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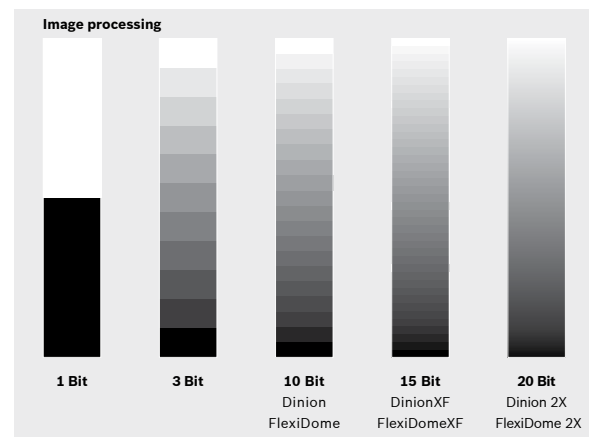
#### Wellington

35 Abel Smith Street  
Wellington  
Phone: 04 803 3110

#### Christchurch

L1, 70 Gloucester Street  
Christchurch  
Phone: 03 365 1050

Email: [sales@zonetechnology.co.nz](mailto:sales@zonetechnology.co.nz)  
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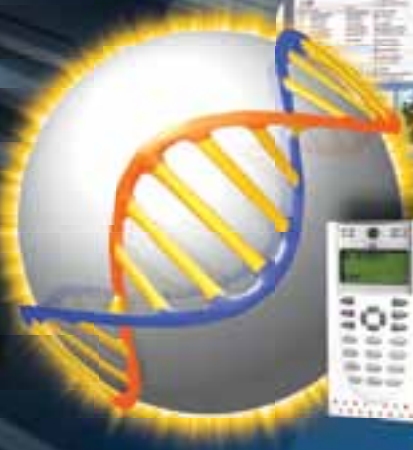
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## **Contact**

Telephone: + 649 409 2018  
P O Box 4,  
Ahipara, Northland, 0449  
New Zealand

## **All enquiries to**

[craig@newzealandsecurity.co.nz](mailto:craig@newzealandsecurity.co.nz)  
Editorial contributions welcome.

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## **June - July issue 2011 features**

Wholesalers and Manufacturers  
Smart Card Technology  
Perimeter Protection

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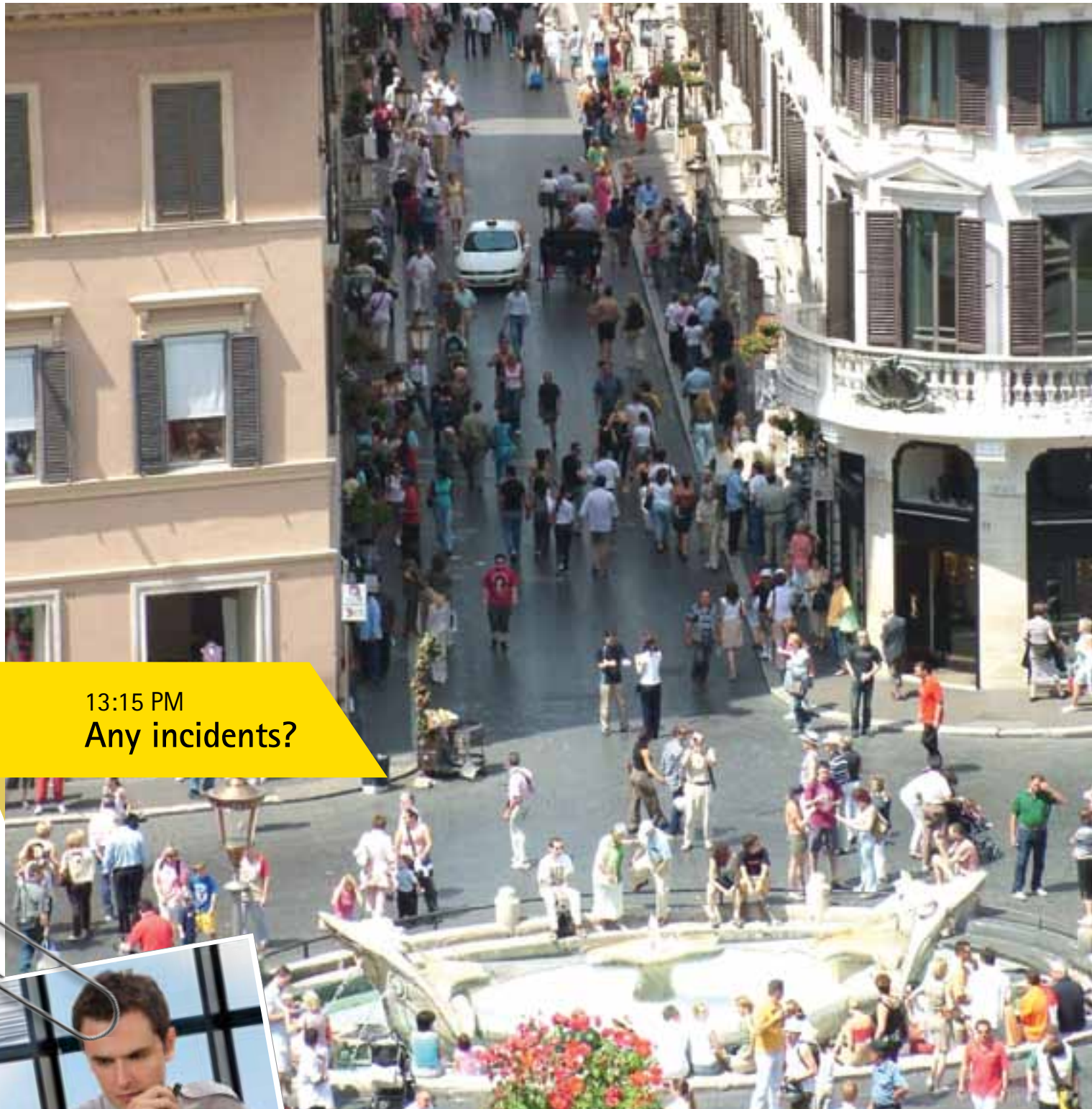


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COMMUNICATIONS

**S**cratch the surface of the security industry and you will see it has been a quick adopter of new technology. Not only that, it has helped play a big part in driving technology forward as those working across the industry rely on similar systems to the authorities.

The industry needs robust networks, strong data storage devices, quality cameras and radios to perform in a professional and efficient manner. In this edition of New Zealand Security Magazine we take a look at the new breed of cameras – IP cameras, small inexpensive cameras that deliver high quality images that can be seen from anywhere in the world. In short, IP systems are turning video surveillance on its head. Read our full report.

The tragic situation in Christchurch has touched every one of us across the country. Indecision is leaving many security firms out in the cold as they wait for work to come in, others have been run off their feet – it's a real mixed bag.

While some firms have been forced out of their offices and are working from home in a bid to keep their companies trading, others have taken on extra staff to secure parts of the city from the likes of looters. Smart technology has also come into its own, helping companies stay in touch with clients and colleagues.

We catch up with some key operators to hear first-hand how the quake has affected them, their business and their community.

Training is part and parcel of the industry – we are only as good as the people we employ.

While some firms have been able to get by doing little more than the minimum, new government legislation is set to change all that, particularly for those working in crowd control. But even before the legislation is introduced, inconsistencies are starting to emerge when it comes to in-house security staff.

Many in the industry agree that training and qualifications should apply to all – no exceptions. When it comes to the new rules and regulations, there appears to be more questions than answers. As an industry we must shine a light on any shortcomings in legislation that appears to be forced upon us.

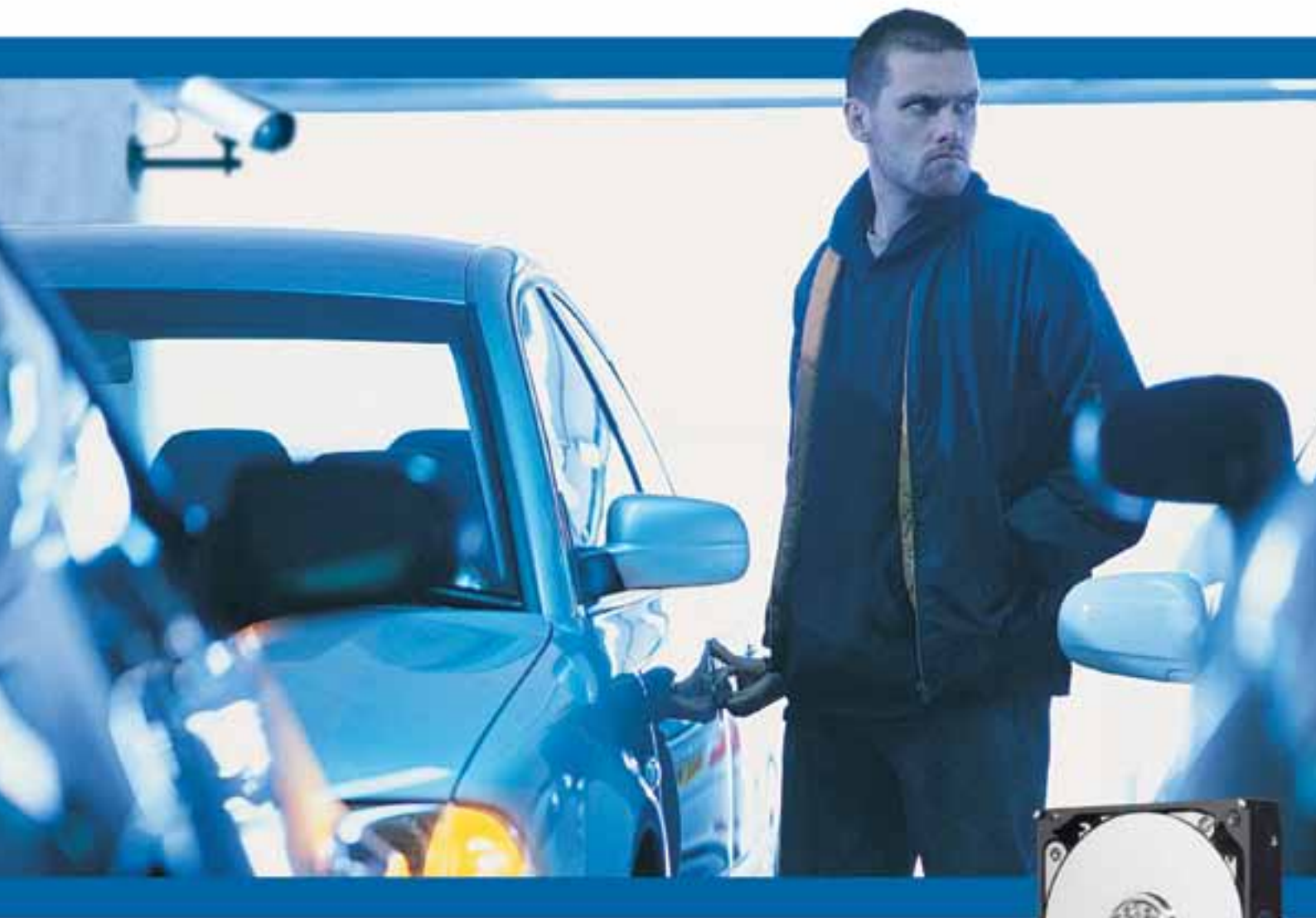
Being a locksmith is one of those hidden trades that frequently doesn't get the recognition it deserves. It is one of those careers that takes a lot of dedicated, study and training. In this edition we find out what it takes to pass the Master Locksmiths exam as we get a first-hand report from one of the examiners.

All this and our regular features are in this edition of NZ Security.

Thank you for reading.  
Craig Flint



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# Little rest for security industry after Christchurch quake

**I**n less than a minute at lunchtime on 22 February the Security Industry in Christchurch went through a dramatic shakeup not only physically but in a business sense too.

The loss of life was sobering, the aftershocks frequent and Cantabrians are expecting the return to normal life will take not months, but years.

Last September's earthquake turned out to be a kind of rehearsal in which the city sustained considerable physical damage but no deaths. There was a flurry of activity for security businesses as the city was secured and alarms repaired. However, after the things stabilised, some security firms report a lull in activity as damaged buildings awaited decisions on repairs, new plans drawn up and consents applied for and overall economic activity in the area slowed. There are fears in the

industry that this could happen again in the future, but right now security firms have little time to think about that – thanks to the demand for security services of one sort and another.

## Cheerful despite circumstances

Some businesses were hit hard, yet busy at the same time. James Seaward, managing director of residential and small business alarm servicing and installation company, Garden City Security, heads a business in this position. The quake knocked out his business premises and a vehicle even as clients urgently sought help to continuously sounding alarms.

"We are in a yellow stickered building so we only have limited access, purely to retrieve as much equipment as we could initially," says Seaward speaking cheerfully despite his circumstances.



*Garden City Security's van in the rubble of their office*



*Garden City Security working from James Stewart's house that had "only shifted a wee bit."*

"We retrieved the admin computers, a couple of desks and some stock. I've diverted the phones to my cell phone and we have been operating out of the lounge at the front of my house – it is mad crazy.

My house shifted a wee bit and there are a lot of cracks, but in comparison with other people we are very lucky and we've got power and water."

He says he only got about six hours sleep on the first two nights after the quake hit.

"Initially we just had alarms activating everywhere so I worked right through,



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talking people through silencing and down powering their alarms just to give them some peace from the noise. We dealt with most of it over the phone because logistically moving around was nearly impossible.”

He says without mains power, alarm backup batteries got a full workout.

“Some batteries lasted for days, but only if they had been regularly serviced. Unfortunately when batteries have failed for those who haven’t had their alarm looked at for a long time, it has scrambled the programming and some of them are unsalvageable.

Now we are getting calls to remove and relocate alarms, although it is still very difficult to move around the city. A lot of people want their alarms up and running again because they can’t secure their properties, and they want to know that if they are walking away from their home at least they have got the alarm as a deterrent.”

He says the same thing happened after the September earthquake.

“The faults and relocations and the first couple of months was just crazy, but then people started to sit on the fence not knowing when they were getting paid out or what was happening with their building.

“We just had work starting to come through again, then the bigger quake hit, so I think it is going to take a lot longer to recover this time,” he says.

Managing Director of another local company Sub 5 Private Security, Ike Houghton, agrees.

“It will probably take three to four years before business gets back to normal in the CBD,” he says.

### **Security guards excluded**

Houghton’s 45 full time staff work across the whole city, including patrolling and static guarding business in the CBD. But that is the area where a cordon was quickly imposed, excluding civilians and security guards.

“Patrolling, alarm response and static guard work is usually on fixed monthly contracts so we took a hit in that area,” Houghton says.

While Houghton is thankful Sub 5’s own building was left unscathed, many other building owners were left with unsecured buildings due to damage, and this opened other opportunities.

“We’ve had a huge amount of static guards working and as the exclusion zones have opened up, we’ve received a lot of phone calls asking for guards - and it is all covered by insurance which is great for the clients.

We also look after the 16 acre Westfield retail and entertainment centre in Riccarton and we had to change our direction there - so instead of internal security we had perimeter security.

After the first earthquake we wrote and implemented earthquake response



*Sub 5 Private Security’s static guard secures another damaged building*

procedures for that site, so as a result we were able to mobilise really quickly – we knew where we needed to go and what we needed to do.

We fed all our guys for about ten days or so. We were on a big production line making them sandwiches, cakes and drinks and they did a great job,” he says.

“Although our personnel couldn’t get into the cordoned area we have thousands of clients all over the rest of the city that still needed help,” he says.



*Sub 5 Private Security secures a damages property*



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*Ian Anderson, General Manager ADT Armourguard*

### Existing suppliers

In a crisis like this the authorities turn to existing suppliers first because the history and relationships are in place and they can quickly assemble resources.

In the case of ADT Armourguard this meant responding to existing clients – Civil Defence, Ministry of Social Development, NZ Police and the Christchurch City Council.

A month after the earthquake, General Manager Ian Anderson says the company has taken on 150 extra guarding staff in Christchurch, with extra drivers also recruited. He says they had to bring in fifty guards from the North Island along with technical staff to assist with electronic systems like alarms and CCTV.

“Our staff, like everyone in Christchurch have suffered hugely from the impact of the earthquake. Despite many being

personally affected they’ve rolled up their sleeves and have been working extremely hard for their community since 22 February, working on average 70-100 hours a week,” says Anderson.

“Difficulties have included transport, and we’ve recruited drivers to transport staff at shift changeover times. We’ve also had to manage the logistics of accommodating our staff from out of town. We already had a relationship with one local motelier, so they and two other facilities have been extremely helpful.”

Activities that would be routine elsewhere need support, especially in the early stages after the quake with the company providing static guards outside open and closed supermarkets across the Christchurch area. Mobile ATMs needed security support too, particularly in the Eastern districts where a number of ATMs were destroyed or rendered inoperable.

“We also provided guards at petrol stations early on in the crisis when residents were panic buying – our staff played a critical role in keeping the public calm,” says Anderson.

“Given the circumstances, I think the security industry and the authorities worked well as a partnership to get done what needed to be done.

The experience has reinforced that a crisis of this scale, while regional in nature, requires a national strategy to get through.”

### National effort to support locals

Auckland-based Steve Evans, Managing Director of Leaweld Perimeter Solutions also organised nationwide support for local people, in another way.



*ADT Armourguard personnel in quake damaged street*

Evans had been in Christchurch following the September 4th earth quake on business and saw first-hand the initial earthquake damage, so when the second bigger quake struck he offered assistance using one part of his company’s core expertise – security fencing.

“We won an order to supply 15 km of security fencing panels for the perimeter cordons, to be installed around the Christchurch central business district to stop people walking into the dangerous area around unstable buildings and to help police and rescue workers manage cordoned off areas,” he says.

“Since then an additional 8 km has been ordered.”

Evans says that many companies immediately got behind the project with meetings held around the clock to co-ordinate the raw materials supply and the project management, so that the manufacturing could take place in Christchurch and help support local families.

“Guys like Rob Martin from Steel and Tube were fantastic,” says Evans. “They worked hard to source over a million linear metres of wire for chain link and other steel raw materials from all over the country in an extremely short time.

It has been an amazing experience how everybody has been working together to help Christchurch.”

### Smart technology

Another local security company is using smart technology to keep the management team working together, even though they don’t know when or if they will ever get back into their building.

