

October/November 2014

ISSN 1175/2149

# NZSecurity

## BFT Automation

Italian Automation Manufacturer sets up in NZ

## NZ Security Conference 2014

Security Awards Winners Announced

## Full Rescue & Emergency

Role Mapped out for NZ Fire Service

## FireNZ Conference 2014

Risk & Responsibility

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## **Upcoming Issues**

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February/March 2015

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# BFT Automation New Zealand Ltd

The first Italian Automation Manufacturer to set up in New Zealand!

It's been eighteen months since BFT purchased Auto Gates Limited, but one gets the sense they've been around for quite a while.

As part of a global growth strategy the Italian multinational automation manufacturer has in recent years set out to acquire some of its distributors, now with 28 branches in 18 countries. "It has been part of the business model since the Bonollo family sold BFT Spa to the Somfy Group, who see this as the best way to develop a closer working relationship with its customers," says New Zealand General Manager, Stephen Hudson.

Having founded the company Auto Gates Limited in 1987, Stephen and his team were the New Zealand distributors for BFT, supplying the BFT range of gate, door and barrier automations to local companies for more than 25 years.

With a background in mechanical engineering and staff qualified in the electronics and electrical side, Stephen heads a very experienced team to market the BFT range.

Just back from the R&T exhibition in Melbourne, the region's premier roller shutter, door, gate and window fair, Stephen and his team are now focusing



*The BFT Team of Barry O'Neil, Stephen Hudson, General Manager and Nat Cohen at R+T Australia, the region's premier roller shutter, door, gate and window trade fair*

on launching BFT's new product range here in New Zealand.

By adding to its already comprehensive range, BFT can provide "more choice sooner", says Stephen. As part of a global group, BFT NZ is now able to bring to the market new products as soon as they become available, "and because of our stock levels we deliver overnight anywhere in New Zealand, which is great news for our customers."

With its New Zealand acquisition, BFT have certainly become closer to their customers. "There's no middleman or importer anymore," Stephen points out "this is now the Italian manufacturer's branch office situated here in New Zealand. We sell only to the installers, gate manufacturers, electricians and security companies," Stephen said.

"We provide sales and distribution within New Zealand along with nationwide after sales support and having the resources of the global company behind us means that BFT NZ can now get closer to its local customers than ever before."

BFT plans to increase its already impressive complement of skilled technical staff over the coming months in order to provide an even stronger support network.

"We plan to have more sales people on the road actively travelling throughout the country to visit our distributors more frequently and provide more information and support where it is needed," explains Stephen.

Being part of a global group has enabled BFT NZ to stock more products



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in larger quantities. This has helped to reduce costs, which as Stephen points out has enabled the company to become exceptionally competitive in the market. As a direct result sales volumes have increased, with the security sector showing a special interest in the new BFT product range.

The increasing affordability of technology behind automation means that houses and buildings are being built smarter. Automation is becoming a standard property feature rather than an optional extra. "It is the norm for a lot of places now," says Barry O'Neil, BFT's Area Sales Manager. "On the residential side we are seeing developments where the whole street have BFT brand gate automations fitted."



*BFT office at 224 Bush Road, Rosedale, Albany, Auckland*

Barry notes that automation allows the locked gate to become the front door so that access to a property can be given only to approved persons. But in addition to security, the convenience of the automatic gate is also a factor, and with its reliability, price and range BFT products suit all sizes of gate - both residential and commercial.

Once upon a time, automation used to be the ability to open your garage door using a remote. Now BFT offers a complete home and business automation solution, the ability to control gates from your laptop or mobile device and to monitor the status of multiple gates and doors.

Automation products include swing and sliding gate motors, roll up doors, automatic swing and sliding doors, road barriers, rising bollards, complete parking solutions and pay and display machines,

as well as a complete range of electronic accessories and hardware for all residential and commercial installations.

Optional accessories, such as BFT's Bluetooth entry, opens gates automatically when you get close or you can select the option to open via your mobile phone. There are now many options available in addition to the traditional remote control.

BFT's SACS ESPAS range provides a solution for complete carpark management, including entry/exit stations, barcode generating printers, number plate readers and cash management solutions. Apart from keeping car parks secure, BFT's products and business solutions can turn them into very profitable businesses for their customers and maintenance contracts for installers.

The BFT guys say that their success comes down to having a comprehensive range of products in stock here in New Zealand with the backing of the parent Italian company and all of the product development and resources available to us locally. Added to this, of course, is the technical sales team providing after sales service and assisting customers to further develop their businesses incorporating BFT products.

With these new product releases comes new Italian designs manufactured by BFT in Italy and new technology offering more features and ease of programming, such as control boards, radio control units, locks and safety equipment. Adding to its already formidable line-up is a range of recently released BFT Vista swing and sliding commercial doors. BFT is pushing to sell

## BFT the story

BFT srl established more than three decades ago, was originally a family owned business founded by Francesco Bonolo in Theine Italy which is the location of its first factory.

The family sold the business to the Somfy Group which is a publicly listed company based in France with one main shareholder. Somfy is a world leader in home and building automation manufacturing a complete package of automation for buildings and houses. More recently as part of the growth BFT srl has acquired the European companies SACS - parking systems, O&O, bollards & barriers and Andromedia, Alarms and Security products.

more of these commercial type products in New Zealand, with major customers being security companies working on new projects and buildings.

BFT sliding gate motors include the new Deimos Ultra 400 BT and 600 BT, which have faster sliding speeds. Commercial gates include the Ares 1000 and 1500, the Icaro N F and the Oberon, which boasts the cracking speed of 700mm per second or 38 meters per minute - one of the fastest on the market. The BFT Lux BT 2B 24v commercial hydraulic swing gate automations include internal encoder technology, which provide smooth and quiet operation by enabling the gate to open, close and lock without the need of the centre gate stop bracket. BFT Barriers, traffic management systems, chain barriers, and rising bollards are all held in stock and available for immediate dispatch.

BFT Automation New Zealand Limited is operating from the same premises as the old Auto Gates Limited with room to expand in the future. Their new showroom contains working demo units of gate and door automation, chain barriers and moving rising bollards, and the new website [www.BFT.co.nz](http://www.BFT.co.nz) provides basic product information, contact information and a customer contact form.

In effecting BFT's vision for BFT in New Zealand, Stephen and his team appear to have implemented a seamless transition from Auto Gates to BFT Automation New Zealand Limited. One gets the sense that BFT is becoming a stronger force in the NZ security industry and that industry veteran Stephen Hudson and his technically talented sales team are only just getting started.

**If you would like one of the BFT team to visit you to discuss supply of the BFT products give them a call on 0800 288 642 or go and have a look at the new showroom at 224 Bush Road, Rosedale, Albany, Auckland or go online [www.BFT.co.nz](http://www.BFT.co.nz).**

# The Grey Man

---

Some call him a hard man. Some call him things we are not going to repeat on these pages. Some, including the individual himself, call him a grey man.

The grey man operates in a world where there are no black and no white. He is a seeker of the truth for therein lies the payment of the contract and another job done. His *raison d'être* is all to do with ethics.

Of all the vocational sectors in the security industry, that of the private investigator is perhaps the most striking and the most high profile. If we look at the security guard as an equivalent of the bobby on the beat, the foot soldier, as it were; then the private investigator is a combination of detective, forensic examiner, financial crime analyst and diplomatic protection. While once the image was of the gumshoe out trapping cheating husbands for teary wives, today it is much more.



*Ron McQuilter is Managing Director of Paragon Investigations and Chair of the NZ Institute of Private Investigators*

Especially for the true industry professional; like our subject this month, Ron McQuilter of Paragon Investigations. Ron has been around the industry for probably longer than he cares to remember and is regarded by many as the leading figure in the New Zealand professional investigation sector, heading New Zealand's largest privately owned entity. Apart from the regular media darling sound bite specialists, Ron is as high profile as you get in this industry in New Zealand.

It is a profile that began some four decades ago as that eponymous 'bobby on the beat' in Glasgow, Scotland. That changed for Ron in 1983 when a certain kiwi lass caught his eye and he decided to do a follow-up investigation with a two week holiday to New Zealand. The long and the short of it was that he married and was here to stay.

Not enamoured with the idea of continuing his policing vocation, he started working as a private investigator for Armourguard which had an investigative department at that time and acquired a work permit for him. After 18 months in that role, the company decided it no longer wanted to be involved in private investigation and helped Ron set up his own business, along with their existing client base.

This early business was called Ascot Investigations for two reasons: Ron was, of course, 'a Scot' and the name also came before competitors, Auckland Investigations, in the phone book. A couple of years later he had merged with the latter only to be bought out by the fast moving acquisitive Nationwide Group that in 1989 purchased private investigation companies across Australasia.

After six months service helping out the new entity he resigned and moved

to Tauranga. By early 2000 he was back in Auckland, forming The Investigation Bureau and soon growing to some 30 employees. With increasing volumes of government work, it was decided that the name was "too harsh" and the team held an informal competition over chips, dip and beer to find a new name. Paragon was born and was by far the biggest private investigation operator in the country.

Today the business is far more streamlined and Ron is a businessman first, a PI second. In a shrinking market this means adhering to good business practices, being highly organised and being cost efficient. This also means over 80 percent of the business is repeat business and the philosophy is to "only work with the clients from heaven and not clients from hell."

For Ron McQuilter integrity, experience and commitment are the maxims to work to. His qualifications include a Certificate in Judicial Studies (being a JP) and being a Certified Fraud Examiner. Other arrows in the quiver include: immediate past president, Auckland branch of Certified Fraud Examiners; current chair New Zealand Institute of Professional Investigators (NZIPI); member New Zealand Insurance Law Association; member New Zealand Insurance Institute; winner 2009 Insurance Investigator of the Year Award; accepted at the NZ High Court as an Expert Fraud Investigator.

For the past three decades, Ron has endeavoured to promote and advance the private investigation industry in New Zealand and has three times been elected chairman of the industry's representative body, the New Zealand Institute of Professional Investigators. In that role he has made submissions to and presented at Parliament in regard to the new private investigators legislation.



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### Droplet formation prevention

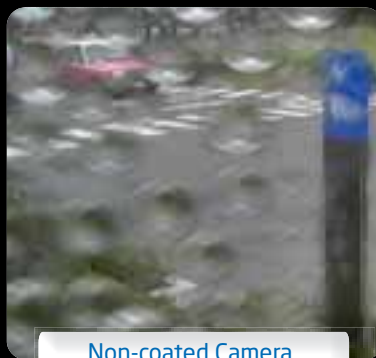
Visibility is maintained due to droplet prevention coating.

### Advanced coating technology

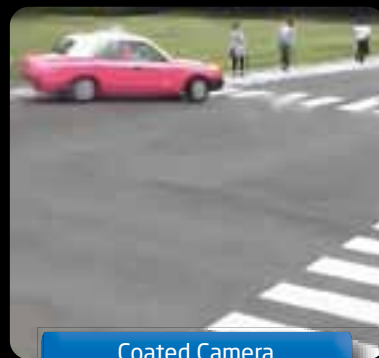
Long-term performance due to advanced coating technology.

### Reduced Dirt

Dirt is easily washed off the dome cover by rain water due to self-cleaning design.



Non-coated Camera



Coated Camera

In an industry replete with cowboys, it is a sore point with Ron and other professional operators in this sector that anyone can apply for a licence and hang out a shingle. In a recent complaint case, Ron said, "It is unfortunate that anyone can apply to be a licensed private investigator... there's no actual requirement in the act to put forward qualifications or previous experience [to gain a licence]."

We can't stop them being licensed but that's why having a code of ethics and being part of the Institute does give the client some comfort."

