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The solution is to utilise a system that can give a customised service and support package based on business requirements, building systems, staffing and budgets; tailored by technically skilled professionals.

One service provider that understands it is critical for building systems to operate reliably is Honeywell Building Solutions. This company is a strategic business of Honeywell International; a \$37 billion diversified technology and manufacturing leader, serving customers worldwide with aerospace products and services; control technologies for buildings, homes and industry; automotive products; turbochargers and specialty materials.

Tony Dowling, the New Zealand general manager for Honeywell Building Solutions (HBS) and Michael Brookes, the company's regional leader of marketing and strategic development, spoke to Security NZ recently.

Tony says, "We have more than 115 years experience building and optimising facilities across the globe, and have been delivering solutions for customers across the South Asia Pacific region, including New Zealand, since 1962. We are based in Auckland with over 100 staff and with locations in Wellington and Christchurch as well as several satellite locations.

"Primarily we install and maintain the systems that help keep customer workplaces safe, secure, comfortable and cost-efficient. We maintain and service critical building systems including building automation, security and life safety and energy management."

HBS has a strong and growing foothold in the New Zealand market having

undertaken a diverse range of projects for Auckland Hospital, the department of Corrections, Sky City and the Bay of Plenty Polytech, amongst others. Its services are widespread across Asia and Australia.

Tony identifies as corrections services (where they are already a pre-eminent supplier) and health related organisations as key areas of future growth for the company. "In detention situations, electronics have made the whole area much safer. The use of keys is always prone to human error. Instigating electronic integrated security systems keeps those incarcerated secure and guards much safer. The competencies and expertise we have in this area help us develop services for other sectors.

Health care is a particular area these services and products can be of immense benefit. Security solutions traditionally used in the corrections industry are being applied to areas such as healthcare, with a focus on monitoring public space, access control and safety. This multi-level approach means the organisations concerned can maximise the potential of existing assets and an improved return on investments."

Michael reinforces Tony's points. "There are common challenges faced by our customers and the integrated security solutions we offer can help overcome these." Based in Sydney along with HBS' Software Development Centre that has developed its core integration platform, the Enterprise Building Integrator (EBI), Michael gives their involvement with the Museum of Old and New Art (MONA) in Tasmania and the Crown Melbourne resort and gaming complex as examples. HBS has also been responsible for other commercial high-rise developments.



*Tony Dowling,  
New Zealand General Manager*



*Michael Brookes, Regional Leader,  
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By integrating with the heart of the building, the building management system, which controls services like security, air conditioning, heating, lighting and ventilation, the EBI can allow a single point of access to all the essential information and resources needed to monitor, manage and protect a facility, campus or multi-site operation. The EBI can also be easily upgraded to accommodate future expansion of the building or to integrate additional systems.

Crown Melbourne is Australia's leading integrated resort, with some 18 million local, interstate and international visitors each year. The 550,000 square metre complex includes high-end retail outlets, premium and casual restaurants and cafés, gaming options, the Palladium ballroom, a convention centre, a cinema complex, nightclubs, live entertainment venues, and three hotels with more than 1,600 premium to luxury guest rooms.

For Crown, it is imperative that its gaming areas maintain a high level of air quality at all times, providing a safe and pleasant environment for customers and staff alike. Availability and access to information was a key requirement for Honeywell to help its client achieve this objective.

Honeywell installed its Building Manager on three servers in separate buildings linked together using 'distributed server architecture' on the customer's IP network. ComfortPoint controllers on the network also utilise best-practice algorithms and strategies to optimise comfort control and energy efficiency. Alarm management of the system and mechanical plant includes refrigeration equipment, boilers, chillers, energy metering, and CO2 sensors in the car-parks. This also enables collection and distribution of data to ensure availability and access to information.

The result is access and availability to critical information through a centralised administration which enables Crown to deliver a superior customer experience and a minimised risk of downtime through early notification of faults and an easy-to-use interface.

Westpac Place is the new national operational headquarters for one of Australia's largest banks and the second largest office space in Sydney's CBD. HBS was chosen to design, install and service a building management and security system. With a construction and office fitout totalling 74 000m<sup>2</sup> and housing 5000 Westpac employees, it is a large, complex and highly integrated building.

Building services found at Westpac Place are state-of-the-art and tailored to suit the bank's exacting requirements including extensive security features throughout. Intelligent use of innovative technology from the team at Honeywell has created a central point of control for all building services from security, to CCTV, to escalators, HVAC and lighting.

Operating within an 18-month time frame, Honeywell worked closely alongside developer Leighton Contractors to execute this complex project, which included installing Honeywell EBI and digital video manager (DVM). The state-of-the-art integrated building management system connects to DVM, a scalable, digital closed-circuit television surveillance solution.

Both products are developed at the Software Centre and are exported to Honeywell customers worldwide. EBI is designed to integrate all aspects of building automation and control into a single entity, connecting and linking all the building sub-systems via an IP network into a single graphical management system.

Utilising the building's network infrastructure as a communications backbone, EBI controls all of Westpac Place's mechanical plant and equipment.





*Honeywell's building solutions enable Crown Melbourne to deliver a superior customer experience and minimised risk*

The system integrates everything from environmental controls, open systems interfaces such as LonWorks, Modbus, OPC, and BACnet to security functions such as access control, intrusion detection, lift control, occupancy reporting, advanced alarm management, alarm paging and network based video surveillance.

When used in conjunction with DVM, the solution is able to intelligently capture before and after video footage of an incident. The advantage of the EBI system is that all building functions are controlled from and report to a central point, which facilitates exceptional speed and coordination between integrated functions. This reduces response times, and improves information management.

Michael says Honeywell's solutions have the potential to evolve as requirements change or as new technology becomes available, ensuring that their customers remain at the forefront of smart buildings around the world.

The recently released DVM R500 is an updated version of HBS' digital closed-circuit television surveillance system. It has set new standards in operational efficiency, cost effectiveness and performance through a redesigned user interface, smart diagnostics and forensic search capabilities, and improved

integration with access control and other security technologies.

The user interface is the most visible enhancement to DVM R500. The updated design follows established multimedia interface principles, which creates intuitive, agile navigation, helping boost productivity and reduce security event response times, as well as training costs.

These improvements are augmented by smart diagnostics modules that analyse system operations to help security operators quickly process activity reports, run system diagnostics, and check system performance and status.

The Museum of Old and New Art located in Hobart, Tasmania is using the new system. It is the largest privately funded museum in Australia and presents antiquities, modern and contemporary art from the David Walsh collection.

Michael says, "The analysis and reporting that would normally take four to five hours is now measured in minutes, allowing the museum's operators to focus on other critical duties and operations to take place with minimal resources."

New recording and playback capabilities, combined with the improved interface, can also help security personnel quickly pinpoint potential threats and react before they become incidents. By providing various, time-coordinated

views, the same tools can reduce forensic investigation time after an event. These features include: synchronised and instant playback of multiple cameras; motion searching that detects movement in a selected area and tags it for review; timeline scrubbing to quickly locate critical incidents and footage.

In addition, DVM R500 helps decrease lifecycle costs by leveraging global open security standards such as ONVIF to enhance system interoperability. This enables organisations to use the latest security cameras and equipment while protecting past technology investments. DVM R500 is also an integral component of EBI.

"To stay ahead of the increasing threats impacting businesses and organisations, security personnel need advanced-yet-cost-effective technology to protect their assets and promote safety," says Michael. "DVM R500 helps users identify and address would-be issues before they cause problems or damage — all while increasing ease-of-use and operational efficiency."

Tony and Michael are adamant that constant research and development will continue to create new opportunities for HBS "further up the value chain." While global, they aim to deliver local with an integrated technology approach that delivers value for customers.

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# 'Won't happen here myth' must go - high rise security needs attention

**A**s threats of terrorism against people and property and acts of cyber-terrorism increase around the world, security professionals will need to broaden their skill base to become more business focussed and work more closely with others in the emergency services.

According to Geoff Craighead, president of ASIS International, the New Zealand security industry will increasingly be required to share information and strategies to support the responses of the NZ Fire Service, the Police and St John Ambulance, particularly around protecting high rise buildings.

He says building owners and managers, boards and security experts need to be thinking more critically about securing and

protecting high rise buildings, particularly with the heightened awareness of hostile events that saw staff withdrawn from a number of Middle Eastern embassies.

While there have been no major local security scares to date, the Australian-born security specialist who's worked in the US most of his life, says it's not appropriate to say 'it's not going to happen here'.

"You have some fine buildings in New Zealand; including the 36-floor Vero Centre, the Skytower and Metropolis Apartments listed among the tallest in the world. They're part of your critical infrastructure of hotels, office and residential buildings where there have been a number of successful attacks in other parts of the world."



*Geoff Craighead,  
CPP, President, ASIS International*

Craighead says hotels are often exposed and haven't been able to harden themselves as much as utilities and other buildings. "An event, perhaps a marathon run in the city could open up a Pandora's box."

## **On edge since 9/11**

Craighead says since the events of 11 September 2001, everyone in the global economy is facing the same kinds of threats from the outside and inside, including cyber-terrorism.

After returning to meet business leaders in New York after three years away, he says the sense of high alert was almost tangible with "the whole city in a state of readiness" particularly with the rebuilding



*Since the 9/11 terror attack on the Twin Towers everyone is aware of threat to high rise buildings.  
Photo Wikimedia Commons*



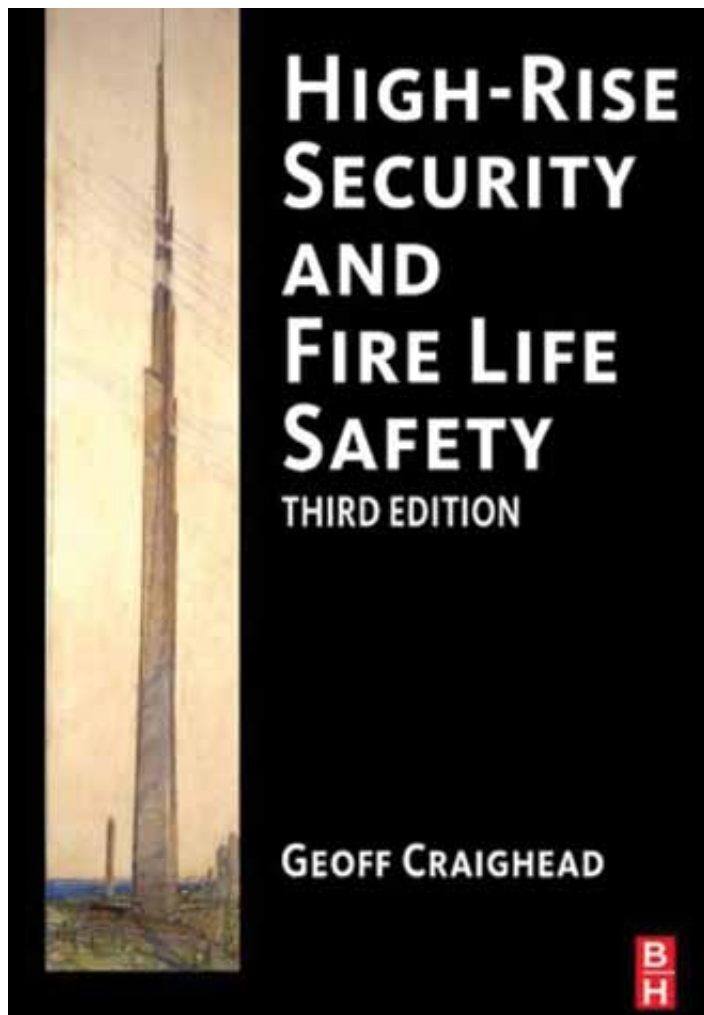
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of downtown New York, including the Freedom Centre on the site of one of World Trade Centre towers.

Other buildings including the World Financial Centre and Goldman Sachs, “have really strengthened their structures”. Also strengthened are the relationships between the security industry and public law enforcement which he says is “so critical”.

Craighead, in the country in August, talking with ASIS members, top security people, senior Police, NZ Fire Service and St Johns Ambulance personnel, says these services need to understand each other's areas of work and responsibility to make future collaboration easier. “They're all in the same boat as part of fire and life safety.”

It's important for fire, ambulance, security and police to be in a partnership and build strong relationships around how they can interact in a time of threat. For example, he says in many major cities the fire service is requesting real-time access to building emergency plans as they head to an incident.

“While certified security professionals must take part of the responsibility to ensure this happens, it's a two-way street and there has to be a willingness to have that dialogue,” says Craighead.

He has long been of the view that security considerations should be part of the very early design stages of high rise buildings. “Unfortunately despite all that's gone on, to open up awareness, there's still not a high level of engagement with certified security practitioners, who've got demonstrated expertise in that area.”

### Best advice still ignored

While loathe to make broad brush statements, he says there have been a number of major high rise projects in recent years that failed to engage security professionals or consult with public law enforcement about the best way to approach security.

Craighead who's been involved with ASIS in a voluntary capacity for 17-years, left his native Australia to work in the security industry in Hong Kong for 5-years before heading to the US in the early 1980s where he developed expertise in high rise building security.

His book *High-Rise Security and Fire Life Safety*, now in its third edition, spells out the unique characteristics of skyscrapers and other tall buildings from a security and ‘fire life safety’ perspective, recommending types of security, risk assessments, security policies and procedures.

The book provides guidelines for managing security and life safety functions, including the development of response plans for emergencies relating to commercial office buildings, hotels and residential high rise buildings.

For example, he says security systems need to record who is allowed to have access to a building and who is in the building at any time, to reduce threats, including domestic incidents where employees can be attacked by an estranged partner.

As social tensions escalate and domestic relationships break down, the threat of homicides or incidents “has raised its ugly head in North America with a number of high profile incidents”, on individuals who are vulnerable in their workplace.

### Raising security profile

Craighead is determined the security profession be recognised for excellence, something that has been improving over the past 30-years. “The industry has been maturing and attracting more people who were previously in law enforcement and the military and through well respected certification.”

ASIS, a body dedicated to raising professional standards in the worldwide security industry, has around 38,000 members; 150 in New Zealand and 23 with full certification.

Those who're certified have shown they have “the experience and willingness to undergo rigorous examinations, and that they are top security professionals able to make preparations for any risk,” says Craighead.

He says a lot of work has been going on in firming up global security standards, particularly since 9/11. “Things have really stepped up as guidelines have gravitated into standards; a number of them written for the international ISO group and currently 200 members from around the world, including New Zealanders, are involved in formalising risk assessment and management standards.”

In the early 1980s some of the books and documentation were a little anecdotal and not well researched. Now Craighead says academia have been properly researching and putting together material for corporates, large companies and multinationals.

Efforts to develop risk and impact management standards are currently underway between ASIS International and RIMS (the Risk and Insurance Management Society) as another tool for security professionals, looking to secure a place at the decision-making table.

The new standards will provide a basis for a generic risk assessments and analysis of risk management controls protecting an organisation's assets. They'll help identify assets, address operational risks such as threats and hazards, and include vulnerability and consequence and business impact analysis.

New minimum standards were due to be released to ASIS New Zealand members at the end of August.

ASIS is also working with 350 chief security officers (CSOs) as part of a round table of men and women working in major corporations, who are sharing information and upskilling themselves to have a major input into security standards.

Craighead says this and other ongoing work adds to the quality and body of knowledge for the industry, making the documentation in the security toolkit far more professional.

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# Business case for security parallels IT management

**T**he security professional's role of building and asset protection, business continuity and preserving a company's reputation, deserves greater recognition, even a seat on the board alongside the chief information officer, says visiting ASIS international president Geoff Craighead.