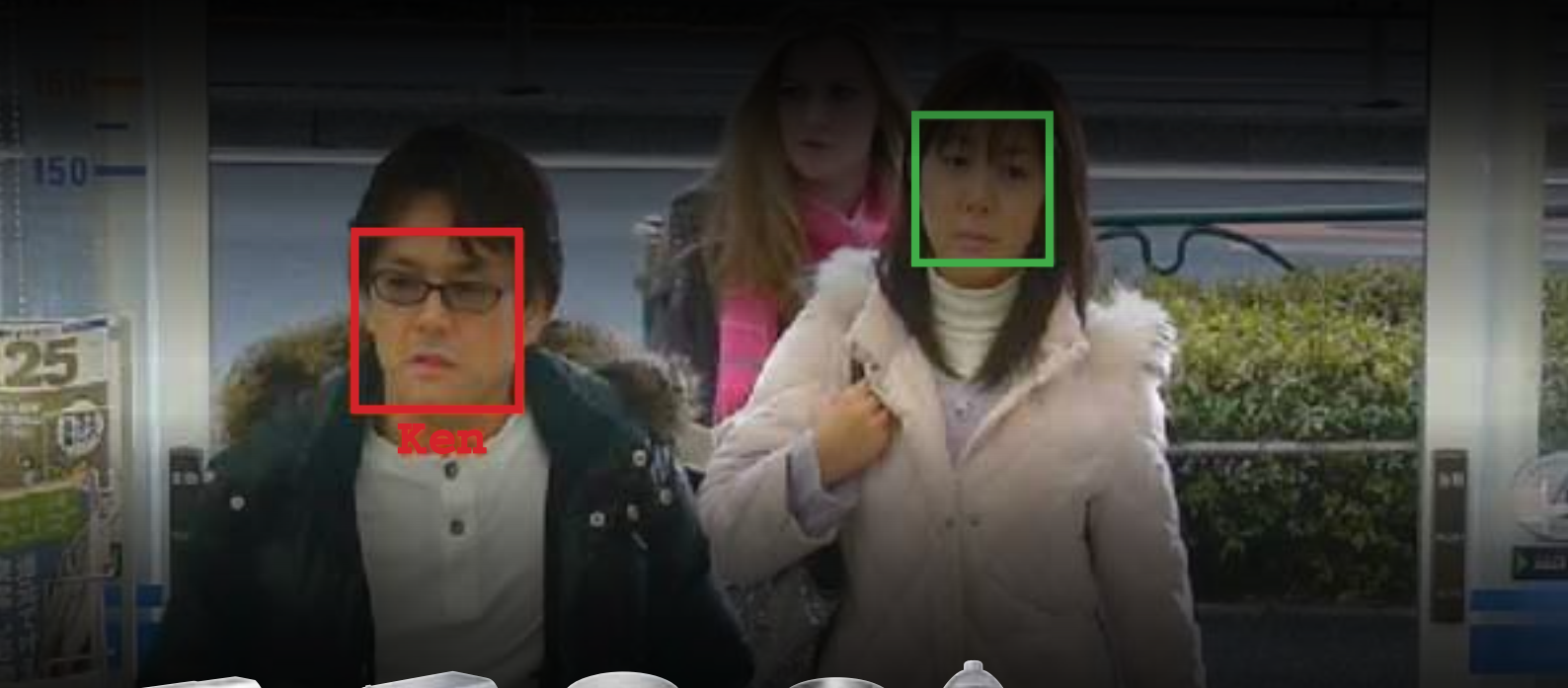
Ryan Security and Consulting Ltd, is led by a passionate Cantabrian and has grown into a nationwide company, but is – normally speaking – headquartered upstairs in Cashel Mall right in the heart of the CBD exclusion zone.



*The beauty of running a server system and a virtual private network (VPN) is we can operate from anywhere,” says Jayson Ryan Managing Director of Ryan Security and Consulting Ltd*

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Managing Director Jayson Ryan says they were fortunate to get their servers out of the building on the Sunday after the earthquake hit.

“The beauty of running a server system and a virtual private network (VPN) is we can operate from anywhere,” says Ryan. “We could have looked for other office space but the management team took a joint decision to operate from their homes and convene every couple of days.

This sort of disaster wasn’t on my mind when I set up the VPN network – I was thinking of the flexibility of working in various environments. We provide a lot of event security and the flexibility of being able to access our systems from the field was the big catalyst for installing it.”

Ryan says the company normally employs 70-80 staff a week in Christchurch to the entertainment and hospitality sector and those skills were turned to good use directly after the big quake.

“We looked after the Burnside High School welfare centre and we were in Hagley Park on the night of the quake.



We assisted with the relocation of tourists and things like that,” he says.

According to Ryan it is vital to support local businesses and personnel. He says his staff are in good spirits and the thing to keep them positive in future is to continue to keep them employed.

“We looked after the Band Together benefit concert after the first quake. At the first concert the promoters out of Auckland suggested that Christchurch businesses might like to donate their services.

“I wasn’t unhappy about that, but the Christchurch City Council were fantastic, they said no - we will be engaging our suppliers and they will be charging their full price because the money will go back to the local economy and local people will get paid and they are the people who need to feed their families, so it was a double sided benefit from the event.

“It’s more serious now, and given time I am sure they will do the same again.”

For Christchurch, this year started out with a plan to get the city back on its feet after the first quake, and a promising boost in hospitality and security business during the Rugby World Cup.

Things look very different now and Ryan says there are lessons in the events.

“Be adaptable and ready for change at any time. You can’t take anything for granted – a lot of people already realise that, but not to this scale,” he says.

“The devastation here is phenomenal, the pictures we see in the paper and on television don’t give it true justice.” ADT Armourguard’s Ian Anderson also warns about the impression given by the mainstream media.

“Most of our staff have been so involved in assisting the community they haven’t been affected by the constant negative images broadcast by the media. By being actively and positively involved in the crisis, they have been able to put their own positive spin on what has happened,” he says.

“We have seen the evidence from our team. Working through a crisis, doing something positive to help the community helps individuals move forward.”



*HRH Prince William, Prime Minister John Key, the Governor-General Sir Anand Satyanand, the Mayor of Christchurch Bob Parker and other dignitaries were also at the service to pay special tribute to the people of Christchurch and all families who have lost loved ones. [Peter Parnham]*

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# VST serious about storage and much much more...

VST started in 1997 as a hard drive distribution business servicing the IT and computer industry with market leading products from Seagate.

Following a sustained period of rapid growth the Albany-based company is becoming well known nationally for its quality products, after sales support and advice. It is these values that have led VST to being a key provider of storage solution products from the likes of Maxtronic, Supramicro, Synology, Accusys, Stardom and Western Digital.

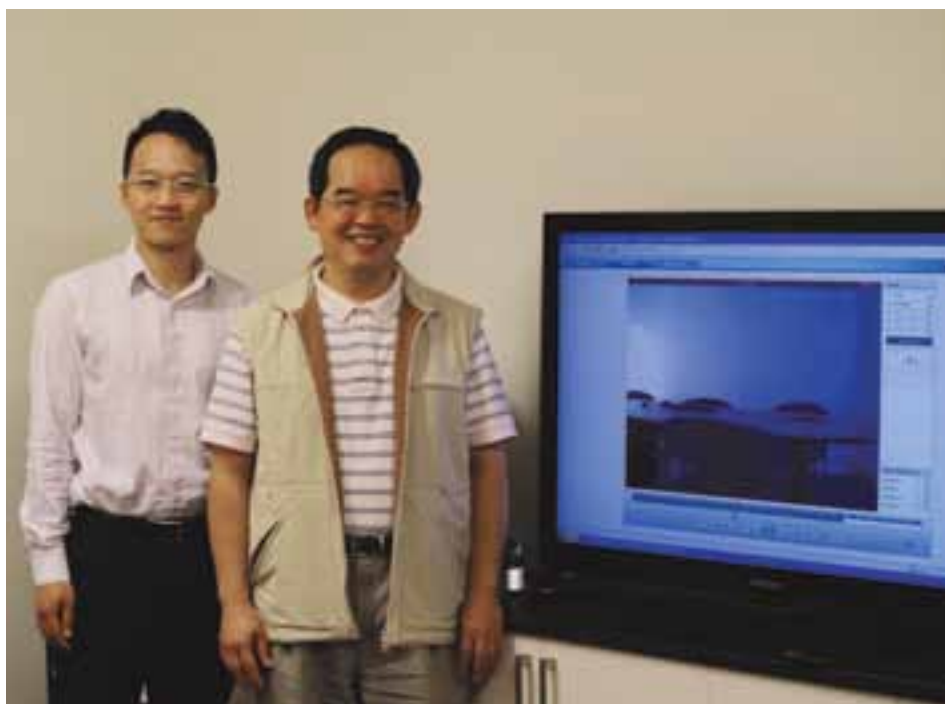
Business owner Ricky Leung says: "We are innovative and are always on the lookout for ways to improve our business."

This means we are ever-vigilant with regards to the fast-changing computer industry so that we are always in a position to offer our customers with up-to-date information on current products and new developments."

And it is this vigilance that is causing the firm, which has made its name from supplying digital storage devices to the IT industry, to spread its wings into the security surveillance industry.

As the security industry is moving to greater use of IP cameras that need robust storage units for video footage, so Ricky has diversified to expand the firm's range of products to include dedicated storage solutions that feature very powerful surveillance systems to manage IP cameras. In addition he is getting ready to offer a range of IP cameras that will come on stream within the next month or two.

"We have not been directly involved in the surveillance market," says Ricky. "But the products we sell fit very well with



*Douglas (left) and Ricky in the Albany meeting room with a TV showing the image from an IP camera*

companies installing surveillance systems with IP cameras, as well as end users who need additional video storage.

"It is one of the areas that we are focusing on today. Digital hard drives and storage systems is our strength. We fall into both sides of the digital market; surveillance and IT."

For any company switching from analogue to digital, then we can assist them with digital video recorders from companies such as Synology and Western Digital.

Because we already sell the technology to manage and record IP camera footage, it makes sense for us to start supplying

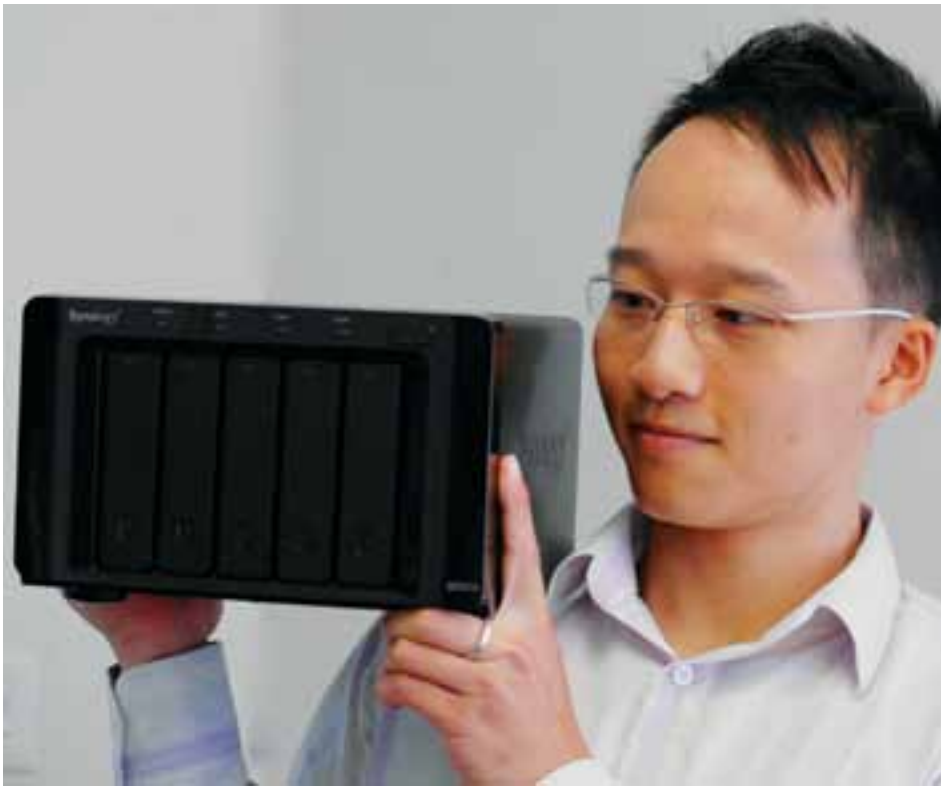
cameras. IP cameras are now getting popular so it is a natural step for our company.

We are now working with overseas camera manufacturers – we are in major discussions with major brands."

Ricky says the firm will be selling a full suite of IP cameras and says the new Synology range of combination IP camera compatible storage devices is opening up new options for companies keen to benefit from the plug & play IP camera systems.

Synology is a major player in the storage network attached storage (NAS) market and their products also come with very powerful surveillance software that can





*Douglas with a Synology 5-slot DVR*

be used to store footage from IP cameras as well as movies, music and photos.

The Synology range is both robust and flexible.

Despite only starting business in 2000, Synology has grown quickly to be a leader in the storage market with its professional IP-based video surveillance solutions that combine the functionality of advanced network attached storage and network video recording (NVR).

The company made the news in January when it announced a partnership with IQinVision to support its IQeye cameras, offering VST's New Zealand customers more intelligent options in managing their video surveillance systems.

Ricky says Synology surveillance systems can be scaled up with ease, both in storage space and in the size of the surveillance network.

Synology's Surveillance Station allows users to view live feeds of up to 36 channels at once, record events remotely and aggregate multiple cameras into a single intuitive interface.

"Surveillance Station supports more than 700 leading IP camera models, including more than 40 IQeye camera models," says VST's Account Manager Douglas Leung. "Synology has conducted tests to ensure optimal performance of IQeye cameras on Synology DiskStation. Douglas says the IP camera management and storage it supplies are designed to offer customers the ability to record everything 24 hours every day.

"These systems come with lots of features, so the end user has plenty of choices on how to manage their surveillance network to suite their own particular needs," he says.



*Synology Surveillance Solution has high scalability with a flexible camera license pack which is easy to install with a web browser*

Douglas says while hard drives will eventually fill up with video footage, there are two solutions to manage this. One is to program the system to start over-writing or deleting the oldest footage on the drives – to free up space for new video. Or to simply slot in a new hard drive to expand the unit's capacity – an ideal solution for companies that need to keep historical archives of their video for long periods of time.

"How fast storage is used up is down to how big the hard drives are that the user buys at the outset, how many cameras they have connected to it, the megapixel size of the cameras and the duration of their daily recording," says Ricky.

"Our entry level system has provision for five cameras while the top end can handle 20 cameras. But these units can be daisy chained together, so the number of cameras used is limitless.

But with hard drive sizes of three terabytes being offered, there is plenty of space to handle even the most extensive surveillance operations."

Among the Synology systems offered by VST is one that provides users with visual clues as to when there has been any movement recorded. On video playback, users see chapter lines or a spike that indicates that something changed in front of the camera.

There is also a smart search facility whereby users can jump to areas of video where something in the scene changed – such as an item appearing or disappearing from the area being videoed.

It means users don't have to sit through hours of footage unnecessarily, you just need to flick forward to the graphic spike shown on the video time line to see what changed.

"Another upside of the Synology recorder is that it is so small it can be hidden anywhere on a company's premises," says Douglas. "That means it will be harder for people to steal or tamper with.

"Theoretically, it can be stored in the ceiling space, under the floor – anywhere – as it doesn't need to be accessed directly. Most of its management can be done remotely online.

A traditional analogue console can be difficult to hide, but with these systems it is easy. If a burglar comes into your shop, you can hide this so they can never find it – it doesn't need to be in the back office or by the cashier. This is because they do not need a PC to work – they have a built in computer."

**To find out more about VST see:  
[www.vst.co.nz](http://www.vst.co.nz)**

# Security tagging goes global

**W**ith an estimated two million dollars of products a day walking out of New Zealand retail stores hidden under jackets, investment in security tagging technology can pay handsome dividends for retailers.

But retailing is a highly competitive business and in some environments security tags need to be unobtrusive to avoid diminishing the attractiveness of goods to honest shoppers. Some retailers simply cannot spare staff to spend time manually adding security devices to each incoming item.

The solution is for the retailer to work with the manufacturer so that an unobtrusive security tag is incorporated into the products when they are produced - a process known as source tagging.

According to an international expert visiting New Zealand recently, this is a highly efficient approach that is beneficial



*Tony D'Onofrio is the Vice President of Source Tagging and Global Accounts for giant company Tyco Retail Solutions*

for retailers of all sorts of products, from high value apparel through to small but high shrinkage items like deluxe shavers.

Tony D'Onofrio is the Vice President of Source Tagging and Global Accounts for giant company Tyco Retail Solutions and was visiting sister company ADT Security who are the New Zealand distributor of Tyco's Sensormatic security tagging products - also known as electronic article surveillance (EAS) products.

"I've always been a student of the retail industry so I like to look at stores and there are differences around the world," says D'Onofrio.

"This market is part of the Western world but the retailing approach and the approach to security seems to be a blend of the European model or the US model.

The main difference is the approach to security in the store itself. From what I saw in Australia for example, with electronic article surveillance they tend to go for checkout lane protection especially in the food sectors. It is based on how the stores are laid out. If you look at the US model, even in the supermarket, the protection is at the exit itself."

D'Onofrio says the approach partly depends on whether you want to make the cashier part of your front line security system or you prefer to have greeters or security staff at the exit.

## Discrete tags

But whatever the approach, he says the electronic article surveillance (EAS) technology is similar around the world. He says the technology allows for small discrete EAS tags to be sewn into clothing labels, or included on hang tags although sometimes a visible deterrent is preferred.

"One trend that is getting a lot of traction including Australia and now in New Zealand, is visible source tagging.



A visible source tag is a very light hard disposable tag made from recyclable materials. It gets applied at the point of manufacture so when the garment shows up at the store there is already a hard tag on the garment and a consistency in how the items look," he says.

But while source tagging is efficient, it is a process that requires careful planning to be effective, especially with overseas manufacturers, says D'Onofrio.

"We use a highly structured process that we walk the client through," he says.

"Tyco has eight certification labs around the world which test sample products. They go through the testing process with the retailer and manufacturer to figure out what is the best kind of tag to use, where is the optimal place for it, where it needs to be to optimise reading at the store exit and so on, so when that product shows up at that store it is fully protected."

He says as a result of testing at the certification labs, in some sectors companies are integrating the labels inside the products themselves, especially in DIY products.

"The label is not inside the box - it is inside the power drill," he says.

"It is the ultimate protection because shoplifters can't take the item out of the box to bypass the system because they would need tools to disassemble it."

According to D'Onofrio electronic article surveillance is evolving in other ways too.





“Over time the tag itself has become only one component of the system and we’ve added things to make the system smarter. Smart EAS is a system that collects alarm data at the exit to analyse when detections occur, allowing you to schedule personnel based alarm activity patterns.”

He says integration with video analytics is also being developed.

## RFID

Another development that holds promise is Radio Frequency Identification (RFID) tagging. D’Onofrio says that at the moment his company is working on pilot phase projects with some of the world’s largest retailers.

“Apparel is a place where it is getting most of the activity right now,” he says. RFID tags are a tantalising prospect because they contain individual identification data. Potentially a basket of items could be identified as it was walked through a checkout lane, revealing not just security data but providing an almost instant checkout process.

But apart from testing the robustness of the physical process, D’Onofrio cautions that implementing RFID solutions requires a new level of detail in the back office databases.

Effectively each stock unit has a serial number, increasing the complexity of tracking systems and creating huge amounts of data which – if you can use it – can be a goldmine.

“Retailers ultimately have to take that information and turn it into actionable intelligence and that is really what we are focused on,” he says.

“You use that data to better answer fundamental retail questions – do I always have the right product, at right the shelf, at the right time?”

According to D’Onofrio RFID has been around for a while and has been over hyped in the past, but has tremendous possibility if applied correctly.



“Early indicators from the retailers are that it drives up an increase in sales anywhere between 10 - 15% through better stock management and placement. And it gets the accuracy of stock take counts as high as 99% – dramatically better than conventional methods,” he says.

“We see RFID has a place in the evolution of the crossover between security and operational control,” says D’Onofrio. “A blend between EAS and RFID tagging means you can deliver both the security of an EAS solution and the inventory visibility of an RFID solution.”

## Rapid pace

Here in New Zealand source tagging is continuing to develop at a rapid pace, according to Ben Clement, ADT New Zealand’s national retail manager.

“We have various stages of development in different sectors depending on the level of integration between the retailer and manufacturer. Some apparel and lifestyle chain stores are highly advanced,” he says.

He says that through the connection with Tyco, who partners with 80% of top 250 US retailers, ADT can help New Zealand retailers take advantage of global expertise and the experience of experts like Tony D’Onofrio.

Many imported products from global brands are already tagged with the right sort of technology says Clement.

“In DIY retailing a huge volume of goods come in with source tagging already applied - we have got hand verifiers, and when you scan products you find it is a significant proportion of stock within certain categories.

A retailer might be sitting on a saving from pre-tagged items,” he says.

## Product layers

But not every technology can handle source tagging for DIY products.

Clement says radio frequency (RF) technology is used locally, but Acousto

Magnetic (AM) developed by Sensormatic is the dominant EAS technology globally because of its ability to penetrate product layers.