He says private investigators must apply to be a member of the NZIPI and were screened by the committee before being accepted. The NZIPI gives businesses, government agencies and the general public some surety that standards are being met and levels of professionalism are to the fore. PI's must apply to join the Institute. There are over 80 members and they must abide by that strong and defining code of ethics. New applications get dispersed to the membership at large for comment and along with the committee vetting this gives a healthy measure of confidence for potential clients.

One of the big issues in the PI sector is the dearth of industry training. Under the Private Security Personnel and Private Investigators Act 2010 and Regulations 2011, people working in the private security and investigations industry in New Zealand generally need to hold a current licence or certificate of approval to do the work legally. Certification is now applied for and granted on an individual basis. Even investigators like Ron must have a security guard certification.

Ron says the Private Security Personnel Licensing Authority is starting to get tougher on individuals applying for licences but there is still no mandatory training. He and the Institute aim to have input into the drafting of any new regulations with respect to training, enforcement and accepted conduct.



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*For The Grey Man there is no black and white; only the truth*

Ron suggests there is a knife edge for all private investigators to balance on. "A PI still needs to be feral. You do whatever you need to do to get the job done but without breaking the law. You are The Grey Man and your covert techniques are what define you as an operator."

Of course these techniques have evolved and continue to do so. Today, as in many other sectors, technology is the answer. Monitoring an individual in 'real time' no longer means physical tracking and stake-outs. The doughnuts and coffee are back in the box as tracking devices, spyware and other new monitoring systems take over and the hard yards are all on-screen.

In his chosen vocation Ron has been involved in many high profile investigations for businesses, government agencies and other entities. He is regularly asked to give industry comment by the media and when professional advice and not another talking head is needed, has appeared several times on programmes such as 60 Minutes, Close Up and television news.

Ron is often asked to present on various related topics at conferences and training sessions for government and other business sectors. He runs two day training courses in his capacity as an investigative mentor for experienced investigators wanting to enter the private investigation profession. Within Paragon, Ron is the lead investigator for the company's partnership with the Employers and Manufacturers Association and he still conducts investigations when requested as well as personally overseeing other work.

One of Ron's most high profile investigations was in relation to the disappearance of New Zealander Lee Sheppard in London. In this instance he

travelled to London in November 2008 and spent a month investigating the cold case, based out of a London Met Police office. His investigation, a costly pro bono exercise, solved a mystery where Metropolitan Police had failed for six years and bought some closure to a grieving family.

Ron is dedicated to his clients and team, he is not afraid of the difficult tasks and if that is not enough likes to jump out of planes in his spare time. He has investigated numerous fraud matters for clients and has lectured to numerous government agencies on fraud and enforcement. He is a presenter at New Zealand Insurance Institute fraud forums and lectured at the New Zealand Insurance Ombudsman's inaugural conference on insurance fraud. An overview of the security management of important government events such as for the Ministry of Foreign Affairs and Trade is a particular forte of Ron and the team at Paragon.

Today The Grey Man is slowly but surely easing himself out of the business and the industry he has been a key figure in for so long. He recently moved back to the Mount and now consults to the government three days a week. He has worked at empowering the team at Paragon and while there has been a steady transition of power that has been backed up by the slow but sure transfer of ownership to a new generation.

The message on the back of Ron's business card says it all: integrity, experience, commitment. He says, "While a defence lawyer wants to get a client off, all I want and need is to get at the truth."

The Grey Man is a good man to have on your side when that stuff hits the fan.



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**History of Iseo** - Iseo was established in 1969 from the Italian entrepreneur Mr. Giuseppe Facchinetti. Iseo started out by manufacturing locks, cylinders and padlocks in Pisogne, a village on Lake Iseo, from which the company got its name.

In 1998, the founder's son Evaristo Facchinetti began a new phase of development and started the Iseo Group. His growth strategy focused on two key elements – Size and the Human Factor. Size because Evaristo could see the benefits of becoming a larger company in a very competitive market. The human factor because Evaristo recognised the strength of Iseo's entrepreneurial spirit in being able to develop quality and innovative products for the global market.



In line with these strategies, Iseo started taking over complementary companies which brought additional quality, specialization and production innovation. Today the Iseo Group has a significant presence on the international scene. It comprises a team of synergetic companies that maintain their own management staff, specialization, entrepreneurship and manufacturing sites. This allows Iseo's customers a deep product range and quality service. Iseo's product range are broken down into 7 main groups: Cylinders - Locks - Locks for armoured doors - Panic and emergency exit devices - Door closers - Rim locks - Padlocks. Deeply rooted to its origins, Iseo has remained faithful to its own territory and to the manufacturing vocation of the family who founded it and brought it up to its current size.

The history of Iseo in New Zealand dates back to early '90s. This well-known and industry recognised brand name is synonymous with producing high quality European security products.

Todate Iseo has supplied to the New Zealand market a range of mortice locks and cylinders especially for the aluminium fabrication market,

commercial construction and locksmith markets. Iseo's product range is well recognised and respected amongst the locksmiths architects and specifiers for its high quality product that withstands the New Zealand environment conditions.

Commencing from mid 2013 G D Rutter Ltd a third generation family business servicing the New Zealand hardware market for over 85 years have now been appointed the role of official distributor of Iseo products for the New Zealand market.

The management team at G D Rutter Limited considers Iseo to be a perfect range extension to its current product offer. G D Rutter Limited has been supplying high quality European locks to the New Zealand wooden door market for over 15 years, and Iseo now completes the G D Rutter Limited range by providing commercial security solutions for the fabrication and construction industry.

This new partnership will be ensuring that current Iseo products are readily available in New Zealand but will also be expanding the Iseo product offer to New Zealand companies.

# Screening for people with elevated body temperatures in large groups in an efficient and accurate manner

Thermal imaging can be an effective mass-screening device for detecting individuals with an elevated body temperature in large groups. As such, thermal imaging can provide useful information when used as a screening tool in high-traffic areas to help identify people with an elevated temperature compared to the general population.

Although thermal imaging cameras are primarily designed for industrial and night vision uses, public health organizations have used FLIR cameras around the world at airports, seaports, office buildings and other mass gathering areas to provide rapid, efficient thermal screening of high traffic areas. FLIR's cameras are particularly well suited to this because they can provide a temperature reading of a person's face in a matter of seconds.

## **Thermal imaging: an effective tool to detect elevated body temperatures**

A thermal imaging camera produces thermal images or heat pictures that detect and display even the smallest temperature differences.

This allows thermal cameras to create a visual heat map of skin temperatures in real time. In addition, thermal imaging cameras are very sensitive devices, measuring temperature differences as small as 0.05°C. Thanks to the thermal imaging camera's built-in functions like

colour and sound alarms that can be set to go off when a certain temperature threshold is exceeded, the operator can instantly decide whether or not the subject needs to be referred for further screening. As the thermal imaging camera produces images in real time, the total evaluation process takes less than a second, making thermal imaging technology very useful for rapidly screening large numbers of people.

FLIR A320 Tempscreen, however, was especially developed for thermal screening in high traffic applications.

## **The application: measuring the temperature of the human body**

It's true that a person's general skin temperature is typically not equal to the person's core temperature. That doesn't detract from the use of thermal cameras to detect elevated body temperatures, however. Thermal cameras are useful in this role because the goal is not to measure absolute body temperature,



*FLIR Systems product line-up includes a wide variety of thermal imaging cameras that can be used for detecting people with elevated body temperature*

but to differentiate people who have an elevated body temperature compared to the crowd while taking into account the environmental conditions of the location.

The thermal imaging camera automatically detects the hottest temperature within an area, set by the operator. A colour alarm makes it easy to decide whether a person needs further screening or not.



*Step 1: Individuals are remotely imaged as they pass a screening checkpoint set up at an airport, border, or in the entrance lobby to a corporation or school*



*Step 2: Thermal imaging camera operator looks at a colour monitor that activates an audible and/or visible colour alarm when an individual shows an "out of norm" body temperature*

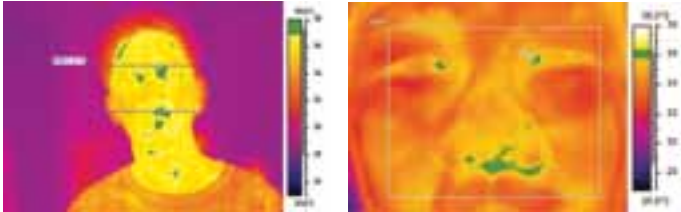


*Step 3: Persons with an elevated body temperature may be directed to a separate line for further screening*





FLIR A320 Tempscreen installed at a major airport to detect people with elevated body temperatures



The thermal image shows the hot spots in the corner of the eyes

The camera can be installed and used quickly and easily. It automatically calculates the average temperature of the first 10 people it scans and defines their average. The operator can then use this average as the basis for an alarm that will go off when the measured temperature reaches a specific temperature threshold above the average temperature (e.g. plus 1°C).

#### Sound and colour alarms

All areas on the subject's face that are hotter than a predefined temperature value can be displayed as a designated colour on the thermal image. This built-in alarm allows users to make an immediate decision regarding whether the subject requires further screening.

In addition, FLIR cameras are equipped with a sound alarm. If the temperature exceeds a predefined value, an audible alarm will go off, allowing the operator to select the person for further screening if needed.

#### A small investment to enable high traffic screening

Major airports in all over the world are already using FLIR cameras and have applied this methodology to screen all people entering and leaving the country. It is a quick, non-contact method that is safe for both the camera operator and the people being screened.

FLIR thermal imaging cameras can be operated by non-specialists after a few hours of training.

If you would like more information about this product or about FLIR Systems and its wide range of thermal imaging cameras for a wide range of applications, please contact:

FLIR SYSTEMS Australia Pty Ltd

Toll Free: 1300 729 987 New Zealand: 0800 785 492

Tel: +61 (0)3 9550 2800

Email: [info@flir.com.au](mailto:info@flir.com.au)

[www.flir.com](http://www.flir.com)

*Although thermal imaging cameras are generally accurate temperature measurement devices, they have not been tested or qualified as diagnostics medical equipment, and should not be used to diagnose any medical conditions. The images displayed are for illustrative purposes only. ©2014 FLIR Systems, Inc. Specifications are subject to change without notice, check our website: [www.flir.com](http://www.flir.com).*



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# IDC urges businesses to make security a 'business priority'

According to market intelligence and advisory firm IDC, New Zealand organisations are at risk of being caught napping when it comes to IT security. As their business models become more information-centric, businesses more urgently need to be strengthening their security governance.

IDC New Zealand's latest Security Study has revealed that local organizations have identified security as their leading strategic initiative for deployment by the end of 2015. Digging deeper, however, the study also found that security doesn't make it

into their top three strategic priorities when it comes to investing in cloud, mobile, social and big data.