He says there needs to be more co-operation between IT and security, with security developing a better understanding of the business side and IT working closer with those who manage risks, before they become an executive problem.

Rather than a silo approach within large organisations, trust needed to be built as "the life of the organisation is at stake", says Craighead.

Part of giving security a broader role across the enterprise, means working more collaboratively with other business units, understanding their goals, helping to assess risks and providing a convincing business case that aligns security investment with risk reduction.

Craighead says one of the challenges for security professionals is to put proposals to management in business terms without all the security and IT jargon. A good proposal would involve due diligence processes when assessing a security solution along with potential return on investment (ROI) and competitive advantage.

"Such proposals are more likely to be adopted if they show the value of security as an asset rather than an afterthought or a cost centre."

## Converging disciplines

At the very least, Craighead says, good relationships need to be fostered as IT and security responsibilities and disciplines are converging. "We are really trying to assist our people to cross pollenate. IT people also need to have some exposure to our

side of the world so they know what we are involved in."

ASIS is working hard to educate its members about this convergence. "You cannot operate in this world now as a purely physical person in security...there's a revolution going on and IT has got to be high priority."

That means everything from the security guard having communications technology with them, to ensure they are in touch all the time and their movements tracked, through to protecting IT and other building systems.

Craighead says IT people were also looking for security people to be of assistance to them, particularly as business data was often shared over the same network as CCTV, building access control, intrusion detection and other security systems.

Earlier this year, he says, someone from the US hacked into an Australian company's fire and life safety systems and shut down the heating, ventilation and air conditioning. "You have to step back and consider what that means if you leave the back door open and even these building systems are vulnerable."

He says the traditional security person needs to be getting as much education, without "getting into the weeds", about the IT world and how IT security operates. They need to be aware of the standards, tools and platforms so they're better able to deal with the IT world.

## An uphill battle

Craighead says keeping on top of security threats is an uphill battle. A financial institution with retail outlets needing physical security as well as IT security could have its assets cleaned out by someone coming in through the firewall. "It's got to be one of the toughest jobs in the world protecting those assets."

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He says cloud security for example is one of the big emerging issues. "Because you can put a lot of your IT platform on the cloud you have to make sure it is properly secured and be confident your provider knows what they're doing and that your data is safe from a physical point of view and from hacking."

Craighead says ASIS has been keeping an eye on the impact of information and security technology for some time, but this has been accelerated over the past three years.

Its major conference and exhibition in Chicago in September this year, attended by around 20,000 people and featuring Apple co-founder Steve Wozniak as guest speaker, was held in conjunction with information security certification body '(ISC)2' (pron ISC squared) as part of an ongoing alliance.

One of the things that is driving a shift to smarter use of technology, he says, is the number of computer savvy young people coming into the security and emergency services. "You'll get more from these people at a local level by getting them involved and engaging with new uses of technology."

*Resources: ASIS New Zealand Chapter  
The local chapter of the 38,000 strong international security professionals group  
Web: [www.asis.org.nz](http://www.asis.org.nz)*

# Perceptions of security hamper industry growth

**N**ew Zealand businesses need to be compelled by legislation or a greater awareness of the role the security industry can play in advising on and protecting business assets, or it will continue to be treated as an arbitrary add-on.

Carlton Ruffell, chairman of the New Zealand chapter of ASIS, the global group promoting professionalism across the security sector, says simply competing on price is not sufficient incentive for local businesses to improve security systems and processes that ensure the safety of people, assets and information.

"In some major organisations in New Zealand you will find security comes under facilities management which is just ridiculous because if you are competing with paint and light bulbs in constrained economic times, you are going to lose every time."

He says security managers need the opportunity to produce a robust business case early in any decision making process.



Carlton Ruffell,  
ASIS New Zealand Chapter chairman

"If they're just doing it under facilities management or a tack on before you open your shopping mall, it doesn't get any consideration."

It also means any fixes for problems discovered after the fact are often more expensive than they would have been if a proper security analysis was done in the first place.

Ruffell says security needs to be part of risk management and report to the 'c-suite' or board. "If you don't have the highest level of executive buy-in on security issues, generally the rest of the organisation tends to ignore advice and direction from security people."

## Preventative medicine

He says the IT department won itself a place on most corporate boards, largely because of so many shocking releases of personal data, and the fact that executives use internet technology every day and are aware of the potential impact of any shortcomings in their systems.

He says good security however is harder to gauge, as it's measured by the absence of security events.

Even post-Christchurch earthquake, despite all the talk about the need for business continuity measures, this often hasn't been followed through. "When most people found out the cost of continuity measures including data back up plans, they said 'oh it probably won't happen again'."

The fall-back position seems to be, if something bad happens ACC or other insurance companies will pay out, even if it takes a bit of wrangling. He cites the Pike River mine disaster as an example where there was no incentive to get things right.

"Safety and security are seen as a cost centre rather than a benefit and even if you make the argument that it can protect profits, it's still very hard."

Ruffell suggests there's a perception that the market will regulate itself but without the right legislation and the resources to police that, it simply won't happen.

## Policies a deterrent

He says many organisations don't have security procedures for business continuity, IT security, the use of company equipment or how to deal with workplace bullying for example.

"Just having policies in place and letting staff know about this, goes a long way toward solving some of these problems," says Ruffell.

And he says too many people have the perception of security, as a job you give to dullards who can't quite make it anywhere else, when it should be a career choice in a regulated industry where people get a decent wage.

"Some people want to keep the barriers to entering the security industry low, as if they are helping those 'less fortunate.' Security is too important a function, with too much at stake to allow anyone less than adequate to enter the industry."

"If the market gets its way you end up employing bottom of the barrel people and paying a minimum wage to those who probably have to take on an additional job to survive."

For the security industry to lift its game Ruffell says there must be legislation requiring people to be licenced and up to standard.

Too many people have dressed up their business cards by calling themselves consultants with little in the way of real qualifications such as the Certified Protection Professional (CPP), Physical Security Professional (PSP) or Professional Certified Investigator (PCI) certifications, as offered by ASIS.

# Perimeter Protection for a Historic Homestead

**I**n this day and age, when it comes to protecting valuable products, a lock and chain just doesn't cut it anymore. Sometimes an upgrade to a more sophisticated perimeter security system is the only way to ward off thieves and other potential intruders.

A heritage listed Historic Homestead in the outskirts of Christchurch is a prime target for theft and vandalism and is difficult to protect using traditional methods, such as point to point beams and CCTV cameras. To solve this challenging situation, Southwest Microwave offered the ultimate in perimeter protection—the INTREPID™ MicroTrack™ II Buried Cable Detection System through Action Alarms (System Integrator) and Hills Electronic Security (Distributor).

## The Challenge

Surrounded by farms and like most semi-rural homesteads, the property includes several acres of mature gardens, trees and a small lake. Unfortunately, this also provided perfect cover for a potential burglar. With irreplaceable antiques and property at risk, the owners asked their long servicing security company, Action Alarms to come up with the appropriate solution.

Action Alarms had been maintaining the intruder alarm system for several years. When a change in the property's ownership meant the it would be vacant for long periods – it became clear that the alarm on its own was not enough, and some form of early warning perimeter system was required.

## The Solution

Action Alarms looked for a perimeter detection system based on the following criteria:

- The detection system should be completely covert.
- The new system should integrate with the existing alarm system via relay contacts.
- The new system should have reliable detection with accurate system reporting.

The INTREPID™ MicroTrack™ II Buried Cable Detection System delivered all these criteria and was recommended to the property owner by Alastair Burgess of Action Alarms.

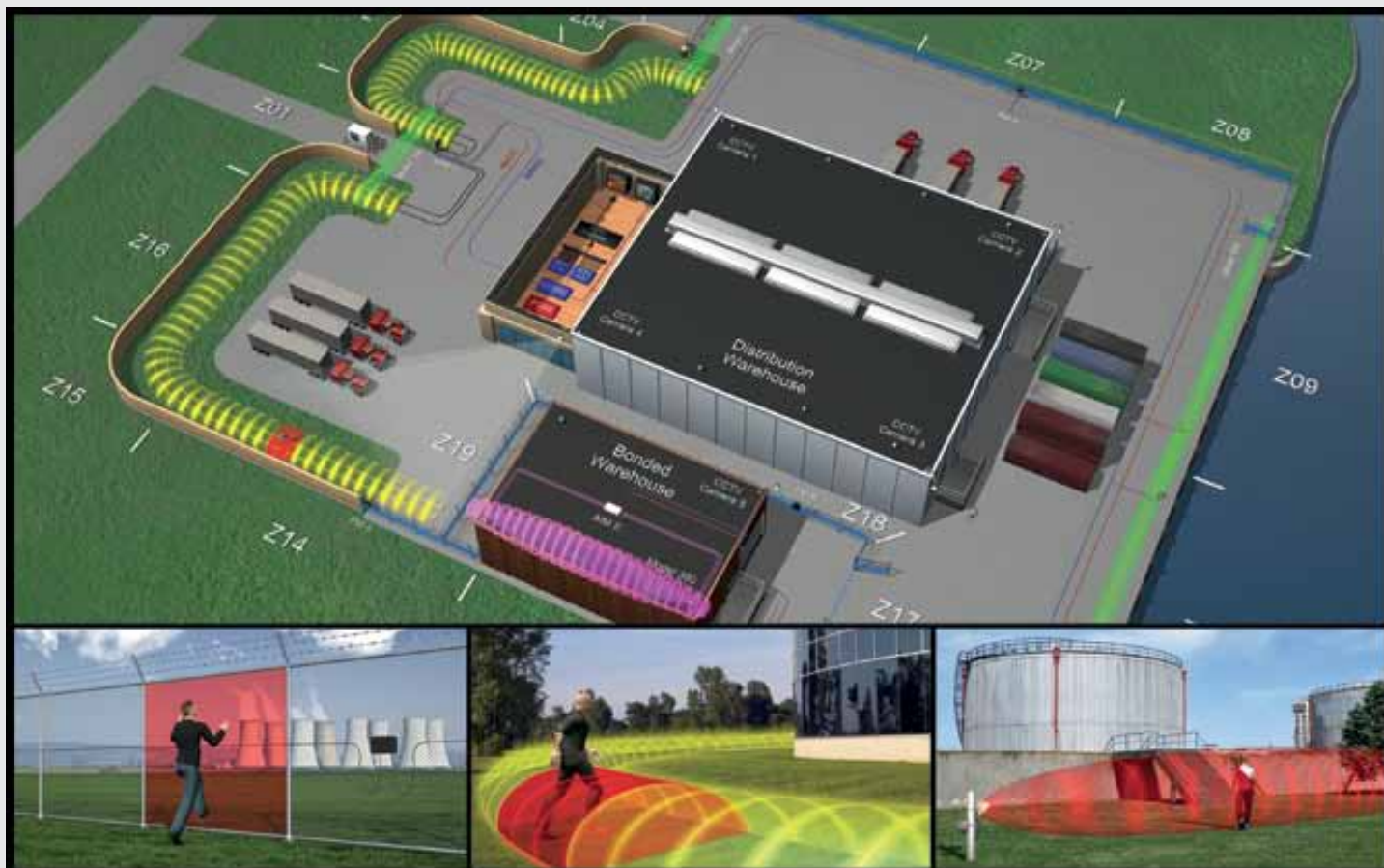




# INTREPID™

High-performance, flexible and integrated perimeter security solution.

INTELLIGENT SENSORS ARE NOW EVEN **SMARTER!**



**MicroPoint™ II**  
Fence Detection System

**MicroTrack II**  
Buried Cable Detection System

**MicroWave 330**  
Digital Microwave Link

Manage multiple sensor technologies such as fence, buried cable, and digital microwave on a single network platform with INTREPID's newest generation perimeter detection system.

## Enhanced features include:

1. Intrusion location to 3m
2. Uniform detection sensitivity
3. Software-based zoning
4. All weather protection
5. Common communication protocol
6. Universal set-up software
7. Integrated I/O modules
8. Broad input voltage range

For enquiries call your nearest Hillsec branch.

Two trenches were dug in the property and the transmitter and receiver cables were then laid into the trenches and buried 30cm beneath the ground. The cables easily followed the curvature of the driveway and surrounding garden.

A volumetric detection field is generated between the transmitter and receiver cables. When an intruder enters the field, MicroTrack's sensor capabilities detect and analyse the disturbance and calculate it's precise location to within 3m.

Detection zones are assigned in the MicroTrack's systems software and can be specified anywhere along the cable up to 100 zones per 200 meters of cable, up to 200 zones per processor.

MicroTrack's patented digital signal processing differentiates between legitimate intrusion attacks and harmless disturbances, caused by small animals or environmental factors. This ensures reliable detection and solves nuisance alarm problems which can come from the peacocks and other animals roaming around the garden.

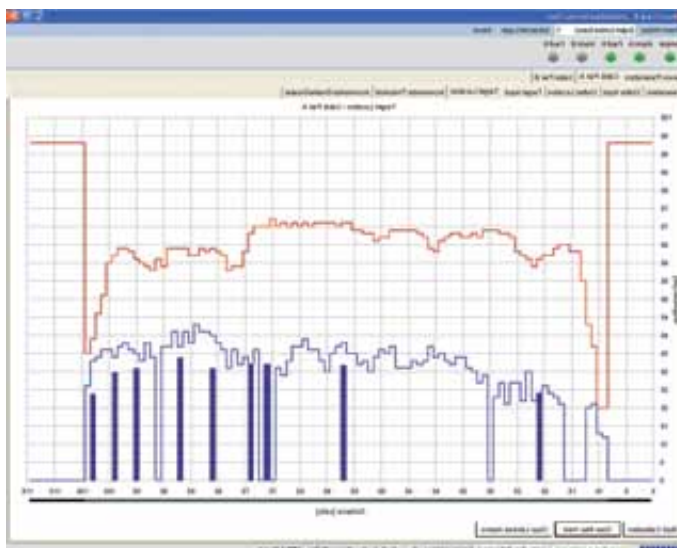


### The Result

The property owners now have peace of mind – knowing their entire property is secure and furthermore, should an intruder attempt to access the property, the early warning will provide the guard response service adequate time

### About Hills Electronic Security

Hills Electronic Security, a division of Hills Holdings of Australia, market an extensive range of electronic security products, ranging from simple domestic alarm systems up to a complex integrated surveillance system and fibre-optic



networks used in commercial and industrial applications.

We represent a number of the world's leading security companies and have achieved a market-leading position in our industry through our superior customer service, convenient locations and constant flow of new technological products. We maintain excellent stock level holdings

to respond before any damage is done. Action Alarms can also rest easy with the knowledge they have provided a true 'state of the art' detection system that is not only accurate, but easy to service and maintain.

in Auckland and Christchurch and we provide solutions, recommendations, and system designs to help you achieve your projects.

Southwest Microwave perimeter protection products are available from any of our Hillsec locations in Auckland, Wellington and Christchurch.

With INTREPID's Universal Installation Service Tool II software, the MicroTrack™ system can be calibrated to adjust for variations in burial depth or ground conditions, assuring uniform detection across the entire protected area. This same software is also used as a diagnostic tool for real time trouble-shooting where environmental disturbances and damaged cables can easily be identified. This minimises time and money isolating and servicing the areas of concern.

### About Action Alarms

Based in Christchurch, Action Alarms have been providing alarm, access control and CCTV system installation, monitoring, and maintenance for South Islanders, since 1981. Alastair Burgess from Action says, "Action Alarms is very passionate about protecting people and their property. We pride ourselves on thinking outside the box, keeping up with latest technology, and providing professional advice and solutions to our clients."