“For example AM tagging can be used inside power tools, appliances or electronic goods without disturbing the ability of the pedestal readers to detect the item at the store exit,” he says.

“Nor is AM technology disabled by placing items in the metal shopping trolleys favoured by New Zealand retailers,” he says.

According to Clement AM systems work at a fixed low frequency, avoiding the need to scan a range of frequencies. The result is a much lower rate of false positive alarms, which are known to reduce security effectiveness as staff get blasé and customer relations get strained.

A high rate of false positives could be disastrous in high volume grocery, an area where Clement says AM technology is gaining ground as the labels are relatively inexpensive and products like meat increasingly tempt shoplifters.

“We can integrate tags into the soaker pads under the meat, making it very difficult to get at.

You can make savings on high value items, but also on lower value items that have high shrinkages rates - like batteries for example,” he says.

“The emphasis should be on return on investment of the system, we had one customer that got a return on investment in under six weeks, although every company is different,” he says.

ADT has branches throughout New Zealand and Clement says once the tags are incorporated into the products it is a simple process to add deactivators at point of sale and pedestals at exits.



Ben Clement, ADT’s NZ National Retail Manager

# Magnetic Personality

Fire & Security Hardware has released a range of Mechanical Electro Magnetic locking devices (MEM), including the MEM2400 Series, for all types of hinged doors and the MEM1900 series for sliding door applications.

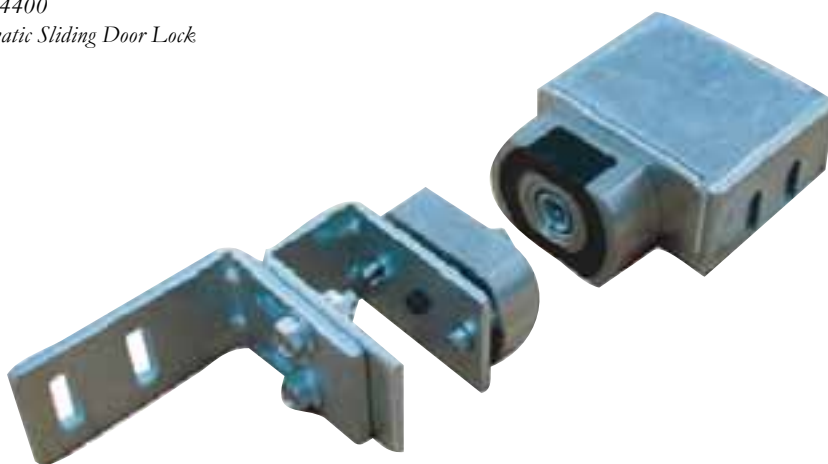
**T**he MEM range has a footprint up to 75 percent smaller than other magnetic locks yet offers a holding force that's up to 17 percent greater. The revolutionary MEM not only offers superb holding force but also incorporates FSH's patented "Early Warning Alarm" a long distance "Light panel" for secure or insecure indication as well as "Lock Secure Status" monitoring.

Fire and Security Hardware (FSH) is a company that consistently surprises with its innovative thinking. The company's development of the MEM is innovative and recently won a "new inventors award" in Australia.

So what's the big deal? Well, consider this. A typical electromagnetic lock comprises 2 parts; the electromagnet, which is attached to the door frame; and the armature, which is attached to the door itself. In terms of its physical structure, an electromagnet is made of laminated steel core entirely wrapped in turns of fine copper wire.

When power is applied to this copper circuit an electro magnetic field is created

*MEM4400  
Automatic Sliding Door Lock*



in the laminated steel core and it's this magnetic field that binds to the steel armature creating a seal. It's important to bear in mind that the power of the electromagnetic lock is increased by the number of windings in the same direction and more winding equals more weight, as well as the number of amps flowing through those windings.

Pretty obviously, the more windings an electromagnet has, the more resistance it will have and the greater its resistance, the more heat it will generate. As a

result it's important that low voltages and currents be used to keep these locks as cool as possible. Trouble is this fundamental leads to a conundrum in that when low voltages are used, a very large number of copper turns around the core are needed to generate the strongest possible magnetic field. And as we now know, more turns means more weight, more cost and more bulk.

Put all this together and traditional magnetic locks have a number of negatives. They are big and they are extremely heavy. Given they need a constant supply of current to operate, big magnetic locks chew through large amounts of power, particularly when large numbers of them are installed on a site.

FSH set out to demolish all these problems by developing a locking device with an enormous holding force, a tiny form factor and a vastly reduced current draw. They succeeded.

It's probably a comparison of size and weight that gives the best idea of the revolutionary nature of the MEM 2400.

## FSH MEM 2400 Features

- ◆ Slimline Design 25 percent the size of standard 600kg Mag Locks
- ◆ High holding force up to 680kg
- ◆ Dual voltage 12/24 V DC
- ◆ Low power consumption of 140mA (24V DC)
- ◆ Simple surface or even flush mount
- ◆ Up to 4-hour fire rating
- ◆ Full monitoring (lock sensor, door sensor)
- ◆ Early warning feature



# Award Winning FSH MEM LOCK



## Be part of a greener future

**FSH MEM Lock doesn't cost the earth, but makes a difference**

### **MEM Lock facts speak for themselves**

The MEM Lock is 75% smaller and has just 10% of the weight of a traditional Electromagnetic Lock, without compromising any of the security or safety requirements vital for this kind of device. With over 680kg holding strength and the patented "Early Warning" alarm function, it actually enhances the security requirements.

- 63% Reduction in Carbon Emissions (Manufacturing)
- 68% Reduction in Energy Consumption (Manufacturing)
- 43% Reduction in Electricity Consumption (in Operation)
- 43% Reduction in Stand-By-Battery capacity and size



### **MEM Lock**

**The Smaller-Greener-More Secure Choice in Electric Locking**

Distributed by:



MEM2400LP  
*Mechanical Electro Magnetic Lock*



A 600kg standard magnetic lock weighs 5kg and is 270mm long, 73mm high and 40mm deep. The MEM 2400 weighs in at a skimpy 0.8kg, is just 158mm long, 35mm high and 30mm deep, yet has a holding force of up to 680kg. That's an impressive achievement. Power consumption is also much reduced – it's 280mA @ 12V – about two thirds less than a standard magnetic lock.

According to FSH's Trevor Mackle, the idea of the MEM is to replace bulky standard electro magnetic locks in applications where door height and

narrow frames cause problems with installations.

"Because of the large size of standard electro magnetic locks they protrude down from the door frame into the open space below," Mackle explains. "While this can be tolerated in some applications, all door openings must comply with the New Zealand Building Code and unfortunately door openings are often impinged upon by standard magnetic locks, clearly breaching the codes requirements."

FSH's MEM devices achieve their amazing performance through a design which sees a hardened steel locking pin built into the armature and a bearing locking mechanism into the lock body (MEM). When the armature and lock body are brought together, the armature is magnetically attracted to the MEM, when pressure is applied to the door the locking pin and locking mechanism form an additional mechanical seal that supports the holding force of the magnet without compromising its fail safe functionality.

"The applications for this wonderful new lock go on and on" says Mackle. "Along with traditional applications for magnetic locks; steel, aluminium and

timber doors; the devices are also suitable for single and double glass doors."

"As a case in point, a recent application was in Canberra Australia where a new building had a huge number of concealed sliding doors that required access control – the architects were unable to find a device to secure both single and double sliders in and access control environment, giving security, fail safe egress and complete door status monitoring. They were desperate and were about to start tearing out sliding doors and installing hinged doors at massive expense. The solution was the FSH MEM 1982 lock which flush mounted into the door frame of single sliding doors and the MEM 4400 automatic sliding door locks located on the header track of double sliding doors."

According to Mackle, when the FSH team first came up with the idea of combining mechanical and magnetic locking principles in a single lock the company turned its R&D team loose to look at all elements of mechanical and electromagnetic function.

"We were looking for new ways to address problems installers and end users have long faced in real applications," Mackle says. "Once we'd done a patent search and found no one had ever combined mechanical and electromagnetic locks in this form we started pushing hard on R&D and quickly came up with the MEM technology."

Mackle says the MEM series of locks offers plenty of major advantages along with small size and low weight. Because current draw is much lower, smaller diameter wiring is required and the size of standby batteries to support the system is reduced. The size of the battery charger to maintain those batteries is also smaller and the power bill goes down.

"We've also incorporated our patented "Early Warning Alarm" (EW) giving both a local and remote alarm indication should attempts be made to force open the secured door," Mackle says.

"We also decided to undertake fire testing of all of the MEM locks for up to 4 hours and they passed these tests with flying colours. The MEM's have now been tested on every type of fire door manufactured in Australia," he explains. This highlights the commitment to quality by FSH and is a credit to the R&D team.

MEM1982  
*Cavity Sliding Door Lock*



The entire range of FSH MEM locks is available from their NZ Distributor, National Fire & Security Please visit: [www.nfs.co.nz](http://www.nfs.co.nz)



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# A delicate balancing act

## Risks and solutions challenge status quo

By Keith Newman

**H**otel security is a delicate balancing act between the literally comfort and security of guests who want a home away from home and the technology and processes that protect them while they are in that environment.

The rigours of travel and being away from home in a distant city or land are stressful enough without being subjected to the further indignities of metal detectors, fingerprinting, photo ID or a Customs-like cross examination on arrival at the hotel of your choice.

While New Zealand may be considered a relatively low risk, many international guests have heightened concerns about terrorist threats, along with identity and property theft, and need reassurance they are safe in their temporary environment.

The last thing they need to feel on arrival in New Zealand is that they are stepping back in time and into an environment where security considerations are at best conservative, as several security experts spoken to by New Zealand Security Magazine allege.

They say leading edge technology is a rarity and having a uniformed security presence or even asking for photo ID at the front desk is still frowned on.

NZSA Chief Executive Greg Watts is concerned security appears to be a low priority across some hotel chains and to his knowledge few are planning to raise the bar ahead of the Rugby World Cup.



Greg Watts, NZSA Chief Executive

### Don't be alarmed

"Hotels generally don't want to alarm people by putting in extra processes or layers of security that might create concern or detract from the experience of guests."

He says it's far too easy to take a lift to any floor of a hotel and find cleaners in the room, the trolley outside and the door wide open. "You could walk in and they would never stop and question you to ensure it was your room."

That should be tightened up, he says. "Cleaners and maintenance people should close the door behind them or at least ask for ID from guests. If you are the key holder then you would still be able to get in."

While most hotels have card access technology he suggests they often don't use it to the full extent, such as allowing elevator access only to the floor where their room is located. "No-one should be able to gain access to any floor including catering or car parking without a key card."

Watts recommends hotel staff ask for photo ID at check-in to authenticate guests and to go through the same process when issuing spare or additional keys. "You can go to the bar in any hotel and overhear someone order a drink to be billed to their room number. Anyone could then go and ask for a spare key card with that information and that's a serious concern," he says.

Asking someone for photo ID like a credit card is a simple and reasonable process, he says. "They need to be 100 percent sure they're giving the key to the right person. The risk of not doing this is huge but I tell you very few hotels are doing this."

In his opinion hotels in general are not embracing higher levels of security ahead of the Rugby World Cup and only a minority are making any security changes at all.



Bruce Robertson, HANZ Chief Executive

### Are we up for the game?

Hospitality Association of New Zealand Chief Executive Bruce Robertson however says using the Rugby World Cup as a deadline for improving security is 'a bit of a beat up.'

If there's an issue with hotel security it needs to be addressed today. "The Rugby World Cup is not going to bring any threats that are not there now. The number of security instances in New Zealand is very low," he says.

Robertson says security is a balance between providing free and clear access for guests and the security procedures that may be inconvenient for them. In defence of Kiwi hotels he reckons most get it right.

People claiming they are someone else when they check in or obtain a replacement room key are 'rarely an issue.' The cornerstone he says is having good processes and staff who are trained and aware if someone seems dodgy, and only then on a case by case basis should photo ID be sought.

If someone's locked themselves out of their room the chances are they're not going to have photo ID so he recommends staff accompanying them to the room and check authenticity once they get there.



# SONY

## So small and sleek that they can fit anywhere X Series

The X series HD network cameras are not only affordable; they also offer high definition clarity, making them ideal for commercial spaces, offices, retail shops and outdoor areas. Certain models even sport rugged and vandal-proof features, which make tampering more difficult. What's more, they are so small and sleek that they can fit into the tiniest of spaces, making them perfect for covert use.

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SNC-DH210



SNC-DH210T



SNC-CH210  
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Phil Robinson, Security Specialist

Regardless security is increasingly seen as one of the main factors that will attract and retain loyalty from guests, alongside location, price, comfort, food, service quality and business amenities.

### Crisis teams needed

Security specialist Phil Robinson says hotel management should make sure security is treated as a senior business oriented role alongside IT management to ensure systems and processes can meet all challenges.

He says each hotel should have a crisis management plan and a back-up team, involving all senior management including security, in case of potential terrorist attack or earthquakes, such as those which have recently struck Christchurch. "It shouldn't just be left to the general manager."

Robinson, the former southern regional manager for Chubb in Christchurch and

security and safety specialist for Starwood Hotels in Italy and Malta, says security needs to be seen as a product the security manager can deliver to the marketing manager as added value.

"In the portfolio of hotels I was involved with, we attracted diplomatic delegations and Hollywood stars simply because we had good security procedures that were at an appropriate standard."

While generally a hotel is considered a soft target, in assessing security he says geographical proximity to religious premises, a petro chemical plant or a railway or bus station for example could make it a secondary target.

He says staff need to be trained to be aware of their surroundings all the time, particularly when they see people walking around the building. "Are they prepared to challenge those people or do they tend to ignore them?"

He says hotels need to have business continuity plans beyond those for standard IT systems, including back-up generator and a plan to ensure there's enough food for at least three days in a crisis situation.

And says Robinson, every hotel is different and one solution for all hotels in a chain doesn't work. "There might be some common characteristics but I have never seen two hotels that are identical and there must be some flexibility to meet specific local requirements."

### Who's watching who?

When you think about hotel security the first thing that springs to mind is the CCTV cameras mounted strategically at the entrance, in the lobby, reception area

and corridors. In higher profile buildings camera feed is managed and monitored at the front desk or by a security person with footage stored for later reference if an incident is reported.

All of this depends on having a robust internal wired and wireless network infrastructure that not only delivers broadband internet access for guests but secure internal communications and management capabilities, including building access and alarm systems and regular back-up of essential reservation and guest data.

Additional pressure is put on the internal networking as CCTV technology moves to HD digital cameras which delivers much higher resolution images that can be searched in a fraction of the time it takes for analogue analysis. There are also sensor based systems that only film when there's movement significant enough to warrant filming, which further speeds up the process of isolating incidents.

However in a hotel environment there's almost always movement and while the presence of visible CCTV cameras can be a deterrent, it isn't exactly front line crime prevention, but a means of providing evidence after the fact.

The front line of security begins at the entrance of a hotel when guests are welcomed and at the reception desk where bookings are confirmed and access given to the room and hotel facilities.

### House of cards

In most hotels room access has gone way beyond the standard metal key with the room number stamped on it. Electronically coded plastic key cards have been standard issue for many years enabling the hotel computer system to track and manage the constantly changing guest list.

Most systems including those from VingCard, with 50 percent market share, Kaba, Onity, Miwa and Saflok, can track when each hotel door was accessed and by whom. This is a major deterrent to hotel staff being implicated in any theft of guest property and enables lost keys to be quickly removed from the system and new keys reissued.

However if a master staff key goes missing, the affected locks must be changed, creating an on-going maintenance expense for a hotel. And there are a growing number of other reasons why this technology is approaching its use-by date, including wear and damage through constant contact with the lock unit and electronic interference that can corrupt the data.

## Hotel security checklist

- ◆ Is all essential data centrally managed and backed up?
- ◆ Is the hotel team trained to correctly respond to any kind of emergency?
- ◆ Is staff security training refreshed at least every two years?
- ◆ Are there back-up generators for essential services?
- ◆ Can the hotel operate in isolation for two or three days in a crisis event?
- ◆ How often are security needs reassessed?
- ◆ How often are existing systems audited?
- ◆ How strictly is the maintenance programmed for security systems adhered to?
- ◆ How frequently are staff and guest cards reprogrammed?
- ◆ How often are door systems reprogrammed?

## CPTED

### (Crime Prevention Through Environmental Design)

- ◆ Can people hide behind exterior plants and bushes?
- ◆ Is the entrance inviting and open without corners where people can be accosted?
- ◆ Does the building and foyer have good lighting?
- ◆ Is the reception area user friendly for guests and staff?
- ◆ Is the reception area secure so receptionist can feel safe from irate customers?

# Working together to build literacy in security firms

A successful pilot to boost literacy and numeracy skills among security staff will see the initiative being expanded into the wider security sector this year.

Last year ETITO's vocational literacy team worked with nearly 390 security trainees to assess their literacy and numeracy skills. The assessments will assist in the tailoring of future training programmes to support trainees complete their training and raise levels of customer service.

The results clearly demonstrate a need and the value of working with the wider industry to benefit staff, firms and ultimately customers.

ETITO's vocational literacy manager Lee Agnew says the pilot produced many positive stories – and importantly ongoing results.

"It's not that easy for people with less than ideal literacy and numeracy skills to put their hand up for help and through the pilot we've seen a partnership between firms, their staff and our team to really work together to make a difference."

And there is plenty of evidence of the difference it has made.

"We started by assessing trainees and from there we worked with companies and trainees to ensure they all have the support and

understanding they need to take practical steps to improve their skills. Security officers who have previously struggled to fill out reports, for example, now have the support and resources they need – as well as their own motivation – to make some quite dramatic improvements."

The proof is in the standard of their work, as well as their confidence and motivation to keep training and improving.

## Literacy support for a further 500 security trainees

This year ETITO aims to improve literacy and numeracy skills for an additional 500 security trainees undertaking the National Certificate in Security [Levels 2 and 3] qualifications.

The process involves assessing trainees using the online Literacy and Numeracy for Adults Assessment Tool, a multi-choice assessment of between 16 to 18 questions developed by the Tertiary Education Commission [TEC]. Trainees must complete the assessment as part of ETITO's training agreement and to meet TEC requirements.



ETITO vocational literacy manager Lee Agnew [right] at work

## Measuring the benefits for firms

While there is plenty of anecdotal evidence of the benefit of literacy and numeracy embedded in workplace training, it is also important to be able to gather the research and hard evidence.

ETITO is undertaking case studies this year to determine the benefits of training and integrated learning in the workplace.

We are very keen to work with security firms to identify how training impacts on performance, to explore ways to make the training even more effective and to measure the connection between training, workplace productivity and the overall benefits to business.

Firms who take part will receive valuable information for their own use and will be profiled in industry media recognising their commitment to increasing skills and effective workplace practices.

For further information about security training please contact your training manager, or to find out about joining the literacy initiative contact ETITO vocational literacy manager Lee Agnew at [leea@etito.co.nz](mailto:leea@etito.co.nz) or phone [09] 583 1347.

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ETITO



Advances in electronic locking have meant a number of the world's big hotel chains are replacing their old magnetic card systems with proximity solutions that do not require physical contact with the door reader.

This has opened the way for wristband, key chain or USB style devices and cellphone for door and lift access that can also trigger network responses from CCTV, temperature controls, alarms and hotel management systems.

Regardless of the systems, Phil Robinson advises hotels in New Zealand to look at their current security systems and ensure they are doing the job they're supposed to and are maintained to the manufacturer's requirements.

Magnetic strip card systems for example should be subject to a rigorous maintenance programme, and room locks should be reprogrammed and cards and staff keys replaced every three months, rather than the standard six months suggested in most manuals.

### Security audit essential

Windows and latches should be checked and doors shut and lock properly as you leave the room. And he says there should be rigorous processes around holding and distributing keys to in-house staff and guests.