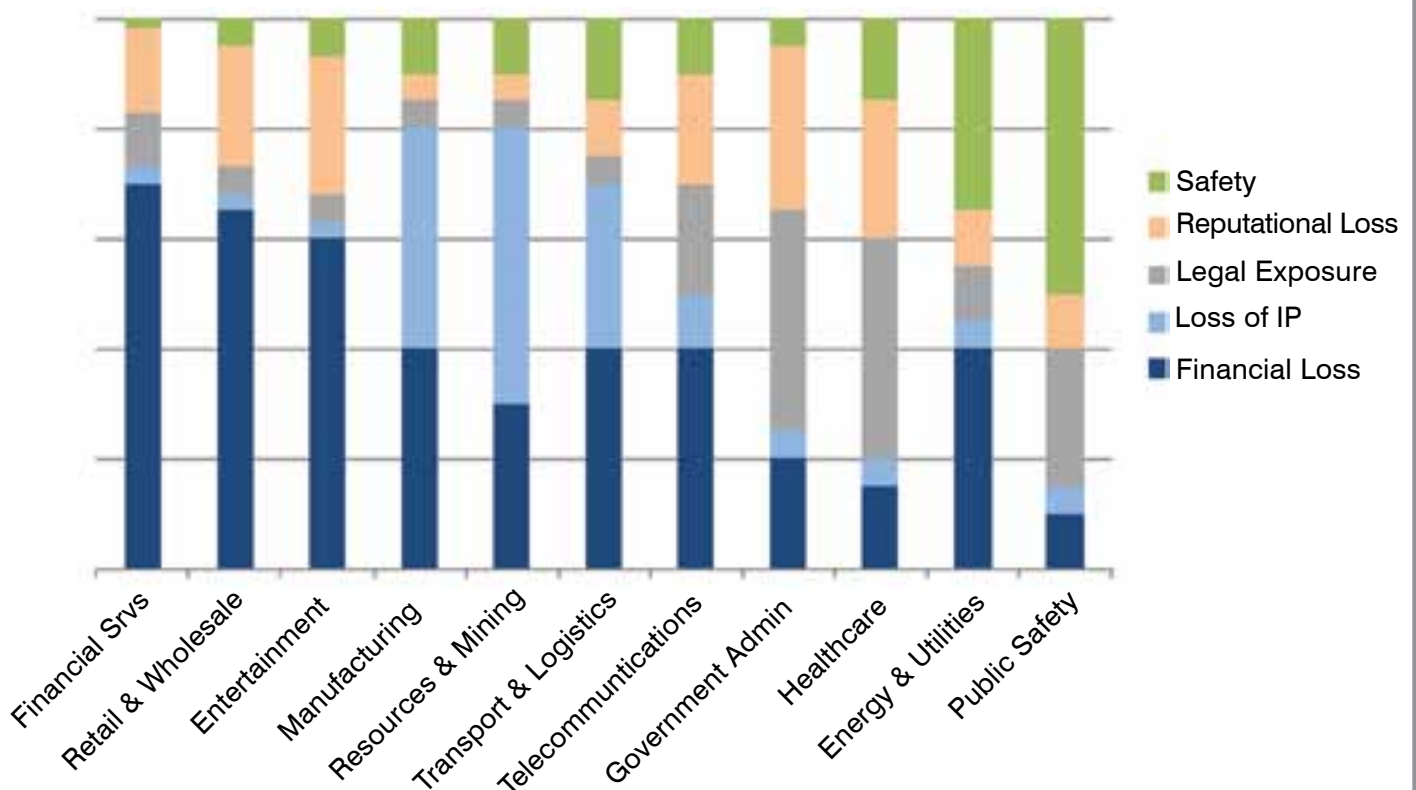
"The mindset of kiwi CIOs is that security is perceived as a supportive, risk-managing initiative, rather than a primary solution for business goals," says Donnie Krassiyenko, Market Analyst at IDC New Zealand. "This is vastly different from both Australia and Asia Pacific that place security as the top investment area across all new technology initiatives."

Coming as they do from a leading global provider of market intelligence

and advisory services for the IT&T and consumer technology markets, IDC's findings are worth taking seriously. And all the more so because their recommendations reflect a bird's eye business strategy view rather than a blinkered IT security perspective.

Although the financial services and business services sectors possess a high level of security maturity relative to other industry types, Donnie suggests that the stakes are also higher. "Financial services institutions (FSI) have the most to lose," he states, "as they are already heavily

## Risk of damage Categories due to Cyber Crime





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### IDC's simple steps for CIOs and IT managers to take control of their organisations' IT security:

- Set up good configuration with 100% visibility to understand the attack surface. Risks must be prioritised to be adequately addressed relative to the organisation industry risk profile.
- Establish and anchor a security budget that includes contingency funds as part of the IT strategy. Selling it to executives as an ongoing asset risk management initiative will be critical.
- Choose a security vendor based not only on its track record, but also on its security capabilities and risk management expertise.

information-centric in their business decisions.”

Given that their customers tend to be favoured targets of cybercriminals, much of the concern for FSIs lies around the security of customer data. “Criminals are capable of committing identity theft

to commit card and wire fraud,” he continues. “Account takeover is another attack vector, which can be used to empty funds or other sensitive information from the victim. Servers can be wiped of data, incurring significant costs from recovery. Websites, mobile apps, and ATMs can be made inaccessible, with significant loss of business from these outages.”

What is needed to ensure that security is considered a primary solution for an organisation's business goals, according to IDC New Zealand's Research Manager Adam Dodds, is that there is someone at the leadership table carrying the responsibility for information and security. “This will force the attention and profile required to ensure that security is well considered in all technology investment decisions.” IDC recommends, therefore, that organisations assign a security executive/sponsor to be in charge of articulating security risks.

There should also be an alignment of a common language. “Being able to articulate risks as they relate to revenue, IP, health and safety, brand, legal exposure and brand risk,” states Adam, “will

provide a sense of perspective against physical and technical investments in security.”

IDC advises that organisations categorise security risks relative to their impact to the business and the level of the risk represented, which differs across industries. In conclusion, explains Donnie, “Risk categorisation will help the security office to operate within predictable budgets and, thus, to meet expectations of the executive office.”



## C4 Group Ltd enters training partnership in India

The recent election of India's new Prime Minister, Mr Narendra Modi has seen a commitment to India's huge workforce with the belief that upskilling, effective marketing and strong fiscal management are the keys to India becoming a major player in world economy. To this end India are looking to create partnerships with international organisations for the delivery of training across a range of industries.

C4 Group have recently formalised a partnership with the Mumbai-based security company Adept Force which has seen the creation of the Adept-C4 Group Security Training Academy. The academy was officially launched at a recent seminar in Mumbai which was attended by officials and leading representatives of government, education and security organisations. The purpose of the academy is primarily to deliver work based training solutions at all levels to Indian security staff. Initially based in Mumbai the academy will develop branches in Dehli and Bangalore with a view to further branches over the next few years.

Prasad Joshi, C4's Business Development Manager (Asia) has been instrumental in developing relationships in India that have led to the formation of the academy as well as future partnerships within the aviation sector.

The NZ Ministry of Trade and Enterprise and the NZ India Business Council have provided valuable support to C4 regards working in the Indian environment.



*The C4 India team*

C4 is excited about the prospect of the academy and a strong working relationship with India and look forward to making an impact in the Indian security training market.



# The smart touch experience – the new Schlage Touchscreen Electronic Deadbolt

Allegion releases the latest in residential keyless security, with the Schlage SED100 Touchscreen Electronic Deadbolt

Activated by a hardwearing touchscreen, the SED100 Electronic Deadbolt is the next step in residential security. The SED100 allows the option to scramble an initial guiding code before the user can enter their pin to activate the lock, avoiding code detection from fingerprints or code-probing.

Easy to install on new doors or retrofit to existing door preparations, the SED100 is a simple solution to upgrade home security keyless solution. Featuring a blue back-lit screen in a black-chrome and silver body, the SED100 can hold up to 25 user codes and 4 single-entry codes. An auto-lock function comes standard, with an adjustable delay from 10 to 99 seconds.

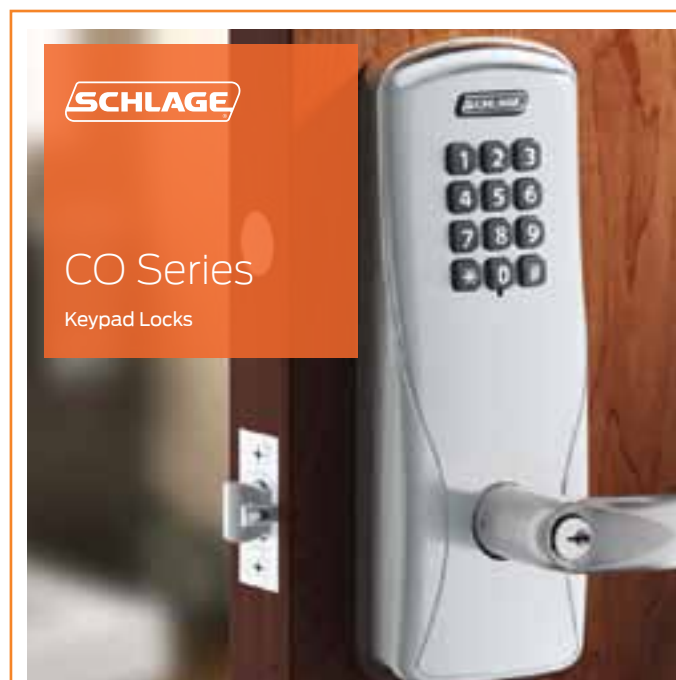
The lock will temporarily disable itself after four consecutive incorrect pin entries, a significant deterrent against unauthorised access.

Additionally, Vacation Mode will deactivate all user codes temporarily - ensuring no-one can gain access, even with a programmed code.

Constructed to ANSI Grade 2 standards, the SED100 is resistant to dust, rain and corrosion and will operate between temperatures of -35°C to 66°C.

Powered by 4xAA batteries, the touchscreen deadbolt will operate over 6,000 times before the batteries need replacing, and a backup mechanical keyway ensures access in the event of power failure.

A slim-line profile and quality finish ensures the SED100 is stylish and yet unobtrusive. With a brushed silver trim, the electronic deadbolt will complement both classic and modern styles of door furniture.



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**ALLEGION**

# Government funding a silver lining for STRATUS cloud security project

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The University of Waikato, the University of Auckland, Unitech and the Cloud Security Alliance have secured funding of \$10.6 million to fund the development of the STRATUS cloud security project. The funding is part of the Ministry of Business, Innovation and Employment's (MBIE) 2014 science investment round, which will see \$139 million invested over six years in new science research programmes.

Announced by Science and Innovation Minister Steven Joyce on 11 September, the round will provide funding to projects in the biological industries, high-value manufacturing and services, energy and minerals, environmental, and health and society sectors. The majority of funding available this year was in the high-value manufacturing and services sector, with \$95.24 million invested for the next six years.

Through the submission process, a total of 208 science research proposals were received. The final investment

decisions were made by the Science Board, following a peer review and assessment process by independent experts.

For its submission, the Security Technologies Returning Accountability, Transparency and User-centric Services in the Cloud (STRATUS) project received the third largest grant in this round and was the only ICT project to receive funding. Industry partners, including Aura Information Security, Gallaghers, Green Button, LayerX, Mako Networks and Wynyard Group, have also committed to support the project.

Led by Dr Ryan Ko a Senior Lecturer at the University of Waikato, the project will focus on the development of a suite of new "user-centric" security tools, techniques and capabilities designed to return control of cloud-based data to computing users. These techniques will differentiate the products and services of participating New Zealand security and cloud services companies, and deliver a platform of software, human capability and technical resources accessible by a broad range of industry and government organisations.

In other words, in aiming to make the characteristically opaque cloud more transparent, the project will look to develop tools that provide the user with better visibility of and greater control over their data. This will include tools that show the user who has touched their data and where their data is being stored. The project will also look to develop solutions for privacy in the cloud and data resilience.

There are high hopes that the project's research will give a significant boost to the New Zealand IT industry, including new jobs and the creation of a new cloud security niche of international standing.

Cloud Security Alliance (CSA), the project's not-for-profit member, established its New Zealand chapter in 2011 with a vision to work with global partners and alliances to formulate cloud security best practices suitable to the New Zealand environment. Dr Ko is a former winner of CSA's annual Ron Knode Service Award, which recognises the contributions of CSA volunteers in fulfilling the CSA's mission of promoting best practices for cloud security assurance.

In Dec 2013, Dr Ko established New Zealand's first Master of Cyber Security degree and dedicated cyber security laboratory at the University of Waikato. The lab has gone on to create the country's first research and education cloud testbed. Collaborating with industry partners, such as Aura Information Security, the facility has released security tools contributing to a number of open source security projects.