For enquiries, please call Mike Clark on +64 3 374 6277 or visit the Hillsec website at [www.hillsec.co.nz](http://www.hillsec.co.nz)





# fired up protection

**ViTECH**

**LOKTRONIC's** expansive product range has just become even wider with these first class **EGRESS** and **FIRE PROTECTION DEVICES** and **PROTECTIVE COVERS**.



**STI-1130** Ref. 720-102  
Surface mount with horn and spacer  
255mm H x 183mm W x 135mm D

**STI-13000-NC** Ref. 720-090  
Flush mount, no horn  
200mm H x 135mm W x 65mm D



**STI-13510-NN** Ref. 720-092  
Surface mount, horn and label optional  
200mm H x 135mm W x 100mm D

**STI-1100** Ref. 720-054  
Flush mount with horn  
255mm H x 183mm W x 84mm D



**STI-6518** Ref. 720-060  
Flush mount, no horn  
170mm H x 95mm W x 49mm D

**STI-13210-NG** Ref. 720-094  
Surface mount, horn and label optional  
200mm H x 135mm W x 100mm D



All **STI 'Stoppers'** are made of tough, UV stabilised polycarbonate. Many can be supplied with or without a 105 dB horn. Other models and sizes available including weather resistant options.

## **STI-WRP-R-11** Ref. 720-059R

Resettable call point surface mount, DPDT. Positive activation mimics the feel of breaking glass. Visible warning flag confirms activation. Simple key to reset operating element - no broken glass. **IP 67**



## **STI-RP-WS-11/CN** Ref. 720-052W

Resettable call point surface mount and flush, DPDT. Positive activation mimics the feel of breaking glass. Visible warning flag confirms activation. Simple key to reset operating element - no broken glass.

## **STI-RP-GF-11/CN** Ref. 720-051G

Resettable call point surface mount and flush, DPDT. Positive activation mimics the feel of breaking glass. Visible warning flag (pictured) confirms activation. Simple key to reset operating element - no broken glass.



## **STI-RP-RS-02/CN** Ref. 720-058

Resettable call point surface mount and flush, SPDT. Positive activation mimics the feel of breaking glass. Visible warning flag confirms activation. Simple key to reset operating element - no broken glass.

## **STI-6255** Ref. 720-042

Mini Theft Stopper discourages inappropriate use of equipment. Sounds a powerful 105 dB warning horn when activated. Tough, ABS construction. Reed switch activation for cabinets and display cases or unique clip activation for freestanding equipment. Does not interfere with use of protected fire fighting equipment. Compact design 85mm H x 85mm W x 25mm D.



## **STI-6720** Ref. 720-047

Break Glass Stopper. Keys under plexiglas. Protects emergency keys from inappropriate use. Keys remain visible. Fast, easy installation. Simple, inexpensive plexiglas. 3 year guarantee against breakage of the ABS housing within normal use.



## **Battery Tester** Ref. 730-100

ViTech rugged steel case 5, 15 and 30 amp battery tester for fire and alarm use.



## **Fire Brigade Alarm: (Closed/Open)** Ref. 720-102

ViTech branded Type X and Type Y models with temperature compensated pressure transducers with digital display showing pressures for defect, fire and pump start.



## **Anti-Interference Device**

**Ref. 730-400 series**

ViTech AID for sprinkler valve monitoring; fits all ball valve sizes.



ViTech products are designed and produced in New Zealand.

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# Plug-and-play HD video storage

## DIVAR IP 2000 and 6000

Professional, affordable video recording and management



**BOSCH**

Invented for life

DIVAR IP 2000 and 6000 combines a network recorder and iSCSI storage array for affordable, simple and reliable HD video recording with capacity for up to 16 TB of data. The all-in-one design provides a cost of ownership that is up to 45% less than other systems.

### Simple operation

True plug-and-play operation cuts installation time nearly in half. Connect the DIVAR IP appliance and IP cameras to the network, configure using the installation wizard, and the system begins recording automatically. No special training or certification is required.

### Reliable performance

Like all Bosch products, the appliances are subject to the most comprehensive and rigorous battery of quality endurance tests in the industry, and they're backed with an end-to-end three-year warranty.

### Easy video management

Integrate DIVAR IP 2000 with our advanced Viewing Client software to create a complete video management solution for up to 16 high definition, megapixel and standard definition resolution channels. Choose Bosch Video Management System Lite for DIVAR IP 6000 for a full-featured video management solution for up to 128 channels. Convenient features enable easier control and system management.



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# All-in-one HD video management DIVAR IP 3000 and 7000

Professional, affordable video recording and management



**BOSCH**

Invented for life

DIVAR IP 3000 and 7000 combine a network recorder, storage array, client workstation and integrated software for affordable, simple and reliable HD video management. With an all-in-one design and no annual maintenance agreement for support or software upgrades, the cost of ownership for DIVAR IP is up to 45% less than other systems.

## Simple operation

True plug-and-play operation cuts installation time in half. Connect the DIVAR IP and IP cameras to the network, configure using the installation wizard, and the system begins recording automatically. No certification is required and free online training gets you up to speed quickly.

## Reliable performance

Like all Bosch products, the appliances are subject to the most comprehensive and rigorous battery of quality endurance tests in the industry, and they're backed with an end-to-end three-year warranty.

## Management System

Advanced video management with integrated Bosch Video 4.5, DIVAR IP 3000 and 7000 provide recording, viewing, playback and export of high definition, megapixel and standard definition resolutions. Powerful features provide full control and complete video management. Integrate Bosch DVR's for a Hybrid solution, up to 5 units for Divar 3000 or up to 10 units for the Divar 7000

# Panasonic takes security cameras and networks to new levels

One of the world's leading technology and display systems brands put on an impressive exhibition for New Zealand businesses recently that included state-of-the-art products for the security sector.

The Panasonic Business Systems Expo held at ASB Showgrounds in Greenlane is an annual event that showcases Panasonic's business products to retailers and media. This year the impressive range of products for 2013 included IP Phone systems, IP HD Video Conferencing, Professional Display Panels, Projectors, Point-of-sale systems, Toughbooks and of course the latest in security systems.

Panasonic has become one of the top-of-mind consumer and business brands in the world of technology and innovation. In his introduction to a wide-ranging presentation of products and systems, Fred Takahashi from Panasonic Japan, said integration and connectivity were the buzz words in describing his company's current solutions for the business sector.



Paul Grey is Panasonic's Product Manager for security and industrial products in New Zealand

### Panasonic solutions for business

Built on an established engineering foundation, Panasonic aims to design business technology solutions that help build a better world. Customers in government, healthcare, production, education and a wide variety of commercial enterprises of all sizes, depend on integrated solutions from Panasonic to help them acquire, manage and interpret the information that drives innovation. The complete suite of Panasonic solutions addresses unified business communications, mobile computing, security and surveillance, retail point-of-sale, office productivity, high definition visual conferencing, visual communications (professional projectors, displays, digital signage) and HD and 3D video production.

### Customisable and scalable CCTV

Panasonic was first introduced to the New Zealand market in 1962 as part of the Matsushita Group. For more than 50 years, Panasonic has been providing its customers with electronic products and is now one of the leading manufacturers of visual security. Starting with analogue box cameras and recorders to store images, today it is providing highly digitised IP network products such as network cameras and recorders, encoders, decoders, along with their integrated administration software. Recently Panasonic has also provided cloud systems and in-car video surveillance systems designed for use by the police.

Building on its reputation as a global leader in imaging technologies with break-through performance and reliability, Panasonic NZ presented an array of new additions to its video surveillance and security solutions portfolio. New innovations include a wide variety of indoor and outdoor PTZ and dome cameras now available with full HD 1080p imaging, day/night analogue surveillance cameras with infrared LED, a new hydrophilic



WV-SW598 is the new 1080p outdoor PTZ camera with a rain wash dome from Panasonic

'rain-resistant' camera dome coating for improved visibility during rainy conditions, a video decoder with built-in 16 channel (camera) network disc recorder with face matching capability and i-Pro 360° HD cameras and management software for multi-recorder, multi-site systems.

"We continue to expand the breadth and performance of our portfolio to ensure we have the best, most comprehensive offering of products and system solutions available," said a Panasonic security spokesperson. "Our diverse and growing customer base spans a wide variety of markets and industries and we have the unique advantage of being able to provide any combination of products, or complete system solutions, to best meet their needs."

### Hydrophilic 'rain-resistant' dome coating

One of the flagship features of the Panasonic security camera range is the industry's first permanent, 'rain-resistant' water repellent coating which allows rain drops to flatten onto the surface of the camera dome, providing better visibility and viewing capabilities in rainy conditions.



In addition, water stains on the cameras dome surface can be washed away by rain or simply spraying it with water, no wiping required. The rain-resistant coating will be available as a standard feature on several of the cameras in the range.

#### Face recognition software advances

Panasonic NZ's product manager for security and industrial products, Paul Grey says, the New Zealand security

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*Panasonic Corporation is a worldwide leader in the development and manufacture of electronic products for a wide range of consumer, business, and industrial needs. Based in Osaka, Japan, the company recorded consolidated net sales of 7.85 trillion yen (€71.4 billion) for the year ended March 31, 2012. The company's shares are listed on the Tokyo, Osaka, Nagoya and New York stock exchanges.*

*For more information on the company and the Panasonic brand, visit the company's website at <http://panasonic.net/>*

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industry can expect to see some amazing advances in facial recognition software from the company later this year. "Our new software is ground breaking and represents a significant extension to existing cameras and software platforms. New requirements for security networks are coming in thick and fast. While existing solutions are resource intensive, our new developments will be a big step to offering solutions to these issues."

## Rugged and slim Toughpads for security professionals

The security sector will be pleased to see that as a leading provider of integrated security and surveillance solutions, Panasonic also has new solutions to enable remote viewing and control of its IP-based i-PRO surveillance cameras and recorders.

New Toughpad tablets combine a rugged mobility with the company's advanced line of surveillance technology, providing a truly mobile platform for comprehensive monitoring, in a range of situations and environments.

These solutions can provide wireless remote access to both live and recorded surveillance feeds, and the ability to reposition and control pan-tilt-zoom cameras, via the fully-rugged Toughpad tablets. The tablets' durable design allows users to wirelessly access their video surveillance network no matter where their work takes them. Each Toughpad features 802.11 a/b/g/n Wi-Fi and optional embedded 4G LTE or 3G mobile broadband, providing for near-limitless mobility.

These thin, lightweight and yet fully rugged 10.1" tablets with Windows 8 Pro and Android4 operating systems, along with the 7" Android4 tablets, have been designed to meet the growing demand from businesses for purpose-built tablets that use the latest functionality to improve the productivity of their workforces.

The Toughpad FZ-G1 is Panasonic's first fully rugged Windows 8 Pro tablet which has been designed for mobile workers who spend much of their time working outside or from vehicles. Organisations that will benefit from this product include security industry professionals, as well as transportation and distribution, emergency services and insurance assessors. Weighing only 1.1kg, it has been designed to take full advantage of the new functionality offered by the Windows 8 Pro operating system and offers two-way touch input with its capacitive 10-finger multi-touch



*Panasonic's new Toughpad tablet*

screen and digitizer pen for tasks such as recording signatures.

The Toughpad family is designed to meet the same incredible durability standards as Panasonic's Toughbook laptop product line. The FZ-G1 has a MIL-STD-810G rating for 120cm drops as well as an IP65 ingress protection rating for resistance to dust and water. The device is also rated for use in extreme temperatures.

With built-in battery saving technology such as its ambient light sensor, the Toughpad FZ-G1 can operate for 8.0 hours on its standard six cell battery. Batteries can also be switched in the field to ensure the device is operational as long as the user requires it.

The FZ-G1 comes as standard with a high quality HD 720p front web camera and optional three MP rear camera with double flash capability for clear document, asset or site photos whatever the light conditions. To help field workers stay in touch with the office, it has an optional dual external antenna connector to allow vehicle mounted devices to connect to a roof antenna boosting connection capabilities in remote areas.

The Toughpad JT-B1 is Panasonic's first fully rugged 7" Android tablet ergonomically designed for one-handed

use by mobile workers in industries such as security and police forces.

This new device combines the power of the Android 4.0 operating system with the pedigree of Panasonic's rugged mobile computing devices. As well as the ease of application development and the enhanced user experience offered by Android 4.0, the JT-B1 also delivers the additional durability, enterprise-level security, connectivity, display technology and battery life.

This lightweight (544g) tablet offers capacitive four finger multi-touch, 7" display with high visibility and low reflection and 500cd/m<sup>2</sup> high brightness, WSGVA (1024x600) resolution and ambient light sensor for optimum viewing and battery savings.

Ergonomically designed, the JT-B1 has a dimpled, concave surface to aid one-handed grip and a back-fitted hand strap for comfortable use and carrying. There are also three customisable one-click keys, allowing users to jump straight to the apps they need with a short or long click.

The device is also equipped with a 1.3MP front web camera and a market leading 13MP back camera with autofocus and LED light for detailed documentation and image capture.

# Security Conference provides insight for industry

**T**he diversity of speakers and a packed exhibition hall, left an impression on many delegates at the 2013 New Zealand Security Conference and Exhibition held in Auckland during August.

Associate Minister of Justice, the Honorable Chester Borrows opened the conference, taking the opportunity to announce the new mandatory training

regulations for Private Security Personnel which come into force on 1 October 2013. The training applies to both licence and certificate of approval holders.

Prior to the official opening ASB economist Jane Turner addressed a well-attended breakfast session providing an overview of the New Zealand economy and a crystal ball view of what lay ahead for the industry over the next 12 - 18 months.

In the first presentation of the conference programme, Norm Nelson of Vivint (US) focused on the meaning of true customer service and the impact it has on an entire business, from a company's mission statement through to the receptionist. After the presentation, several delegates talked to agreed, their own business practices would benefit from Vivint's approach to customer service.



International speakers Victor Vella and Jim Della-Goacoma then provided indepth insight into terrorist trends globally and on a more regional basis, the threats, ideologies and tactics which highlighted the growing need for security services in New Zealand and the role they can play.

The afternoon session provided delegates their first opportunity to choose from a range of business related presentations covering skills development, certifications and licensing, audits and the role of radio communications in the industry.

Opening the conference's second day was Bob Forsyth from MITIE UK who shared the UK and European perspective on the changing face of the security industry, and the need for companies to recognise the opportunities that exist for those who are willing to adapt to the changing landscape.

Forsyth reflected on his own business that transitioned from primarily a manpower company, with 98% revenue derived from man guarding services with very little profit, to a company that now generates over 18% of its revenue for technology/project based services, which deliver much higher profits.

The early afternoon sessions again provided delegates with a variety of business related presentations, from the perfect elevator pitch, how to build a winning website, through to understanding cyber security threats.

Following lunch, Roger Lewis focused on tactics to improve productivity. Lewis' animated presentation style was one the afternoon delegates very much enjoyed. More importantly they also came away with some interesting new techniques around increasing productivity.

One of the last sessions of the day was presented by Dr Warren Tucker, Director of the New Zealand Security Intelligence Service, who gave an insight into the functions of the SIS and current issues facing New Zealand.

Closing the conference presentation programme, Inspector Rob Duindam gave an update to the industry on the Police and Crime Prevention Partnership Forum (CPPF) and how the security industry and police are working together to prevent crime through the sharing of information.

New Zealand Security Association (NZSA) Executive Officer Greg Watts said there was excellent feedback about the quality and diversity of speakers this

year, with more focus being put on real life business learning, how companies could improve their businesses; making them ultimately more succesful and profitable.

