

Matrix informer

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THE MATRIX SECURITY NEWSLETTER

Three Epsom burglars caught

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 commercial property by a Matrix officer on Green Reflector patrol. He called for backup 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.

Fast effective response

Matrix Security's effective alarm systems and its officers' market-leading response time have scared off burglars who broke into an Epsom business.

Matrix officers were on the scene within minutes after multiple alarm activations, in the early hours of the morning, at the business premises.

They soon confirmed offenders had used scaffolding on the outside of the building to gain access to its upper floors before breaking a window to enter the building. However, Matrix's prompt arrival meant the offenders were scared away empty-handed.

Salon thief trimmed

Matrix Security's proactive officers have cut short a burglar's attempt to rob a central Auckland hair salon.

Called to an alarm activation at a nearby client's property, Matrix's Green Reflector patrol officers spotted the break-in and caught the offender red-handed, inside the salon.

Matrix officers were able to hold the burglar while the Police were notified. He was arrested and is now assisting the Police with their enquiries.

Matrix officer goes beyond the call of duty

A Papakura businessman 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 Wadams, who owns Steven Wadams Menswear, was alerted at 1.30am on a recent Monday morning by his monitoring company that a break-in had just occurred.

"We arrived at the store and the whole street was deserted," says Steve.

"It was quite an intimidating experience and there was no sign of our security company anywhere."

A Matrix patrolman was in the middle of his routine checks when he came across Steve and his wife outside their shop.

He stopped to ask if they needed help and gladly obliged when he found no help had been sent from their own security company.

"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 come to the shop in the early hours of the morning to fix the broken window and stayed on till the shop was totally



Steve Wadams... "The fact that the guard showed initiative is what set Matrix apart from the rest."

secured.

As a result of the officer's great service Steven signed up with Matrix Security the very next day. His new Matrix service includes premises monitoring and the installation of a working alarm (the previous alarm turned out to be faulty).

"The whole team that I have dealt with at Matrix have been friendly and professional. Everyone from the patrolman, the sales staff to the installation team has impressed and I'd recommend their services to anyone," says Steve.

Here's three ways we can help you

Business Support Tip #1

In the security business, every second counts. That's why it's so important that your property'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 Security's proactive officers to achieve a market-leading level of 'catches'.

Business Support Tip #2

Business success doesn't just happen...usually it's the result of careful planning. It's the same with the security of your business premises.

Matrix Security can help you guard against the

potentially-devastating effects of crime with its free, no-obligation security audit of your premises.

To book an audit of your commercial property's needs, phone our Call Centre today on 579.1567.

Business Support Tip #3

Have you ever rung a company to complain or ask for information and been 'bounced around' from person to person? Frustrating, isn't it? That's why Matrix Security has a dedicated Customer Service team, set up solely to meet their clients' needs.

If you've got a problem or a question concerning any aspect of Matrix's service, simply ring the Customer Service team on 579.1567.

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.

Vandals caught

Matrix Security officers have caught two teenage vandals in the midst of a graffiti attack on business premises 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 until the Police arrived and arrested the pair.

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-



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

dominated 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."

Client's security restored

Matrix Security's professionalism 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 'indescribable 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 when Darrell was one of four patrolling officers who responded 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."



MATRIX SECURITY GROUP LTD

Call Centre (24hours)

579-1567



"WHEN EVERY SECOND COUNTS..."