

Global News

11 | SEPT
2024

- + 2024 NZSA Awards Nominees
- + All aboard for Palmy North!
- + Action Aplenty!



A Message from the MD

Hi Team Global – it's great to talk to you again - especially with good things to say!

1. A personal welcome to all those who have joined Global Security recently. We are happy to have you on our team and hope to provide a supportive and rewarding career for you.
2. A massive thank you to Nathan and Catherine for facilitating three International Standards Organisation (ISO) certifications:
ISO 45001:2018 Occupational Health and Safety,
ISO 9001:2015 Quality Management, and
ISO 14001:2015 Environmental Management.

This followed a significant amount of work, plus pressure – having to prepare for two separate audits!

The achievement of these certifications will aid us with service delivery by ensuring we have clear and consistent processes, plus greatly help us regarding sales by giving prospective clients confidence that we will deliver them a high level of service.
3. We were able to achieve all our strategic targets from last quarter, especially in regard to Robyn and Glenn engaging with our clients, plus Lee pursuing new sales opportunities.
4. Our main focus continues to be growing our business - through selling more services to our existing clients, winning new clients, and further business acquisition.

Again, thank you for all your hard work and living to our core values.

“ Hi Jazz, Problem Sorted!

A quick note to say a massive Thank You to you and the team for getting our (ancient) alarm system up and communicating again!

I wanted to wait a couple of days to make sure it was actually real before replying, but everything is now pointing in the right direction with all signals coming through exactly as they should.

I really appreciate you and the team at Global taking ownership on this as it was rapidly becoming a distraction I did not need nor have the time for. Well done.

*Kind regards,
Wayne de Mulder
EHS/QA Manager, Kohler NZ Ltd*

An example of some of the great feedback received as a result of the dedication shown by our team - we are very proud and grateful for your effort and professionalism.



Global Security's
Airsoft Team-
Building Day.

Ross Johnson

Ross Johnson
Managing Director



State of the Global Nation

As we continue to navigate through the year with determination and optimism, I am pleased to share the latest updates and insights into our journey at Global Security.

In many ways, it's business as usual, yet the pace and scale of our operations have been anything but ordinary. Our team has continued to meet challenges head-on, ensuring that we maintain the high standards of service and professionalism that our clients expect. The steady flow of new opportunities and the growing interest in our services are a clear testament to the reputation we've built together.

I'm thrilled to introduce our new **Manager – ICT & Performance Analytics**, Stephan Pols, who has already hit the ground running. This addition to our team strengthens our ability to harness technology for improved efficiency and service delivery. The expertise and fresh perspective brought in by Stephan will undoubtedly drive our digital transformation forward and enhance our operational capabilities.

Moreover, I am incredibly proud to announce that we have nominated several outstanding individuals for the 2024 NZSA Awards. While the final assessments are still in progress, the recognition of our team members in their nomination for these prestigious awards reflects the talent and dedication that defines Global Security. The following nominees have set a high standard, and I commend them for their contributions:

- **Security Consultant of the Year** - Jazz Kaur
- **Security Supervisor/Operations Manager of the Year** - Pushpinder Singh
- **Security Supervisor/Operations Manager of the Year** - Manjinder Singh
- **Security Supervisor/Operations Manager of the Year** - Mark Campbell
- **Security Officer of the Year** - Shaun Laifone

- **Patrol Officer of the Year** - Philip Larmer
- **Specialised Security Services Professional of the Year** - Jean-Paul de Frere
- **Install and Service Electronic Sector (SME) Technician of the Year** - Daniel Malan
- **Security Administrator of the Year** - Catherine Jones
- **Guarding Sector Trainee of the Year** - Hanre Lombard – **Finalist**
- **Monitoring/Communication Centre Operator of the Year** - Eteta Anthony-Chung
- **Customer Champion of the Year** - Anna Barragan
- **Outstanding Staff Retention/Culture Development Programme** - Global Security

These nominations are more than just acknowledgments; they are a celebration of the commitment and excellence that each of these individuals, and indeed our entire team, brings to the table every day.

Looking ahead, I am filled with optimism. The future is brimming with opportunities, and with the collective strength of our team, I am confident that we will continue to reach new heights. As always, I am grateful for the hard work, passion, and teamwork that each of you brings to Global Security. Together, we are making a significant impact, and together, we will continue to succeed.

Here's to our continued growth, success, and the exciting journey ahead!



Nathan Cray

Nathan Cray
General Manager – Operations

News & Updates from our Global Teams

Customer Service, Property & Communications

Mark Campbell, Manager – Communications Centre

Since our last update, things have been far from idle. Our customer service team continues to tackle the ongoing challenges associated with the transition from copper lines and 3G alarm systems as the shutdowns draw near.