"We try to set a good balance between security industry topics and sessions that are going to help improve industry professionalism and grow businesses," he said.

Professionalising the security industry through training is something Watts has been advocating since joining the NZSA in 2010.

"Many companies have been holding off training their staff, while they waited for the mandatory training regulations to be announced. Now this has happened I hope most companies will take the opportunity to invest in their people and not just train them to a mandatory level, but also support them to achieve higher qualifications. This is the only way the industry will truly evolve from what many consider a transitional industry of lower skilled labour to a professional industry, full of well skilled individuals who want to make a career for themselves."

The NZSA is taking a lead role in delivering training to the industry (full story page (28-29).

## Shining a light on success

**The Skills Organisation congratulates all the winners of the 2013 NZSA New Zealand Security Awards.**

# skills.

**The Skills Organisation**  
**skills.org.nz**

**To find out how your staff  
can get on the road to  
success email  
info@skills.org.nz**





# An array of products for a diversifying industry

**I**ndustry professionals from around New Zealand gathered for industry updates, product/service launches, business opportunities and to gain knowledge from industry's experts.

At the exhibition, Keith Thomason, Managing Director of ADDCOM demonstrated the companies latest product range, including the new ADD300 and ADD700 Headset Series that has just been launched into the Asia Pacific Region

"We were excited to be a part of the NZ Security Conference 2013. This event gave us the opportunity to meet with potential customers and provide them with a customised demonstration of our products," said Thomason. "Our industry is always evolving. It was a great chance to sight the latest technology from all over the world and be able to network with others from the security industry and the opportunity to attend workshops that focused around the challenges we face in our industry."

Other ADDCOM products on display included amplifiers, business phones and conference phones and a range of land, air and sea communication services for the defence, military, security and other specialised markets.

## Access Management

Making its debut at the 2013 exhibition was Gallagher's touch-screen enabled Visitor Management Self-Registration Kiosk, with all visitors to the stand self-registering to go in to the draw to win an iPad mini. The Visitor Management Self Registration Kiosk was the first of three new access control products introduced at the exhibition and has extensive pre-registration and reception-based visitor management functions.

Another showcase was the latest software release for Gallagher's Command Centre – v7.10, which includes significant new features and builds on the capabilities of Command Centre Premier.

## Building Automation

ICT unveiled several new products including their all new Protege WX system and the tSec range of card readers.

Protege WX is an all-in-one solution that makes electronic access control, intrusion detection and building automation even more accessible. With no software to install, it ships ready to plug and play. Simply unpack the box, connect the Controller, then launch your web browser.

The intuitive interface then guides you through the process to configure your system. Cross-platform, anywhere anytime ease of access means you're no longer confined to your desk. Program, monitor, and control your system using a desktop, laptop, tablet, or a smartphone. All you need is a web browser and you have access to your Protege WX system.

## IP Intercoms

ITRON exhibited their new IP intercom, featuring simple connectivity utilising Cat5 or Cat6 cable and POE support. The door station includes a 1.3MP camera which can be integrated to the NVR if desired. The 7" touch screen has a resolution of 800 x 480 pixels, supports snapshot's and also inter communication between monitors in the same complex.

## CCTV & Access Control

The new 2MP PTZ is the latest addition to the range of cameras on offer from ITRON. This camera features IR LED illumination for night time viewing and a 30X zoom lens. The maximum pan speed is 240 deg/s.

On display was the latest on the NVR front, featuring eight on board POE ports supporting eight cameras directly from the NVR. This eliminates the need for a separate POE switch or powering the cameras independently.

On the access control side was the latest MultioBio 700 featuring dual biometric readers: fingerprint scanner and facial recognition. This proved to be quite a popular product amongst the visitors to the stand.

MOBOTIX demonstrated their DualNight M12, a dual lens, day/night camera with two separate HiRes image sensors providing brilliant colour for the day and extremely light-sensitive black/white sensor for the night.

They also presented their mobile video management solution for Apple that improves everyday convenience and security. With this free-of-charge App, MOBOTIX users can access their video systems anytime from anywhere in the world and have mobile Internet access via WLAN (Wi-Fi) or UMTS/3G.

## CRM

Attaché Software presented the Attaché All-In-One system which features Payroll, Accounting and CRM. Another product on show was the new Job Management



system for security firms. Job Management now includes the new Job Planner calendar interface, which makes it easier to schedule appointments and match skill requirements. Together, Attaché All-In-One and Job Management enable security firms to manage and control the full job cycle while reducing duplication, errors and labour costs.

A mobile app for managing new and existing jobs while in the field was previewed at the exhibition. Accessible with an iPhone, iPad or other android device, it enables live synchronization between the office and the field. Receive job status updates, send details to the field about new appointments and sync contacts and instructions.

## People Management

simPRO demonstrated their software which integrates every aspect of your business allowing you to easily identify the who, what, where, when and how-much of any job. New features include mobility for field staff that allows them to manage job cards and run sheets electronically from a smart device and electronic forms that allow the capturing of data such as compliance or safety audits.

## Success

Summarising the Security Exhibition, New Zealand Security Association Executive Officer Greg Watts said, "With a diverse range of technologies and services on display and an increase in visitor numbers this year, the event continues to gain momentum and the future is looking bright for this annual industry event."

# Beauty is in the eye of the beholder!

And no where is this more true than for Locksmiths

From the most obvious perspective, the shapes and colours and finishes that can be achieved on door handles along with their associated mechanisms is a reason for awe of the designers who try to imagine what it is that appeals to a potential buyer. Often Hardware stores do better with this type of beauty as their concentration and skill tends to be on the appearance. After all, it is emotions that tend to drive us to purchase one item as opposed to another. Does a polished brass finish leave you feeling warm? Perhaps that shiny Satin Chrome leaves you feeling clean? Or maybe that curvy handle somehow just fits your hand like it was made for you?

Locksmiths tend to be more focused on the technical capability of the latching and locking mechanisms. We tend to be very good at evaluating whether a certain unit is likely to withstand specific conditions or whether it will probably die far too early. We tend to try to visualise the likely changes in requirements that you will have over a period of time. So for a locksmith, the beauty tends to revolve around the quality of the componentry, its ease of use and other technical details that the end user usually cannot see, and almost always hopes that they don't need to know about. And sometimes you can find the locksmith that blends both of these skills together. When you find the locksmith with the technical understanding and who still appreciates the diverse preferences that make up the people of New Zealand, then you have a source that you need to look after. Only recently we attended in Auckland the funeral of Arch Smith. Arch had just passed his hundredth birthday. He joined a business that he had inherited, and later passed on his locksmithing skills to his son and grandson. Here is just one chain of how some locksmiths have a deep understanding of the industry and the people that we work with.

For those of you who are determined to buy cheap foreign goods, please make sure that you go into it KNOWING FOR A FACT that you have just entered the throw away world. There won't be any opportunity for repairs and servicing. In many cases you can't even get extra keys. Of interest to note, the amount already being spent on foreign cheap hardware has already made significant inroads on what parts even the quality companies can still afford to make available. Recently, I had one of the significant NZ lock and furniture manufacturers and importers advise us that a certain handle cam is no longer available. They can no longer afford to stock it as a spare part. From now on, you will need to buy that part at a significantly increased price and as a special service they will provide you with a brand new "rest of the lock - free".

At the same time you will also be missing out on the advice of experienced tradestaff. This week we were approached about masterkeying a large residential community. In the initial discussions, held offsite, the aim and expectations were set out and accepted. However when the site survey was commenced, it quickly became obvious that the grade of locks that had been installed would physically not permit us to carry out the customer's requirements. To achieve their stated aim, every external lock on nearly 400 homes would need to be replaced. Now there are choices between high end locks and normal locks but regardless, the budget needs to do some deep breathing. This is particularly true as most people just dream up a security budget of a few hundred dollars should it be needed at the end. Then when they find that they have already exceeded their budget, they then say that they can't afford proper locks.

So while we do occasionally see quality locks and hardware fitted, all too often they are not fitted properly.



I had one conscientious builder who came in, purchased and went to install a proper lock on a door. Four hours later he returned. "Can you come down and show me how to fit this lock together? Because each time I do it the mechanism doesn't function the way we want it to." Needless to say, it took us less than 5 minutes to have it working exactly the way he wanted. It was a pleasure to help a genuine tradesman. A locksmith specialises in intricate mechanisms. That is why during September we had our annual trade demo and training weekend. This is one of those times that suppliers, trainers and service staff interact to make sure they are up with the play in an ever changing environment.

Of course there is more than one way of viewing a situation. Other people may view beauty in a slightly different way! There is a "Gentleman" in Sing Sing Prison who says that he sticks to new housing developments, because in most cases he can open the doors faster than the owner. All because they use cheap grade locks.

# Mandatory training now a must

**W**hen opening the 2013 New Zealand Security Conference and Exhibition, Associate Minister of Justice Chester Burrow, used the occasion to announce the regulations concerning mandatory training that were enabled under the Private Security Personnel and Private Investigators Act 2010.

## The Details

Commencing 1 October 2013, what will be required for the following classes of Licences and Certificate of Approval:

- Crowd controllers with Licences
- Crowd controllers with CoAs
- Property guards with Licences
- Property guards with CoAs
- Personal guards with Licences
- Personal guards with CoAs

The contents of the mandatory training are the same across all of the classes. It comprises three unit standards from the current National Certificate in Security (Level 2).

- **NZQA unit standard 27364**  
(demonstrate knowledge of the security industry in the pre-employment context)
- **NZQA unit standard 27360**  
(demonstrate knowledge of managing conflict situations in a security context)
- **NZQA unit standard 27361**  
(manage conflict situations in a security context)

Only limited exemptions have been announced; and these only apply to unit standard 27364 (demonstrate knowledge

of the security industry in the pre-employment context):

- A person who holds an NZQF National Certificate in Security at Level Two or higher, issued on or after 1 January 2009 (version 6, 7 or 8 of the qualification)
- A person who holds an NZQF National Certificate in Security at Level Two or higher if they held a licence or certificate of approval as at 1 October 2013

Everyone will have to complete the conflict management unit standards.

## What Does this mean for you?

If you currently hold and license or a CoA in any of the listed categories, or are issued one before 1 October 2013, you must complete the mandatory training requirements by 1 October 2014.

If you, or any member of your staff, applies for a CoA or License after 1 October 2013 they must complete the mandatory training before they can be issued with a CoA or License

There is provision for the issuing of a temporary certificate of approval before the training is completed. Temporary certificates of approval are valid for three months and allow people to work while they train. Note that the announcement has not provided for temporary Licenses.





## Clarification for FAQs

NZSA sought clarification on some key points from the Ministry of Justice. The questions and the responses received so far are in italics

*Why does the training apply to both licence and certificate of approval holders.*

**Comment:** This was raised at the conference with a question to Roger Gill, the PPSLA - as written it means that those running companies, the owners and managers, will have to do the training, even though they may never be doing the actual work.

*An individual licence entitles a person to carry out the work for which they are licensed. Licence holders are required to do the training because their licence authorises them to undertake work that could put them in conflict situations.*

*What about Monitoring Centre staff?*

**Comment:** In the Act the category of property guards includes Monitoring Centre staff, they will also have to do the mandatory training, including the conflict management units, despite the fact that they do not have face to face contact with anyone.

*The definition of "property guard employee" in the Act excludes people who monitor alarms and cameras from their employer's premises and do not attend call-outs. Again, the training focusses on personnel who may find themselves in conflict situations.*

**Note:** This does not answer the question regarding external monitoring and we have gone back for further clarification.

*Why isn't more training required for Personal Guards?*

**Comment:** Personal guards (ie bodyguards) are only required to do the same training, which would seem inadequate for their role.

*Personal guards are not currently required to undertake any training. The training requirements have changed this. The training aims to ensure that personnel who may find themselves in conflict situations have the skills to deal with these situations. The training focusses on the minimum skills necessary to deal with conflict situations*

*Why are people who have done higher level training not covered by the exemptions?*

**Comment:** The entire requirements comprise only three unit standards, two of which are conflict management, so the exemption will be only for unit 27364. This seems to be unfair on those who have previously engaged in training, especially for those who have done the higher level conflict units from the current Level 3 qualification.

*Anyone who is covered by the training regulations (ie crowd controllers, property guards and personal guards) have to do the conflict management standards (27360 and 27361). No one is exempt from the requirement to hold unit standards 27360 and 27361. These units are relatively new (they were registered in late 2011) so not many people will have done them yet. The training regulations establish these unit standards as the minimum level of conflict management training necessary to operate in the industry. Those who have done higher level training, eg Level 3, will still need to do unit standards 27360 and 27361, if they have not already done them.*

*As you say above, people will be exempt from the requirement to hold unit standard 27364 if:*

- they hold a NZQF National Certificate in Security at Level Two or higher, if it was issued on or after 1 January 2009; or
- they hold a NZQF National Certificate in Security at Level Two or higher and they held a licence or certificate of approval as at 1 October 2013

*A person will also be exempt from the requirement to hold unit standard 27364 if they held NZQA unit standard 22604 (Demonstrate knowledge of the requirements of a doorman in the hospitality industry) before 1 October 2013.*

**Note:** We have asked for further clarification, specifically for those who have completed the higher level conflict management units contained in the Level 3 National Certificate.

*How long will the training take?*

The information now available from the Ministry of Justice website states: This will depend on the individual. However, it is estimated that the training can be completed in two to three days of full-time study, or three months of part-time study. The 3 units have a combined credit value of 12, which according to NZQA equates to 120 hours of learning – a lot to cram into 2-3 days?

*The training can be delivered over three days of full-day workshops. The NZQA advice regarding the number of hours is only a very rough guide.*

## What to do about it – How NZSA can help

NZSA planned ahead to be in a position to deliver this training by creating a training division. This included the acquisition of an existing Private Training Establishment, Training Systems and Solutions Limited (TSSL) and engaging former TSSL staff Stewart O'Reilly and Ngaire Kelaher. The new division is NZSA Training.

NZSA Training is now working with the Skills Organisation in developing processes to deliver the training across industry. This will commence with the mandatory training, but as this is a component of the National Certificate in Security (Level 2) our approach will be to encourage our members to make this the minimum qualification for their staff.

We will be offering a range of solutions; ranging from individuals wanting to enter industry, to large companies with existing in-house training who want this aligned with the National Qualifications. Contact Stewart to get advice on the best solution for you.

We recognise that this will be a huge task, and to assist with this we are developing relationships with other providers to ensure that delivery can take place nationwide at a consistent level of quality. Such training providers will need to be NZQA accredited and NZSA members who have been audited against the security training Code of Conduct.

NZSA views training as essential in our goal of raising industry standards.

The introduction of the mandatory training will just be the beginning of our involvement in this area. The acquisition of TSSL means that we can already deliver the full range of qualifications for the Manpower sector – up to and including the National Diploma in Security (Level 6). In the future we will also be looking at building partnerships to deliver training qualifications for the electronic security sector.

In 2014 all security qualifications will be subject to the Targeted Review of Qualifications (TROQ), designed to rationalise the structure of New Zealand qualifications. NZSA will be working closely with Skills Org through this process to build a comprehensive and complete qualifications pathway for all sectors of our industry.

Mandatory training only sets a minimum level; for many in our industry this will be their first success in achieving any formal qualification, and we want to see them progressing further through the national qualifications pathway, therefore raising overall industry standards.

We are in for a challenging time as our industry adjusts to the new regime; but this provides us with a great opportunity to improve, something we should embrace and not fear. Poor quality operators who pay minimum rates will have trouble attracting qualified staff. Companies who are proactive in engaging with training will be better placed to compete on the basis of the demonstrable quality of their staff.

