

gotcha!

THE MATRIX SECURITY NEWSLETTER



Matrix Security's Max Teo, Norman Bridger and Tevita Prescott.

Imagine these guys protecting your property?

They wouldn't look out of place in the All Black front row...

But for Matrix Security's hefty North Shore leadership team – Branch Manager Norman Bridger and Shift Supervisors Max Teo and Tevita Prescott – their 'big match' is played out on the streets of their area.

The trio brings years of security experience to their roles and are passionate about servicing Matrix's clients on the Shore.

Operating from their base on the Smales Farm business park – a major Matrix client – they oversee Green Reflector patrols in the Takapuna/Milford residential areas, provide intensive security services for a fast-growing number of commercial clients from Takapuna to Albany and static guard services in local shopping malls.

Acquisition benefits clients

Matrix Security's recent acquisition of Detection Alarm Systems brings together two successful companies. Detection serviced clients in an area stretching from Newmarket to south Auckland and the purchase is going to benefit customers of both companies. The extra resources of Detection's experienced officers have enabled Matrix to intensify its patrolling of key areas.

Legislation imminent to improve security industry

Years of lobbying the government for improvements to security industry legislation, licensing and enforcement are about to pay off for the New Zealand Security Association (NZSA).



New legislation is imminent to make the security industry more accountable, responsible and transparent.

"Most importantly, the industry will become one in which the public can truly have confidence," says Matrix Security CEO Scott Carter.

Mr Carter has been at the forefront of the drive to enhance industry standards and says the proposed legislation will provide clear choice to consumers.

"Once the legislation is enacted, New Zealanders won't have to gamble with the quality of their security service," he explains.

"Dealing with a member of the NZSA will ensure they are being served by a security business with clear and audited codes of conduct and with strong affiliations to the

police and the insurance industry."

The NZSA's determination to raise standards in the industry comes at a time when it is widely

acknowledged that a professional security industry is part of the 'policing landscape' in New Zealand.

"Uniformed security officers provide crime control and public order services in many of the places we live and work - from shopping malls to sports stadiums, commercial districts and even public parks and streets," says Mr Carter. "In fact, it is often privately contracted security officers who provide the visible policing presence."

In this environment, the NZSA has promoted accreditation for professional security businesses that delivers on public safety and confidence.

"In particular, we must recognise commitments to formal training, auditable qualifications, and best practise in both operational and health and safety practises," says Mr Carter.

Key questions to ask your security provider

As the first security company in the country to pass the NZSA audit for patrol services and alarm monitoring response, Matrix Security is committed to compliance with the NZSA's Codes of Practice. Unfortunately, not all security operators share that commitment.

"As we've seen in the building and real estate industries, without accepted minimum performance criteria there will always be fringe operators that do not comply with accepted practise and mislead the public over their performance capability," says Mr Carter.

Keen to ensure customers are able to differentiate such 'fringe' business from

reputable operators, Mr Carter suggests you ask your security provider the following key questions:

- Are you a member of the New Zealand Security Association (NZSA)?
- Do you hold an NZSA Audit Certificate of Compliance for any security service?
- How many patrol vehicles do you have on the road day and night?
- Do you provide an in-house alarm monitoring service or do you contract this out?
- What is your average emergency callout response time?
- And, can you validate those claims?

Car thieves nabbed

Matrix Security's proactive patrolling and close relationship with the Police has resulted in the arrest of a carload of thieves.

The group first came to the attention of Matrix officers with their suspicious activity in Ponsonby Rd. The Police were alerted and the group's vehicle – which turned out to have been stolen – was followed discreetly by Matrix officers across the city to St Johns. There the Police swooped and arrested the occupants.

Lesson for burglar

Matrix Security's fast and effective response has resulted in a burglar being caught red-handed in a classroom at a Remuera school. Alerted by multiple activations at Victoria Ave Primary School, the first Matrix officer was on site within seconds – catching the offender in the building. Believed to have been after laptop computers – several of which had been stolen from the school in a previous break-in – the burglar was held by Matrix officers until the Police arrived to arrest him.

Matrix cleans up

Matrix Security's proactive patrolling and close co-operation with the Auckland City Council's graffiti team is helping clean up city streets. Recently a Matrix officer observed a large group of youths loitering in St Heliers' Glover Park. Shortly afterwards four of the group were spotted tagging a wall in the park, so the officer chased away the offenders and photographed the damage caused to update the Auckland City Council tagging database.

Parties shutdown

Matrix Security officers recently worked with the Police to close down two out-of-control Remuera parties. A group of about 80 young gatecrashers descended on the parties in Victoria Ave and Orakei Rd. Called by anxious neighbours concerned about unruly gatecrashers smashing beer bottles, Matrix officers worked with the Police to move on the youths.

Former Fijian policeman joins the Matrix team

A former Fijian policeman, with qualifications in business management, is a new recruit to the Matrix Security team.

With 10 years policing/security experience behind him, Abdul Rashid, is one of four Operations Managers who oversee Matrix's intensive patrolling of the areas the company protects.

Born in Fiji, Abdul came to New Zealand some seven years ago in search of a better future for himself and his wife, Vika Mafi. After initially utilising his policing skills to fund his studies, working part-time in security, Abdul has found his niche in the industry. Starting out as a patrolman, he was soon promoted to supervisory roles.

Now with Matrix – following the company's purchase of Detection Alarm Systems – Abdul says he's enjoying the challenges of his new role.

"I'm learning a lot of new things – particularly



Abdul Rashid...the former Fijian policeman is now part of the Matrix team.

in terms of the technology that Matrix utilises," he says.

Matrix ensures local family feel safe in their own home

Feeling safe in your own home is important for peace of mind, but it's hard to feel secure when your home has been invaded by burglars.

That's what happened to St John Park resident Brent Taylor and his family whilst out one Saturday night. All but two bedrooms of their house were alarmed - but those were the only rooms ransacked by burglars.

Brent took immediate action - sending an SOS to Matrix Security, who came highly recommended by friends and family. After consultations with the security experts at Matrix, Brent decided to go with the complete package.

"We've had every room alarmed, windows and doors sensitised, manual panic buttons installed – and it's all covered by Matrix's 24-hour monitoring service," he says.

He's also looking to upgrade his home's security further by installing cameras, security lights and an electronic gate. Brent is extremely happy with the service he has received so far – right from the consultation process to the installation. He says: "Everyone that we have dealt with at Matrix has been professional, considerate, friendly and accommodating and they know exactly what they are doing - which gives us the confidence to leave our security in their hands."

While Brent and his family now feel secure in their own home, a neighbour has been so impressed with the work Matrix has undertaken he has already enquired about the security company's services. "I'd definitely recommend Matrix Security to anyone looking to tighten up security around their home," adds Brent.



MATRIX SECURITY GROUP LTD

Call Centre (24hours)

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"WHEN EVERY SECOND COUNTS..."