The STRATUS project contract runs from 1 October 2014 for up to six years, although it will likely be around two years before any major breakthroughs are achieved. For the time being, project participants are no doubt savoring the sweet smell of government funding success prior to focusing on their first project milestones.



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# IT Security gaps expose South Pacific vulnerabilities

Pacific Island Countries have in recent years found themselves particularly vulnerable to IT security threats and cyber attacks. Technology adoption in the Pacific has significantly outpaced the development of legislation and institutions aimed at preventing and remedying cybercrime. So, for those doing business in the region, how can the risks be minimised?

According to Adam Ali, a Suva-based IT risk specialist and application development analyst with Westpac, common security breaches within the Pacific include IT-based bank fraud, cyber infiltration and hacking through social methods, international hacks via website exploitation and virus infection.

“Locally there isn’t much knowledge about hacking; people are not aware of it because they don’t have the knowledge to perform the act themselves,” says Adam. “To them, it seems impossible for anyone to be able to do such a thing, but there are hackers out there internationally who are more than able.”

And hack they do. With lax internet controls, the Pacific has proven itself an unwitting host for international cybercrime from beyond the region. A 2007 SiteAdvisor study, for example,

revealed that Tokelau had among the world’s largest proportion of malware-infected domains, and in the second quarter of 2010 alone, 2533 attacks reportedly originated from Tokelau.tk sites.

A world away from the realm of international cybercrime, Adam points out that those cybercriminals actually from the region and residing in the islands tend to employ markedly less sophisticated measures.

In February 2014, for instance, two university accounting students appeared in Suva Magistrate’s Court charged with money laundering after they unlawfully transferred FJD 24,000 from two bank accounts. “The media quoted it as a ‘hack’, but this was not the case,” states Adam. “The students used basic social engineering skills to convince the victims to hand over the information they needed to commit the act.” Having convinced the account holders to pass on their internet banking passwords, they then created similarly named accounts and shifted funds over time to the newly created accounts online.

Many such crimes have been in-house jobs, involving staff working alone or colluding with colleagues to take advantage of poor user privilege control processes to defraud their employers. In these cases, businesses had simply failed to have adequate controls and risk management procedures in place, reflecting a generally laissez faire approach to risk. In some cases, this failure has cost the business millions.

Denial-of-service attacks have also been a common scourge throughout the region. In some cases, entire national

internet grids have been knocked out for days on end, with massive implications for business continuity. Adam cites two notorious DoS attacks in Fiji, one on the Fiji Police website, the other on the site of internet service provider Connect. In the case of the latter, visitors to the site were met by a digital spider and abuses directed at Connect’s tech people.

According to Adam, not all companies in Fiji understand the need to invest in fortifying their systems when that same money could be used for other things. “Organisations are no doubt trying to make systems secure,” he points out, “but pricing plays a major part and with a weaker currency businesses cannot afford the best of the best.”

In summing up, he offers a quote from Chinese military strategist Sun Tzu: the opportunity to secure ourselves against defeat lies in our own hands, but the opportunity of defeating the enemy is provided by the enemy himself. The best way to guard against defeat, says Adam, is preparedness. “You never know what the hacker is capable of and it is best to have contingency plans and action plans for these kinds of scenarios before its too late.”

These seem to be lessons that are being hard learnt in the Pacific, with big IT security gaps being exploited with ease and audacity by small actors employing simple methods. With much of the exposure to be found on the human rather than technical side, a stronger focus on risk analysis and management and the development of more robust security protocols and procedures would go some way to building IT security resilience across the Pacific.



tuned to you



# Advanced Security Group continues to be recognised with several recent Awards

**N**ationwide security integrator, Advanced Security Group, has again been recognised in recent months receiving three awards.

In February Advanced Security was named the 2013 Axis System Integrator of the Year for New Zealand, June the Gallagher SMS Top Channel Partner for 2014/2013, and in August the Milestone Best Performing Partner for New Zealand for 2013.

These awards follow an already impressive list of awards including being finalist in the Minister of Defence – Excellence to Industry Awards in 2010, winner of the Lenel Highest Growth VAR Award in 2011, winner Top & Largest Gallagher Channel Partner in 2012, winner of AUT Excellence in Business Support Awards in 2012 and received a Highly Commended in the same awards in 2013 in the \$10M-100M Category.

Advanced Security Group CEO, Mike Marr commented that 'recognition through ongoing awards acknowledges what our people deliver every day and the size and market position Advanced Security has in the New Zealand security industry today'.

The Advanced Security business has grown significantly over recent years with branches now all around New Zealand, an announcement is also imminent with Advanced Security set to announce a South Island acquisition in the coming days.

## About Advanced Security Group

Advanced Security Group forms part of the TPT Group of Companies and is a wholly dedicated corporate and industrial electronic security systems integrator with clients and project installations covering New Zealand.

Today Advanced Security is one of the largest corporate sector electronic security integrators in New Zealand. The business operates branches in Northland, Auckland, Hamilton, Taupo, Rotorua, Kawerau, Napier, Palmerston North, New Plymouth, Wanganui and Wellington.

TPT Group of Companies own companies in the electronic security, commercial property, finance and communication sectors.

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# New Zealand Security Awards 2014 winners announced

The Skills Organisation was delighted to join the New Zealand Security Association and members of the security industry at the 2014 New Zealand Security Conference and Exhibition in August.

Two intensive days of conference, focussing on Professionalising for Profit and building capability for industry success, capped off with the New Zealand Security Awards on 28 August at the Rendezvous Hotel.

The annual awards are an excellent way to celebrate professionalism in the industry and as entry numbers and standards rise, selecting the appropriate winners becomes an increasingly challenging task.

The Skills Organisation chief executive Garry Fissenden described the calibre of winners for the 2014 New Zealand Security Awards as “a real step-up”.

“We’re pleased to see a year-on-year improvement in the standard of training and delivery in security services,” Fissenden said.

“Security remains a vitally important industry and The Skills Organisation would like to congratulate each of the finalists for their passion and commitment during the past year.”



*Security Trainee of the Year - Dianne Willetts of Matrix Security was named Trainee of the Year*

New Zealand Security Association executive officer Greg Watts is pleased with the support the awards receive.

“With the industry so focussed on training and professionalism over the past few years, it is great to recognise those individuals who have stood out and performed above the norm. I

congratulate the winners and finalists for their achievements and contribution to the industry.” *The winners on the night were:*

## **Training Workplace of the Year**

Competition for Training Workplace of the Year was hotly contested and this year’s applicants needed to complete an

# skills.





*Security Administrator of the Year - Lucy Fernley of New Zealand Security Association*

extra element of assessment to satisfy the judging panel. This year, The Skills Organisation commissioned a workplace training evaluation to review training practices and procedures within the company, providing an extra level of

evaluation to support the applications.

Workplace evaluations receive a bronze, silver or gold rating and both finalists reached The Skills Organisation's Gold Standard, making the judges' decision a very difficult one.

The judging panel were impressed by First Security's effective planning and monitoring of all trainees' progress and providing the appropriate level of leadership support despite their large size. The workplace evaluators were impressed by First Security's national training manager's commitment to develop relevant resources based on specific situations.

Fissenden, commending the winners, First Security noted;

"I congratulate First Security for their ongoing commitment to progressing a trainee through a full qualification and for backing this up with appropriate leadership for each and every trainee."

**Security Trainee of the Year - Dianne Willetts of Matrix Security was named Trainee of the Year.**

Dianne was judged to have stood out for displaying commitment to her training and future development.

Judges commented; "she has displayed excellent enthusiasm to assist and mentor other security officers in their training, an exceptional quality to have in the security industry. Dianne is an asset to her employer."



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**Security Administrator of the Year  
- Lucy Fernley, of New Zealand  
Security Association.**

This was the second time this award has been presented and Lucy clearly demonstrated the characteristics of a successful security administrator.

Lucy has worked tirelessly over the past year to ensure regular communication with the wider industry at a time of significant change, answering countless phone calls and other enquiries on a daily basis. She maintained a high standard of professionalism throughout the year.

Fissenden noted Lucy's commitment; "throughout a year when pressure has been on the industry to meet mandatory requirements, Lucy has ably supported her organisation and the wider industry with prompt and professional service".

**Security Workplace Assessor of the Year - Dave Newman, First Contact**

In another well supported category, the recipient of the Workplace Assessor of the Year award had to stand out as an individual who demonstrated ongoing leadership qualities in their role, while continuing to support development of staff in their workplace.

The judges noted Dave's willingness to go the extra mile to work with those who require extra assistance. Watts said, "Dave's ability to recognise and develop alternate learning methods when trainees require additional support with their learning is an impressive quality".

**Security Personality of the Year - Ziso Avrum.**

Was awarded the Personality of the Year Award for his on-going service to the security industry in New Zealand.

Ziso's passion for the industry is reflected in his active contribution, his many years of service as a volunteer to the New Zealand Security Association as well as many other industry groups. The award recognises the respect Ziso has from across the industry.

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

For 2014 the judging panel felt that, while entries were strong, an acceptable standard of attainment hadn't been reached and unfortunately this award was not conferred.



*Security Workplace Assessor of the Year - Dave Newman First Contact*



*Security Personality of the Year - Ziso Avrum*

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## **AUTODOME IP dynamic 7000 HD**

Full 1080p HD resolution, wide dynamic range and intelligent backlight compensation technology ensure that moving objects or those of interest are enhanced and can be easily identified in scenes with simultaneously bright and dark areas, which typically challenge standard cameras.

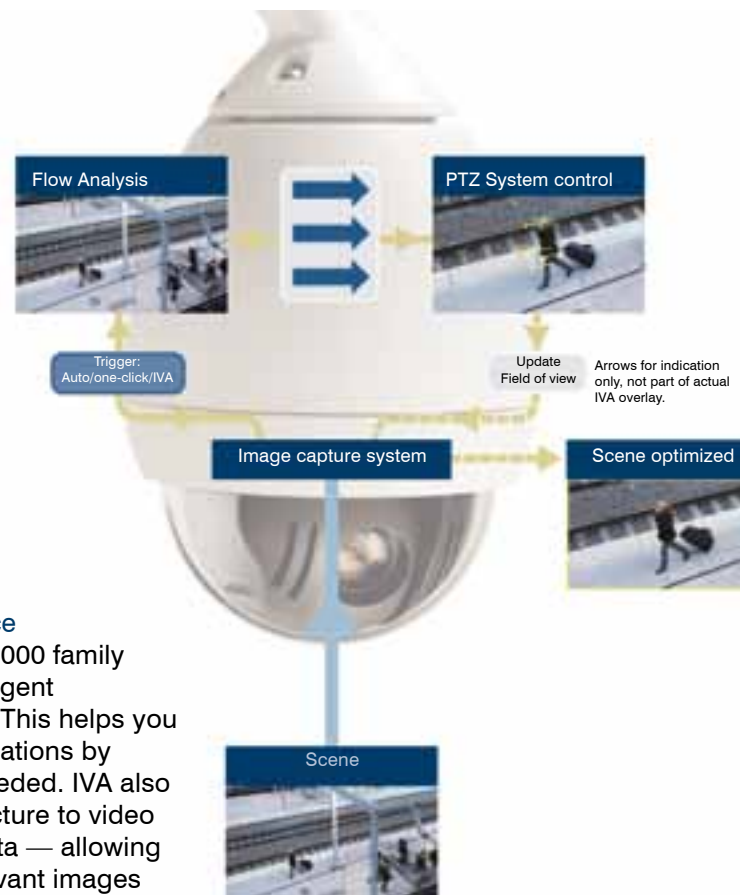
## **AUTODOME IP 7000 HD**

This 1080p camera with 20x zoom is ideal for areas with stable lighting. Progressive scan digital imaging provides sharp video even when moving objects are present.