# Time to prepare

## Lance Riesterer – Head of Commercial The Skills Organisation

**W**ithout doubt the recent announcement about the new training requirements for the security industry created plenty of conversation around what security organisations will need to do to meet them.

We have been working across several fronts to improve industry access to training and assessment. There has been significant investment into developing comprehensive training resources and materials to allow users to deliver a series of one-day courses to enable a new-to-industry participant to complete the mandatory standards within three months.

Our advice to the industry is take time to prepare. Take some time to see what options are available. Talk to others in the industry about what they are doing. The Skills Organisation can answer questions you have about the specific training requirements – also as soon as we have any new information about what is happening in the industry we will be sharing this on our website [skills.org.nz](http://skills.org.nz).



Lance Riesterer – Head of Commercial  
The Skills Organisation

Further information about the wider regulatory requirements can be found on the Ministry of Justice website - [www.pspla.govt.nz](http://www.pspla.govt.nz).

Since the announcement at the 2013 New Zealand Security Conference by the Associate Minister of Justice, Chester Borrows, we've been talking to plenty of security sector people, answering questions about the what, where, when and how of the requirements.

Some of the most common topics of conversation has been "who is required to undergo the training?"

The training applies to both Licence and Certificate of Approval holders.

- ◆ Crowd controllers
- ◆ Crowd controller employees
- ◆ Property guards
- ◆ Property guard employees
- ◆ Personal guards
- ◆ Personal guard employees

### What needs to be done?

All of the people covered by the new regulations will need to achieve the following three NZQA unit standards:

- ◆ 27364 - Demonstrate knowledge of the security industry in the pre-employment context
- ◆ 27360 - Demonstrate knowledge of managing conflict situations in a security context
- ◆ 27361 - Manage conflict situations in a security context

### When do I need get this done by?

The new regulations start from 1 October 2013. People holding an existing and current Certificate of Approval (COA) will have up to 12 months to complete the regulatory training. Those who join the industry from 1 October will have up to three months to meet the regulatory requirements. They will be issued with a temporary COA to cover this period of time.

### Training options and costs

We realise that different organisations will prefer different training delivery models. The Skills Organisation has been working with NZSA to provide them with support to be able to diversify into training. NZSA have indicated that they will be providing training throughout NZ and working with other training firms to assist them.

We have also been working with Private Training Establishments currently involved in the Security sector, and who are looking to deliver training, to increase the training options available to industry. The Skills Organisation will also continue to deliver training through partner firms using the Registered Training Workplace model.

The different training options will come with different costs, you will need to ask your preferred provider about their cost structures.

### What should I do now?

**Consider your options.** With over 12,000 people with a COA in the industry and potentially requiring training, we recommend companies start their planning now on how they will provide regulatory training for their staff.

**Think about what approach would best suit you.** You know your staff best and what will work best for your organisation.

**Look at what's in the unit standards.** You can find them on the NZQA or Skills website. These are technical documents but they will give you an overview what you can expect to be covered in your training and assessment process.

**Stay informed.** Check in with us and training providers – ask to be kept up-to-date on the latest information.

**You can register for updates from The Skills Organisation by emailing [info@skills.org.nz](mailto:info@skills.org.nz)**

## Top soldier new boss at Aviation Security Service

The official provider of aviation security services in New Zealand, Aviation Security Service, has appointed Mark Wheeler ONZM as new general manager. Previous general manager, Mark Everitt was appointed earlier this year to the new role of regulatory advisor (Pacific Islands) within the Civil Aviation Authority.

Civil Aviation Authority chairman Nigel Gould said: "It is with real pleasure that I can announce this appointment. During an exhaustive selection process Mark demonstrated that he will bring with him considerable knowledge of security issues and a very strong leadership capability. The board is confident that Mark will make a positive contribution to the Service's already strong performance."

Wheeler is currently a senior officer in the New Zealand Army. He enlisted with the Royal New Zealand Armoured Corps as a trooper in June 1975, rising through the ranks to become Land Component Commander in the NZ Joint Forces HQ. During his career he has held a number of senior roles including deployment to: East Timor, Iran, Malaysia and the United States, where he was New Zealand's Senior National Representative at United States Central Command in Tampa, Florida.

He holds master's degrees in philosophy from Massey University, and arts (strategic studies) from Deakin University, Melbourne.

The Aviation Security Service screens more than 10 million passengers annually at the six largest airports across the country.

A team of 814 people work within the Aviation Security Service and provide airport security and screening services on a 24/7 basis, 365 days a year.

Mark Wheeler starts his role on October 1 and will be based in Wellington.

Mark Wheeler  
ONZM



### Graeme Joins the Ingersoll Rand Marketing Team

Graeme Luatutu has recently joined the Ingersoll Rand team as Marketing Assistant.

Graeme graduated from Yoobee School of Design with Diplomas in Computer Graphic Design and Digital Media (Advanced). Graeme brings design skills, and an enthusiasm for the brand and industry.

Graeme will play a pivot role with the rebranding of Ingersoll Rand Security Technologies to Allegion later in the year and raising the profile of our product brands including Schlage and Legge.



### Shonagh Joins the Customer Services Team at IR Security



Ingersoll Rand Security Technologies Customer Service team is excited to welcome Shonagh Bond on board as Customer Services Representative.

Shonagh has broad experience delivering an exceptional customer service experience. Her energy to deliver beyond customer expectations complements the industry leading service already offered by Jo, Fati and Willie.



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# Industry celebrates excellence

The security industry took time to celebrate excellence at the New Zealand Security Awards held at the conclusion of the New Zealand Security Conference on 29 August at the Rendezvous Hotel in Auckland.

With an increase in the number of entries, New Zealand Security Association executive officer Greg Watts, said this reflected a growing confidence in the industry. "It's great to see security companies and their employees being proud of the work they carry out and eager to showcase it.

Our industry has a healthy future and the NZSA congratulates all the entrants on their outstanding performances."

The Skills Organisation chief executive Garry Fissenden agreed, describing the calibre of winners as impressive, particularly the level of passion and commitment they showed. "It's reassuring to see the standard of training and delivery of security services remains high across New Zealand."

### The winners on the night were:

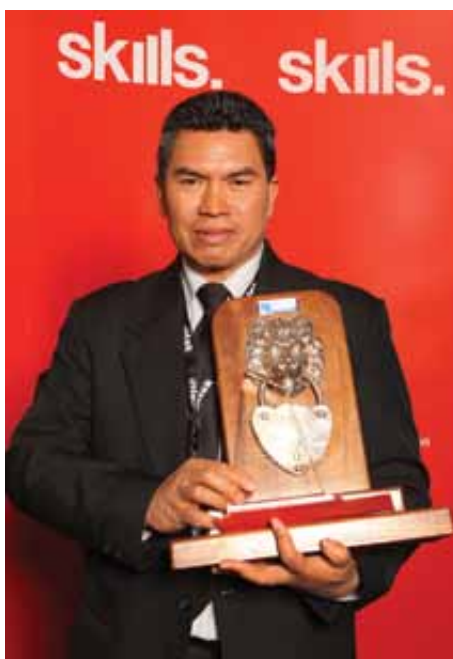
#### **Ian Dick Memorial Security Officer of the Year:**

A security officer described by the judging panel as exhibiting the excellence and qualities that make a security professional, took out the top award of the night.

**Turike Tairea**, of Rotorua's Watchdog Security Group was awarded the Ian Dick Memorial Award for Security Officer of the Year.

The judges pointed to Tairea's outstanding thinking under pressure in managing a major incident as just one example of his commitment to his job.

Watts said the challenge Tairea encountered was more than any one person should ever have to face. "Turike



**Ian Dick Memorial Security Officer of the Year:** *Turike Tairea, of Watchdog Security Group (Rotorua)*

was faced with a situation that claimed the life of one person and he demonstrated all the qualities of a stand-out guard."

It was during a routine patrol on the morning of June 2, 2013 in an industrial area of Rotorua, when Tairea came across a commercial premise significantly involved with fire.

Earlier in the evening the police had closed down a party but 10 teenagers decided to sleep the night in the building (an empty factory).

When he arrived Tairea called in to have the fire brigade dispatched. Faced with a number of panicking teenagers, he secured their safety by ensuring they stayed in a safe location away from the fire. He located a badly burnt teenager from the fire and prevented a young male from attempting to re-enter the fire to look for a missing friend.

Tairea also conducted a full perimeter check of the burning building to see if there were any further injured people and kept control of as many witnesses and victims as possible, directing Ambulance and Police to them upon their arrival.

"His excellent observational skills, quick thinking, and undeniable ability to calmly cope with a large number of injured and distressed people really stood out. He should be incredibly proud of his actions," said Watts.

### **Security Workplace of the Year:**

A company who has consistently worked to improve the skills and performance of their staff whilst gaining qualifications was named, Security Workplace of the Year. Rotorua's Venue Response clearly demonstrated a robust skills training culture to staff, the business and customers.

Fissenden described Venue Response as an inspiration. "They've encouraged their staff to complete their qualification, developed leaders in the community, increased their confidence and set an excellent example of development of Maori," Fissenden said.



*Security Workplace of the Year: Venue Response (Rotorua) - Tony Parker and Angela Hawkins*

“They were,” he said, “simply brilliant.”

Watts said the judges noted that from a starting point that included low levels of literacy and English as a second language, Venue Response’s trainees had grown to be role models in the community.

“This is a company that has worked against the challenges of language, remote location and no prior knowledge of the security industry or technology, yet valued their people to educate and train them to NZQA standards.

The company has improved commitment and completions in the industry. In doing so, it has delivered to the development of iwi.”

#### **Security Trainee of the Year:**

**Simon Dewar**, of Cactus Security in Christchurch was named Trainee of the Year.

Dewar was judged to have stood out for displaying commitment to training and achieving results through national qualifications.

“Simon stood out as someone who has a great attitude and passion for learning,” said Watts. “His work is of a consistently high standard and the feedback from his employer and clients demonstrates he is putting his learning into practice.”

Fissenden said Dewar’s dedication to his job was impressive. “Simon’s commitment to continuing his product knowledge education really stood out. It’s also great to see a trainee in a technical field having such a positive impression on his clients.”



*Security Trainee of the Year: Simon Dewar of Cactus Security (Christchurch)*



*Security Administrator of the Year: Stefanie Stonnell of First Contact (Wellington)*

#### **Security Administrator of the Year:**

**Stefanie Stonnell**, of First Contact in Wellington was the first ever recipient of the Security Administrator of the Year award. The award was introduced to recognise outstanding commitment and leadership in supporting workplace performance and productivity.

Stonnell, along with a training manager, was responsible for every aspect of the organisation’s training of more than 130 staff – as well as being responsible for the financial direction of the company.

The judging panel singled out Stonnell for her teamwork, integrity and her determination leading to a high level of completions and performance. “Stefanie demonstrated leadership through her direct involvement in overall operations; creating training, planning, monitoring, coaching and tracking systems,” Watts said.

Fissenden said Stonnell’s work had wider ranging effects, “Without Stefanie’s commitment, the security industry would be in a less positive position.”

#### **Security Workplace Assessor of the Year:**

An unwavering commitment to her role saw **Samantha Raymond**, of Opel Security in Auckland take home the Workplace Assessor of the Year prize.

Raymond was recognised for her ability to display the leadership, as well as technical knowledge, that makes a difference to training engagement and results.

The judges noted her strong emphasis on health and safety and “great techniques” to drive peer health checks. Watts said Raymond demonstrated an outstanding commitment to assessment and training in the workplace. “Assessors are a vitally important part of the training process and Samantha approached her



*Security Workplace Assessor of the Year: Samantha Raymond of Opel Security (Auckland)*

role with a passion and determination that stood out.

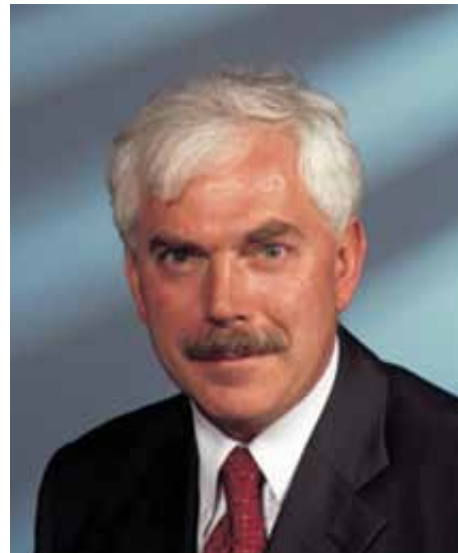
She drew on her experience in the industry to highlight the theory behind every action and reaction.”

#### **Security Personality of the Year:**

**Michael Pepper**, of Datum was awarded the Personality of the Year Award for his on-going service to the security industry in New Zealand and internationally.

Pepper’s passion for security standards and improvements through training has seen him be part of the working group that developed the NZSA Codes of Practice, which he now audits against. He also mentors a number of security professionals towards the National Diploma in Security and ASIS certifications.

Pepper recently retired as a Regional Vice President of ASIS International. He is currently a board member of the Security Professionals Registry (Australasia) and is the auditor appointed by NZSA.



*Security Personality of the Year: Michael Pepper of Datum*



# NZ Fire Industry Conference 2013

The Fire Protection Association New Zealand in association with the Institution of Fire Engineers NZ Branch and the Society of Fire Protection Engineers NZ Chapter, invite you to participate in FireNZ 2013, New Zealand's key annual event for the fire protection industry. To be held at the Viaduct Events Centre, Auckland on 22nd and 23rd October 2013.

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## THE THEME: "Added Value : It is Worth it!"

In today's environment customers, clients and stakeholders expect much more from our staff and our organisations. One of the catch phrases we hear and express is that, in everything we do, we have to add value. Yet we are increasingly asked to reduce or minimise costs by reducing margins or looking for trade-offs. It should be about quality and value over the whole of a building's or system's life, not simply immediate cost. The question we end up asking is – Is Added Value Worth it?