In addition to managing this transition, the team is diligently reviewing and updating client information. If your company has recently undergone any changes, we encourage you to reach out and confirm that your details are current. This is just one of many initiatives underway as our team strives to enhance efficiency and service for everyone, both internally and externally.

Our Property Helpdesk and Communications operator, Pete, remains dedicated to supporting our property management clients. Recently, he has taken on the additional responsibility of ensuring the safety of our guards and alarm technicians. Despite the increased workload, Pete has skillfully balanced his multiple roles.

We're also excited to announce the expansion of our Communications team with the addition of Faauga. Although she is still in training, her previous experience in the security industry holds great promise. Faauga will be training alongside Eteta, who recently celebrated her one-year anniversary with us. Her growth and dedication in supporting our frontline team have been truly remarkable.

I'd also like to extend a special thanks to Junior, our graveyard operator, who joined us last year. His hard work during the late hours ensures that we all rest easy, knowing that he is diligently handling operations while we sleep.

As we continue to refine our processes, we are optimistic about the improvements on the horizon. Our goal is always to enhance efficiency and better serve our clients.

Exciting News: Palmerston North Airport Joins the Global Whānau!

We're thrilled to announce that Palmerston North Airport has successfully been brought in-house this month! A big welcome to our new team members: Rachel, Bevan, Larissa, and Shane.

This team has already been working at Palmerston North Airport for some time, supporting Air New Zealand through a contractor, so they bring a wealth of knowledge and experience to our organisation. We're excited to have them officially join the Global whānau and contribute their expertise to our growing team.

As we continue to expand and integrate new locations, the collaboration and support from all departments have been crucial. Let's keep the momentum going as we work together to achieve even greater heights.

Once again, welcome aboard to the Palmerston North team—we're glad to have you with us!



Technical Services

Daniel Malan, National Manager – Technical Services

We are thrilled to welcome Max, our new Technical Apprentice, to the team! Max brings a fresh perspective and enthusiasm to our already dynamic workforce. As our company continues to grow, having a dedicated apprentice on board is vital for not only our team's development but also for ensuring we provide top-notch service to all our clients.

The role of a Technical Apprentice is integral to our operations, especially in serving our clients. With ongoing demands for service, installations, and maintenance, Max will play a crucial part in supporting these initiatives. His journey with us will involve hands-on training in various technical aspects, allowing him to hone his skills and become a valuable contributor to our team.

The technology sector remains an ever-evolving landscape, and we are committed to keeping pace with the latest advancements. One of our key projects is the ongoing transition from 3G to 4G services. As mobile technology continues to advance, the upgrade represents not just an improvement in speed and connectivity but also a more reliable and robust service. Our technical team is actively engaged in this transition, ensuring all systems are up-to-date and that our clients benefit from the enhanced capabilities.

Max will have the opportunity to partake in this 3G to 4G upgrade process firsthand. This experience will not only enrich his training but also enable him to understand the intricacies involved in such a significant technical shift. The collaboration with experienced team members during this transition will provide Max with invaluable knowledge and skills, equipping him for a successful career in the tech industry.

As we embrace new talent like Max, we also remain focused on our commitment to our existing clients. The dedication to providing exceptional service, seamless installations, and thorough maintenance will always be at the forefront of our goals. We believe that by investing in the future of our team, we are investing in the future of our business and, most importantly, in the satisfaction and trust of our clients.

In conclusion, we are excited about the addition of Max to our team and the continued progress with our 3G to 4G upgrades. We are confident that together, we will achieve great things and ensure that our clients receive the best service possible.

Welcome aboard, Max!
Here's to a bright future ahead.

Client Experience

Robyn Marchant, National Manager – Client Experience

The year has been passing by quickly and the CX Team have been continuing to work consistently on connecting with existing patrol clients, and picking up on any prospective leads passed on via client referrals or incoming customer services queries. It has been a team effort on many occasions, and we are positive that we will gain some more business from the numerous proposals submitted by all involved within Global.

Customer retention in this market is front of mind given the current economic situation. There have been customers wanting to adapt, reduce or expand their scopes, and we are able to engage with them in person and aid them with the changes to suit their circumstances.

Lee has been with our team now for 3 months, and has been working hard on generating

Technical Sales. We are hoping to gain some momentum, and we are optimistic these efforts will translate into successful business growth in the future.

The website has not been forgotten, it is still on the radar and we hope to have some updates on this before too long. Rolling this out will be another positive step forward for Global Security.

Each quarter our team is gaining more experience and knowledge, assisting the wider team and becoming even more valuable team members.

Our focus in the coming months will be on engaging with new prospective clients and even more potential new business opportunities.

Spring is here, and we are looking forward to continued success!

Manned Services

Pushpinder Singh, Manager – Manned Services

Hey team, I'm excited to share some fantastic updates with you all!

First, let's give a heartfelt farewell to Darcel Rhind, who's off on a new adventure. Darcel has been an incredible part of our team, and while we'll miss her greatly, we wish her nothing but the best. Here's to new beginnings, Darcel!