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The AUTODOME IP 7000 family features built-in Intelligent Video Analysis (IVA). This helps you focus on relevant situations by alerting you when needed. IVA also adds sense and structure to video data through metadata — allowing quick retrieval of relevant images from hours of stored video.

Metadata can also be used to deliver irrefutable forensic evidence or to optimize business processes based on people counting or crowd density information. With the ability to simultaneously combine 8 of the 15 available IVA rules, complex tasks are made easy and false alarms are reduced to a minimum.



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All AUTODOME IP 7000 cameras feature Content Based Imaging Technology. Captured images are tailored to the content of the scene. Depending on movement, varying light intensity and back and front light fluctuations, the camera settings are continuously and dynamically adjusted. This ensures intelligent tracking and perfect exposure of objects of interest while keeping bitrate at the lowest level. Consequently your storage costs and network strain are reduced significantly without compromising video quality.

#### Perfect exposure every time

When viewing foggy or other low contrast scenes, intelligent defog ensures the camera's visibility is

significantly improved. This feature can be active continuously or automatically activated using built-in video analytics. If the camera detects fog, the image contrast is adjusted to ensure improved visibility. As soon as normal viewing conditions return, the camera settings are automatically re-adjusted again.

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# Full rescue and emergency role mapped out for NZ Fire Service

The New Zealand Fire Service is transforming itself into a fully-fledged emergency response organisation, with closer inter-agency relationships and new management and training strategies to ensure they're up to the job.

Closer partnerships are being forged at the highest level with St John, NZ Police, Civil Defence, Coastguard, search and rescue and local authorities to ensure co-operation and co-ordination of resources during civil and other emergencies.

While the move is strongly endorsed by the Fire Service Commission, deputy national fire commander Paul McGill says under present legislation "it is increasingly challenging for fire fighters

to maintain a widening set of skills and use of equipment and to do so in a safe manner".

He told NZ Security the NZ Fire Service needs to lift itself to meet those challenges with a strong focus on national integration as a consistent and unified service that can readily support other emergency services.

While volunteers and professionals already display "Fire Rescue" on their uniforms and vehicles, they continue to operate well beyond the mandate of their 40-year old legislation. "We are hopeful our legislation will recognise this and be treated as priority in the next parliamentary year," says McGill.



*Paul McGill, Deputy Commander NZ Fire Service*



Regardless of its official status, the NZ Fire Service is reinventing itself to ensure it has the expertise, training and resources to meet the challenges ahead and is nearing the end of an eight month consultation process with management and staff.

This is based around the overarching Vision 2020 internal document, and its forward looking motto: 'leading integrated fire and emergency services for a safer New Zealand'. Priorities are safety, people, incident management, integration, medical response, risk reduction and prevention.

## Seamless integration ahead

The document outlines a pathway for seamless integration between urban, rural, career and volunteer sectors of the NZ Fire Service working in unity with other emergency agencies "using well-rehearsed and understood systems and processes".

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## Role redefinition overdue

In April 2012 Fire Service Commission briefing to the incoming Minister of Internal Affairs Chris Tremain, later replaced by Peter Dunne, it was clearly explained the role of the fire service had grown way beyond the original job description of putting out fires.

It listed search and rescue, flood and storm damage, high angle rescue, rescue in sewers, silos and other confined spaces, from trenches, swift waters and animal rescues. The list continued with metropolitan traffic management during major disruptions, hazardous substances, lighting, canteen and ablution facilities at crime scenes.

In effect the NZ Fire Service was already acting as a de facto all hazards emergency service and it was proposed that the time had come for “establishing and formalising a best mix organisational structure for an all hazards, all-levels emergency service” and to have that enshrined in legislation.

Vision 2020 is informed by the NZ Fire Services Review 2012 and supported through ongoing work to integrate multiple databases of critical information under the National Risk Resource Model (NRRM) framework.

Through a common methodology the NRRM allows team leaders and managers to sort through street and property maps, structural details and demographics relating to every urban, town, country and rural area to identify trends and patterns and minimise risk.

When consultation on Vision 2020 concludes just before Christmas, feedback will be collated into a more formalised plan on how to improve support for front line fire personnel with more effective planning and resourcing.

It will also help the Fire Service Commission with funding decisions from 2015 and “show our stakeholders the value we can provide in each community,” says McGill.

In the vision statement, NZ Fire Service chief executive and national commander Paul Baxter, says he wants to have one of the world’s best and safest fire and emergency management services by 2020.

To achieve that there will be heavy investment in personnel, building up skills, experience and leadership capability and adopting best practice from the Christchurch earthquake and other events.

“We are New Zealand’s first response agency for the largest variety of hazards, rescues and other emergencies. We must be leaders in incident management,” says Baxter.

### More formal agreements

Vision 2020, outlines a strategy for more effective and efficient information sharing and tighter partnerships with other emergency services based on the formal agreements already entered into with St John and the Wellington Free Ambulance.

Currently around 30 volunteer fire brigades are recognised by St John as first responders and supplied with the appropriate medical equipment and higher level medical training. They’re treated as part of the ambulance service with calls diverted directly to them.

All fire fighters are now classified as co-responders to life threatening events with the objective of getting to a scene within four minutes of a call out, with plans well advanced to share resources.

“Whenever we are replacing an old building, building a new fire station or involved in major refurbishment we work with the ambulance services, the Police and other agencies to see if there are opportunities for co-location,” says McGill.

Sharing of resources is particularly sought in smaller areas where different agencies aren’t competing for volunteers where Civil Defence for example might like to work out of a common facility. This would not only be for efficiency but further “collaboration with those we work shoulder to shoulder with.”

McGill believes there will ultimately be wider deployment of the hybrid medical-fire appliances currently being trialled in the South Island. “We want to make the best possible use of volunteers in small communities where a small flexible brigade vehicle lends itself fighting fires and medical treatments.”

### Weather eye on events

Deputy commander, Paul McGill, says the country’s network of fire stations provides support to communities in a wide range of ways, including responding to the increasing incidence of storms, high rainfall, snow and severe winds.

The high rainfall events in Northland in July provided a rare opportunity for the NZ Fire Service to plan and respond in conjunction with other emergency services after a heavy weather warning.

“Based on the weather forecast we pre-positioned our resources in Auckland before the storm arrived so smaller communities didn’t feel they had to handle this by themselves.”

That involved communicating with volunteer brigades, Civil Defence, local authorities and other agencies to assess resources and capabilities and determine what would be helpful before sending a task force in.

McGill says a lot was learned that will be valuable when responding to other events “where a level of forecasting is possible”.

Part of Vision 2020 is to leverage experience and what needs to be done differently or better in the future,



including taking a close look at “what was and wasn’t achieved” during the Canterbury earthquakes, the Rena stranding and oil spill, the Pike River Coal Mine disaster “and various recent operational mishaps and near misses”.

Part of gearing up for an increasing workload in search and rescue is increased resourcing of the Urban Search and Rescue Task Force with preparation well advanced to gain the United Nations INSARAG external classification.

NZ Fire Service has built up the management structure, improved its systems and following a series of exercises and overseas training, the task force will be assessed by the UN USAR classification team in March 2015.

Meanwhile efforts continues to rationalise and better equip the rural fire service. Dozens of Rural Fire Authorities (RFAs) are merging into around 20 larger, more efficient Enlarged Rural Fire Districts (ERFDs). A decade ago there were 121 RFAs, today it’s around 57.

The NZ Fire Service admits this has been an area of “under investment and under delivery of service and responsibilities”. Amalgamation is resulting in reduced costs, better use of resources, consistency and greater professionalism.

### Closer Police partnership

Closer relationships with NZ Police are also being fostered, particularly through incident management and management training and a sharing of programmes.

“We already have to collaborate on any major emergencies such as earthquakes and are heavily involved in major event planning based on the experience of the Rugby World Cup,” says McGill

“A working partnership is a must and relationship building is a key attribute that has been made clear to all managers in these organisations.”

Fire and Police have been sharing the same Communications Centre (ComCentre) since 1998 and that’s worked well for both agencies and the ambulance service along with synergies in the use of frontline technology.

They also share initiatives in digital radio and national digital networks as part of the “whole of Government approach”.

NZ Fire Service’s 18 Hazmat command vehicles are readily available to other emergency services and in the near



future its use of drones may find wider application once its Christchurch pilot is completed.

“We’re exploring the use of that technology to fly over hot zones or high risk areas to do an assessment and send film back to hazmat command vehicles for example to inform decision making,” says McGill.

There’s already significant information sharing between agencies and ongoing work with St John looking at current and likely future demands on the Fire Service for medical calls. “This helps us predict and shape our work plan and inform the transition into a full emergency model.”

McGill says because the NZ Fire Service already has such a broad role it needs to be as informed as it can be about “the communities we serve and their risk profiles”.

### Risk assessment essential

Meanwhile the NZ Fire Service is working on more productive and even predictive mining of a rich vein of data sources including demographics, climate, industrialisation and geography.

An imperative to better identify resources, training needs and risk was part of the integration of all the disparate brigades when the NZ Fire Service took a more national approach under the Fire Services Act 1975.

Previously decisions were made at a local level resulting in a wide variation of resources often based on affordability. “Now all important decisions are made at national level for consistency and the way we resource for risk,” says McGill.

The National Risk Resource Model development team at Fire Service HQ in

Wellington continues to bring all those resources together in a series of computer models of risk profiles that will be flexible enough to meet future needs.

The NRRM suite of software tools and information sources will help leadership teams assess risks, and make decisions about the most effective places to position personnel, equipment, training and risk reduction activity.

For example, station location software can determine the appropriate site for a new fire station based on an ideal eight minute response time in an urban area. Commercial building density and height can show a threshold when an hydraulic aerial appliance or other specialist vehicle should be located nearby.

Risk assessment might show the likelihood of vegetation or building fires, hazardous material issues and with related demographics such as the proximity of schools or elderly people, help prioritise risk reduction work.

“This data will help different brigades develop a risk profile and tailor plans specifically for their area so they get the best return for their efforts,” says McGill. “Being prepared for the most likely incident types based on location such as industrial, commercial, residential or rural is critical.”

The model is still being expanded to cover risk profiles and incident types and will be constantly updated as new technologies and information become available “and we continually develop a national approach on things”.

Output from the NRRM is expected to be available for fire region managers, area managers, principal rural fire officers, and planning and performance managers to plan for the 2015/16 financial year.



# Insurance levy unstable base for emergency services future

Keith Newman finds mounting frustration at the failure of successive governments to affirm the changing role of the fire service and place it on a more stable funding basis

The latest recommendations for a raft of changes confirming the NZ Fire Service as a wide-ranging emergency services provider, with a funding model better suited to its current activities, have languished in the legislation in-box for over two years.

The New Zealand Insurance Council (NZIC) wants to see a co-ordinated package of remedial legislation on the table as soon as possible, including a more equitable general tax system, possibly with fees collected as part of property rates and motor vehicle registration.

There is currently no clear mandate for the NZ Fire Service's broadening role in motor vehicle and health-related emergencies with even tighter compliance through April 2015 changes to the Health and Safety Act 1992, leaving it in deep legal limbo.

New legislation affirming the NZ Fire Service's role beyond firefighting will be essential before any moves to rebrand it as a fully-fledged emergency service or adopt a more equitable funding

plan which currently has the insurance industry as begrudging tax collector.

The funding dilemma is highlighted by the New Zealand Fire Services Commission's Supreme Court challenge in December to try and overturn a decision allowing the owners of multiple buildings to use collective agreements to avoid what might be considered their fair share of the Fire Service Levy.

Earlier this year the High Court in Auckland dismissed an appeal by the Commission to prevent insurance brokers from using a loophole in the 40-year old legislation to reduce levies for the running of the NZ Fire Service.

## Commission back to Court

The Supreme Court challenge adds fuel to the smoldering issue of why only those who pay insurance should be required to contribute to what is essentially a central Government public good service benefitting all New Zealanders.