Likewise there should be strong procedures around getting into a room safe. "If I have access to a room can I simply ask reception to come and open the safe or will they take some sort of control and ask for ID beforehand?" asks Robinson.

A regular audit needs to be conducted of the CCTV system to make sure everything is working and that blind spots can be covered without breaking privacy laws, he says.

While new technology will definitely enable hotels to work smarter, including greater use of CCTV, he warns that generally the hotel industry in New Zealand is not one that splashes out on security.

He says most systems are tried and proven over many years and consist of many layers. "Technology is only one layer, you need good people who are trained to use that technology, and know what to look for in technology going forward."

HANZ Chief Executive Bruce Robertson imagines fingerprinting and the use of cellphones to access rooms will aid security in the future, particularly as new hotels adopt the latest technology but says regardless of whether people are using keys or access cards the process remain the same.

He insists there's a 'common sense and practical solution' for each situation and ongoing security training should already be part of staff requirements rather than something that is suddenly ramped up.

Typically he says most hotel staff will not have personal communication devices to connect with each other but should have access to networking and communications technology as needed. "Having live earpieces is not necessary in most places ...and having a uniformed security guard on hotel premises is not appropriate."

However he says the hotel duty manager 'should have the ability to communicate on a second by second basis.'

Concierges and door people are an integral part of hotel security and part of the welcoming experience hotel guest expect. "They are at the front end of any hotel security and customer services and should be well trained."

### Staff training challenge

However Peter Freeman National Channel Manager with Signature Security Group says electronic security and staff training manuals haven't changed much in recent years. And while the use of CCTV is increasing it has not been as popular as in other parts of the world largely due to the cost.

He suggests systems for physical and electronic security are often created on an ad hoc basis when a building is first designed or constructed or if there's a change in use, from an office block to a hotel for example, or a major refurbishment.

Freeman agrees security is multi-layered with 'different aspects or skins' like an onion. "You start with the external and work your way in to information security needs including all the account, card and personal information carried for clients."

He says the kind of security adopted depends a lot on whether the hotel is long stay, short stay or apartments and whether it has a full time reception desk or only during office hours.

The physical level he says includes everything from carparks to preventing people breaking into the hotel either physically or by using deception.

Regardless of the technology effective security still comes down to people skills and procedures.

What needs to happen more often is a reassessment to identify needs through a cost-benefit and risk analysis. "As with all service industries you have to find the correct balance so you don't deploy technology or systems that are unnecessary, unfriendly or make customers feel uncomfortable."



*Peter Freeman, Signature Security Group*

### Removing opportunities

He recommends getting an audit done by a suitably qualified independent person not existing security equipment installers or service providers. That review would take into account not only electronic but physical and what is termed CPTED (Crime Prevention Through Environmental Design).

CPTED starts with the design of the building and the hotel environment with an eye to reducing opportunities for crime.

"You can do a lot if you use environment design in all aspects of security and not just by placing bars on windows and using CCTV. The right design helps people feel secure and be secure, he says.

Despite the challenges security is still often perceived as a cost against the bottom line on a spreadsheet from which there are no tangible returns and therefore investment is kept at a minimum.

The real cost of failing to update or maintain existing security or respond to clear trends or threats may not show up until it's too late and safety conscious guests and event organisers move their business elsewhere.

While traditional routines and processes, analogue CCTV and swipe card access systems may have served well in their time, today's threats and risks, like the security solutions that may counter them, are rapidly becoming more sophisticated.

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# Proximity the key to future security

By Keith Newman

**I**n the hotel of the near future, guests won't queue at reception, they'll use self service check-in consoles, smile for a photo ID, have wireless tags created for their luggage and room and lift access will be automatically programmed into their smart phone or proximity device.

The tiny encoded radio frequency transmitter will contain room service and heating preferences, allow phone, internet and vending machine access, validate bar or restaurant tabs, store loyalty points and incentives and provide a track and trace record of guest location and activities.

The proximity device could trigger CCTV cameras if required and photo ID stored on the hotel database would make replacing corrupted or misplaced access more secure.

While some continue to believe existing magnetic stripe cards and door lock systems will continue to meet the security needs of hotels for years to come, the reality is this technology has reached the end of the line.



The magstripe has had a good run of more than 30-years since it superseded punched hole optical cards and the first mechanical card system introduced in 1974. The fact is lo-co (low coercivity) magstripe cards can be corrupted by coming into contact with other magnetic forces, including cellphones, often through the burst of activity from receiving text messages.

## Magnetic corruption

Because most cellphones today are not much bigger than magnetic cards means they are often placed in a jacket pocket or purse together. Even the magnetic catch on a wallet or purse can interfere with the coding.

Users often find that their hotel access card might work the first time but a second attempt will fail because information on the magnetic stripe has been corrupted.

Mike Levestam of Levco Agencies and Manager of VingCard New Zealand, says the failure rate on magstripe cards is easily 20 percent. "It is fully recognised by the industry that lo-co is a completely dead technology"

While many hotels have moved across to hi-co, the more data secure magnetic stripe technology used by the banks, he says



counterfeiting technology used by scammers to copy card details to gain access to cash machines no longer makes this tenable.

Specialised hand held readers can copy hotel room access cards or masters. There's even a liquid that can be sprayed on the strip to reveal the sequence of zeros and ones that give these cards their unique identity, says Levestam.

While there might not be a high instance of this kind of fraud in New Zealand it has undermined confidence and he says the way forward for the hotel industry is to adopt either online or offline RFID locking technology.

For some that may mean the daunting prospect of ripping out old systems and starting again, for others upgrades may be available for existing magcard systems making the transition simpler and more affordable.

### RFID reality check

If the challenge seems unreal or still distant, Levestam says it's already here. The first RFID system was installed at the new Hampton Downs Hotel near Huntly in 2007 and the Heritage Hotel in Christchurch upgraded to a VingCard RFID system in late 2008.

In fact Levco Agencies has to date installed a mix of upgrades and new systems in around 25 properties and many more properties are either upgrading or plan to do so in the near future.

While he agrees that New Zealand hotels are typically conservative in their approach to security, he says 'responsible companies' have assessed the risk and even if they can't afford a full makeover are prioritising and planning for a wider roll out when budgets allow.

For example he says the Langham Hotel in Auckland is deploying RFID in its Club rooms and the Quay West Hotel, the first to commit to the more sophisticated on-line RFID system, started with its back-room systems before moving to room access.

When completed the Quay West system will be able to remotely manage and monitor access to all rooms with full reporting on when people come and go.

This says Levestam is about as close as you can get to a full real time access control system. If there's a power failure or the central computer goes down it automatically reverts to an off-line system so people can still get access to their rooms.

### Txt a check-in

The new Accor Novotel Hotel at Auckland International Airport will go several steps further, becoming the first in New Zealand with a full online Zigbee RF platform running over wireless hubs and gateways.

Preferred guests using the system will be given an enhanced RFID keycard and the day they are due to check-in a text message will be sent to their mobile device with their room number. They can then check into a hotel room remotely using their computer or web enabled mobile device, completely bypassing the front desk.

The RF system includes lift and floor access with a communication module that sends the appropriate alerts to maintenance, services or security people if a door hasn't closed properly or a door battery is getting low.

The system, which links Signature RFID door locks and VingCard's Visionline RF-online communications platform into a hotel-wide wireless network, can interface directly with most CCTV systems and security alarms and even other access control systems.

Other technologies that will streamline and further secure the check-in process are auto check-in machines in hotel foyers, similar to those used in airports check-in to reduce queuing. The

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Holiday Inn at Auckland airport will be the first in New Zealand to install this technology.

The RF technology now being installed in many hotels can link with hotel energy management systems so guest cards specify optimal temperature while they're in the room allowing it to shut down and save power when they're absent.

While hard wired systems provide real time access, wireless connectivity like RFID prioritises information so there can be 15-30 second delays if the card network is already in use.

## Photo ID ahead

Some competing products use one way data streams which are even slower. "It's important that this technology works on a push-pull platform so information is as close to real time as possible," says Levestam.

A number of local hotels are using the off-line system, knowing they can upgrade to an online RFID system in the future. "Anyone still investing in magstripe technology is not moving forward."

Meanwhile validating guest ID at the reception desk still revolves around the standard procedure of asking for the person's name and room number and possibly some form of photo ID.

For hotels that want to remain at the leading edge however more sophisticated solutions are on the horizon with Defence, some high security industries and luxury cruise liners showing the way.

On a cruise ship for example it is

standard practice to issue a photo ID access card and store that image in a database of guests or people who have legitimate access. Every time they embark or disembark the system compares the person with the image to verify they are who they say they are.

VingCard dominates electronic locking on cruise liners with about 80 percent market share. "They need to know how many people left the liner at any port and whether they are back on board when its time to leave. It takes less than 15 seconds."

The technology is still being refined and Levestam is confident this kind of system will eventually make its way into land-based hotels.

Far from being lax, he insists many 4 and 5 star hotels in New Zealand are being motivated to lift their security game ahead of the Rugby World Cup. "All the hotels we deal with are taking a responsible attitude, assessing the threats, and budgeting for RFID upgrades. With many VIP guests planning to visit later this year Heritage, Millennium Hotels and Resorts and Accor in particular are taking a very proactive stance."

While we're a tiny nation without the conflicts of many other nations and viewed generally as being neutral, he says there's no room for complacency.

For more information about  
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# Atlas Gentech on the move

**A**s of 1 April 2011 business partners in Technology Distribution Group, Steve Moss, Alan Willett and Steve Varney will merge their security division of Atlas Gentech Distribution Ltd to Atlas Gentech (NZ) Ltd.

This merger coincides with the Auckland security and communications branches move to the new premises at 76 Carbine Road in Mt Wellington.

The communications division has already moved and the security division will move in early April.

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# The best security solutions combine excellence in design, application and customer insight

**T**hat's one of the key messages delivered to over 200 international attendees at this month's Gallagher Security Channel Partner conference at Wintec, Hamilton.

Gallagher Security is a division of the New Zealand manufacturer, Gallagher Group which employs over 1000 personnel globally.

Hosting key channel partners from 23 countries, Gallagher Security General Manager, Curtis Edgecombe says the objective of the four day conference was to challenge businesses to think outside their standard offers when delivering security solutions to end users.

He says traditionally, businesses are focussed on selling either an access control system or physical perimeter security and very rarely have the two concepts been introduced for a complete integration.



*Sir William Gallagher officially opens the 2011 Gallagher Security International Channel Partner Conference at Wintec, Hamilton*



*Conference attendees listen to opening Keynote Speaker, Ron Worman as he asks "Are you the new Generation Integrator?"*

"The message we want to convey is that security is no longer just a product – it needs to be a collaboration of services to win hands-down. Anything else has limited scope for future development.

We want to help our channel partners grow their profit but to do this we need to redefine the security offer."

Mr Edgecombe says his team is focussed on introducing access partners to perimeter partners – and don't forget to include third party products in the mix - to offer a high level integration solution, a move he says is part of the overall Gallagher business strategy.

"Gallagher Group is moving towards a single global brand. This means we need to re-align our security division and the brand names we currently have in the market and this will require minimal changes for our channel partners."

Mr Edgecombe says the conference was the perfect opportunity to present information on the group's overall business strategy and to provide details on how channel partners would be supported during the transition.

"Gallagher Security has a vision to be a global technology brand and we will be offering our partners strategies to leverage off the global brand."

Throughout the conference attendees were involved in a variety of presentations from keynote speakers and practical workshops with topics ranging from new product innovations to rapid fire branding. Mr Edgecombe says in planning the event organisers recognised the need to deliver high quality speakers and topics to demonstrate Gallagher Security's commitment to the new business strategy.



*Lady Judi Gallagher and Gallagher Corporate Service Executive, Margaret Comer watch as a local kapabaka group welcome attendees at the Channel Partner conference.*

"To make the next step our company needs great people and committed partners on board. We are extremely fortunate that Gallagher Security has a strong reputation for establishing and maintaining high quality partnerships particularly through our internationally recognised Channel Partner Programme."

He continues, "We maintain a strict selection process for channel partnerships and once they are on board we need to ensure those partners are fully supported and continually updated with new information."

We also wanted to show channel partners the commitment we have made to ongoing research and development so we started the week with an official powhiri at Gallagher World Headquarters followed by a full site tour.

This conference has also been an invaluable opportunity for our team to meet with channel partners face to face and for them to network with international counterparts. Our keynote speakers have also been in attendance throughout the week and they have been providing practical industry knowledge."

One keynote speaker who presented such information is Phil Taulelei, Security Operations Manager for Esso Australia PTY Ltd (an Exxon Mobil Subsidiary). With 20 years of experience working in South East Asia, Mr Taulelei has a solid track record in managing the security of a diverse range of onshore and offshore assets including port facilities, power generation plants, airports and office complexes.

His presentation gave a rare insight into the steps taken by a company's security management team when preparing a detailed security management plan.

He says these steps – everything from identifying cultural requirements through to measurement of physical space - are a full checklist of what every installer and integrator should consider when approaching companies with their products.

He told the group that everyone knows there are a large number of companies competing for the same security contracts and completing this checklist was a necessary step in the tender process.

"This checklist ensures your business gets a head start on the competition in the selection process."

Mr Edgecombe says feedback during the conference has been extremely positive and he knows it's up to his team to continue the momentum that has built up over the past few days.

"I'm extremely proud of my team. We've presented fantastic ideas, created lots of discussion and received lots of ideas and suggestions that we can work with our channel partners on – that's what makes a successful partnership."

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# ETITO

## Appoints New Chief Executive

**I**ndustry training organisation, ETITO, has appointed Garry Fissenden as its Chief Executive.

Garry is an experienced leader with strategic and operational skills garnered from a number of senior management and governance roles.

He has had an extensive career in the financial services sector in New Zealand, Australia and the Pacific Islands. His most recent role was as CEO of a multinational financial services company and he has also held senior management positions at UDC Finance, Esanda Finance and ASB Bank.

Garry has served on the board of New Zealand Rugby League since June 2009.

ETITO is the industry training organisation [ITO] that develops qualifications and manages skills training arrangements for seven industries: ambulance, contact centre, financial services, electrotechnology, offender management, security and telecommunications.

Garry has held initial meetings with representatives of the New Zealand Security Association and is looking forward to working with firms and people in the wider industry to strengthen the relationship with ETITO and to address the challenges and opportunities that lie ahead.



*The new ETITO Chief Executive  
Garry Fissenden*



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Bosch HD takes image resolution to the next level. Highly detailed images allow operators to better distinguish individuals or small features. HD also delivers a widescreen format that captures more useable image content, reducing the amount of empty sky or foreground in a scene.

The level of detail in Bosch HD images captures extensive information throughout the whole scene. Small feature recognition – such as faces or number plates – is much easier. Also, live or recorded content can be examined more closely by zooming in while still maintaining a sharp image.



Standard definition



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Leading the way in interoperability, all Bosch HD products conform to the ONVIF standard, ensuring they integrate easily with third-party security solutions. Bosch also provide a broad range of SDK tools, so you can tailor the system to your individual requirements.

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From motion detection to advanced Intelligent Video Analysis (IVA), a Bosch HD solution provides outstanding support to your security team. HD-optimised video analysis reinforces your security capability, ensuring optimum monitoring and alarm performance.

#### Growing with you

Bosch leads the market in video storage with the latest video management and iSCSI solutions for storing both video and related IVA metadata. Our scalable-system philosophy makes it easy to add greater capacity as your requirements grow.

#### Invest for the future

Bosch HD systems offer you solid investment protection. Like all Bosch products, our HD portfolio is thoroughly tested to deliver the highest reliability, keeping maintenance costs down and your system operating 24/7. Our intuitive video management and user software simplifies training needs, further





reducing the total cost of ownership for your security systems. And your existing investment is protected as you can add and easily mix HD with SD devices.

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# HD Products Coming Soon

Some of the key products coming soon to Zone Technology in the Bosch HD range include:

### • *Dinion & FlexiDome HD 720p IP Cameras*

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### • *AutoDome Junior HD*

This compact camera combines a high performance pan/tilt controller, rugged dome and state-of-the-art autofocus zoom camera for crisp, clear surveillance video. Ideal for indoor applications, it features 10X optical / 16X digital zoom and 1080p or 720p resolution (selectable), with H.264 compression, multiple video streaming and optional intelligent video analysis.



### • *AutoDome 800 Series*

The AutoDome 800 Series is an easy to install, IP66 rated outdoor high-speed PTZ dome camera system with HD1080p resolution at 30 images per second, with day/night functionality for high definition quality images in low light conditions. With high-performance 200X (20X optical/10X digital) zoom, the AutoDome 800 Series supports up to 99 user-defined pre-positions and features Bosch Intelligent Video Analysis(IVA).



### • *IP200 Series HD 720p Cameras*

The camera delivers the clearest HD 720p images and most accurate colours within its class. Progressive scan ensures moving objects are always sharp. The IP200 Series HD cameras provide tri-streaming video with Dual H.264 and M-JPEG simultaneously. A removable microSD/SDHC card offers edge recording inside the IP camera, which comes in a dome or full body version.



# Watch the world go by

Video surveillance is moving along in leaps and bounds as smaller and more sophisticated cameras allow business owners to watch their premises from anywhere in the world

**T**echnology is increasingly changing the way the security industry works and leading the charge are a new breed of cameras that can be accessed from anywhere in the world.

The cameras are building on an already stable network that has changed the way we communicate – the internet.

IP (internet protocol) network cameras operate much like a webcam connected to your PC and are taking over from the old analogue CCTV systems for a variety of reasons. The top one is that IP cameras are relatively cheap, produce high quality pictures, are small and easy to install.

While most IP cameras require their own power supply, single cable versions – where power and data use the same cable – are also an option. These cameras are called PoE – power over ethernet enabled.

These newer breed of cameras only require a network connection to work. You do not need a separate power cable because the network cables carry the electrical power to make the cameras work.



*IP cameras are relatively cheap, produce high quality pictures, are small and easy to install*

PoE is now used commonly on networked surveillance cameras, where it allows fast deployment and easy repositioning. The main benefit of PoE is the cost savings associated with it because installing a separate power line is not required. Of course, wireless options already exist, suit many indoor applications and are ideal for temporary set-ups.

IP cameras are generally split into two groups. The centralized IP camera system is operated through a chief network video recording or NVR. The NVR in turn handles the recording and alarm systems.

The other type is the decentralized IP camera system. This kind has an inbuilt recorder and broadcasts the recording to a hard drive or flash memory unit.

IP cameras are made to suit all requirements, such as outdoor or indoor, there are long range cameras, and cameras that offer remote operation offering pan, tilt and zoom to help track people or sweep larger areas. Apart from video, some cameras are fitted with a microphone so audio can be recorded.

This IP camera system is an ideal surveillance tool because it can be remotely managed from nearly anywhere. Many cameras offer HD video using high-resolution chips – so no more soft images that can't be used in court. However, cheaper standard definition cameras are still available and suit many people's needs.



*With a user name and password, owners can see what their cameras are looking at from anywhere in the world.*

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Despite the greater range of IP cameras and lower prices in recent years, the uptake has been slow.

Wireless IP cameras are also handy for when cabling is too costly or you want to install a camera temporarily. Like their wired brothers, wireless cameras send a signal back to the DVR and can be accessed over the net.

Analysis from international research firm Frost & Sullivan shows that the Asia Pacific Cameras Market (excluding Japan) is expected to grow fast.

“Recent terror attacks have increased security awareness among government and organizations across the world, prompting increasing spending on surveillance,” says Frost & Sullivan research analyst Wong Weng Yew. “Building and transportation hubs have become prime terror targets and video surveillance has become a popular security tool, particularly with the advanced digital technology, that is, IP surveillance.