### Programme Tuesday 22nd October 2013

8.00am	Registration
8.30am	Opening Address
9.00am	Added Value – It's Worth it in the Business World. <i>Pro Vice-Chancellor Ted Zorn, Massey University (Albany Campus), College of Business</i>
10.15am	The Responsibility of Leadership as Fire Professionals. <i>Mr Grant N. Lupton AFSM, B.GS, FIFireE, CPMgr, FAIM</i>
10.30am	<b>MORNING TEA</b>
11.00am	Adding Value: An International Perspective for the Fire Sector. <i>Louise Craig BA (Hons) TQFE MSc, CEO Institution of Fire Engineers</i>
11.30am	Adding Value Adds Up. <i>Sam Ricardo, FM Insurance</i>
12.00noon	Adding Value is Easy – You have the Knowledge and the Power. <i>April Flux MLIS, Knowledge and Information Manager, NZ Fire Service</i>





<b>12.30pm</b>	<b>LUNCH</b>
1.50pm	Winstone Wallboard – <i>Platinum Sponsor Address</i>
2.00pm	Managing Maintenance – What the results show. <i>Glenn Talbot, Verified</i>
2.45pm	Future challenges as an IQP. <i>Tim Weight, Building Control Manager, Central Area, Auckland City Council</i>

<b>3.15pm</b>	<b>AFTERNOON TEA</b>
3.45pm	The GeoBuild™ Strategy <i>Andrew Minturn, Senior Advisor GeoBuild</i>
<b>5.30 – 6.30pm</b>	<b>DRINKS AND NIBBLES WILL BE AVAILABLE IN THE EXHIBITION AREA.</b>
<b>7.00pm</b>	<b>GIB FireNZ 2013 Conference Dinner: Guest Speaker: Ben Hurley.</b>

## **Programme Wednesday 23rd October 2013** **Stream One**

8.00am	Registration
8.45am	The Economic Value Added through Accreditation. <i>Geoff Hallam, Corporate Services: Technical Development and Regulatory Affairs Manager, International Accreditation New Zealand</i>
9.30am	Lessons from the Perfect Storm. <i>Paul Richards and Etienne Hermouet – NZFS</i>
<b>10.15am</b>	<b>MORNING TEA</b>
10.45am	Altering Existing Buildings. <i>Nick Saunders, Senior Advisor Building Standards, MBIE</i>
11.15am	CCA and Retentions. <i>Peter Degerholm, Calderglen Associates Limited</i>
11.45am	AGMS
<b>12.30</b>	<b>LUNCH</b>
1.30pm	Preparing for the Wall of Work coming our Way. <i>Amanda Warren, Constructing Excellence</i>
2.00pm	Specific Application Window Sprinklers – Considerations for the Fire Engineer. <i>Dave Hipkins, Wormald</i>
2.30pm	Amended NZS4541 2013 Appendix V – Optional Method of Protection for Small Community Buildings <i>Peter Hughes CMIFireE, Fire Risk Consultant</i>
<b>3.00pm</b>	<b>AFTERNOON TEA</b>
3.30pm	Can you Really Afford Not To? <i>Mark Reilly AFSM, CMIFireE</i>
4.00pm	Adding Value Through Industry Standards – NZ: Introduction of Insulated Panel Council Code of Practice on Building Panels. <i>Ron Lawson, CEO of Insulated Panel Council Australasia Ltd</i>
4.30pm	Close of Conference

## **Programme Wednesday 23rd October 2013** **Stream Two**

10.45am	How Advanced Should Advanced Fire and Egress Modelling Be? <i>Greg North/Aaron Nicholson, Beca</i>
11.15am	A Comparison of the B-RISK Design Fire Generator with the NIST Workstation Experiments. <i>Apeksha Shah, Auckland Council</i>
11.45am	AGMS
<b>12.30pm</b>	<b>LUNCH</b>
1.30pm	The Modern Day Hospital: Impossible without Fire Engineering? <i>Eliot Reeves, Norman Disney &amp; Young</i>
2.00pm	When Adding Value is the Only Way – A Case Study at Whakatane Hospital.
2.30pm	Fire Engineering Designs often Ignore D1 Access Routes and more particularly egress for disabled people. This is at our peril. <i>Debbie Scott and Peter Reddin, Onfire Consulting Ltd</i>

*The FireNZ Conference organisers have the right to change/alter the programme if it is deemed necessary*

# Brooks Celebrate 40 Years of Operations

**B**rooks Australia this October celebrate 40 years of Manufacturing, Distribution and Engineering. A family owned Australian Company, Brooks commenced operations in 1973 and quickly established themselves as a high quality manufacturer and supplier of fire products and engineered solutions.

Manufacturing both Conventional and Analogue Addressable Fire Panels in Australia, Brooks provide the industry with the latest generation of AS7240 C.I.E's. Utilising fire technology from their strategic partner Panasonic Eco Solutions in Malmo Sweden, Brooks recently released their 3rd generation AS7240 compliant panel, the Analogue Addressable FT1020G3. Brooks have over 25 years experience in panel manufacturing and over 6 years experience, manufacturing panels to meet the latest AS7240 standard, more than any other supplier in the local market.

The FT1020G3 will be released in New Zealand this year and will be on display at the New Zealand Fire Show in October.

Brooks are also the leading supplier of Residential Smoke, Heat (Thermal) and CO (Carbon Monoxide) alarms. Brooks have been supplying Smoke Alarms throughout Australia for more than 20 years. Our smoke alarms are manufactured in Ireland by Ei Electronics, a Company that this year also celebrates 50 years of smoke, heat and CO alarm manufacturing.

Brooks have been a major supplier to the various state government public housing sector in Australia for many years and are the product of choice in most installations. Where applicable Brooks products comply with all local Australian and New Zealand standards as well as most International Standards.

From basic 9V replaceable battery powered alarms, to mains powered 10 year

*Celebrating*  
**40**  
**YEARS**

**MANUFACTURING,  
DISTRIBUTION  
AND  
TECHNICAL  
SUPPORT  
IN AUSTRALIA**

**SINCE 1973**

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# Fire industry wants to complete removal of ozone eating halons

Keith Newman talks to a pioneering fire industry environmentalist John Fraser who wants government help to complete 'the crowning achievement' of his long career, getting rid of the last halon gas containers

One of the main advocates for the removal of ozone destroying halon gases, once widely used in fighting fires, is urging the Government to impose a deadline after which it would be illegal to have cylinders and extinguishers containing the substance.

Halon Recycling chief executive John Fraser says around 90-95 percent of the gas had been located and exported to Australia for destruction since the early 1990s but wants a final cash injection from the Ministry for the Environment to complete the process.

At the very least he urges more rigorous monitoring for building warrants of fitness (WoFs) as part of the new Building Act to identify premises with halon cylinders and for those certifying fire protection systems to be extra diligent in their reporting.



*A bank of yellow 1211-BCF halon-based extinguishers ready for decanting and destruction*



*John Fraser, chief executive of Halon Recycling*

He's aware of two to three tonnes of halon 1301 in commercial and industrial premises and concerned at the number of yellow halon 1211 extinguishers still installed in homes, boats and caravans.

Fraser has asked the Ministry for the Environment for a subsidy incentive to get rid of the remaining domestic cylinders in particular, believing about \$30,000 would cover the cost, although to date requests appear to have fallen on deaf ears.

"When we started we had young people with a real interest to ensure this got off the ground but the staff have changed and they seem to have lost interest," he says.

The person Fraser had been liaising with refused to respond to several calls from NZ Security but a communications person eventually recommended he apply to the

Waste Minimisation Fund and put his case for a slice of the contestable money available there.

### Fears for remaining gas

Fraser, one of the country's longest serving fire industry professionals, says the recycling programme he's headed for the past 17-years has been a major success claiming to have almost "beaten the problem", but wouldn't like to see the remainder released into the atmosphere.

Fraser, now in his 80s and supposed to have retired last year, says the collection was done on a cost recovery basis with owners of cylinders and extinguishers paying around \$3 million since the late 1990s to surrender and dispose of the contents.

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*Some people have done “stupid things” with halon 1311 gas flood systems resulting in relatively high losses into the atmosphere –*  
*John Fraser*

To date there have been 30 shipments to Australia totalling around 400-500 tonne of halon-based refrigerants and over 100 tonne of fire protection gases.

Most of the remaining cylinders are up to 120kg although a number of 500kg tanks have been isolated, pending arrangements for their disposal.

From the early 1970s until the Ozone Layer Protection Act 1996 was passed, New Zealand was a big user of halons in the refrigeration and fire protection industry.

Halon 1211 was a streaming agent for liquid extinguishers while Halon 1301 transformed liquid into a gas suppressant for flood dispersion into computer rooms or switchboards where it could suppress a fire without damaging electronic equipment.

Once the evidence was clear that halon was a serious contributor to ozone depletion, it was no longer legal to import it, manufacture product that used it or to service such equipment and a voluntary process began to phase it out.

#### **Highly ozone destructive**

On its website the Fire Protection Association (FPA) describes halons as “highly ozone destructive”. It says the 1.4 kilograms of halon 1211 in a yellow hand-held extinguisher could destroy about 20 tonnes of atmospheric ozone or the equivalent of 500 dairy tankers full of ozone. A kilogram of halon 1301 destroys an estimated 50 tonnes of atmospheric ozone.

Refrigeration manufacturers continue to find substitutes and the fire protection industry has done the same with portable domestic, commercial and industrial extinguishers and systems.

In effect that era was over, unless you were in the aviation or military which had a special dispensation for specialised use of the gas but that still left many tonnes in storage or in older systems.

The Australians were far more proactive in their efforts to hunt down and prohibit the use of halons in the fire industry; by December 1995 all yellow extinguishers had to be withdrawn from use with legislation backing that up.

In New Zealand the use and storage of halons has never been illegal, although in the absence of local legislation, Fraser reckons buildings that still have cylinders should not be eligible for a building WOF and they should be given six months to remove them.

He says some people have done “stupid things” with halon 1311 gas flood systems resulting in relatively high losses into the atmosphere.

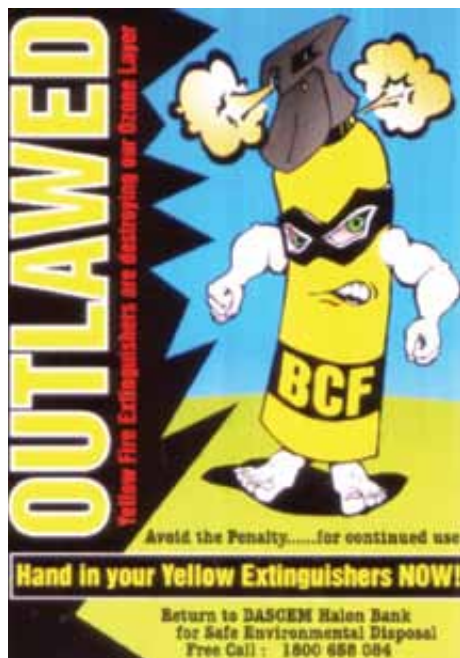
For example, systems often linked to sophisticated smoke and fire detectors to protect computer centres and electrical switchboards have been triggered by accident when maintenance people not associated with fire protection tripped them.

A couple of years ago he says a system at NZ Steel Mills, where there was a gas cylinder in the same room as a sprinkler system accidentally dumped half a tonne of halon into the atmosphere.



*Larger halon-based cylinders used for industrial and commercial fire protection systems have also been destroyed or repurposed for the aviation industry*





*Australia banned all yellow halon-based extinguishers from December 1995*

When they're beyond their use-by-date he says "they're bloody dangerous...they leak and pollute the atmosphere and the people who use that space will possibly suffer health problems."

He says those who installed and maintained systems in the past should be checking to see if they've been removed.

He's currently trying to track down several sites which he believes still have halon, including an un-named



*Part of the plasma arc halon gas destruction process at the Melbourne plant*

*Fraser used the Government grant to subsidise private extinguisher owners who couldn't afford the \$25 per kg disposal fee, but that money is long gone.*

Government department that refuses to take responsibility for removing cylinders it installed in a building it no longer owns.

#### **Ozone eaters exported**

From 1996 Fraser, a professional fire engineer who had spent 50-years with Wormalds including managing its fire protection business, led the charge for the clean-up, convincing his fellow members in the New Zealand Fire Protection Association (FPA) to get on board and "get cracking".

It formed Halon Recycling Ltd as a non-profit group to co-ordinate the collection and destruction. The FPA urged electrical substations and computer facilities to replace all fixed Halon 1311 systems and for people to decommission all yellow 1211-BCF extinguishers.

It warned that releasing halon 1311 gas into the atmosphere for any other purpose than fighting fires was an offence under the Ozone Layer Protection act 1996.

The Ministry for the Environment wrote to all large organisations likely to hold significant amounts of halons and asked fire protection companies and regional and local councils to assist in locating halons for safe disposal.

Halon Recycling with Fraser, as chief executive struck an arrangement with DASCEN, contracted by the

Australian Commonwealth Government's Department of Environment and Heritage, to reclaim and destroy halons and CFCs using its state of the art Plascon, plazma arc process.

Halon Recycling essentially piggybacked on efforts by the refrigeration industry, which managed, through a levy on all replacement products, to fund all costs of recovery and destruction of halon refrigerants.

Patton Refrigeration in Mt Wellington transferred the contents from gas refrigeration units to 50-100kg holding cylinders and then on to one tonne tanks which were stacked into containers.

#### **Subsidising the collection**

Halon Recycling with no plant or storage facilities of its own, arranged for FPA members when replacing old extinguishers, to deliver them to Mainfreight Logistics. Those cylinders and others gathered by the recycling company were then placed into sealed boxes and added to the next container of refrigerant headed to the DASCEN plant in Melbourne, Australia.

"We didn't have the quantity to justify bulk tanks and there would be loss each time we transferred so we loaded the cylinders we collected into a one metre space at the back of each container," says Fraser.

## **Airlines in holding pattern**

Although the fire protection industry has found alternatives for their extinguishers which are bulkier, the airline industry remains dependent on halon 1311, but only in amounts that are not considered dangerous.

NZ Security understands that an arrangement was recently brokered with NZ Steel's Glenbrooke plant, the NZ Navy and others to dispose of clean, uncontaminated supplies to Air New Zealand.

Halon remains the only fire suppressant suitable for dealing with life threatening aircraft fires in an environment where there's a high degree of electronics. All aircraft engines have fixed cell space for halon 1311 cylinders, which is essential for aircraft and passenger safety.

NZ Security's source says that compared to the losses of gas into the atmosphere through commercial use in New Zealand the aircraft losses are "relatively small".

The Australian National Halon Bank in Melbourne stored sufficient quantities for selected industries that still depended on it including airlines, the military and shipping, and by 2000 was assisting other nations phase out their halons and other ozone depleting gases.

The New Zealand recycling scheme received a major boost when former Minister for the Environment Marion Hobbs, after witnessing the loading of the first bulk shipment, arranged a grant of \$450,000 (before GST was deducted).

Fraser used the Government grant to subsidise private extinguisher owners who couldn't afford the \$25 per kg disposal fee but that money is long gone. He says the whole project involved considerable goodwill between all the parties who understood its importance and helped keep costs down.

"Once people understood the risk to health and the environment and the danger of extinguishers and cylinders that were past their use-by date, people were only too willing to pay a small fee to get rid of them."

### Recycling price hike

However, in April this year the Melbourne plant changed sites and the Australian government appointed new contractors which nearly doubled the disposal fees. To complicate matters refrigerants were now being dealt with at a separate plant, meaning shipping costs for fire protection materials increased significantly.

Now there's little or no incentive for New Zealanders, particularly domestic users, to pay for the service. That's where Fraser believes an additional grant from the Ministry of Environment would come



*Greg Bodeker, the environmental scientist applauded the efforts of Halon Recycling*

## Fire service accolades

NZ Fire Service fire engineering manager Simon Davis agrees Halon Recycling has been very effective and just about cleaned up the fire protection systems, although he notes a few old BCF fire extinguishers are still around.

While some might remain in pressured vessels there are so few as not to be a real concern, even if they did leak during a call out, he suggests they'd most likely do what they were there for in the first place "put out the fire".

He says in the old days many had sprinkler heads on them and did their job very effectively. While they do deplete oxygen, he says "most gases will do that" and he doesn't believe they pose much of a risk to humans.

He says the focus is now more on getting rid of the many refrigeration units in the market, now the biggest contributor to the halon problem although swapping those out has created problems of its own.

He says replacement refrigerants now regularly appearing in the market from a lot of organisations can be highly flammable creating risks to property and the fire brigade if they're not stored properly and clearly labelled.

He says the Tamihere cool store fire is a perfect example of new refrigerants which were in fact highly inflammable gases. "If they're not carefully controlled, compartmentalised and stored away from electrical installations, you end up with a disaster which is what happened at Tamihere."

in handy to help dispose of the remaining cylinders.

He says he wouldn't dare ask people to pay the new prices, as it would be 'ridiculous' even on a cost recovery basis. No shipments have been made since the costs went up.