Despite 12 reports recommending change, NZIC Chief Executive, Tim Grafton, is concerned at the lack of political will to shift the levy from insurance premiums which is not "a predictable and sustainable base for funding a fire service".

He says property and vehicle fires are a declining part of NZ Fire Service call outs and a levy on frequently fluctuating insurance-based premiums leaves one part of the population subsidising services for everyone else.

Ahead of the election Labour promised it would adopt a property-based rate while National continued to hedge the

**The New Zealand Insurance Council wants to be rid of the responsibility of collecting levies from car, home and commercial property insurance to fund the New Zealand Fire Service, claiming it's inefficient, unfair and inequitable.**

issue. Internal Affairs Minister Peter Dunne, responsible for setting the levy told *NZ Security* he would look into the problem and consider "the full range of options" before determining a "preferred approach" possibly early in 2015.

Lawrence Yule, President of Local Government NZ, welcomes any discussion but says it would be a fundamental change in the way central government provides services to have what is essentially a Government department funded by a local authority tax.



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NZ Insurance Council Chief Executive, Tim Grafton

“We are doing a major review of the financial arrangements of local authorities into the future and whether we can get a share of GST and more funding sources. We want to be respectfully considered in that space if central Government wants us to have a serious conversation about the Fire Service,” says Yule.

“We would need to be clear about the delineation whether it’s a tax on rates or a separate charge which we would have to work through before we took a jump into that space.”

### Avoiding the issue

A commitment was made two years ago to refresh the Fire Services Act 1975 to embrace the changing role of the NZ Fire Service as first responder to medical,



Local Government New Zealand President Lawrence Yule

motor vehicle and other emergencies but the thorny issue of shifting from an insurance levy was separated out.

Calls for a more equitable funding base have the support of the United Fire Brigades Association (UFBA) representing the nation’s volunteer fire fighters, the Professional Firefighters Union (NZPFU) and the Fire Service Commission making no clear statements. “We’ve not heard anyone argue against it, nor seen any policy kickback from the DIA (Department of Internal Affairs) to say we’re wrong,” says Grafton.

The UFBA wants to see responsibility spread across more Government sectors; ACC and the Transport Authority (NZTA) through road user levies, for example, to better reflect the work of firefighters.

While the Commission indicates it’s open to alternatives, it has continued to pressure the insurance industry to provide more accurate data on levies collected, claiming to have identified significant unpaid and underpaid levies.

In a report to Minister Dunne earlier this year the Commission asked for changes to the law to enforce more accurate data collection. It requested insurers and brokers provide details of their top 10 clients at each branch to better manage its revenue base.

### Wrong bait for fishing

The Insurance Brokers Association (IBANZ) described the stream of letters being sent out to its members whenever there’s a perceived change in levies, as “little more than a fishing expedition”. While prepared to comply with reasonable requests it advised no client data should be taken off site or copied during on site audits.

“We advised them that they are welcome to do an audit but our clients are not going to be answering fishing expedition type letters every month. If there’s an issue our members will sort it,” says IBANZ CEO Gary Young.

He says the Fire Service Commission has become more sophisticated in how it tracks levy payments from individual clients and now wants more data. While IBANZ members are happy to help it come up with a more efficient system, it should not expect a response from every letter it sends.

IBANZ is also lobbying to have the fire service levy removed from insurance

Levy Source	2008/09 \$m	2009/10 \$m	2010/11 \$m	2011/12 \$m	20012/13 \$m	20012/13 %
Material damage	137.0	140.8	143.3	157.9	160.6	49%
Domestic buildings	109.5	108.0	112.7	114.6	113.9	34%
Domestic contents	19.0	18.2	18.7	19.2	18.8	6%
Commercial motor	12.3	12.4	12.6	12.8	14.6	4%
Private motor	12.0	11.9	12.8	13.1	13.2	4%
Marine cargo	1.5	2.1	1.9	2.3	2.4	1%
Other	8.1	7.6	9.6	6.0	7.6	2%
<b>Total Levy</b>	<b>\$299.4m</b>	<b>\$301.0m</b>	<b>\$311.6m</b>	<b>\$325.9m</b>	<b>\$331.1m</b>	<b>100%</b>
Total Motor	24.3	24.3	25.4	25.9	27.8	8%
Total Domestic buildings & contents	128.5	126.2	131.4	133.8	132.7	40%
Commercial (excl vehicle)	146.6	150.5	154.8	166.2	170.6	52%

*Where the Fire Service Levy comes from*



but Young concedes it's unlikely anything will change until well after the Commission's Supreme Court challenge in December, possibly not until early 2015.

ICNZ's Grafton says the logical order should be determine what the NZ Fire Service should be doing, who the beneficiaries are, then how it should be paid for with legislative reforms bringing everything into line.

The only resistance to a more general taxation would be from a Government reluctant to reach into its own pocket or local government reluctant to add a fee to property rates, he says. "We believe local government has the systems in place to gather a property levy and that they should be paid for collecting it."

Grafton says this would be "more equitable, stable, easier to administer and more appropriate" but require an Act of Parliament to ensure it happened.

#### **Local government resistance**

LGNZ president Yule, while he understands the logic for a more equitable system, says "it would take a lot of convincing for us to walk into an arrangement like that warmly."

Some "pretty heavy conversations" would need to take place to understand how it would work and that's not likely to happen quickly as the public would perceive it as another local government tax collecting exercise.

He says it would come at a cost to local authorities to pay for a centrally run service. "In a space where people are concerned about rate rises, we would be collecting something for somebody else... and taking all the political heat on it," says Yule.

While there might be a trade-off with lower insurance costs if the levy was moved to property, it could also be seen as "the thin edge of the wedge" with people wondering if other things would then be paid for like this, says Yule. If Government didn't want to pick up the tab that left things at an impasse; "no-one wants to levy more taxes".

#### **Best system essential**

NZIC's Grafton says, whatever decision is made New Zealand should be looking to have the best possible system operating for the future, "rather than apathetically accepting the very poor system (which) report after report says should be trashed."

Proposed changes to ACC levies may create a useful precedent to help fund the NZ Fire Service with plans to increase annual contributions to St John and Wellington Free Ambulance services by \$9.2 million to \$63.1 million.

"If the Fire Service is attending 8,000 of these (medical call outs) then it's a matter of principle and a clear point of direction where funding should come from," suggests Grafton.

And he says the commitment to decrease motor registration as part of ACC cuts could see a \$2 fire levy in place so motorists paid \$130 instead of \$128. "This would be the ideal time to transfer the insurance levy on motor vehicles to motor registration so it's perceived as minimal by motorists."

Grafton says aligning the shifts with ACC would be logical and ensure an efficient transition. "You want a system where the fire service is well funded not one where people don't contribute and are in effect freeloading."

He warns that if the issue of the Fire Service Levy and future funding isn't sorted out "inequities will just become bigger."



# Further legal challenges to skewed Fire Service funding

Despite a High Court recommendation that the law rather than the courts be used to sort out loopholes in how Fire Service Levies are charged, the Fire Services Commission will continue its running battle with the insurance industry in the Supreme Court.

The Insurance Brokers Association (IBANZ) and Vero Insurance created a test case two years ago seeking endorsement for collective deals that effectively reduced fire levies across multiple buildings.

The High Court found in favour of the practice in December 2012 with Justice Paul Heath saying there was nothing in the Fire Services Act 1975 that precluded it.

The Commission claimed this kind of avoidance would have long term consequences for its ability to fund the NZ Fire Service and countered with an appeal in November 2013 which was ultimately dismissed when judges reported back on 13 May this year.

The decision stated a legislative rather than a judicial solution was needed as arrangements between the NZ Fire Services Commission and the insurance industry were “at breaking point”. The implication was the Government needed to act on the recommendations of the 2012 Fire Review Panel including changing the Fire Services Levy to a different source. Clearly any decision by the new Government will be impact by the Supreme Court decision.

IBANZ CEO Gary Young is disappointed the Commission is continuing it challenges. “I would think it would be costing them a bit... To us it’s a waste of time, they should be fixing the legislation rather than trying to defend what the High Court has said is outdated and needs fixing.”

Assuming the Supreme Court agrees with the Appeal Court then Young hopes the focus will shift to changing the law so insurers are no longer the tax gatherers.

“We think it should be Central Government that sorts this as it’s no different to other emergency responses, everyone in New Zealand needs it so why are only a few people paying for it. That seems wrong.”

Allocated Income and Costs 2012/13	Allocated Revenue \$m	Costs \$m	Net \$m
Fire - domestic (excl vehicle)	136.0	61.2	74.8
Fire - non-domestic (excl vehicle)	186.4	170.7	15.8
Fire & Non-fire - Vehicle only	30.3	34.1	(3.8)
Non-Fire - excl vehicle	3.3	61.2	(57.9)
<b>Total</b>	<b>\$356m</b>	<b>\$327m</b>	<b>\$29m</b>
Those paying the Fire Service Levy subsidise non-fire emergency activities by about \$79m annually with domestic payers contributing a much higher proportion.			

<b>Total income</b>	<b>2012/13 \$m</b>	<b>2012/13 %</b>
<b>Total Levy</b>	<b>331.1</b>	<b>93%</b>
<i>Other revenue</i>		
False Alarms	4.4	1%
Good corporate citizen contributions	1.9	1%
Monitoring private fire alarms	2.2	1%
Commercial services	0.5	0%
Insurance proceeds Chch earthquake	9.7	3%
Interest income	2.3	1%
Rental income	0.4	0%
Other	2.2	1%
<b>Total income</b>	<b>\$354.7m</b>	<b>100%</b>
<i>In 2012/13 the Fire Service Levy made up only 93% of the NZ Fire Service Commission's total income due to a "large insurance proceeds receipt", it's typically closer to 96%.</i>		

The bulk of the Fire Services Levy which pays for 95% of New Zealand's 10,000 firefighters, including 8,000 volunteers and 400 fire stations, is collected by insurance companies and brokers at a rate of 7.6 cents from every \$100 of property insurance.

The current levy on domestic and commercial property and motor vehicle insurance is subsidising non-fire emergency activities of the New Zealand Fire Service to the tune of around \$79 million annually.

A Department of Internal Affairs report completed by consultants Martin Jenkins earlier this year declines to make recommendations on long awaited funding reforms but confirms a quarter of call outs have nothing to do with property or motor vehicles.

Although it costs \$327m annually to run the NZ Fire Service, the report which is part of the New Zealand Fire Service Commission's funding review, says 26% of its activities are non-fire related and a further 26% of fire related events are not subject to levy revenues.

These include vegetation and rubbish fires, which cost the service around \$50m annually. Owning and operating Fire Service vehicles alone costs \$31m and fire safety education and training costs \$45m.

Overall costs of running the service are expected to increase 4% this year

with capital increases from an average of \$44m over the past five years increasing to \$52m up until at least 2016, mainly on priority projects including seismic strengthening, earthquake repairs, replacing appliances, stations and equipment and "all of Government initiatives".

#### **Escape clause confirmed**

Insurers face stiff penalties if they miscalculate fire levies but many property owners don't insure their buildings or arrange with their brokers to minimise their contribution through composite or collective policies.

Just over 40% of revenue to sustain the Fire Service in 2012/13 came from insurance levies on domestic buildings and contents, 52% came from a levy on material damage and commercial business and 8% from private motor vehicle insurance.

The Martin Jenkins report said the domestic building and contents levy remained static since 2008 because it had been capped through a link to the Earthquake Commission Act 1993 with the only growth in revenue coming through new builds. Motor vehicle levies had grown 3.4% per annum and commercial building levies by 3.9% per annum.

A legislative rather than a judicial solution is needed as current arrangements between the NZ Fire Services Commission and the insurance industry are "at breaking point".

