CCTV LCD Monitor
- 1 x Power Supply
- 1 x 4-Way Power Board
- 1 x CCTV Warning Sign
- 1 x 4GB Usb flash-disk

iPhone, Andriod and Windows compatible.

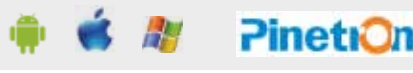


4 Channel Indoor Kit

An affordable and reliable solution for use in any indoor environment where discreet surveillance is necessary.

- 4 x 540TVL Cameras
- 1 x Pinetron 4 channel DVR
- 1 x 17" CCTV LCD Monitor
- 1 x Power Supply
- 1 x 4-Way Power Board
- 1 x CCTV Warning Sign
- 1 x 4GB Usb flash-disk

iPhone, Andriod and Windows compatible.



PDR-X5000 Series DVR

Rock solid recording solution available in 4ch/8ch/16ch recorders.

- Real Time CIF Recording (480/400 fps)
- Real Time Display
- 4 / 8 / 16 channels available
- H.264 Compression
- HDMI Output
- 2 x Usb 2.0, 1 x Network Ports
- Event log Search, Preview Search, Motion Area Search, Go To Search
- Built-In Multiplexer Pan/Tilt/Zoom/Focus
- User Friendly GUI(True Color)
- Mouse/Keyboard Controller/IR Remote

iPhone, Andriod and Windows compatible.



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The new benchmark in security management software by Gallagher

Access control - Business policy enforcement - Intruder alarms - Perimeter security

- User centric, fully customisable interface, see only what you need to see
- In-built and intuitive user interface design tool, no specialist skills required
- Operators can create or adjust screen layouts in minutes, not hours
- Assimilate information from different sources, filter content to deliver real situational awareness
- Targeted information at your Operator's fingertips, provided seamlessly and in context.

For additional information, contact: Gallagher - 07 839 9800 - sales.nz@security.gallagher.co

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