With the improved quality and technology of IP cameras, companies and organizations are expected to adopt more IP surveillance. For instance, by using proprietary codec designs and advanced digital video compression to eliminate video transmission latency. The adoption rate of IP cameras in the gaming industry is expected to increase.”

However, Yew says the poor understanding of the benefits of IP camera systems are restraining the technology’s growth.

“The market penetration of analogue cameras is strong in Asia Pacific and end users hesitate to switch from analogue cameras to IP cameras because of the huge investments involved,” says Yew.

“In order to overcome these challenges, IP cameras manufacturer need to better educate prospective end users about the benefits of using IP cameras.”

An upside for business owners is that IP cameras can be accessed over the internet. It’s safe and secure so long as the installation is set up correctly, but it means that with a user name and password, owners can see what their cameras are looking at from anywhere in the world.

You can get home, go to any computer with an internet connection, log in and watch what is happening at your business.

Even better is that with an iPhone or similar mobile device you can access your cameras on the move. Anything with an internet connection and a web browser will get you connected to you IP camera network.



“It is something a lot of people want,” says Brian Clough of Auckland Security Cameras. “They want to be sitting at home or on holiday and easily log in to their security camera network to check what’s going on at their premises.”

“Because the IP camera systems are basically managed by software, it is very easy to configure them in different ways.

Until IP systems came along, because storage was so limited, often cameras

weren’t recording the video at all, they simply took a still photo every few seconds. The risk was that something could happen in between photos being taken and there would be no evidence of anything untoward happening.

If you are not taking continuous video then there is a risk you will miss the very moment that something happens. So now it is all continuous and generally a lot of installations are set up on motion detect



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or to operate between certain hours of the day, there is a wide range of things we can do to limit or manage the amount of data being stored."

But do IP cameras deliver a picture worth looking at?

"Oh yes, if you see real life crime shows on TV, a lot of the photos they use when reporting crime – suspects in the act – they are colour, crystal clear and come from IP surveillance cameras," says Clough.

"The police have rules around evidence so they don't want a defence lawyer challenging their evidence because it wasn't up to the job. Pictures will be embedded with a date time stamp to help establish that the image has not been manipulated in any way. But generally, the quality of the images are much finer now."

Clough says when it comes to helping clients; many are only interested in price and what they can do.

"The fact that a camera may be an IP camera is of little concern to most people," he says.

"They are interested in security cameras, and they are open to hearing what's new, and what the latest technology is – but I wouldn't say that anyone even talks about analogue or IP systems. Although when they understand what IP systems can offer they generally get a bit excited."

## Why use IP cameras

- Remote accessibility: See video anywhere, anytime. Network-based video systems can be accessed remotely and viewed by authorized users from any location as long as the user has an internet connection.
- IP network cameras connect directly to IP networks and allow users to view, store and analyze full motion video from anywhere with web browser.
- Advanced image quality: Advanced megapixel IP cameras deliver high image quality. These cameras also have greater field of view. Being digital, no unnecessary conversion is required so image quality remains high even when copied over the network.
- Smart video: Some IP cameras can be programmed to record only relevant information. They connect directly to the network without the need of PC. These cameras have their own IP addresses and on-board software for control and communication.
- High-end models have built-in intelligence or analytics that includes motion detection, auto tracking and object tracking and can generate real time alerts or trigger other applications such as sending an email or a text.
- Scalability: Any number of network video products can be added without much change in the network infrastructure.
- Ease of installation: With IP network infrastructure already in place and being used for other IT applications, an IP network video camera can be connected to the same network at little to zero extra infrastructure cost. A built-in gateway separates internet cameras from the regular data network so the influence of video recording on bandwidth is minimized.

Clough says a typical installation can cost between \$2000 and \$6000 and that includes four cameras or 12-16 cameras together with a DVR recorder.

"It is different to what some people may remember from a few years back when IP system prices started at between \$10,000 and \$15,000," says Clough. "Perhaps that is a figure a lot of people have in their mind – so as an industry we need to educate people about this."

Clough says a big advantage of an IP camera system is that it does not need its own dedicated computer to run.

"The digital video recorder (DVR) is a computer on its own, so anyone going down the IP route for the first time won't need to worry about their computer system being updating."

Not only that, but hard drive digital video recorders will typically record all the footage from all your cameras at the same time. For example, the installation of four IP cameras linked to a DVR with a 500 gigabyte hard drive may well provide enough space to record 24/7 for around 28 days – depending on the resolution of the camera.

However, most users would adopt a mix of recording everything during the business day and switching to motion detection recording at other times. This will help save hard drive storage space and could extend recording time to around eight weeks.

When it comes to IP surveillance cameras, it really is a case that they are smaller, faster, cheaper.



*Building and transportation hubs have become prime terror targets and video surveillance has become a popular security tool*





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# In full control of your security

## – new possibilities with network video

The transport sector was one of the early adopters of CCTV technology and it is now making significant investments in network video systems. Patrik Andersson (Director, Business Development, Transportation) for Axis Communications looks at the benefits this shift to an IP based system can bring

**W**ith burgeoning populations in cities and increased recognition of the environmental impact of moving these inhabitants around, public transport is an ever more favorable commuting alternative. Operators are keen to attract more people to use their systems. However one of the paramount concerns for public transport authorities is how to keep their passengers, staff, vehicles and infrastructure safe and secure. Another big concern is keeping the system running on time with as few interruptions as possible. The choice of surveillance system plays a crucial part in making this happen. It is all about efficient detection, prioritisation and response to the many and diverse incidents that occur in a transit system every day.



In our homes we have become used to the sharp and crisp images from high-definition television (HDTV). The very same image quality is now available in many network cameras.

### Access to live video enables real time security

There are three main areas where surveillance is deployed across a transport network: onboard the vehicles, at the stations and terminals, and covering the infrastructure across which it runs. The kinds of incidents which occur include traffic incidents, petty crimes such as pick-pocketing or boarding without a ticket, medical emergencies, vandalism or graffiti and theft of construction materials from the infrastructure.

In the past, with an analog system, incidents were investigated after they had occurred. However, an IP based surveillance system makes it possible to centrally access live video from all areas of the network, whether onboard, at stations or along the infrastructure.

These can be accessed from one central control room thereby keeping better control of the security situation at hand.

### A considered response

When an incident arises there are three key stages in its development where the benefits of IP surveillance are realised. The first is at the point of detection. Through the use of intelligent video such as motion detection and trip wires the security team is able to detect an incident in its early stages or even predict it before it has occurred. Once detected the team are able to evaluate and prioritise by seeing the video images in real time as they happen. With access to high quality images the security staff are able to identify objects and individuals and get a clear picture of the scene at hand in order to make



a decision regarding the appropriate response and allocate resources accordingly.

### Tailored to the environment

Different cameras are designed with features specifically tailored to the environments they will operate in. For onboard applications the cameras are rugged and able to withstand vibrations and sudden shocks. Cameras deployed in stations, bus stops and depots have tampering alarms and are vandal proof. Requirements along the infrastructure differ again where the camera might need to withstand extremes of temperature and weather and operate in conditions of poor light and visibility. In this case a thermal camera might be deployed which enables detection in complete darkness or an outdoor ready model with high zoom capabilities and P-Iris to allow greater depth of field.

### HDTV quality sets new standards

A significant improvement that comes with network video is the high image quality. In our homes we have become used to the sharp and crisp images from high-definition television (HDTV). The very same image quality is now available in many network cameras. As a result, transit authorities benefit from shorter investigation times, easier identification of persons and objects as well as the possibility to cover a larger area with fewer cameras.

### Bridging the gaps

The enormity and complexity of the networks under the control of public transport authorities require a complete



and comprehensive solution. There may be existing infrastructure such as analog cameras and IP networks. A network camera solution can be easily integrated with the use of video encoders and products which are powered over Ethernet so as to conserve the previous investment. A solution based on open standards allows for interoperability and ensures that solution is future proof.

The surveillance network is able to grow alongside the transport network as needed.

Axis offers a broad portfolio of IP surveillance products specifically designed

for the public transport environment. The products are certified for use in transport applications. Axis has a wide network of partners in areas such as IT infrastructure, video management software, storage and wireless data transfer to offer a solution which encompasses all elements of the network. More than 50,000 Axis cameras have been successfully installed to improve the security in larger transit systems around the world. For project references and more information on how you can benefit from Axis network video solutions, please visit [www.axis.com/transport](http://www.axis.com/transport)



**Patrik Andersson**  
(Director, Business Development,  
Transportation) Axis Communications



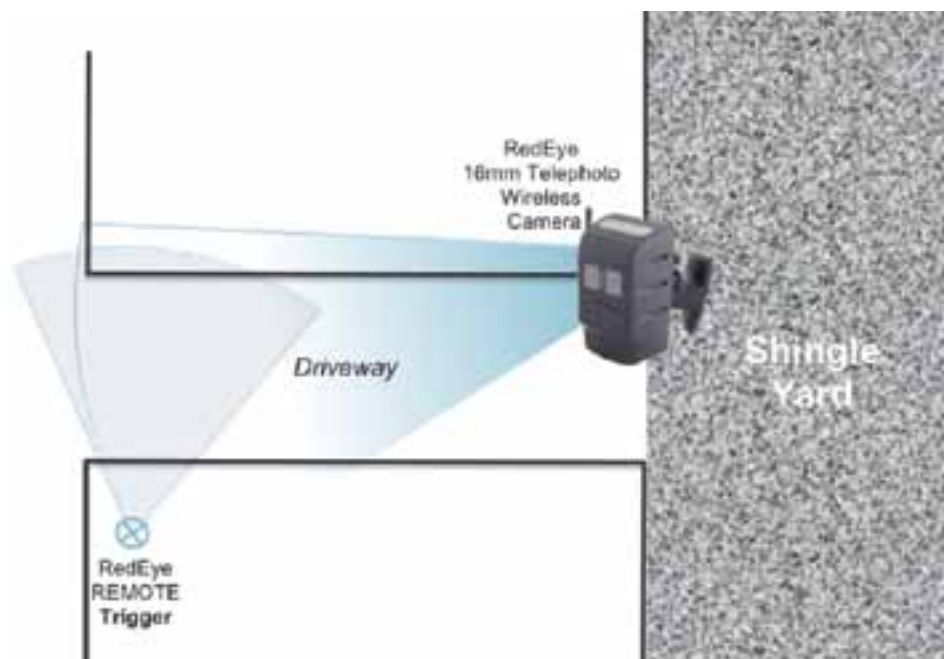
# Mi5 Security Introduces RedEye REMOTE

**F**or the first time customers can receive real-time footage from a wire-free camera and the camera itself can now be triggered from up to 80m away. This makes Mi5 Security's RedEye range the most flexible and useable portable solution on the market.

Mi5 Security has launched the RedEye REMOTE as an extension to the popular 'RedEye' range of portable surveillance cameras. RedEye REMOTE Trigger delivers a wire-free trigger device that activates the wire-free RedEye cameras from up to 80m away. Further, RedEye REMOTE Night Vision delivers a wire-free portable infrared spotlight that can be positioned in close proximity to a target whilst the camera is installed at a distance.

## RedEye REMOTE Trigger - Case Study

A North Island based company who operates a road metal & shingle business has recently found a solution to a long-standing issue. The company is based in a



small North Island town, where loads of shingle are picked up at an un-manned site and recorded using an 'honesty box' system. Not surprisingly, there are often

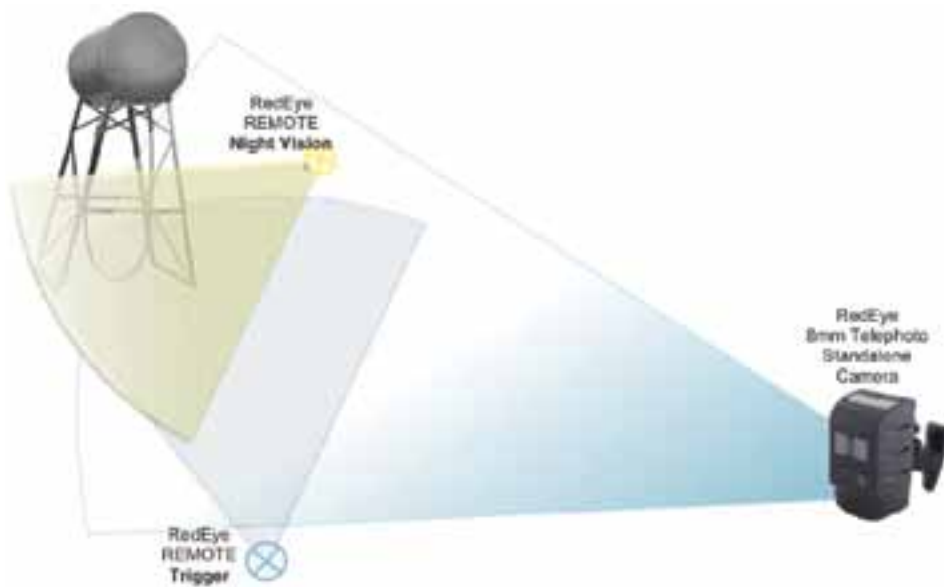
more loads leaving the business than recorded in the honesty box!

The company Directors wanted a way to record all incoming/outgoing vehicles and have the ability to remotely view this information from their offices in Auckland. To further add to the challenge the site has no available mains power. Enter RedEye REMOTE Trigger...

A RedEye Wireless camera, with integrated GSM modem and telephoto lens (16mm) was paired to a RedEye REMOTE Trigger (PIR) unit to enable full recording & remote monitoring of all incoming/outgoing licence plates. This data is then used to reconcile loads taken from the facility against known authorised vehicle licence plates.



2010-10-12 19:23:26, +0.0s - RedEye Telephoto - Waterview Downs



The Directors are able to log into their secure online MyMi5 account (view a demo of the MyMi5 service at <https://www.mymi5.com> and enter 'mymi5demo' as the login & password) and view all vehicle movements in & out of the facility. Loads that have been dishonestly taken are then invoiced to the offending party or handed to Police for further action.

#### RedEye REMOTE Night Vision - Case Study

A South Island diary farmer has recently been experiencing a spate of costly diesel theft. To make matters worse, his insurance company has now significantly increased both the premium and excess on the annual insurance policy. Enter RedEye REMOTE Night Vision...

The farm has three diesel tanks, all positioned in remote areas where there is no available lighting or mains power.

A monochrome RedEye Standalone camera with telephoto lens (8mm) was paired to a RedEye REMOTE Night Vision unit. The REMOTE Night Vision unit was positioned near the fuel tank, which provided invisible infrared lighting to allow the camera to capture good quality nighttime images of the offenders.

This system has already enabled the farmer to identify offenders on three separate occasions since being installed at the fuel tanks.

Recently, Mi5 Security has won a number of business and technology awards, the most recent of which was the Red Herring Top 100. This award recognises the world's top emerging technology based companies whose innovations and technologies mark them as leaders in their industry. Mi5 was named as one of 100 businesses Venture Capitalists should watch as potentially being the next big thing!

For more information on how the RedEye REMOTE range may be able to help your clients, please phone Mi5 Security on 0800 111 309.



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# Mi5

SECURITY

# Training more than just regulations

**T**he new act governing the security industry has come into force, but announcements on the mandatory training regime may be months away yet.

A spokesperson for the Associate Minister of Justice Nathan Guy will only say that the regulations will be introduced at a later date once the transition to the new regime is complete.

The government has consistently said that the training requirements for crowd controllers, property guards and personal guards are being introduced for the safety of the personnel themselves and the public. However, a spokesman for the Minister says that except for crowd controllers, in-house personnel are not covered by the Act because employers have the ability and incentive to ensure that they employ suitably qualified and trained staff.

This leaves an inconsistency where ordinary companies employing in-house property guards or personal guards are

entrusted to do the right thing about police checks, complaints and training, while security industry employers and employees are regulated for the same thing.

Training towards national qualifications is relevant to all security personnel, and not just those who require it for the purposes of licensing, says Michael Frampton, Manager – Strategy and Corporate Relations for industry training organisation ETITO.

“ETITO does not believe that regulation is the only – or even the most important – reason why firms should support training their staff,” says Frampton. “The benefits of national qualifications that have been developed to meet the needs of the security industry are clear, and exist irrespective of regulation. Training towards national qualifications is relevant to all security personnel, not just those who require it for the purposes of licensing.”

All the same, Frampton says that regulation though is good news for good practitioners.

“It levels the playing field and it rewards those that meet expected standards, while lifting the poor performers. If it’s done well, it creates the right incentives so that those that undercut based on dodgy performance do not profit. It is also protection for consumers. These are both good reasons for regulation of the security industry.

“ETITO’s observations across other regulated sectors in which we work suggest that industry’s expectations of itself will continue to rise, potentially beyond the requirements of regulation. What we see delivered today will tomorrow be considered less than

acceptable practice – for consumer protection but also for equality between firms that seek to improve and create value.

“In other words, those firms seeking to improve – regulation or not – will create the path for others to follow.”

For those personnel who do need mandatory training, the government has adopted a pragmatic approach by indicating that individuals will not need to achieve qualifications before they apply for a certificate of approval or licence. Instead, they will be able to start work and have reasonable time to complete training on the job.

“This is important in the interests of fairness as many of these people are already working in the industry and have done so for many years,” says the Minister’s spokesperson.

“We’ve always made it clear that this law is a balancing act. We need to clean up the industry and improve standards, while at the same time not putting people out of business with unnecessary red tape.”

The spokesperson says the length of time that personnel will be given to pass the qualifications is one of the things still to be determined as the regulations are developed.

Frampton says ETITO fully supports a timeframe for qualification completion that balances the requirements of firms and trainees who will train while they work and what is reasonable to meet regulatory and industry training requirements.

“Regulation of the security industry has never been driven by the Rugby World Cup or any other single event in time for that matter. It’s a journey that began

*It levels the playing field and it rewards those that meet expected standards, while lifting the poor performers. If it's done well, it creates the right incentives so that those that undercut based on dodgy performance do not profit*



# Future Fibre Technologies

## Launches Android Mobile FFT CAMS™ Alarm Management Application

**F**uture Fibre Technologies (FFT), the world leader in fibre optic intrusion detection systems, has upgraded its powerful security management software FFT CAMS™ and developed a mobile alarm management application specifically for security personnel.

FFT CAMS™ Mobile has been developed to provide instant alarm information from FFT CAMS™ directly to an Android phone or device.

This mobile application displays the GPS location of an intrusion layered on to a satellite image of the protected site. This allows security personnel in the field or on the move to instantly receive the location of an intrusion, providing the ability to react immediately and assess the potential threat in real time. Blackberry and iPhone FFT CAMS mobile compatibility is scheduled for development, to ensure total coverage for all users.



*FFT CAMS™ Mobile has been developed to provide instant alarm information from FFT CAMS™ directly to an Android phone or device.*

The release of this mobile application coincides with the release of additional new features to the FFT CAMS™ software, including BOSCH VMS Integration, auto-zooming, improved zone configuration and the addition of RS-232 transport to Pelco ASCII devices.

FFT will showcase the mobile application as well as the FFT CAMS™ new features at the 2011 ISC West exhibition in Las Vegas, Nevada this April 6th – 8th. FFT product specialists will be on hand to demonstrate the mobile application live at the show, and the benefits that this can provide security management and personnel.

FFT CAMS™ interfaces with a broad range of intrusion detection systems and is the very latest in alarm management technology. This release further demonstrates FFT's ongoing commitment to developing and enhancing its products to deliver optimal site protection and the fulfillment of customer requests and expectations.

Future Fibre Technologies is a world leading provider of fibre optic intrusion detection security systems, providing highly intelligent and reliable intrusion detection solutions for perimeter fences, buried pipelines, and sensitive data communications paths. FFT have hundreds of systems installed in some of the most hostile environments on the planet, protecting a wide range of military bases, airports, petrochemical plants, oil refineries, critical infrastructures and high value assets from unauthorised intrusions. Its advanced technology can readily interface with a broad range of software including CCTV systems, gates, plus many external devices and systems.