Judges comment in rejecting the Fire Service Commission appeal against collective insurance deals that limit levy payments

13 May 2014



CONFERENCE & EXHIBITION

# *fire* NZ 2014

# RISK & *responsibility*



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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 2014, New Zealand's key annual event for the fire protection industry.

## THE THEME: RISK & RESPONSIBILITY

No matter what role you have in the industry, the on-going story for us all is the responsibility to mitigate the risk of fire. This year's FireNZ conference and exhibition theme seeks to interrogate the risks and responsibilities we encounter in ensuring the safety of our communities from fire.

The fire industry's primary role is to mitigate risks, but in doing so may expose practitioners to a higher level of risk than most other professions.

As we continue to improve outcomes for our clients with alternative solutions and new technologies, if a fire occurs, could the assumptions underpinning designs and system installations stand up to being challenged? So who decides how much risk is acceptable? How far should we go? Which tools and systems should we use to quantify and minimise these risks?

## THE PARTNERS

### FPANZ

The Fire Protection Association NZ is the primary organisation which represents the fire protection industry in New Zealand.



The Association liaises closely with relevant government departments and ministries and has strong links with other building related associations. The Association has been operating now for nearly 40 years and has grown significantly by representing more and more companies and organisations that work in the fire protection industry.

Our membership base includes businesses that are involved in fire alarm manufacturing, fire alarm services, fire protection sprinkler industry, evacuation consultants, fire equipment distributors, insurance companies, fire engineers, the New Zealand Fire Service and Territorial Authorities.

### IFE

The Institution of Fire Engineers New Zealand Branch is part of an international learned body which was founded in 1918 and incorporated in New Zealand in 1924 with the following main objectives:



- To promote encourage and improve the science and practice of fire engineering, fire prevention and fire extinction, and all operations and expedients connected therewith.
- To give an impulse to ideas likely to be useful in connection with, or in relation to such science and practice to the members of the Institution and community at large.

Membership of the IFE is drawn from a large cross section of the community, all with a common interest in fire engineering. Examples of organisations that members belong are NZ Fire Service, Airport Rescue Fire Service, Rural Fire Service, the Insurance Industry, the Building Industry, the Fire Protection Industry, Fire Engineering Consultants and organisations tasked with emergency incident management.

### SFPE

The New Zealand Chapter of the Society of Fire Protection Engineers is the primary organisation representing the fire engineering professionals of New Zealand. SFPE NZ is the Institution of Professional Engineers New Zealand's (IPENZ's) Technical Interest Group for matters of Fire Engineering.



The purpose of the SFPE is to advance the science and practice of fire protection engineering and its allied fields, to maintain a high ethical standard among its members, to develop fire protection engineering guidelines and standards and to foster fire protection engineering education.

In accomplishing this purpose, SFPE NZ has engaged in activities that are educational, scientific, charitable or promote the practice of fire protection engineering since 1994.

SFPE NZ members include representatives of all sectors of the fire protection industry with an interest in the development, application and promotion of scientific and engineering methods to reduce the risks of unwanted fires.



# WORKSHOPS



## FPA Workshop Stream

Wednesday 15th October, 1.30pm – 5.00pm

**Session One** **Chris Mak Aon** – Aon inspectorate agencies with a theme of “**What is stopping industry practitioners from achieving certification at 100% completion**”  
1.30–2.30pm

**Session Two** **Tony Jenner Hawkins Construction**. **Integrated testing of services within the building envelope**.  
2.30–3.15pm What are the common issues facing the industry in achieving design compliance and practical completion?

**Session Three** **David Boyack Tyco**. David is the Special Hazards Manager of Tyco Fire Protection Products based in Melbourne,  
3.45–4.30pm Australia. David has 20 years of experience in the fire and security industry including System Design, Product Management, Research & Development, Channel Development, Codes and Standards across Africa, Asia, Australia and New Zealand. As a subject matter expert in fire protection, David was often invited by conference organisers where he conducted numerous fire safety and equipment presentations to government agencies, industry representatives, and the fire engineering community. David is a VESDA Accredited trainer, was a member of TC2 Australian Standards committee and SANS SC3 fire standards committee.

### **Protecting Your Critical Assets – Risk Mitigation Using Modern Fire Suppression and Detection Solutions.**

The workshop will discuss critical aspects of fire risk mitigation in today's modern data centre environment. Presentation will discuss in-depth fire suppression systems, its performance, environmental and safety aspects. Protection of critical information systems is paramount to ensuring business continuity and keeping your business, data and intellectual property secure.

**Session Four** **AMPAC Speaker**  
4.30–5.00pm *Speaker to be confirmed.*



## SFPE Workshop Stream – Speaker: Mike Spearpoint

Wednesday 15th October, 1.30pm – 5.00pm

Mike is an Associate Professor at the University of Canterbury and is the Director of the Fire Engineering programme at the University. When time and energy allows, he has been developing the EvacuationNZ simulation software on and off in his 'spare' time for a number of years.

### **Topic Content: EvacuationNZ**

EvacuationNZ is a coarse network, agent-based egress simulation model that has been under development at the University of Canterbury. The simulation model is a risk-based model that incorporates the Monte Carlo approach in producing probability distributions of evacuation times collected from repeated simulations of a specified scenario.

The workshop will demonstrate the mechanics of the simulation model by introducing a series of hands-on examples. The examples will show participants how to create building geometries, specify agent characteristics, populate spaces and obtain model results. Some of the more advanced features of the software will be discussed but there will not be time during the workshop to cover everything in detail.

Participants will be expected to bring their own PC which must have Windows 7 installed. A version of the simulation model will be released to participants ahead of the workshop so they can install the software and check it is working. Participants will also need to install the freely available yEd graph tool, have access to text editor (Notepad is fine but Notepad++ is recommended) and also a standard web browser. Participants are encouraged to look at the EvacuationNZ website for more details and also do a bit of background reading on how to create simple XML format data structures although the workshop will quickly cover enough on the basics of both for what will be required during the workshop.

# WORKSHOPS



## IFE Workshop Stream

Wednesday 15th October, 1.30pm – 5.00pm

### Topic Content: Reducing risk through the use of Information, Communication and Technology

The IFE Workshop will focus on “Reducing risk through the use of Information, Communication and Technology” and will demonstrate this using a variety of systems and applications which will be on display throughout the duration of the workshop. There will also be the opportunity to showcase the latest development with each of the systems throughout the afternoon. Among the applications available throughout the workshop will be:

- Emergency Service Control Rooms are not normally open to view, however NZFS will demonstrate its state-of-the-art system using a mobile control room terminal.
- NZFS ICT team will be showing the latest communication tools, vital to any organisation's success.
- Incident Management training through simulation has come a long way in recent years, and we are fortunate that several applications will be available to try at the workshop:
  - Martjin Boosman is bringing XVR from the Netherlands to display the latest in their highly flexible suite of tools.
  - NZFS Training will be displaying both tactical and management team simulation tools from Vector, as well as a newly-developed concept using Fire Studio.

This workshop will be of interest to everyone, so come in have a look and have a go.

## The Passive Workshop for Architects

Wednesday 15th October, 3.00pm – 5.15pm



The spread of fire in a building is probably the worst scenario owners or occupants can imagine. When it comes to effectively minimizing the effects of fire, the interplay of a variety of systems and elements is required.

The GIB® Fire Rated Systems technical literature has been a regular item in specialist trades', architects' and builders toolboxes since 2006. Providing clear instructions on building in protection from fire. However, changes to the New Zealand Building Code (NZBC) related to fire protection have meant the need to refresh, update and release the new GIB® Fire Rated Systems 2012 technical literature.

The GIB® Fire Rated Systems 2012 technical literature is compliant with the new requirements. When building or designing, it will be important to check which versions of NZBC Clause C and F7 you should be using and ensure that you're using the right supporting documents.

Hilti Firststop Systems create effective barriers against the passage of fire, smoke and toxic gases through openings in walls or floors. As passive fire protection forms an integral part of the design of the structure of a building it must be taken into account in the planning phase of a construction project. Total passive fire protection cannot be achieved by a single product. Firestop is a system of various components, designed to seal openings and joints in walls or floors, acting in concert to build an effective barrier against the passage of flames, smoke and deadly gases. Hilti firestop products are designed to restore the integrity of fire-rated assemblies. Passive fire protection is designed into the structure of the building. The materials used to form the seals must not only fill all gaps at the time of construction, but also, in the event of fire, expand to close further gaps formed by melted components. Hilti offers wide-ranging and innovative firestop systems which allow simple and reliable specification, installation and maintenance and are fully compliant to the NZBC requirements.





# Locally engineered engines for global fire-rescue niche

While many traditional fire appliance and equipment manufacturers have been caught off-guard by tightening budgets and the changing role of fire brigades, Lower Hutt-based Fraser Engineering believes it's ready to fill a yawning global gap.

After visiting potential clients and competitors around the world, Fraser's General Manager, Martin Simpson is convinced the "precision made and technologically advanced" fire appliances coming out of his Wingate factory are world leading.

He says the market is rapidly changing with a number of dedicated fire engine manufacturers having been acquired by competitors or no longer in the game. "Some Fire brigades have had their budgets slashed and are looking to reduce their costs wherever they can."

Fraser's is determined to design and build lighter, more functional appliances that can more easily be adapted to the needs of the future. "We're gaining a global feel on these things now...and we're quite surprised to see that what we've created is at the forefront," he says. Fraser Engineering has built fire engines and industry parts and components since the mid-1980s and been working closely with the NZ Fire Service on design innovations, manufacturing 90% of its appliances in recent years, 50 in the past 12 months alone.

"I would say that the NZ Fire Service is without a doubt one of the leading model fire services in the world, and people should be paying attention, as its often ground breaking," says Simpson.

He says Fraser's is well positioned to take advantage of a "huge opportunity worldwide", mainly because of the flexibility of its hi-tech production systems and its ability to keep a cap on costs. "We're not putting margins on margins".

The company continues to invest in leading edge computer controlled design, machining and manufacturing technology including lathes and 3D printers. "We have invested approximately \$30 million in the latest machine tools."

Fraser's has already sold 100 appliances into ACT and South Australia with an order book for another 150 for the Australian market over the next three years

and is currently negotiating to establish a manufacturing facility in South Australia.

Other orders in the process of being signed off are so sensitive that he won't talk about them, although in 2013 the company was quoted as having revenues heading towards \$50 million.

While refusing to disclose the value of current deals, he admits a typical appliance can be worth up to \$500,000, so it's "a significant amount of money."

Simpson says manufacturing in-house means having full control over processes. "We are not a fire engine manufacturer, we are a production engineering machine shop that makes fire engines.



*One of the appliances built for the South Australia Country Fire Service*



*Martin Simpson, General Manager of Fraser Engineering*

A fire engine manufacturer sub-contracts all the bits, brings them in and puts together a fire engine. We engineer the entire fire engine.”

Being dependent on out-sourcing and outside suppliers creates inefficiencies, “you will have no control over costs, delivery and quality.”

Fraser’s added 15 staff to its Lower Hutt operation over the past 12 months, taking the total to 115; mainly designers, engineers and CNC machine operators, and plans to add another 25 over the next year.

The ongoing challenge is not only to produce to today’s design specifications but develop the fire appliance of the

future using the latest lightweight materials, technology and firefighting apparatus.

That means having a thorough understanding of the rapid evolution of fire brigades into emergency services with a much broader set of responsibilities.

Fraser’s continues to anticipate the latest firefighting technology including foam systems, new nozzles and high pressure pumps and pumping systems. “We’re in a constant state of research and development, and as a result modifying and improving our designs.”

If there’s money in ambulances then Fraser’s will look at that market including

hybrid vehicles that can carry a wider range of kit for medical and other emergencies.