Fraser says the Europeans have been slow to tackle the halon gas issue. "The Australians took a plant over there in 2006-2007 and couldn't get enough work for it so it went to Mexico where it's been working ever since."

He says NIWA, based in Central Otago, had been monitoring the ozone depletion and "literally made a connection" between the release of halon gas and the ozone hole.

"Between Australia and New Zealand we've captured enough material through the destruction facility and the Australian halons to help stop the hole over Antarctica growing. I have a letter from NIWA that confirms this."

The March 2009 letter from NIWA research scientist, Dr Greg Bodeker comments on the "steady increase in stratospheric halogen loading" which slowed in the early 90s and then peaked around 2000 in response to international adherence to the Montreal Protocol and "efforts of organisations such as your own".

The letters calls the FPA programme a "success story which can serve as a model for international action required to curb other threats to the environment."

It says, as a result of efforts by Halon Recycling and others around the world, stratospheric halogen levels were expected

to decline this century with ozone levels in the Antarctic likely to return to 1980 levels around 2060.

"The worst has most likely passed, said Dr Bodeker, an internationally respected expert and New Zealand co-recipient of the Nobel Peace Prize for contributions to the Inter-governmental Panel on Climate Change (IPCC) in 2007.

When NZ Security called NIWA for an update, its response was a little more circumspect, placing more emphasis on weather fluctuations and climate change than local reduction of halogen usage.

Dr Olaf Morgenstern, NIWA programme leader for New Zealand Regional Atmosphere wouldn't be drawn on the specific impact of Australia and New Zealand withdrawing halogens from refrigeration and fire protection use. He says New Zealand has an obligation to do what it can to prevent gases banned under the Montreal Protocol from reaching the atmosphere. He agrees halons are declining slowly, a process that can take decades and while New Zealand and Australia "would have done their bit", how significant that is, remains relative to worldwide moves.

Regardless Fraser says his efforts at the helm of Halon Recycling helping to save the New Zealand environment from the ravages of halon are among the most rewarding in his long career in the fire industry.

"It's a real credit to the NZFPA that they took this on...I've had a great run in fire safety and protection over the years and this is one of my crowning achievements."



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# Frustration fuelled by fire hydrant cover-ups

By Keith Newman

**W**hen roading contractors overlook the detail in their job description, like ensuring fire hydrants remain accessible after the asphalt has been laid, the potential for blame and unchallenged flame becomes a hot issue.

On many occasions fire fighters have turned out to a blaze only to discover the point or points of access to connect their hoses into high pressure water, are buried under ten centimetres of hot mix.

It's an ongoing problem which NZ Fire Service fire engineering manager Simon Davis puts down to "the left hand not talking to the right hand".

He says roading contractors invariably work for local councils and another arm of the council, the water authority, has responsibility for what he calls the Toby boxes, an old fashioned term for a valve.

"It's a coordination problem and as much a problem for the councils as it is for anyone else."

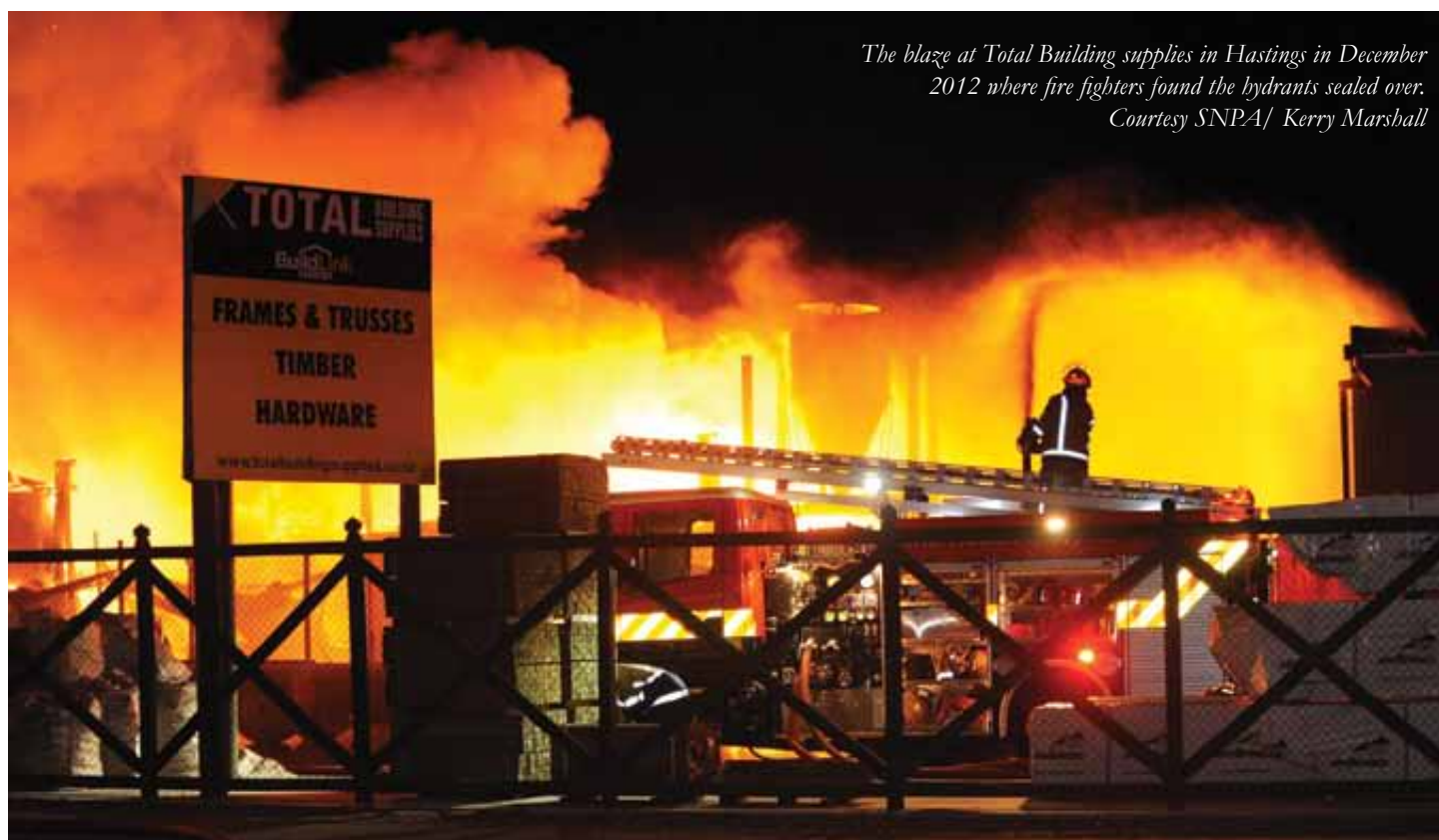
The Local Government Act 1974 and subsequent amendments place responsibility firmly with local councils to locate fire hydrants off the main water pipes at the most convenient places for extinguishing fires and to keep them in effective working order.

A conspicuous notice or mark, approved by the NZ Fire Services Commission or the council, should indicate the location of each hydrant.

## Red zone reaction

While the NZ Fire Service has a reporting system for problems with hydrants, including boxes filled with mud, leaking or broken valves or sealed over, some cases of inattention are almost beyond belief.

In August this year firefighters, called to a blaze in Pratt St, New Brighton in one of Christchurch's red zones, were unable to save the property because the closest fire hydrant was sealed over.



*The blaze at Total Building supplies in Hastings in December 2012 where fire fighters found the hydrants sealed over.  
Courtesy SNPA/ Kerry Marshall*

## Seal of disapproval

Failing to identify and maintain markings on essential fire hydrants and discovering they've been buried by overzealous or lazy contractors is not a new problem.

In September 2007 fire officers attending a small electrical fire in Auckland's Queen St were stunned to discover they'd all been covered over in the recent \$44 million street upgrade with no markings pointing to where they might be located. More than 20 firefighters searched the road for almost half an hour before finally prying open a wooden cover that gave them access to a water pipe.

The deputy chief fire officer was as horrified as other shop owners when they realised the potential catastrophe that could have impacted Auckland's CBD if a serious blaze had spread to other buildings.

According to the NZ Fire Service, Fire & Rescue magazine in December 2005, a roading contractor working for the Thames-Coromandel District Council caused grief when they sealed over a series of fire hydrants.

The chief fire officer said he had to recover six hydrants from their "asphalt tomb" and was frustrated at the apparent lack of concern when the matter was raised with the council.

When asking the contractor when he was going to repaint the yellow arrows and markers from the freshly recovered hydrants, he was told "sometime next year".

The council said roading contracts were put out to tender each year and they did not expect the hydrant issue to resurface.

The brigade's efforts to contain the fire were delayed by having to source a hydrant in a neighbouring street. A local councillor let off a fusillade of frustration about the potential implications and called for an immediate inquiry, fearing other streets may have the same problem.

Local residents seethed over what was apparently a breakdown in communication and wondered about the recent rash of roadworks.

They asked why hadn't the hydrants been checked and why was the NZ Fire Service unaware? The fire service was also clearly concerned, there had been a dozen fires in the red zone that month.

Then nine months earlier, on 25 November 2012, appliances from across Napier and Hastings arrived at Total Building Supplies in Omaha Rd, Hastings only to find their efforts to bring the infero under control hampered by the fact that several hydrants has been sealed over.

Fire fighters ran up and down the road in the darkness of the early morning looking for a water outlet, ultimately settling for one a kilometre away, significantly delaying their efforts.

Russell Roads contractors had sealed over the hydrants and failed to replace reflective markers indicating where they were. The fire Service laid a complaint with the council, the council was investigating and so was the contracting company.

Questions were flying; what if this had been a place of accommodation?

## Bring out the pick axe

Having GPS locators and a map-based geographic information systems (GIS) to track assets means most fire trucks can now get an accurate bead on where hydrants should be.

On encountering both the markings and the hydrant covered in fresh seal, it's not uncommon for the pick axes to come out. The alternatives are to quickly find the next nearest available unsealed hydrant. Davis says advances in GIS systems, the willingness of councils to share information with each other and the NZ Fire Service, and increasing use of council traffic and pedestrian management systems are likely to reduce such errors.

"We have to keep reminding councils to talk to their contractors and take a more proactive approach to protecting hydrants."

Davis says fire fighters often have to make on the spot decisions. "We've got tankers and all kinds of other options, maybe we have to stretch out another length of hose." It's one of the challenges of the job.

He says some courier drivers, often "a law unto themselves" have impeccable timing, parking on top of a hydrant while they run into a building just as the fire brigade arrives for a call out.

"Some of the older fire fighters will tell you a war story or two about using manpower to turn vehicles sideways or running a hose through one window and out the other. You have to be innovative sometimes."

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# Lessons from Tamahere disaster: Clearer labels and simpler rules

**T**he NZ Fire Service has joined the call for greater simplicity across fire safety rules and regulations and the use of clear symbolism so firefighters and others know what materials are being used or stored at premises.

NZ Fire Service engineering manager Simon Davis says having blazons on the outside of a building, typically near the building plan and fire panel ensures responding officers are immediately aware of additional dangers or concerns.

He says the use of international UN labels with numbers and symbols means

*“There was nothing whatsoever to indicate there was a flammable refrigerant,” NZ Fire Service engineering manager, Simon Davis*

everyone, including those for whom English is not a first language, understands what they’re looking at.

Davis says the transportation industry leads the way in adoption of this symbolism including flammable fuel, nuclear or biological waste, acid or radioactive material. “They’re powerful in terms of alerting people to the dangers and are being more widely adopted in New Zealand.”

He says regulations and legal documentation also needs to be made easier so everyone understands the risks and what’s required of them. “Certainly



*Cheese burning in the Icepak fire. Image courtesy, Philippa Stevenson Tamahere Forum*



the fire industry would like more clarity. From our point of view it's very simple; label everything so we know what we're walking into."

The issue was highlighted five years ago when the Tamahere Icepack Coolstore, South of Hamilton exploded into a ball of fire in April 2008. "There was nothing whatsoever to indicate there was a flammable refrigerant."

### **Worst industrial disaster**

The full extent of the fire which killed Hamilton firefighter Derek Lovell and seriously injured seven other firemen was revealed in the Hamilton District Court in September 2009 where the situation was described as a bomb waiting to explode.

Labour Department lawyer Shona Carr spoke of a catalogue of errors and inaction and failure to warn firefighters that a highly flammable substance was being used at the site.

The court was told Icepak Coolstores, which had adapted its operation to run on the explosive propane gas, knew gas was leaking on a regular basis. The site's gas detectors needed replacing, and potential sources of ignition including switchboards and forklifts were close to where the flammable refrigerant was being used.

Ultimate responsibility was with Tauranga-based Mobile Refrigeration Specialists, contracted to design,

install and monitor the propane-based refrigeration system at the site in 2002.

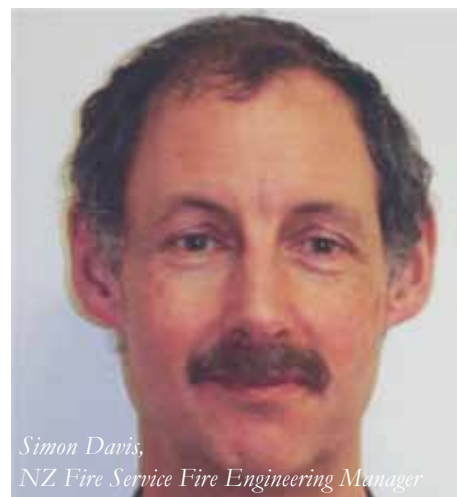
Icepack Coolstores, its managing director Wayne Grattan and Mobile Refrigeration Specialists were all charged with breaching health and safety employment regulations. An out of court settlement was achieved in May this year by Fonterra for the loss of \$25 million in cheese stored at the plant.

Under Evacuation Regulations, covered in the Hazardous Substances and New Organisms (HSNO) regulations and in Section F3 of the Building Act, the NZ Fire Service needs to know if there are any hazardous substances on the premises.

In the five years since the Tamahere explosion, Davis says a lot of work has been done by the Department of Labour and the EPA around the storage and use of hazardous materials. "People need to take cognisance of work being done to tidy up those requirements and make them more transparent so everyone knows what their obligations are."

### **Up to date manifests**

Part of the responsibility for ensuring accurate information lies with building wardens who are required to keep a manifest stating what's in the building at any time. With transport companies Davis says, that can literally change hour by hour.



*Simon Davis,  
NZ Fire Service Fire Engineering Manager*

"It's not only important for them to know what's in their building but to communicate that to responding officers," he says.

Wardens should be fully informed about where the occupants are in the case of evacuation; whether everyone is out including disabled people, and whether there are hazardous substances, hot works or anything else that could be dangerous to firefighters.

He says efforts are underway to have that information transmitted electronically while the fire trucks are on their way to a job. "We have a trial going on with computing in trucks and the use of tablets as we advance toward an end solution," says Davis. That's one way of making sure printed labels or information don't get out of date.



*The burnt out fire truck became an impromptu memorial*

# More work needed to clarify complex laws and regulations

**W**hile information relating to regulatory requirements around Fire Protection is readily available, there have been a series of changes to the Building Code, New Zealand Standards and regulatory infrastructure that affect the activities of those in the fire protection industry, but which are not reflected in the Fire Safety and Evacuation of Buildings Regulations 2006 (FSEB Regulations).

There is a need for an update and realignment of the FSEB Regulations to reflect these changes, says Fire Protection Association New Zealand (FPANZ) Executive Director Mike Connolly, particularly as the FSEB Regulations specifically deals with safe egress of people from buildings in case of fire whereas the Building Code deals more with access and the integrity of the building structure.