For more information on FFT CAMS™ and FFT's world leading fibre optic intrusion detection systems, please contact FFT at [info@fft-usa.com](mailto:info@fft-usa.com)



many years ago, and is fundamentally about raising standards of professionalism within the security industry with the long term in mind" he says.

Frampton adds that ETITO recognised in mid 2010 that there were significant time and resource constraints on firms for compliance with minimum standards of competence, if they were to be implemented prior to the Rugby World Cup.

"We noted with interest some of the issues that arose for the Australian security industry around regulation and the Melbourne Commonwealth Games. Clearly there were some experiences that we wanted to avoid on this side of the Tasman, including that the regulatory bar was set too high for the limited compliance timeframe, resulting in major issues for firms who relied upon transient and casual workers."

"We also believed that this was no reason to settle on a set of standards simply because they were achievable by August 2011 if they didn't deliver on longer term strategic considerations for the industry, being the need to build and maintain public confidence in the competence of security industry professionals."

Frampton says setting standards and qualifications is a complex process. "It's important that we strike a careful balance between the design of standards that build and maintain public confidence in the industry, and the need to ensure that standards are workable and achievable in practice.

"We're all working very hard to achieve this. The input of key security industry professionals continues to make a vital contribution to this important work."

# Professional Standards Regulation

## The Pathway to Professionalism in the Security Industry

Michael Frampton, Manager – Strategy and Corporate Relations, ETITO

*“I don’t see why consumers shouldn’t be able to get [professional] services as easily as they can buy a tin of beans” [UK Constitutional Affairs Minister, 2005].*

The reason for the Minister’s conundrum is one of the principal drivers for *professional standards regulation*.

While it’s unlikely to make it as easy to buy services from the security industry as purchasing a tin of beans, *professional standards regulation* provides an excellent basis for trust that the quality of the services delivered will reflect what’s said on the tin.

The security industry has for many years expressed its desire to advance the agenda of professionalism. *Professional standards regulation* is therefore a very

appropriate concept, because it implies more than a one-off compliance exercise to satisfy the needs of a regulator imposing minimum requirements on an audience of industry practitioners. Rather, it’s about firms, industry bodies, standards-setting organisations, training providers and government working together over the long run to design systems and approaches to maintain and raise professional standards. This is what professionalism is all about.

A 2010 UK publication on professional standards regulation<sup>1</sup> identifies three pillars as essential:

- ◆ **Entry standards;** associated with the standards of competence and conduct necessary for admission to, or registration for, a profession.
- ◆ **Complaints and discipline;** associated with the monitoring of adherence to standards of professional practice and the disciplining of those who do not meet them.
- ◆ **Ongoing supports and continuing professional development;** associated with assisting practitioners in their efforts to meet standards, and raising standards over time.

We at ETITO think that this is an excellent way to look at the challenges that lie ahead. The pillars are a helpful framework around which New Zealand’s security industry might make a plan to deliver on its own agenda of professionalism.

### Entry Standards: The Starting Point

The prospect of regulation inevitably provokes a debate about the nature of the standards that will be set by the regulator

as the minimum requirement. Much energy and attention is devoted to the question, “How high will the hurdle be?”

Whatever training standards are chosen by the Ministry of Justice, they can only be a starting point for firms seriously committed to the journey from industry to profession. Nonetheless, it’s important that we get these entry standards right.

The Ministry of Justice hasn’t yet made recommendations about just what the minimum standards will be. A few voices in the industry have called for ETITO to halt our work programme on the review and development of standards until such decisions have been made. To do that would be to suggest that there’s no role for security industry professionals to play in shaping the nature of the standards that the regulator does adopt.

We don’t agree, and so we’ve continued to work with representatives of industry bodies and security firms on a substantial review of the National Certificate in Security [Level 2] qualification.

It’s an important qualification because it defines the industry’s description of entry level skills. The proposed Level 2 qualification includes new unit standards in areas such as conflict management, control of entry to and exit from premises, observation and threat identification, response to emergencies, crowd control and customer service. While it comprises predominantly compulsory unit standards, it does include a small elective component that ensures its relevance as an entry level qualification for the widest range of occupational roles in the security industry.

The proposed qualification will be submitted to the New Zealand



Michael Frampton,  
Manager – Strategy and Corporate Relations, ETITO

Qualifications Authority before the end of March, and we're already working on a process to transition candidates from the existing qualification to its replacement. No trainee participating in the current Level 2 programme will be disadvantaged.

In the same way as we're getting on with it in the absence of regulatory clarity, we're excited that increasing numbers of firms are training their staff to national qualifications. Many companies are taking the opportunity to train ahead of the Rugby World Cup and ahead of regulation. They've decided that this is what's best for their future. Firms report that the efficiency and effectiveness gains they achieve when staff have increased technical competency and higher literacy and numeracy skills make them more successful. They recognise that they can deliver higher quality services and a more professional client interface – all of which increases their value in the eyes of the marketplace.

#### **Ongoing Supports: The Journey to Professionalism**

ETITO's priorities aren't limited to defining entry standards. Like the firms we work with, we're interested in providing as much support as we can to assist their staff to meet standards, achieve national qualifications and grow their value as businesses and professional industry participants.

We're improving our support for workplace training. For example, we've traditionally supported trainees with trainee guides, and assessors with assessment material. In 2011, we're piloting additional guidance material for trainees that we think will better support learning in the workplace. We're investing in an additional Training Manager focused on workplace training and quality assurance for the security and contact centre industries. We're also extending our support to identify and improve trainee literacy and numeracy issues. With these barriers addressed, trainees are enabled not only to do the job well, but to engage in ways to do the job better and increase their quality of life generally. In 2011, across several industries, we'll be ensuring that the literacy and numeracy needs of over 1,000 trainees are well supported.

We're working with training providers to support high quality off-job training. In 2011, we'll continue to collaborate with the national network of training providers to ensure that any regulatory training

requirements are folded into training packages and courses in ways that make sense for firms.

Increasing the number of completing trainees improves a firm's return on investment in training and creates more staff able to deliver the range of professional services desired. In 2011, we're focusing more effort on improving the numbers of people completing national qualifications. For example, we're changing the way that we make subsidy payments to firms so that more of the payment is related to the actual completion of the qualification. There may also be other changes that we make in 2011 as a result of a review of our services. Decisions about any significant changes will follow industry consultation.

Beyond all of this, our attention will turn to a review of the Level 3 qualification as we strive to modernise the qualifications pathway, achieve clarity for trainees and firms, and promote national qualifications above the minimum entry standard.

It's our place – in fact our mandate – to ensure we're challenging and working with the industry to focus on a future where the bar is raised ever higher, and we're seeing individual firms doing the same. High performing firms will continue to set ever higher benchmarks as they seize the opportunities to increase the professionalism of the services they provide. In this environment, the standards of service the industry offers into the future will inevitably surpass those that are accepted as the minimum standards today.

#### **Removing the Roadblocks to Progress**

Professionalism is all about focusing on the important stuff. It's about having a clear vision of how the industry and the individuals within it want to operate and the professional standing they wish to forge for themselves. It's about ensuring that the energy of individuals and the desires of the collective don't get wasted on less-than-relevant issues that may get deliberately or inadvertently thrown in the pathway.

At this important time in the history of the security industry, ETITO is committed to focusing on the issues that matter. We're committed to working with the New Zealand Security Association, employers, providers, trainees and the regulator to achieve effective partnerships that deliver results. And we're committed to supporting the industry as it embraces minimum standards and drives them up over time.

1 Friedman, A & Hanson, W [2010] Professional Standards Regulation. Bristol: PARN.

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# New Certification Pushed Back

**T**he government has announced that the new crowd controller certification process, a key provision of the Private Security Personnel and Private Investigators Act 2010, will not come into effect until November this year, after the Rugby world Cup is over.

The introduction of new mandatory training requirements for crowd controllers, property guards and personal guards, will be further away. The first announcements about the extent of the requirements are not expected until later in the year.

The new Act nominally came into force on 1 April 2011, but apart from the code of conduct for private investigators there isn't much for the public to see, because it is mainly the administrative parts of the Act that began at that date.

Existing licences and certificates will be extended – provided your application is in by 1 June – so if there is anybody who has convictions that were OK under the old act but not under the new act, at the very least it will be months before they are forced to leave the industry.

Much of the implementation of the act depends on regulations which only started to appear in the form of media announcements in the third week of March, as details on fees and other administrative matters were revealed.

However the mandatory code of conduct for surveillance of individuals by private investigators is one provision of the act that came fully into force on 1 April along with the Complaints, Investigation, and Prosecution Unit (CIPU) whose job it is to enforce it.

A spokesperson for the associate Minister of Justice Nathan Guy was unable to say if there would be a grace period granted by the CIPU for private investigator businesses to comply, although at the time of writing this story there was little more than a week before the yet-to-be-announced code took effect. This left scant time for companies to get a copy of the code after it is announced, develop their own company policies and procedures, and train staff in their application.

Crowd controllers and personal guards will have more time to comply with the act and by 1 November 2011 will need a certificate of approval or licence to work.

Mr Guy says that the November requirements are an important step in cleaning up the industry, improving standards and protecting the safety of the public.

"It's important we have the right people working in this area," he says.

"At the same time, we have been mindful of the potential impact on the Rugby World Cup. This is why we have set a start date of 1 November, after the tournament finishes. Any earlier and we would risk not having enough qualified staff to work in the hospitality industry, and not enough time to find replacement workers either."

Overall the government estimates 9000 new crowd controllers will need to apply.

Still, the disturbing implication that there is not enough security staff in the hospitality industry that can fill out the form and pass a police check is only one explanation for putting the date back till after the Rugby World Cup.

One alternative explanation is that by deferring until after the cup, extra temporary crowd controllers will not have to pay \$170 to apply for a certificate they will only use for a short time during the cup.

But according to Mr Guy, at the cup venues themselves, the regime - without mandatory training - will effectively be in place.

"The major security companies providing services at World Cup venues already have certified staff," says Mr Guy. "They have committed to having their staff certified under the new regime before the tournament begins," he says.

On top of the new crowd controllers, an estimated 12,500 existing licensees and certificate holders are expected to reapply under the new act leading the government to urge the industry to get applications in early.

The application process for licences will be smoother than in the past because it can be done online and applicants will not have to separately advertise in newspapers their intention to apply, as a notice will automatically be posted on the licensing authority web site.

The Ministry of Justice expects certificate applications may take around a month, and licences around two months, to process but this will take longer, if disqualification criteria apply or objections are made.

If you are a new employee in the industry you will be able to apply for a three month temporary certificate of approval. This will allow you to start work more or less straight away while your main application is being considered

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National Manager Tribunals for the Ministry of Justice, Wayne Newall says processing of applications will be done by support staff working in Wellington and that if needed temporary staff will be engaged to manage the initial processing volumes.

He says even though employees will make their own certificate applications, employers can still help staff through the process.

“Employers might want to consider reimbursing or part reimbursing the cost of a certificate for employees and provide access to a computer for staff to make online applications, or arranging for a stock of forms to allow staff to make paper based applications,” he says.

“They also could offer to review applications for staff or provide assistance for those who need it, and because each application requires a photo, a company

could consider arranging to get these photos taken for staff.

In addition, employers may want to thinking about holding information sessions for staff,” says Newall. The Ministry has held a number of sessions with large security companies and the presentation is available at the information for employers link on the **Private Security Licensing Authority website at [www.pspla.govt.nz](http://www.pspla.govt.nz)**.

# PSPPI Act 2010

## NZ Security guide to important dates

1 April 2011	New Act commencement. Mandatory Code of Conduct for surveillance of individuals by private investigators introduced (What is in the code was not public at time of writing). Private Security Personnel Licensing Authority began. Online applications accepted for individual licences and certificates of approval – see link below. Postal applications for a new licence or certificate of approval accepted using downloadable printable forms but cost more than online applications. Complaints, Investigation, and Prosecution Unit began.
1 May 2011	Applications for company licences can be made online.
1 June 2011	Final date for existing licence or certificate of approval holders to apply and have their existing licence or certificate held over while their new applications are processed.
2 June 2011	Existing licences and certificates of approval issued under the old Act expire – unless you have applied for a new one under the new Act.
1 November 2011	Personal guards and crowd controllers required to hold a licence or certificate of approval.
TBA - later this year.	Training, qualification and competency requirements announced. Regulations may exempt certain persons or classes of persons from requirements under the act. Regulations may say what experience or previous qualification will satisfy the training requirements.
TBA - Probably 2012 or later.	Training, qualification and competency requirements become mandatory for crowd controllers, property guards and personal guards..

The website for applications is [www.pspla.govt.nz](http://www.pspla.govt.nz) or go to [www.justice.govt.nz](http://www.justice.govt.nz) and on the tribunal menu follow the link to Private Security Personnel Licensing Authority.

## NZ Security guide to fees

Fee	Paper form	Online application
Individual five year Licence Application fee	\$600 plus annual return fee	\$510 plus annual return fee
Individual five year Licence Application fee	\$725 plus annual return fee	\$616 online plus annual return fee
Annual return	\$30 per certificate holder (max of \$600)	\$26 per certificate holder (max of \$520)
Certificate of approval Application Fee	\$200	\$170

Source: [www.justice.govt.nz/tribunals/private-security-personnel-licensing-authority/important-information](http://www.justice.govt.nz/tribunals/private-security-personnel-licensing-authority/important-information)





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## FDH40S

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Low power consumption - low operating temperature •  
One product suits floor and wall mounting • Universal  
armature - offsets to 55° to suit doors opening past  
90° • Additional flexible mounting in both planes to  
speed alignment • Wall mount extensions available •  
Wall mounted, overall 429mm, is also available finished  
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magnetism • Oversize armature for easy alignment  
• Emergency release button • Electroless nickel plated  
armature and electromagnet • Stainless fastenings •  
Blackened stainless screws • Full local support and back up  
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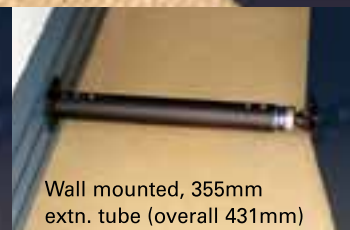
Standard, floor mounted, wall to door distance 114mm



Wall mounted, 126mm  
extn. tube (overall 202mm)



Wall mounted, 156mm  
extn. tube (overall 232mm)



Wall mounted, 355mm  
extn. tube (overall 431mm)

Flush mounted, wall to door distance from 50mm

Surface mounted, wall to door distance 70mm

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# NZIPI Update

I apologise if this update is all about the issues resulting in the new legislation but for our industry this is a major time of change. The Ministry of Justice have been keeping us informed on the new requirements, but with one hand tied behind their back given the final rules, charges and our Code of Conduct had not yet been completed or rather made public.

We do applaud the government for making these changes, especially the five year licensing and removing the requirement to advertise which has always been a good income earner for newspapers. However, it needs to be said that there are a number of factors we are not at all happy about such as the Code of Conduct communication by the MOJ. As this update is written, we have not yet seen the Code but we did submit a submission on the draft and our submission was not acknowledged, never mind considered. I raised this with the MOJ at the meetings on the new Act and



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

Ron can be contacted by email:  
[Ron.McQuilter@paragonnz.com](mailto:Ron.McQuilter@paragonnz.com)

was told the submissions were received but that was the end of discussion and in short, we will get what we get. This is no way, I suggest, to treat a dedicated group of people who spend their entire day fighting crime and trying to keep New Zealand safe.

An issue was raised at our meeting that Certificates of Approval ("COA") will in future be issued to and be the sole responsibility of the COA holder and not the licensee. The penalties for a licence holder who might employ someone without a COA has increased significantly yet there is nothing in the rules that allows for a licence holder to ensure that the COA holder does at all time meet the requirements to continue to hold the COA. By that I mean if the COA holder has say a drink driving or worse, fraud or assault conviction during the period he holds the COA, which could be up to 5 years, the only person notified of the loss, cancellation, etc is the COA holder. There is no communication between the MOJ and the employer(s) and the licensee(s) could then be unwittingly left with a rogue on their books. The solution of course is that all licence holders will need to have a contract drawn up between them and their COA holders, but surely the purpose of a renewed licensing regime should be to solve issues, not create new ones.

The DIA are the agency responsible for enforcement from 1 June and they have also been meeting with various companies gathering intelligence on the likely issues that might arise from the new regime. The NZIPI will at all times assist where possible, especially with those who trade without the proper licence and we welcome that change to the system, whereas before the Registrar could only enforce those who held a licence.

**Ron McQuilter - Chairman NZIPI**  
[www.nzipi.org.nz](http://www.nzipi.org.nz)

## Crowd Controllers - All Bounce no Responsibility

The new Act will ensure that Doormen, known more colloquially as Bouncers are licensed, although the licensing requirements have been put on hold until after the World Cup. The reason for delaying the legislation for Crowd Controllers is obvious, and those that do meet the set criteria will need only to hold a COA. They are not required to be working for a licence holder but can instead form a co-operative of sorts, perhaps colloquially known as a gang and approach bars or similar direct.

In the definition of a Crowd Controller it includes "keeping order," which highlights an area of responsibility that would normally require some form of Indemnity insurance cover. Last week I spoke to a bar owner who was livid his bouncers had not acted to stop drunk youths flood the entire nightclub basement, resulting in an insurance claim. The new legislation will not assist the owner or the insurers, indeed my forecast is that you will see a rise in a black market economy with gangs of Crowd Controllers working on bar doors with no-one person responsible for them (or else that person will need to hold a Company licence to employ), with no insurance, no proper records, no tax being paid and swopping badges. And that is them just arriving for work. Wait till the real trouble starts.

The obvious question here is why is it even called a Certificate of Approval and not just a licence.

# Trade Testing

Have you ever wondered what it takes to become a locksmith?

**R**ecently another group of locksmiths sat their Master Locksmiths Association Qualification exam. I had the privilege of being the examiner. All the candidates in this particular group were male and aged between 20 and 65. This particular group were all from the Upper North Island, and work in a variety of situations. Some are primarily on the road while others work primarily from a shop. Some specialise in automotive work, others in lock installation, while others work with Master key systems or in some other area. But one thing that was common to them all was the desire to succeed.

The all day examination did spot checks on a wide range of skills. A few of the subjects included were:

- ☐ Picking locks
- ☐ Impressioning locks
- ☐ Reading locks
- ☐ Installing locks
- ☐ Safes
- ☐ Automotive
- ☐ Master keying

In all, there are a total of 12 primarily practical sections and one written section. Locksmiths invariably do better at practical exams because our whole focus is around, "Can we do it on the job next week?" We don't really worry about those who can talk big.

One of the things that happens when you meet a new group of people is that you start to figure out what are the similarities and differences that coexist within the group.

For instance you might consider who is "happy to stand back and let the world drift by" as opposed to those who want to make things happen. Well, this group of candidates was all made up of people who want to make things happen. Clearly each had certain areas of work at which they were most comfortable, but that didn't

stop them from employing their expertise on other types of work. It was evident that doing a job well was important to them all. They put their best into each job. It was, in fact a thrill to watch them as they each spent a whole day working through a wide variety of practical exercises and written questions to make sure that while they have individual preferences and opportunities of the work they do, that they are capable of turning their hand to all manner of locksmithing jobs should the need arise.

For me this was particularly satisfying, because when we formed the Master Locksmiths Association many years ago, it was this desire to improve the industry and the people working in it that was at our focus. In those days there was no locksmith training school that we could go to. There were no training classes of how to do a job properly. Instead each person picked up knowledge where he could. There was no email or internet. In this isolated environment a few succeeded admirably. But since then the average level of ability has improved massively.