Everything about their new designs is geared to be lighter, easier to use, more efficient and reliable using the latest materials. “A lot of people are working on designs, and developing materials and different products, so we have to keep our finger on the pulse to see where the trend is actually going, especially when it comes to new lightweight vehicles.”

The underlying issues are the ability to carry the required load and keeping the cost down. “We’ve been working for some time on a vehicle with a high load capacity, carrying the least amount of media needed to fight fires in the most economical way.”

### **Revive local made**

Simpson is a strong advocate for the New Zealand and Australian manufacturing sector and resisted the trend to outsource work to low wage countries. “We basically said to consecutive governments that we need control, and will never sell out New Zealand, or Australia for that matter. We believe that we are one market.”

He believes the trend of sending our manufacturing capability offshore was and always will be “complete and utter stupidity” insisting that manufacturing should be treated as a growth industry “and the only way we can increase wealth and opportunity for everybody in New Zealand and Australia.”

Although there’s every indication the export of fire appliances will continue to be a growth business for Fraser Engineering, removing certain logistical obstacles would make a world of difference.

Ideally Fraser’s would love to send its engines direct to Australia via a roll-on, roll-off facility at Wellington Port but that service is not available so it has to load them on 18-wheelers bound for Auckland.

“At the moment, we’ve got to low load them on transporters and get them to Auckland and on to Melbourne and then have them driven from Melbourne to Adelaide to get to some of our clients... it’s a little crazy.”

Simpson is in negotiation with the shipping companies to see if he can stimulate interest in providing a service out of Wellington and jokes, “I even threaten them with starting Fraser fast ferries so I can do it myself.”

He says it’s extremely inefficient and costly having to transport vehicles by road to Auckland to export to Australia.



*Three of Fraser Engineering’s fire appliances built for the NZ Fire Service on display at the 2014 AFAC conference*



# Fast response prototype overcomes capacity issues

**A chance encounter between an Australian importer of Chevy trucks and a Lower Hutt engineering and manufacturing company has set the scene for a potentially lucrative alliance building fast response fire appliances.**

The prototype Kiwi design appears the perfect fit for the growing worldwide demand for more agile, robust and well equipped fire and emergency vehicles for rural and metro fire brigades, mining companies and possibly as airport tenders.

Fraser Engineering had already tested the fast response market with an early design based on a Toyota Hilux for the Auckland Rural Fire Authority and was aware of the capacity limitations. That changed when the West Australian agent responsible for a shipment of Chevy Silverados got in touch.

The company had just had the Silverados converted to right hand drive conversion by Bunce in Auckland, when it spotted Fraser Engineering's fire appliances ready for export at the wharf in Auckland.

"That's how they found out about our involvement in complete in-house body builds," says Fraser Engineering Account Manager and former UK fire officer, Stuart Coulton. After discussion with the agent about opportunities in Australia, he came up with the concept of a next generation fast response vehicle based on the Silverado chassis.

Fraser's design department worked on the design and sealed the deal for the first sale which saw the 4-wheel drive, 6.8 litre V8 diesel Silverado chassis with 6-crew cab undergoing a complete transformation at the company's Wingate factory.

## **Tight, light, compact**

The tight, light and compact refit includes rear body, a tank with 800 litres of water as well as foam capability, twin pumps, lockers, locker doors, pipe work, in-cab breathing systems and spray bar protection around the cab roof.



*The Chevy Silverado fast response unit built by Fraser Engineering*

"We build the whole bodywork, buy the pumps and plumb it all up... It's a colossal beast, with really good performance," says Coulton.

"The spray bar system protects the windows which are the weakest part of the truck if you get caught in a burn back. It sprays water onto the windows, then the in-cab breathing system and cab protection come into play before you bring the curtains down inside."

Coulton says there's a worldwide trend away from bigger fire trucks for crews of two or four to reduce wear and tear on bigger vehicles. "They can have breathing apparatus and foam and first aid gear and still call on the bigger trucks to back them up."

The Fraser's prototype, sold to Western Australia's large American vehicle importer, Performance West in Ascot, is ultimately destined for a mining company, but in early September it had pride of place outside the dealership where it was attracting a stream of inquiries.

He says the trend to smaller firefighting and emergency vehicles is evident in Europe with brigade response vehicles (BRVs) reducing manpower on smaller fires. Although 200 litres and a good pump

system is adequate for a small blaze or car fire, he says you can't get enough media for more demanding use on a Toyota Hilux for example.

"You might be fine in the centre of London with a whole nest of ring mains around you but not in parts of Australia where there are no ring mains so you've got to carry enough water on the truck itself."

Coulton says the Kiwi-built version uses a twin diesel ultra-high pressure (32 litres per minute at 82 bar) and low pressure pump (1100 litres a minute at 9 bar) made specifically for the Silverado refit.

The diesel pumps were necessary to avoid any recurrence of the bush fire disasters in Victoria where petrol vaporised in the tanks of firefighting appliances rendering pumps useless when they were most needed.

The Silverado fast response vehicles can be customised based on client needs. When *NZ Security* called, Coulton was drawing up specifications for two different companies. There's also potential to meet market demand for a category 3 airport truck, carrying 1200 litres of water. "The design we've got with the Silverado could do that."

# Fire-Medic appliance being trialled



*Diamond Harbour volunteer John Dyksma with the new hybrid vehicle*

A decision on whether a prototype dual purpose fire and medical response vehicle will be adopted by the NZ Fire Service is likely to be made in under a year, following field trials with three first responder volunteer brigades.

After an initial trial with the Diamond Harbour Volunteer Brigade at Banks Peninsula on the Lyttle Harbour, the prototype has now moved inland to the Little River Volunteer Brigade before being handed on to the Tolaga Bay Brigade near Gisborne from April 2015.

They're among 37 volunteer brigades around the country who are regularly despatched to a wide variety of medical emergencies because they are closer to the situation or there is no ambulance stationed in their community.

The joint development between the NZ Fire Service and St John, has a two person cab upfront, pump and fire equipment in the middle and a clinical space with a stretcher and room for two further crew members in the rear.

The chassis was sourced offshore and outfitted by Action Bodies in Wellington to meet the growing demand on the NZ Fire Service to attend medical emergencies including heart attacks.

Each brigade will receive wider St John training using the new vehicle to upskill on their first aid knowledge.

It's not initially intended to use the vehicle to transport people to hospital, just to get them into a more clinical environment for early treatment until an ambulance and more qualified staff arrive.

The vehicle, launched in June and first put into operation in mid-July, will be evaluated on its performance and suitability for task before any decisions are made on a wider roll out. If it's given the go-ahead, says Fire Service spokesperson Karlum Lattimore, the hybrid appliances will most likely go out to tender for a New Zealand supplier.

*Keith Newman*

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# A combined approach

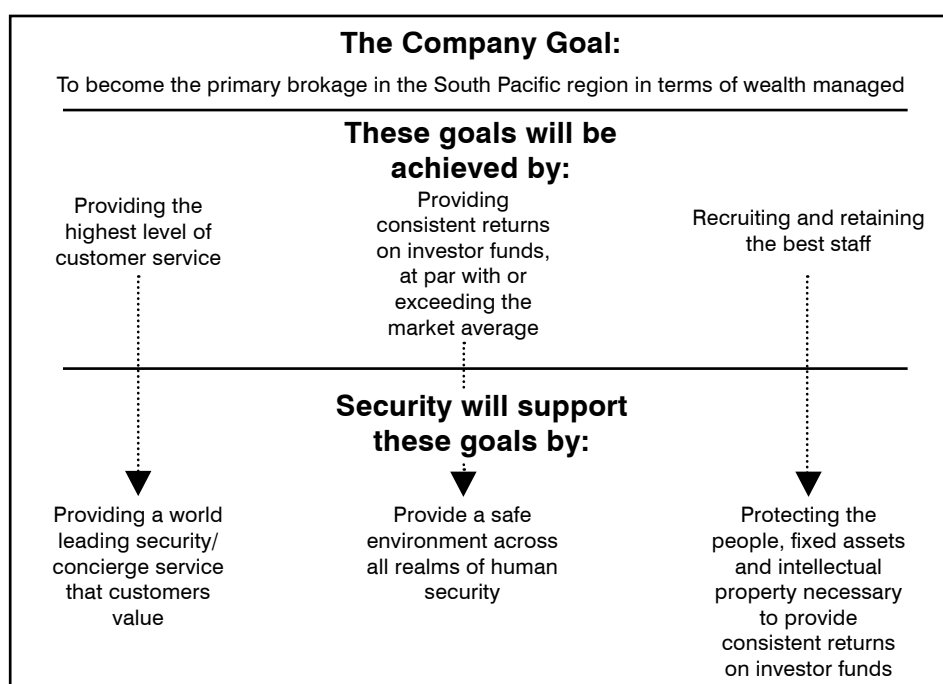
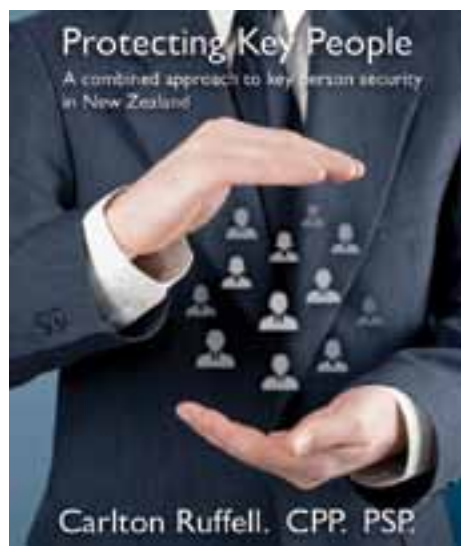
The following is an edited section from my upcoming book on personal security in New Zealand. In this section the combined approach is explained.

## A combined approach

The following is an edited chapter from my upcoming book *Protecting Key People* - a combined approach to key person security in New Zealand. In this chapter the combined approach is explained. A combined approach means seeking to understand and assess the real risk before deciding on what to do next. In the first instance, it is the removal of our preconceived ideas about how situations should be addressed. Upon receiving a threat or becoming aware that a key person may be at risk, organisations might wish to:

- Increase physical security around the key person;
- Use the Police or other law enforcement agencies to prosecute or warn the person posing the threat;
- Call the person responsible and make a counter-threat!

Some of these options may be the best course of action however, they risk making the situation worse if we have only a limited understanding or, we are making decisions based on paradigms that have previously worked for us. Just because they have worked in the past, does



*A diagram from Protecting Key People showing how security policy works within and for organisational policy*

not prove their suitability for successfully addressing this new situation.

A combined approach also means more than one person works on the issue. Many organisations have been streamlined to the point where all staff work very hard just to achieve their normal, expected outcomes. When confronting a different sort of a problem, like a person fixated on the Chief Executive Officer (CEO), the temptation is to delegate ‘managing’ this problem to one person or one work group. To achieve the best outcomes a multidisciplinary team from across the organisation is recommended. They will not only have different skills, knowledge and views of the problem but, they will link to different parts of the organisation that may be involved in a management strategy. This team should link to outside agencies and organisations to gain holistic solutions to difficult problems. This is a type of ‘force multiplication’ where the

whole is greater than the sum of its parts and is the thinking behind initiatives such as Whanau Ora and Intelligence Led Policing.

A combined approach reduces the chances of exacerbating a situation by reacting poorly to threats and saves time and resources by using the best approach to risk. A combined approach shows that an organisation is responsible about providing “a duty of care” and focuses on the safety of their employees.

*Carlton has personally directed protective security strategies for Diplomats, Members of Parliament and senior Military figures in New Zealand as well as in high-risk conflict zones overseas. As Security Information Officer for New Zealand's Parliamentary Service, Carlton consulted on over 100 cases that ranged from threats to kill to romantically obsessed stalkers and introduced an approach that reduces the long-term.*

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