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THE MATRIX SECURITY NEWSLETTER

A helping hand for Kidney Kids

Matrix Security believes it's important to give back to the community and has recently sponsored a Kidney Kids camp – where 31 children suffering from serious kidney problems enjoyed a fun-filled weekend.

Kidney Kids is a not-for-profit organisation founded in 1990 to provide emotional support for parents of children with kidney disorders. This organisation provides two camps each year for kids from all around New Zealand suffering from Kidney disorders. At the latest camp, kids aged from 8-15 years spent a weekend enjoying time at Snow Planet (the indoor ski-field), fun on the sea, go-karting and boating.

Kidney Kid's National Director of Family Support, Elaine Simons, says the camps help both the sick children and their families.

"The weekends we organise are a great opportunity for kids suffering from kidney problems to socialise," Elaine says.

The action-packed weekend camps also give parents the opportunity to spend some time with the siblings who often feel left out because of the needs of the child who has kidney disease.

"We are very grateful to Matrix for their donation. It gives these kids a chance to experience opportunities at camp not always available to them because of their medical conditions," says Elaine.



Matrix Security Officer Graham Qiri is pictured with Elaine Simons and Kidney Kids camper, Melissa.

Matrix's professionalism restores client's security

The professionalism of Matrix Security has restored a Glendowie resident's sense of security after a frightening attempted burglary.

Mary was securing her home one evening when she spotted two hooded offenders entering the property next door, which she also owns.

Unaware they were being watched, the brazen pair disregarded security lights as they moved to the back of the house and began to tear at the spouting.

Fortunately, Mary's call to 111 brought an immediate response and the arrival of a Police car scared the offenders away.

However, the 'incredible experience' of seeing the pair enter her property and another incident the following night – which also required Police presence – unsettled Mary. That's when Matrix Security entered the picture. Recommended to Mary by a trusted source, the company's response to her situation has impressed her enormously.

After reassuring initial contact with salesperson Bob Lemalu, Mary received a visit from security officer, Darrell Knight, who works on both the Remuera and eastern bays Green Reflector runs. The experienced security officer had only just introduced himself when one of the offenders walked past the property. What happened next gave Mary absolute confidence that her security was in good hands.

"I noticed Darrell's response immediately. He didn't look away or back off – instead he made it very clear that he was 'eyeballing' the man. Within seconds of meeting Darrell, I knew I didn't have to worry about my security any more," says Mary.

That sense of security was reinforced just days later



Matrix Security officer Darrell Knight with his grateful client, Mary.

when Darrell was one of four patrolling officers who responded within minutes to Mary's call to Matrix in response to another sighting of offenders near her property.

"Again, the whole experience reinforced Matrix's professionalism," she says. "I saw the officers doing what they are trained to do and felt a huge sense of relief that they had taken my burden of anxiety."

Keen to express her gratitude for the 'extraordinary work' of Darrell and his fellow officers, Mary believes it deserves special recognition.

"I've been very impressed by their courage and 'work ethic'," she says.

But Darrell says he's just treating the company's clients the way he'd expect to be treated by security professionals: "Whenever I hear of an alarm activation or a threat to property on our patch, I treat it as though it was happening to my own home."

A veteran of 14 years in the security industry, Darrell says his personal commitment to protecting Mary's properties is shared by his colleagues.

"This isn't just a job to us – it's personal. We take real pride in keeping our clients safe."

Matrix catches Remuera vandals

Matrix Security officers have caught two teenage vandals in the midst of a graffiti attack in Victoria Ave, Remuera.

The pair had inflicted tens of thousands of dollars worth of damage on properties when they were spotted vandalising a wall outside a Victoria Ave

property by a Matrix officer on Green Reflector patrol. With assistance from fellow Matrix officers, he was able to nab the 17-year-olds and hold them while the Police were called. The two youths were arrested and are facing charges in relation to the incident.

Epsom burglars handed to police

Matrix Security's proactive patrolling of clients' properties, combined with the company's market-leading response time, has resulted in three burglars being handed over to the Police in Epsom.