Connolly says a small group within FPANZ have gone through the FSEB Regulations section by section to identify areas where changes have occurred and where greater clarity is required, ahead of presenting a submission to the Department of Internal Affairs suggesting changes.

“We’re going to give the department some suggestions to replace existing wording to bring procedures into line





with NZ Fire Service evacuation scheme approval procedures, and to reflect regulatory changes.”

He says that while there isn't a formal review of the FSEB Regulations currently, FPANZ is getting in early with its concerns. “I'm sure DIA will come up with its own proposal before further consultation.”

He says a raft of interlocking regulations have an impact on the protection of people, property and the environment and FPANZ wants to ensure all requirements are understood and being met by members when installing, testing or certifying work that's undertaken.

Some of the complexity comes from changes in the regulatory structure such as the Environmental Protection Agency (EPA) taking over the hazardous substances (HSNO) responsibilities of the Environmental Risk Management Authority (ERMA) in mid-2011, recent changes in health and safety regulation, and changes to the Building Act and the Building Code brought about by natural disasters and other recent tragic events.

All parties have to take into account the Fire Service Act, the Building Act, Health and Safety and EPA's Acts amongst other things. Anyone installing or designing for fire protection needs to know all the regulations that impact on their area and how to respond, says Connolly.

In the absence of any mandated licensing regime, Connolly says FPANZ wants to show clearly that it has the standards and procedures to self-regulate and to ensure everything is up to date.

“We, along with the New Zealand Fire Service, have invested considerable time and effort in coming up with a Code of Practice for evacuation consultants, which our consultants abide by. It lays out what should be done and what the responsibilities are in connection with different legislation.”



Connolly says this initiative is based around a strategy of professionalism, competence and quality. “We want our members to demonstrate these qualities at each level of their operations. It underpins our certification schemes for fire alarm contractors and evacuation consultants, and the Certified Sprinkler Contractors Scheme administered by the Sprinkler System Certifier (Aon).”

#### **Hazardous Substances and Evacuation of Buildings**

An example of where there is some confusion is in relation to the evacuation of buildings in the event of a fire and the need to record hazardous substances in evacuation schemes under the FSEB Regulations.

Its heady stuff, having to meet all the requirements, particularly when it comes to fire engineering and design and creating a Fire Evacuation Scheme that takes into account the location and quantity of hazardous substances (including explosive, flammable goods and gases) that are in a building.

Designers are required to compartmentalise buildings with ‘safe zones’ to store hazardous materials and these facilities have to comply with HSNO legislation administered by the Environmental Protection Agency and the new Workplace Safety authority with regard to handling such substances.

Similarly there are questions about what a person developing an evacuation scheme

should list in their evacuation plans when they submit them for NZ Fire Service approval, and the format this should be presented and where it should be displayed. These are not particularly clear in the FSEB Regulations.

The industry is looking for clarification and consistent interpretation around the detail needed about which hazardous substances are on a building site, who needs to record that, what format it should be presented in, and what that information is to be used for.

#### **Where do you look?**

Regulations about which substances can be stored in what quantities and where they need to be located is often recorded in different places and needs cross-referencing.

And while hazardous substance classification numbers and quantities have to be recorded, greater clarity is sought on how best to do that, what some of the numbers mean, and what the substances are used for.

Connolly suggests that in some cases under the current FSEB Regulations, information would have to be updated constantly to remain accurate. “There's some talk that there should be a hazchem table that links back to the HSNO Regulations and that quantities be stated as a range across the whole site”. For example is it realistic to expect a hardware retailer to quantify how much solvent they have in stock at any given time?



# Fire industry innovator flying Kiwi-made flag

by Keith Newman

**F**raser Engineering is in expansion mode, having recently secured four major Australasian contracts that will keep their six production lines busy for at least the next five years and working on prototypes for smart fast response fire vehicles that have attracted interest offshore.

The new contracts include building 4x4 bushfire vehicles, metropolitan heavy pumpers and medium pumpers with demand so high the company is selling these and other vehicles as soon as they come off the production line.

Fraser Engineering has been building fire engines and fire industry parts and components since the mid-1980s and now manufactures most of New Zealand's fleet and exports dozens of engines to Australia. It has also found an export niche for a range of items including lightweight hose-reels and alloy breathing apparatus seats.

Company revenues are in the tens of millions, half of which is in export sales, and it sees huge potential ahead. It employs around a hundred people, and has invested over \$20 million in the latest computer aided design and machining systems.

"We're on a massive growth path and aim to be a billion dollar company," says general manager, Martin Simpson.

One of the things that makes him so bullish is New Zealand's role as a test bed for product development, particularly through Fraser's relationship with the NZ Fire Service which he claims is innovative and world leading in some of its thinking.

Having credibility with a customer like the NZ Fire Service opens the way for other fire services to share information about their needs along with opportunities to solve problems. "If they love your equipment they become your best salespeople," says Simpson.

*"We're not allowed to exploit our own people or environment so morally why should we go to some third world country and exploit their people?"*

*Martin Simpson,  
Fraser Engineering*



*Martin Simpson, general manager of Fraser Engineering with one of the engines designed by the company*

"If you can produce something lighter, stronger and more reliable that reduces the whole of life maintenance cost and save them millions of dollars a year then they have millions more to spend on new equipment and gear."

It was a long and difficult road to win the confidence of the New Zealand industry, with Fraser Engineering having to notch up several significant wins in Australia before anyone took notice. Now it wins most of the local contracts for new engines.

Then there's collaboration on next generation vehicles, including new ultra high pressure fire fogging systems and compressed air foam systems now attracting interest from around the world.

"Instead of putting a big truck on the road with a crew of six to put out a car fire, brigades want ute type systems for faster response," says Simpson.

## Breaking the mould

Fraser Engineering, based at Wingate, north-east of Wellington, literally breaks the mould when it comes to keeping manufacturing in-country when the best advice from the 80s onward was to take it offshore.

Simpson suggests “naïve advice” from the nation’s leaders who were “conned” into manufacturing in third world countries has cost New Zealand dearly, leaving it at the mercy of tourism and farming. “It’s hard to recover from but we’re among the companies who are doing our best to stop the rot.”

He says, we’re not allowed to exploit our own people or environment “so morally why should we go to some third world country and exploit their people?”

Besides it’s no longer about the labour content, it’s hi-tech machinery that does the work. “If you buy smart machinery and new systems and you design and create new business opportunities, that’s how business rolls”.

And that’s how Fraser Engineering rolls with highly automated CNC end-to-end component design using computer-aided design (CAD) and computer-aided manufacturing (CAM) systems that keep it at the leading edge.



*A sleek new fire truck fresh off the Fraser Engineering production line*

Designers running ‘solid works’ use 3D modelling and advanced design systems and the latest 3D printers, including the only ABS plastic printer of its type in the country, to produce locker door parts and clips. “It’s extremely cost effective and very flexible; you can change the design any way you want and send it straight to the printer.”

Simpson says he’s been studying the 3D technology for some time and is about to invest in laser sintering technology to print metal parts.

The company has 16 full time engineers in its design team and hundreds of thousands of designs, components and parts in its systems. “Each fire engine has approximately



*Fraser Engineering’s six production lines are in demand for new and existing contracts*



40,000 different parts, you may have up to 10-15,000 drawings for each vehicle,” says Simpson.

Key to the success of the operation are passion for excellence and the skills of Simpson’s former wife Raewyn, now his business partner, who is “a wizard systems person who’s enabled us to capture opportunities through her organising of manufacturing and financial systems.”

### Humble beginnings

Fraser Engineering had its genesis in the back shed of John Fraser’s house in 1953. “He was the genius engineer type who loved making things,” says Simpson.

He began machining components for various companies, made a microfiche viewer and built fuel pumps for petrol companies. “We had a phone call a couple of years ago asking if we had any spare parts. The pump had only just broken down.”

Simpson, a former diver and underwater weapons specialist with the Australian Navy, entered the picture in the mid-1980s when he met Raewyn Fraser, the daughter of the company’s founder, while on a trip to Wellington.

The two paired up and Simpson quit the Navy with the idea of starting a small adventure tourism business, but his soon to be father-in-law offered him an alternative, learn the engineering business.

He arrived in New Zealand in 1987 just as the stock market was heading into freefall “and the Labour government went into experimental mode raping the assets of a generation”. Soon after he arrived “we we’re looking down the barrel. Nobody had any work.”

Fraser Engineering had been manufacturing valves and components for Keystone and New Zealand Railways and while keen to learn his new trade, Simpson spent much of his time drumming up new business.

One of the opportunities was sub-contracting to Wormald to make components, including hose couplings, for the NZ Fire Service. “Because the Government ran the fire service at least you knew you were going to get paid.”

Lowes Industries in Seaview, which was building fire engines, contracted Fraser Engineering to produce some components. Simpson admired their workmanship and capabilities and imagined a company like that could go far.

Around 2000, Lowes was in trouble and when the receivers tried to revive it, they also ran into difficulty trying to trade out. At this point Simpson and his partner Raewyn made an offer.



*A 3D rendering of a design for a 140mm collector head from the Fraser design team*



“With the few remaining staff and plant, and no work on the books, we set the wheels back in motion and made it happen...Certain individuals in the industry were not that happy when we broke the mould and stood our ground,” says Simpson.

“We convinced the fire service in the Australian Capital Territory that we could build the best fire engine they ever had; they looked us over and placed an order. Then we got asked to build one for South Australia and that’s how it started.”

Simpson says it took three years before Fraser Engineering won a contract for the NZ Fire Service but after meeting all challenges, it then won much of the brigade’s business.

### Lasting the distance

Simpson says the Lowes Industry fire engine design and whole of life cost, remains a stand out in the Australian fire fleet, even today. “They’re built to last and the material and construction techniques are superior.”

Since the take-over Fraser has re-engineered and with its advanced construction techniques, he claims it can rival any competitor on the planet. “There’s some stiff international competition; most of it in Europe where you get hand outs and hand ups while you get zero here, but we still get them in the end.”

The company imports the chassis and pump and some top end electronics

“If you can produce something lighter, stronger and more reliable that reduces the whole of life maintenance cost and save them millions of dollars a year then they have millions more to spend on new equipment and gear,”

*Martin Simpson, general manager of Fraser Engineering*

but sources everything else locally or manufactures locker doors, ladder gantries and water and foam tanks and other components itself. “Fraser’s manufacture more of a fire engine in-house than any other company in the world.”

Fraser Engineering continues to improve on existing designs and innovation based on the needs of the fire and related industries. It recently beat Chinese manufacturers for a contract to supply small hand pumps for the Australian bushfire market.



*John Fraser the founder of Fraser Engineering with Raewyn his daughter and general manager Martin Simpson.*

“We looked at what was in the market, improved it and undercut them. Providing you can source your materials for the same price as the Chinese we’re all good,” says Simpson.

Fraser’s has applied for worldwide patents for its hose reels that are installed on all New Zealand fire vehicles and exported to Australia. Samples have just gone into Europe, where there’s potential for thousands of the units.

While Fraser currently produce a thousand hose reels annually it has the capability to produce 10s of thousands. “It’s lightweight, has better waterway performance, no chain drive or safety issues and is made to last. We engineered out every defect and made it into a smart hose reel.”

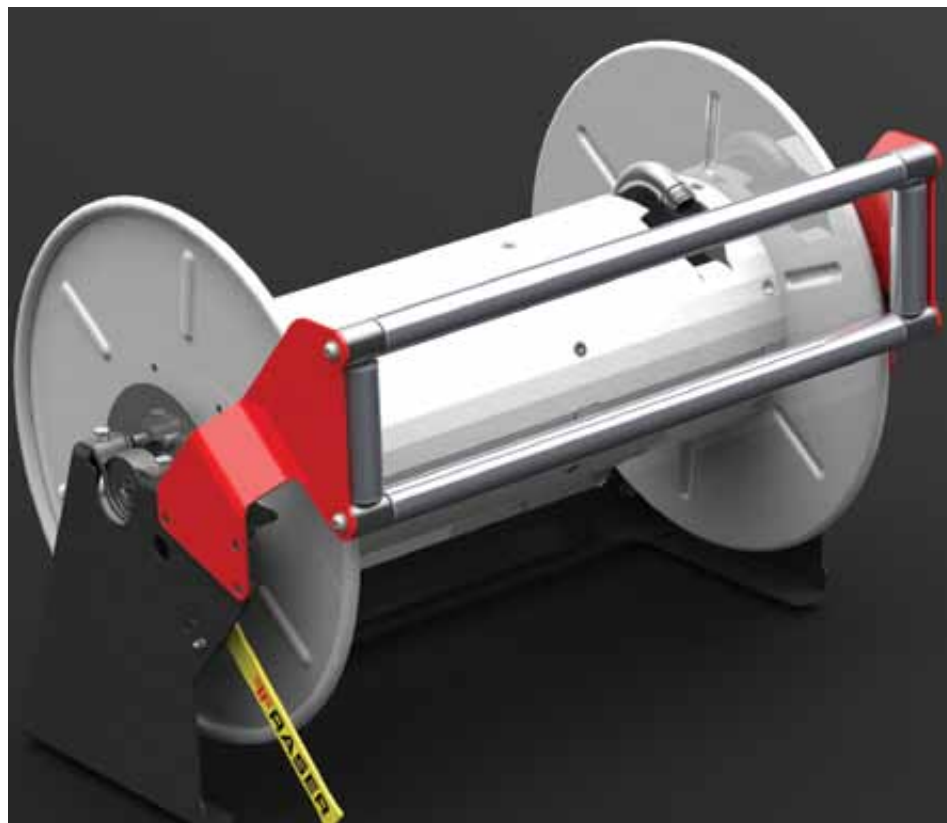
The company also has high hopes for its roller doors for engine lockers and crash tested, alloy breathing apparatus seats which are installed in all New Zealand and most of the Australian trucks.

The breathing apparatus was originally designed in steel by Lowes but it’s been reworked in alloy and weighs 20kg lighter than previous seats. “It enables fire fighters to travel to the scene safely strapped in with the breathing apparatus locked into the back of the seat and ready to go when they step out.”

Simpson says six similar products have been designed and are ready to market.

The strong interest in Australia has Simpson mulling over the possibility of establishing an assembly plant across the ditch. “Instead of building trucks here and sending them back across the Tasman we’ll look at doing it there and just shipping flat pack components, depending on what the market wants.”

These days Fraser Engineering is run by Raewyn Fraser and Martin Simpson; company founder John Fraser, now in his 80s remains a director, and is just finishing the final touches of his two-seater Cavalier aircraft which is nearly ready for flight.



*The Fraser designed hose reel has strong export potential*



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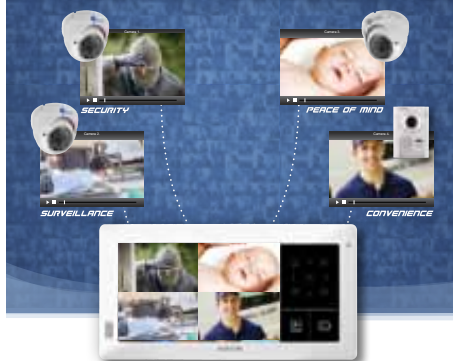
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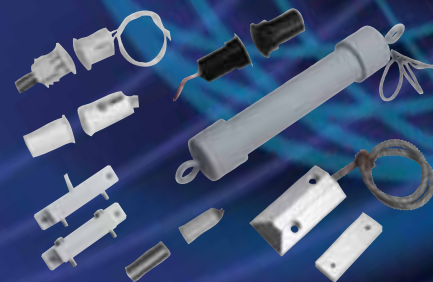
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