It was just in time too. In the last 20 years the rate of change of locksmithing techniques has grown massively to match the enormous change in the locks and security devices becoming available on the market. We have electronic security built into many of the top end keying systems. We have resistance to a multitude of surreptitious "picking methods". We interlink to a vast array of security options, from access control systems to automotive control gear. From Digital safes to TSA rated padlocks suited to passing through Customs Clearance.

For you the customer, the result is that you can go with confidence to your Master Locksmith when you have security requirements. Each person who has passed their qualification has got there by putting in the "hard yards" of learning



and practising so many skills, so many times. They did it to make themselves better and that in turn provides you the certainty that your Master Locksmith cares. If they haven't yet passed their qualification but they have had the sense to do their apprenticeship working for a Master Locksmith, where better to learn? Either way you end up with the best result. From small simple solutions to complex operations, we can provide you with help.



Fraser Burns is a member of the New Zealand Branch of the Master Locksmiths Association of Australasia Ltd.  
Email [safe@safemasters.co.nz](mailto:safe@safemasters.co.nz)  
or contact the Master Locksmiths Association of Australasia Ltd.  
Web: [www.masterlocksmiths.com.au](http://www.masterlocksmiths.com.au)  
Email: [national@masterlocksmiths.com.au](mailto:national@masterlocksmiths.com.au)  
Ph: 0800 652 269





# Crime Prevention Partnership Forum: Rugby World Cup CCTV Mapping Project

**T**he commitment invested in the Crime Prevention Partnership Forum, by the New Zealand Security Association and others, is now bearing fruit.

The Crime Prevention Partnership Forum (CPPF) was launched on the 4th June 2010, as a high level partnership between Police and business.

The Forum combines the resources and goodwill of members to improve community safety through:

- ❖ developing crime prevention initiatives nationally
- ❖ sharing information effectively to disrupt criminal activity
- ❖ aligning resources and activities to effectively prevent crime

The CPPF has undertaken a number of initiatives already including analysis of crimes such as bank robbery, sharing of information on fraud offenders,

## The CPPF members are

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

consultation with members on insurance investigation standards; and discussions on crimes such as retail theft, stolen vehicles and assaults on taxi drivers.

This group are co-operating at a very high level and employing a multi-faceted, multi-agency approach to Crime Prevention.

The forum has launched through its members a new national New Zealand Police, Closed Circuit Television (CCTV) mapping project.

The objective of the CCTV mapping project is to map and record CCTV locations and related information in order to assist police investigations and increase community reassurance. It is the initial intention to have key Rugby World Cup 2011 (RWC) locations mapped in time for the tournament later this year. It is envisaged that the project will be extended post-RWC.

In order to assist police investigations, should an incident occur in an area that is covered by the CCTV mapping project, the New Zealand Police would use the information gained from the project to identify any CCTV cameras that may have captured the incident. Subsequently, the New Zealand Police would use the CCTV mapping project data to identify the relevant CCTV owner(s) of those cameras of interest for the purpose of the investigation and make a request in writing to access or view the relevant footage.

In order for this project to be successful, the Crime Prevention Partnership Forum (CPPF) has been approached by the New Zealand Police to assist with the collection of CCTV data.

The data the New Zealand Police are interested in collecting is broadly outlined as follows:

## The NZSA will be

- ❖ Canvassing all its members to provide the required information.
- ❖ Supplying its members with access to a copy of the New Zealand Police report on the RWC CCTV Mapping Project.
- ❖ Providing its members with an introductory letter for their clients.
- ❖ Providing copies of a standard authorisation by clients' letter, as provided by the New Zealand Police.
- ❖ Supplying a copy of the information required regarding each installation.
- ❖ Collecting all data supplied by the members of the NZSA, co-ordinating said data and providing to the Police.

- ❖ CCTV camera(s) location information;
- ❖ CCTV camera ID number;
- ❖ CCTV specifications (e.g. fixed, pan and tilt, zoom, field of view, frame rate, image resolution etc);
- ❖ Storage details (digital or analogue, length of time imagery stored etc);
- ❖ CCTV owner/point of contact name and details (e.g. phone number);
- ❖ Monitoring organisation, hours of monitoring and contact details (if applicable).

The NZSA through its members are uniquely placed to gather the necessary information and thus assist the NZ Police to be successful in their objectives of:

- ❖ Determining what CCTV coverage exists in certain locations of interest for investigation purposes.

- ❖ Identifying coverage gaps of high risk/profile public areas.
- ❖ Standardising collection of CCTV information.
- ❖ Assistance to CCTV system users.
- ❖ Speed up access to information after an incident.
- ❖ DETERRENCE and REASSURANCE.

Initially the project will target installations near:

- ❖ RWC Fan Zones.
- ❖ Entertainment districts and 'party' areas, such as key bar/restaurant locations people are likely to frequent before and after a RWC match;
- ❖ Key transport hubs;
- ❖ Key public foot traffic corridors between RWC match venues, 'party' locations and transport hubs;
- ❖ Key public car park locations;
- ❖ Public parks;
- ❖ Other key CBD locations as identified by NZ Police.

The collection and maintenance of this data must not be considered as a one-off commitment, and therefore a regular update of the information will be required to ensure that it remains current and useful.

This project has the full support of the NZSA though participation in the CCTV Mapping Project is voluntary.



*Peter Freeman is the Past Chairman of the New Zealand Security Association (NZSA) and National Channel Manager of Signature Security Group.*

# ASIS NZ Inc

2011 is evolving as a year of back to basics in regards to the core aims and principles of ASIS International with respect to promoting education, professionalism and networking opportunities for members.

## Education

As described in the previous issue of NZ Security, ASIS administers three internationally accredited certification programmes.

- Certified Protection Professional (CPP)
- Professional Certified Investigator (PCI)
- Physical Security Professional (PSP)

Each has its own area of specialisation albeit the CPP is an overarching generalist certification awarded to individuals whose primary responsibilities are in security management and who have demonstrated advanced knowledge in security solutions and best business practices.

Uptake of the 2011 certification programme has been enthusiastic so far, but there are opportunities for other candidates to participate in the study programme for examinations to be held in November this year.

Further educational opportunities are offered by participation in monthly branch meetings in Auckland and Wellington, ASIS International Webinars, the ASIS International monthly magazine Security Management, and participation on any number of ASIS International consultation groups. In addition, ASIS International conferences around the world are highly regarded and are excellent opportunities for further education and networking opportunities.

## Professionalism

Involvement and participation alongside other industry bodies in promoting standards and professionalism to government, business and the wider public are a core aim of the chapter and the credibility of its members are central to its ability to do so effectively. The chapter's Ethics and Complaints committee is developing policy in relation to membership criteria and a complaints and investigation process specific to New Zealand, which aim to ensure that the high ethical standards expected of all members are maintained at all times.

## Networking

Networking with likeminded professionals provides significant opportunities for seeking out linkages for business, services, or information, and the monthly branch meetings provide an excellent opportunity for this to happen. These meetings in both Wellington and Auckland are well subscribed and feature interesting and respected speakers on relevant and topical issues. The broad base of ASIS NZ members ensures that significant opportunities exist for connecting with industry peers from across the various sectors. Recognising the need to consider members external to Wellington and Auckland, and also the size of Auckland itself and travel challenges involved, chapter members are considering options for engaging with members around the country, and externally, including the use of technology based "virtual" meetings and occasional physical regional meetings in other centres. The executive seeks to look for ways for the chapter to remain "fresh" and relevant and welcomes ideas for ways in which more members can be engaged and share in the opportunities provided by networking with each other.



## Alistair J Hogg, CPP, MSc

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

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

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

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

Email: [alistairh@aotea-southern.co.nz](mailto:alistairh@aotea-southern.co.nz)

# Rare Insight Into IT Security Firm

**A** New Zealand specialist IT security firm, Aura Software Security Ltd, is sharing its winning ways through a case study that has just been published on the Internet.

Aura won the 2010 Electra Kapiti Horowhenua Business of the Year accolade and has now allowed its approach and responses to growth to be revealed in a professionally compiled case study to assist other businesses.

According to the case study writer, Chris Ineson of Driving Forces, the company has not only set very high standards for itself but an aspiration that is truly 'galactic'.

Aura has created end-to-end IT security consulting services based on 'penetration testing' where they (safely) attack a customer's websites and IT systems, give the customer feedback on how hackable they are, what needs fixing and recommendations on how to fix it.

It employs 16 staff. The principal shareholders are Andy and Diane Prow. Its head office is in Otaki on the Kapiti Coast, with offices in Wellington and a sales & business development manager in Auckland servicing customers in Christchurch, Sydney and London.

It expects to keep on evolving to reflect the rapid changes in the international software development market. If it doesn't it knows it will lag behind its competitors and eventually perish.

They discovered that not only does technology change but customers' expectations and levels of sophistication change with it and they (Aura) have to be able to respond.

Equally, understanding the market the business operates in is just as important. For most New Zealand businesses that have aspirations in the huge and highly competitive international market the niche part of that market is one of the more logical starting places. But Aura found this in itself is not sufficient.

**Aura won the 2010 Electra Kapiti Horowhenua Business of the Year accolade and has now allowed its approach and responses to growth to be revealed in a professionally compiled case study to assist other businesses.**

Identifying and getting into any market requires research, networks, reliable advice, hard work and perseverance.

The security aspect of Aura's business has evolved to become its core driver. Four years ago it represented 10% of turnover; in 2010 it represented 99%.

This is the result of:

- Retaining and growing existing customers and recruiting new ones.
- Growing awareness by the business community about the importance of IT security, especially high level security in fields such as banking, communications, medical, government, military and police.
- Recognition that IT security is a growth area and that it makes good business sense to apply the maxim "go where the money is".
- It is global with enormous untapped possibilities.

For Aura, staying internationally competitive means having to keep abreast of developments in the international IT security market.

Aura's aim is to add (significant) value to its customer services

Aura has created a holistic approach to software security that involves a seven step process with each adding value to the one before it to create an integrated value added chain.



*Andy and Diane Prow are the principal shareholders of Aura Software Security Ltd the winners of the 2010 Electra Kapiti Horowhenua Business of the Year*



Another aspect of its value added business approach is IT governance - a relatively recent dimension to IT security

Aura knows that to be seen as a long term credible business and as part of its growth, it needs a formally constituted governance structure that is capable of applying, testing and evaluating strategies, implementing sound business practices and laying the platform to take the business forward.

Aura's board currently consists of two people, Andy Prow and an external chair, Dion Mortensen (an expert in start-up and small business growth, mergers and acquisitions). The board's remit is to drive the company's strategy and plan, monitor its progress and results and change accordingly.

Aura anticipates there will be further board appointments over the next 12 or so months. The aim is to build a team of high quality people with experience in areas of strategy, exporting and investment.

The management team has been bolstered with the appointment of a Chief Executive to help Aura grow operationally in New Zealand.

Aura has made a business decision to focus on businesses that align with where it is strategically heading which means that sometimes it turns down work that does not meet these criteria.

Aura is not the biggest player on the block but it has addressed this



by generating its own 'critical mass' through a series of strategic partnering. Previous experience has shown them that partnering (defined as working with, rather than being part of another business) is a better option for it than a partnership. Partnering suits its operating style and enables it to move into new markets while at the same time maintain control over the quality of its services and the marketing of them.

A good example of this has been providing their full range of services to Xero ([www.Xero.com](http://www.Xero.com) - "The world's easiest accounting system"). Xero was

founded in 2007 by Rod Drury and is on its own global high-growth path, making it an international advocate for Aura's services. Another strategic partner is Endace, based in Auckland, who sell a high-end computer network device globally. Aura has partnered with Endace to provide the ability for their RedEye product to sit on the Endace system, providing Endace with a market differentiator against their competitors.

In 2010 Aura was ranked 284 in Deloitte's Asia Pacific Technology Fast 500 (this is top 500 revenue growth IT companies in NZ, Australia, China, Singapore, Malaysia, Japan and South Korea). This year it is on track to make the Top 50.

The entry and assessment process of the Electra Business Awards meant Aura had to look at and validate every aspect of its business from vision and strategy through to bottom line financial performance.

In addition to being named Electra Business of the Year for 2010, they won the Hi Growth, Customer Services and New Thinking categories and were finalists in two others.

They saw the Electra Kapiti Horowhenua Business Awards as a means of measuring how they matched up against other businesses in the region and used them as a business tool to self assess the state of their business against the criteria and as evaluated by the Award's assessors. They used the assessment and follow up report as a tool to improve their business practices.



The Aura Software Security case study can be read or downloaded from [http://www.electra.co.nz/businessawards/business\\_of\\_the\\_year\\_case\\_studies/index.htm](http://www.electra.co.nz/businessawards/business_of_the_year_case_studies/index.htm)

# Take the cost, complexity and frustration out of two-factor authentication

Combine physical and logical access control on a single card to address the challenges of strong authentication in network security

Organizations of all sizes are struggling to implement and enforce strong security without raising costs, increasing the management burden on IT and impacting user productivity. No longer can this issue be brushed aside as most industries now have data protection standards and compliance requirements that must be met.

A July 2010 CSO magazine *Market Pulse* study found that 93 percent of the IT leaders surveyed feel pressured to improve enterprise security due to increased risk. These risks come in the form of internal and external threats.

That said, their three main focus areas for the coming year are (1) meeting compliance requirements, (2) protecting intellectual property and (3) preventing data loss. They agree that two-factor authentication could be a key enabler to help them achieve these goals. Still, many are reluctant to deploy this stronger form of authentication due to cost,

complexity and the burden on users to carry yet another item, such as a token or a USB device.

HID Global addresses these concerns by placing building (physical) and network (logical) access control on a card already in use as an identity badge to gain access to an organization's buildings.

The HID on the Desktop™ solution—comprising access control cards, OMNIKEY® contact and contactless card readers, and naviGO™ management software—provides a cost-effective, user-friendly solution for a strong security posture.

HID on the Desktop provides varying levels of risk-appropriate security solutions to suit an organization's risk tolerance and budget. For instance, card technology ranges from basic two-factor authentication using the card and a PIN to a higher level of network security that uses Public Key Infrastructure (PKI) and digital certificates.

HID extends an organization's existing card-based access control system to network security, offering a simple, convenient option for two-factor authentication that is affordable, reliable and secure.

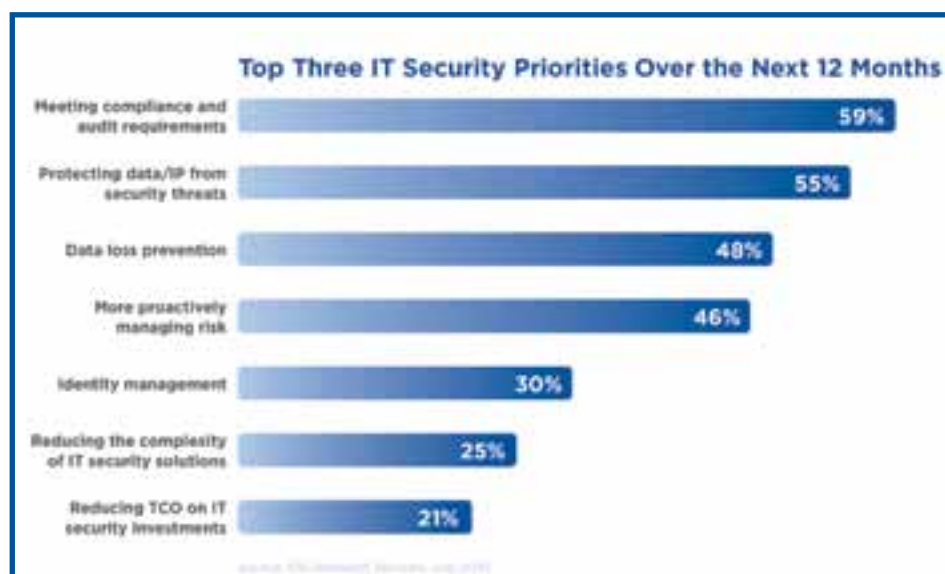
## IT's pressure cooker

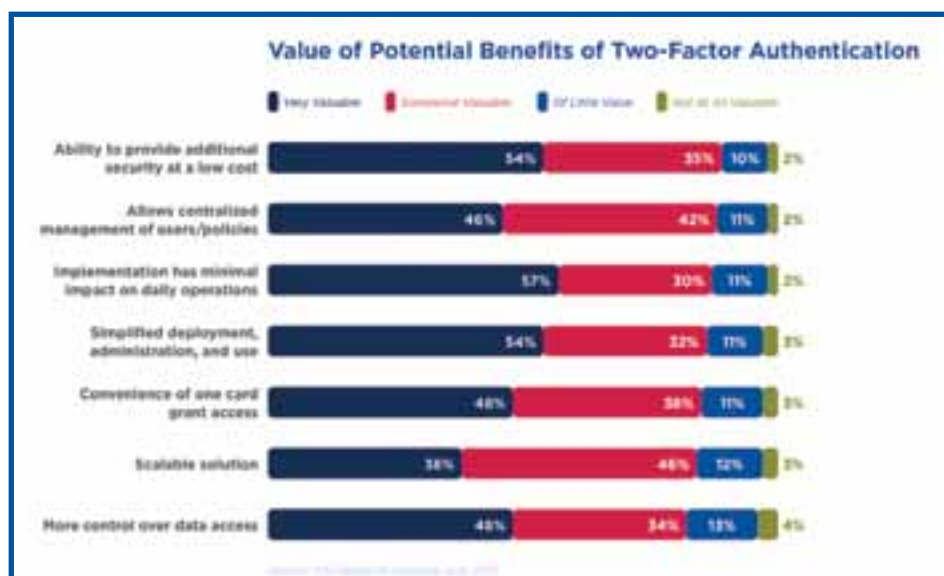
If there's one clear result from the CSO study, it's that IT leaders are aware of the need for heightened security. As noted above, the vast majority, reflected by their survey responses, know they have to boost network security to handle the increased volume of threats coming at them.

Another factor that is forcing them to confront security head-on is the rise in regulatory and compliance requirements—92 percent of respondents agree this is making the landscape more challenging.

At the same time, 91 percent of respondents reported that IT security technology is becoming more complex. The conclusion that can be drawn from this data is that although IT leaders are under the gun to do better in terms of protecting their networks, vast and complicated security architectures are proving too cumbersome to manage and maintain.

As an example of how this complexity is thwarting their efforts to address security, in the past 12 months, 47 percent experienced escalating costs of user access and 45 percent had difficulty auditing the environment due to fragmented systems. Despite such obstacles, a majority of IT leaders surveyed identify their top objectives for the next 12 months as meeting compliance requirements (59 percent), protecting data and intellectual property (55 percent), and data loss prevention (48 percent).





### Stepping up security

Until now, many companies have used baseline security, such as username and password, to control access to data and many will continue to settle for this out-of-the-box solution.

Unfortunately, this will most likely have disappointing results.

The inherent weakness of username and password systems is commonly known. In 2006, Microsoft co-founder Bill Gates, in his keynote address at an RSA Security conference, pointed to username/password systems as a significant security problem. "Another weak link is authentication," Gates said. "Today, we're using password systems, and password systems simply won't cut it; in fact, they're very quickly becoming the weak link."

The problem with username and password systems starts with the concept of a username itself.

Most follow a simple format such as the user's first initial and last name so that they are easy to remember. Unfortunately, this simplicity makes them easy to guess by hackers. That leaves only the password as a means for protecting access to an organization's data.

Many IT administrators allow users to choose their own password. But the onslaught of password cracking tools, keystroke loggers, network monitoring tools and brute force attacks has forced IT to take more control over this process. In addition, passwords can be stolen via shoulder-surfing (where someone looks over a user's shoulder) or through social engineering such as phishing scams.

Some organizations allow users to share logins and passwords. This approach is risky as it does not enable IT teams to track and audit individual user activity while enforcing role-based policies for

internal and external users in order to meet government and industry standards.