The trio were spotted acting suspiciously on a Pah Rd property by a Matrix officer on Green Reflector patrol. He called for back-up and, with the support of his Matrix colleagues who were on the scene within minutes, was able to catch all three of the suspects.

Investigations revealed that the three had just broken into the property and the Police were called.

Remuera party poopers ejected

Matrix Security officers and the Police have combined forces to restore order at an out-of-control Remuera party.

Called to the scene after troublemakers disrupted the private event, the first Matrix officer to arrive was able to help a neighbour who had been hit over the head with a bottle. However, significant Matrix and Police presence was required to close down the rowdy party and clear the area.

Brakes put on car thieves

Matrix Security's proactive Green Reflector patrolling has put three car thieves off the road.

The trio's joyriding ground to a halt after a Matrix officer noted their suspicious activity near the vehicle at the corner of Remuera Rd and Ascot Ave

Further inspection of the vehicle revealed its ignition had been tampered with, so the Police were advised and a police dog unit was on site in minutes.

The police dog handler, with the assistance of the Matrix officer, apprehended the three offenders – who had stolen the vehicle - as they tried to flee the scene.

Newmarket catch

Matrix Security's proactive patrolling has resulted in a group of troublemakers being handed over to the Police in Newmarket.

An officer on Green Reflector patrol spotted the group up to no good behind a Melrose St petrol station. Once the group realised they were being watched, they jumped into their car and tried to get away. However, the officer – with backup from other Matrix patrols - was able to hold the offenders until the Police arrived.

Chrissy joins Matrix patrols

The only female patrol officer in Matrix Security's North Shore team is taking her new role in her stride.

Chrissy Matthews works nights, patrolling the Albany business district and the Takapuna/Milford residential and commercial areas. During her shift she physically checks each Matrix client's premises to ensure the buildings - and the staff who might be working in them at night - are secure.

As a female, Chrissy believes she brings a different range of skills to the job compared to her male counterparts:

"I'm probably not as imposing as the men in handling violent or threatening people, but I feel I have a different approach in calming the situation without resorting to physical restraint."

Such skills include talking through the problem with all parties involved and diffusing a potentially aggressive situation before it gets out of hand. She has even had people on her rounds say to her that it's refreshing to see a female patrol officer.

When asked why she chose to work in the male-domi-



Chrissy Matthews...loves her new job as a female patrol officer.

nated security field, Chrissy replies: "I like to break down barriers and chalk one up for the women. This doesn't have to be an industry where males make up 100 percent of the workforce."

The North Shore Matrix Security team has welcomed Chrissy's inclusion and have made her transition into the industry a breeze.

"It makes it easier when the people you work with are friendly and helpful and they have made it easy for me to come into the team as the only female."

Beyond the call of duty

Businessman Steve Wadams couldn't believe his luck when a Matrix Security guard stopped to help him secure his shop after an early morning break in – even though he wasn't even a Matrix client.

Steve, who owns Steven Wadams Menswear, was alerted at 1.30am by his monitoring company that a break-in had just occurred.

"We arrived at the store and the whole street was deserted - there was no sign of our security company anywhere," says Steve.

A Matrix patrolman came across Steve and his wife and stopped to ask if they needed help.

"The fact that the guard showed initiative and stopped to help me secure the place is what set Matrix apart from the rest," says Steve.

The patrolman arranged for a glazier to fix the broken window and stayed on till the shop was secured.

As a result of the officer's great service, Steve signed up with Matrix Security the very next day.

Fast effective response protects your home

In the security business, every second counts. That's why it's so important that your home's alarms are monitored by the same company that's providing the guard response. Such a fast effective response saves valuable seconds and enables Matrix's proactive officers to set the benchmark in the security industry.

For clients however, it's important they understand exactly what services their security company offers.

Matrix Security warns clients to beware of cut-price operators who claim to offer services which are far beyond their resources - the reality is 'you get what you pay for'.



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"WHEN EVERY SECOND COUNTS..."