To combat this problem, IT issues guidelines that require users to each have their own login and password. They also demand the use of "strong" passwords that include numbers or special characters. Some have instituted policies that increase the length of passwords or force users to frequently change their passwords. All of these methods produce the unintended consequence of passwords being written down on sticky notes or scraps of paper. By trying to enhance security, IT has wound up negating password "secrecy" and compromising network safety.

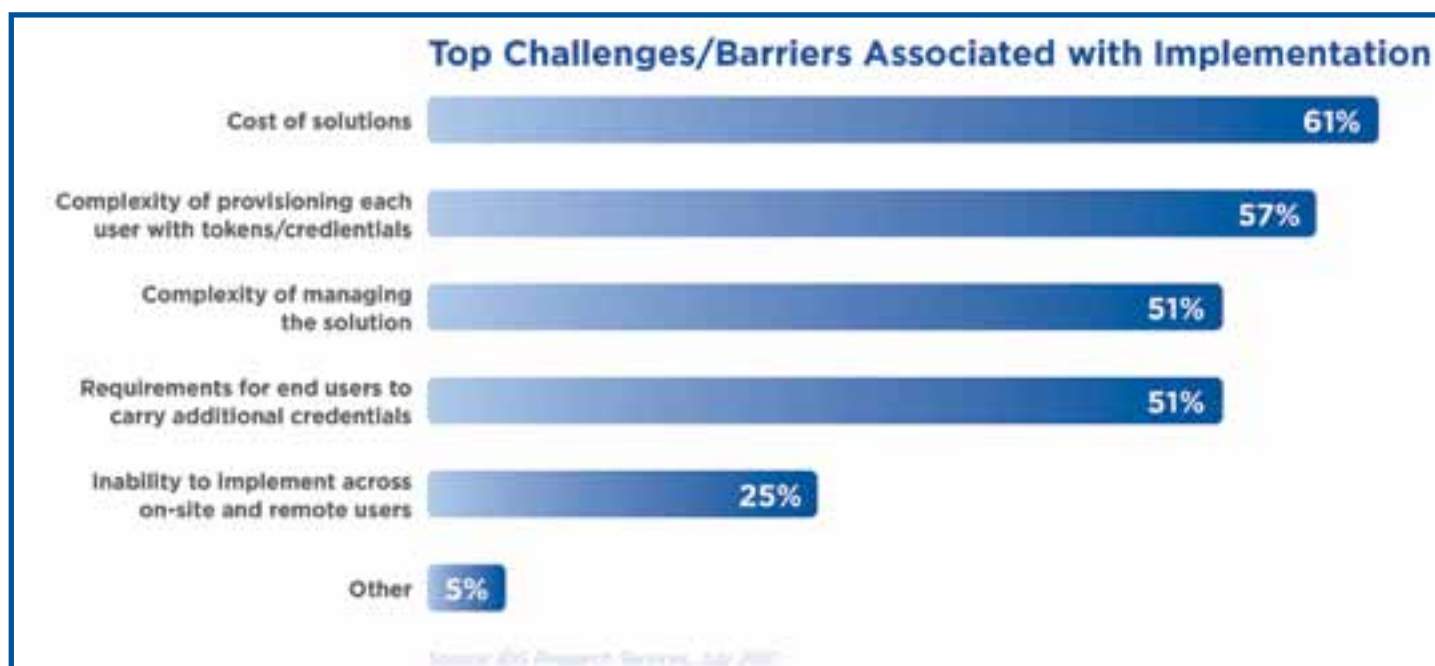
### Getting "smarter"

The potential for compromised security that username and password systems present is addressed head-on with two-factor authentication. Two-factor authentication requires users to provide something they have, such as a smart card, and something they know, such as a PIN. Even if the PIN is compromised, without the card as the other factor, authentication is impossible.

Gates warned that the password problem was bound to get worse as more passwords are needed.

He lauded what he called 'multi-factor authentication.' "We need to move in the direction of smart cards, and multi-factor authentication must be built into the system itself. We need the ability to track what goes on and have a built-in recovery system," he told the RSA attendees.

The solution to the problem that Gates lays out lies in two-factor authentication, which represents a much more complex





security model, making it difficult to bypass or spoof. However, it's a method that is familiar to users. It resembles the ATM model where a user presents a card to a machine and enters a PIN to gain access to his account.

Among the CSO survey respondents, 61 percent say that they have not implemented strong authentication, but believe it would help them meet their top objectives.

So, if they're convinced that two-factor authentication is the path to a stronger security posture, what's standing in the way? Just over 60 percent of the survey respondents cite cost, 57 percent point to the complexity of provisioning tokens and credentials, 51 percent note the complexity of managing the solution and 51 percent cite the burden on users to carry yet another item with them, such as a token or USB device, as a barrier. A full 25 percent note the difficulty of implementing two-factor authentication across on-site and remote users.

In essence, for organizations to get onboard with two-factor authentication the solution must be simple for the user and not disrupt productivity; easily and affordably scaled as the user base grows; simple for IT to deploy and administer; and provide a way to meet regulatory and compliance demands across the entire organization.

### Alleviating two-factor authentication concerns

HID on the Desktop does all of this by leveraging the physical access ID cards that more than 75 percent of the respondents say they already have and use on a daily basis. Organizations are accustomed to provisioning and managing these cards, and users are accustomed to carrying them, facilitating the transition to two-factor authentication on laptops and at the desktop.

In fact, just over a third of IT teams are unaware that they can extend their physical access control solution to network access control, according to the CSO Market Pulse study. However, they do see value in such a system. An overwhelming majority, 88 percent, see the value in such a solution to provide additional security at a low cost. They also value the fact that a converged card solution that provides both physical and logical access allows centralized management of users and policies, that implementation has minimal impact on daily operations, and that it provides simplified deployment, administration and use. Finally, they appreciate the fact that it's scalable, provides ability to audit data access and offers convenience by having one card grant access to offices, desktops and networks.

All of these value propositions led 7 in 10 respondents to say that they were likely to consider a converged two-factor

authentication solution like HID on the Desktop.

Depending on the risk level required by the organization, HID on the Desktop provides various risk-appropriate solutions. For instance, organizations highly concerned about security can use HID's Crescendo smart cards, which are PKI-enabled. Just below Crescendo is iCLASS, a contactless smart card. iCLASS secures the session with encryption and mutual authentication. Finally, users looking for a simpler, yet still strong, two-factor authentication strategy can make use of the widely deployed Prox contactless smart card.

All of these options, which fall on a continuum of strong authentication security, are far more secure than username and password.

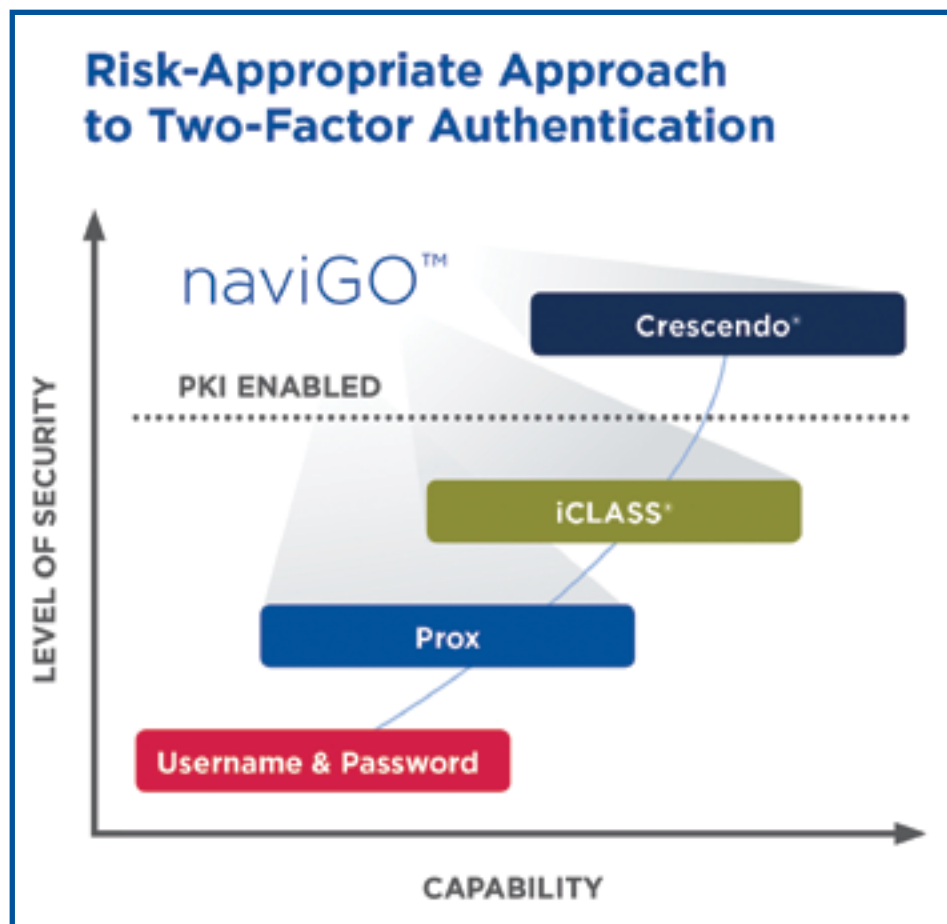
### Self service security

All HID cards work in conjunction with HID's OMNIKEY contact or contactless card readers, available in a variety of form factors to suit the needs of nearly any application. naviGO software reads a user's card and requests his/her PIN. If the user can't remember that information, he or she is provided an emergency portal that features steps to securely retrieve it via knowledge-based authentication (KBA). This self-service approach eliminates the need for IT to get involved and reduces the cost that can be incurred by password resets in terms of IT time and loss of user productivity.

Organizations can also use HID on the Desktop to set and enforce automated centralized access policies for on-site and remote users. These policies tie into Microsoft's ActiveDirectory via naviGO so organizations can easily track and audit individual user activity to comply with industry and government mandates.

As we pointed out earlier, an overwhelming majority of survey respondents—some 88 percent—recognize the significant benefits of leveraging existing physical card access systems in a two-factor security environment.

HID on the Desktop is an easy and affordable solution to increasing security in your organization and meeting regulatory and compliance demands. Now is the time to act to create a highly secure data environment with the convenience and cost-effectiveness of the HID on the Desktop solution.



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## IQeye Alliance-mini Mini Dome Camera



**IQinvision**  
smart camera systems

IQeye Alliance-mini domes are tiny, tough and perfect for security surveillance, marketing and web attraction. The impact resistant bubble is less than 3" (74mm) and each camera includes black and beige trim rings allowing them to blend seamlessly into any indoor architectural installation. Their lightweight construction allows for easy mounting on ceilings or walls and the PoE, true 3-axis gimbal and locking shroud design saves time and money on installation and maintenance.

- MAIN Profile H.264 or MJPEG
- 0.2 Lux Low-light Performance
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- Megapixel Lens & Motion Detection
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- Low-power Consumption (<2.8 Watts)
- Extreme Wide & Telephoto Lens Options
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## IQeye Alliance-mx HD Vandal Dome Camera



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Alliance-mx Standard and High Definition dome cameras provide exceptional image quality in the most demanding indoor/outdoor environments. Alliance-mx uses MAIN Profile H.264 to deliver exceptional high-definition clarity at up to 30 frames-per-second. A high-quality, ultra-strong polycarbonate bubble and powder-coated aluminum body make Alliance-mx vandal resistant yet esthetically pleasing in any scenario.

- Indoor/Outdoor Surface Mount Dome (IP66)
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- On-Camera Multi Motion Detection Windows
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These tough vandal domes are made from rugged aluminum with impact resistant GE Lexan™ polycarbonate bubbles. The simple mounting, 3-axis gimbal and pivoting lens shroud saves time and money on installations and the EZ Glide™ lens and DUAL analog video ports gets the focus and field of view perfect every time.

- Resolutions up to 5 MP
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- 30 fps @ 1080p, 10 fps @ 5 MP
- Two-Way Audio
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- IP66/NEMA 4 Outdoor Enclosure
- Indoor/Outdoor Vandal Resistant Dome
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### KCV-D374 - Kocom's ultimate intercom



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

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

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

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

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

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### Security Commander™ has arrived



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

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

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

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

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### Hillsec heats up with Flir Systems



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

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

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

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

For all product information visit your local Hillsec branch.

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## Dallmeier DMX 1600 S Matrix

Your ideal entry into the world of Video IP solutions!

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

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



## Dallmeier DMS80

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

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



## Dallmeier DDZ4010HD - SM PTZ

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

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- Resolution: SD, HD (720p, 1080i, 1080p)
- Frame rate up to 60 fps2)
- Video compression: MJPEG, H.264
- Simultaneous multi-streaming with independently adjustable resolutions, frame and bit
- Motion detection with selectable sensitivity
- Weather-proof variant



## AXIS Q1755/-E Network Cameras



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

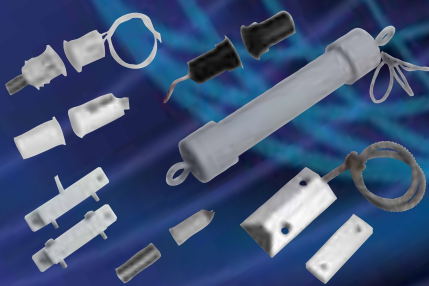
The cameras enable multiple, individually configurable streams in H.264 and Motion JPEG. H.264 greatly optimizes bandwidth and storage without compromising image quality. AXIS Q1755/-E cameras have 10x optical zoom, 12x digital zoom and auto focus.

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

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



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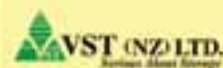
## Synology Surveillance NVR with NAS



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

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## Panasonic NVR WJ-NV200K



The WJ-NV200K provides the first real alternative to analog DVRs – at an analog price point!

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Installation is simplified by quick setup automatic camera detection and simple setup wizard – all without requiring a PC.

Real time Face Matching is also achieved using the Face Detection feature of the Panasonic Smart HD range of IP cameras. This provides fast detection and matching VS a stored database of known faces to alert the operator / store owner of unwanted guests.

### Features Include:

- 16 Camera NVR
- H.264, MPEG-4 and JPEG multi format
- Simple mouse / monitor operation with intuitive GUI
- Quick search with calendar / timeline
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- Real time Face Matching with Smart HD cameras
- DVR price point!

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# Panasonic

## Panasonic Video Doorphone VL-SW250BX



Main Monitor



Wireless Monitor



Door Station

The VL-SW250BX is the latest video door phone from Panasonic. Monitor and even open the door remotely via the wireless handset. The main station stores up to 400 images to see who has been knocking while you were out!

Ease of installation as a single twisted pair is all that's required from the gate station to the main monitor.

### Features Include:

- Video Intercom unit with wireless remote handset
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- Voice changer function
- Simple installation
- Door release function
- 20 apartment Lobby unit available for expansion

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## Panasonic SD5 Dome WV-CF504E



Panasonic have released an internal dome variant of their class leading Super Dynamic 5 analog camera. The WV-CF504E has the same functionality as the popular full body camera in an attractive compact dome.

SD5 is still recognized as the best performing camera in severe backlight situations! perfect for retail, corporate and industrial applications.

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

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Full HD  
1080

Compact Affordable 1080p HD  
Security Camera

- Excellent 1080p HD picture quality supporting H.264 at 15fps
- 3 Megapixel (2048 x 1526) maximum resolution
- Three codecs (h.264, MPEG-4, JPEG) and a dual streaming capability
- The Exmor CMOS sensor incorporated to deliver high quality and low noise

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Weatherproof IP66

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- The "Exmor" CMOS sensor incorporated to realise high image quality and low noise

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- Low power consumption
- Weather resistant
- Superior holding strength
- Dual Voltage
- Field Changeable

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Holding Force: Over 1300kg. Dual Voltage: 12V DC 200mA or 24V DC 100mA. 4 Hour Fire Rated. Power to Lock or Power to release – Field Changeable. ANSI Footprint.

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### Specifications

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- Tweeter: Pivoting. 1" Mylar
- Crossover: 6 dB per Octave
- Sensitivity: 90 dB
- Frequency Response: 45 Hz – 20 kHz
- Power: 75 W
- Impedance: 8 Ohms
- Switches: N/A
- Cutout Dimensions: 205 mm
- Outside Dimensions: 242 mm
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Your specially written NZSecurity Magazine Profile will put you in front of a highly targeted network that has been developed by NZSecurity Magazine over 15 years. The only specialised network of its type in New Zealand, it covers all regions and all sectors incorporating all the key people you need to reach.

The profile is a double page story written for you to engage the readers, your resellers and customers, in a way that they can relate to, building trust and knowledge as they get to know you and your products.

It's easy. You tell us your story and our experienced professional writers will shape it until it works for you.

Your story will reach thousands of readers of NZSecurity Magazine, raising your profile even further among end users, staff and other security industry personnel by positioning your story in a highly desirable position in the magazine.

To take advantage of this cost effective opportunity you need to book early because space in each issue is limited.

CALL CRAIG FLINT ON 09 409 2018

## Cost effective

A profile costs less than posting out A4 brochures, even if you had all the up-to-date addresses in your own database.

You could pay someone to create and constantly update a database – a hugely time consuming job. You could pay someone to stuff thousands of envelopes. You could find and engage a professional writer. You could find and engage a professional layout designer.

And once you did all that, a large percentage of all your hard work could be binned by the company's receptionist, along with the junk mail.

But there is another way: you can save all that money and hassle, and count on your message getting past the front desk to the people you need to reach.

## Convenient time saver

A single call will set the project going, leaving you to concentrate on managing your business. Call Craig Flint at NZSecurity Magazine, save time and hassle and get your message in front of the people who can help grow your business.

## Credible

With a NZSecurity Magazine Profile you have the opportunity to be associated with the highly credible and trusted NZSecurity Magazine name and reputation built up over many years. NZSecurity Magazine will not devalue its own brand or your company by profiling inferior companies, products or services.

## Tell a story

In a NZSecurity Magazine Profile, you will be telling your story focusing on the benefits for the reader. That is what sells. It is not a brochure filled with technical specifications, it is not marketing puffery, and it is not a highly stylized advertisement. It is a story about your company, your products, your services. Mostly it will be a story about people, who you are, and why you are worth the customers' business. What benefit there will be to them if they choose your products and services. Even better, if you have a happy customer – let them help tell the story for you.

This kind of profile engages the reader in a way no other sales and marketing document can, building trust in you and your products and services.

## Increase the power

Increase the power of the message with a companion display advertisement (optional). Let the profile tell the story, and the advertisement showcase the product.

This combination adds up to far more than the value of either individual approach because the profile and advertisement reinforce each other making it ideal for launching new products and services.

Most effective of all is to use a NZSecurity Magazine Profile to launch a campaign, for your company or new product. Follow up with a program of advertisement over subsequent NZSecurity issues reinforcing the value of the profile over a period of months.

A combination story and an advertisement package brings you a stronger marketing message, yet the combinations cost you less.

CONTACT CRAIG FLINT ON 09 409 2018  
or by EMAIL: [craig@newzealandsecurity.co.nz](mailto:craig@newzealandsecurity.co.nz)  
and ask about a NZSecurity Magazine package deal.



## Easy process

1. Decide what the focus of your profile will be - your new product, your company, your new team, your new premises or any combination.
2. Make a simple phone call to Craig Flint at NZSecurity Magazine.
3. Our writers will call you or meet with you in person to uncover the story you want to tell. You don't need to have material all polished up and ready or worry about what you need to say. Our professional and experienced writers will walk you through it, their job being to tell your story.
4. A draft will be emailed to you and it will not go any further until you are 100% happy with it.
5. A layout will be emailed to you for final approval. This can also be used to order extra printed copies to use as your own flyer, or added to your website.
6. Standby for results.

# An ID Change for Cardax

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

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

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

For further information visit: [gallaghersms.com/renaming](https://gallaghersms.com/renaming)