On a personal note, I'm thrilled to step into the role of Manned Services Manager. I'm eager to work more closely with all of you as we continue to achieve great things together.

We also have some major milestones to celebrate! As of September 28th, our South Patrol team will have completed a full year of in-house patrols. This past year has been remarkable, and the results speak for themselves. The team's dedication and hard work have truly paid off, with significant improvements and increased performance. Additionally, let's extend our congratulations to the West Patrol team under Nighthawk Security for also marking their one-year anniversary of outstanding work and performance. Your commitment has not gone unnoticed, and we are incredibly proud of both teams. Congratulations to everyone involved!

I'm also pleased to share some excellent client feedback that highlights the exceptional service provided by Nighthawk Security. Royal Oak Intermediate praised the thorough job our guard did during site checks, which has made their job easier and given them peace of mind. Vivid Living also appreciated our vigilance and attention to detail. This kind of feedback is invaluable and showcases the impact of our team's dedication.

Thank you for your hard work—it's great to see our efforts making a real difference!

A special thanks to Nighthawk Security and Pretorian Guards for their ongoing support. Your professionalism and reliability are greatly appreciated and play a crucial role in our success.

Although Security Officers' Day was celebrated on July 24th, I want to take a moment to extend a heartfelt thank you to all our officers out in the field. Your dedication, hard work, and perseverance are truly valued, and your efforts make a significant impact every day. It was a pleasure to recognize your contributions, and we are grateful for everything you do.

I'm looking forward to meeting each of you personally soon and connecting with the Datacom team in Hamilton. A special thanks to JP for your continued support.

Please join me in welcoming our new team members: Harpinder, Ashish, and Adesh. We're excited to have you with us and are looking forward to achieving great things together.

Here's to a fantastic rest of the year—let's keep up the great work and make it our best yet!

*Hi Pushpinder,
Just wanted to let you know that the guard that usually does the checks, ie, the Guard that was on last night, does an extremely thorough check of our School site, I just wanted to pass along my thanks as it does make my job easier and gives me peace of mind.*

**Property Manager/Caretaker
Royal Oak Intermediate School**



**Ashish Kumar –
Takanini Town Centre**



**Phillip Lamar –
Security Officers' Day**



**Security Officers' Day was celebrated
by the team on July 24th**

Action Aplenty!

Team Building Through Action

A Day of Skill and Endurance at the Airsoft Arena.

Our recent team-building event at the Airsoft Arena offered the perfect blend of skill, endurance, and of course, a healthy dose of friendly competition.

Strategy, teamwork, and quick thinking were put to the ultimate test as teams encountered various scenarios that tested their tactical abilities and endurance. Huge thanks to Nathan and Ross, for facilitating this thrilling event.

A special mention goes out to those who truly stood out during the day, claiming top honours in the competition. Congratulations to all the winners of the trophies!

Top right, Daniel shows off his trophy. Right: Ross presents Paula Johnston with her Best Sportsmanship Award.



New 'Safer City' Initiative

Police & Security Providers Network

Global Security has joined forces with other security providers and the Auckland Central Police to form the Safer City network. The initiative aims to make the central city a safe place to be by sharing information between security companies and the Police. The first meeting in was held in June (see image below).



New signage at Greenpark

Our offices at Greenpark have now had their new signage installed to ensure visitors can find us easily and to keep the Global Security name top of mind for passers-by.

Welcome to New Staff

The third quarter has been a busy time for recruitment and movement within the business!

Technical

Earlier in the year we had **Max Johnson** join us as an Apprentice Technician and word on the street has it, he is learning in leaps and bounds.

From June, we welcomed **Ankit Sharma** as our new Service Desk Coordinator. Ankit already had some experience and knowledge in the role and has made such a positive impact in his short time at Global.

Client Experience

We opened up a new position for **Lee Stevenson** as Business Development/Security Consultant and with his wealth of knowledge and experience in the industry, we are excited to see what business opportunities Lee can bring to Global.

Bella Johnson moved out of her role as Client Experience Representative and up to Executive Assistant to Ross Johnson where we are sure to see her excel.

Manned Services

A recent promotion for **Pushpinder Singh** to Manager of Manned Services has been an exciting development for the team. Push has a very sound knowledge of the operations at Global and works incredibly well with everyone from management to office and frontline staff.

Earlier in the quarter, **Paula Johnston** moved from her role as Senior Comms & Dispatch Operator into our Manned Services division as Workforce Planner.

After some intensive training, Paula is already moving mountains in this space.

We also welcome some new Security Officers to the team:

- **Harpinder Dhillon** - Patrols
- **Ashish Kumar** – Takanini Town Centre
- **Adesh Singh** – Datacom and Milford Shopping Centre
- **Rachael Goldsworthy** – Palmerston North Airport
- **Bevan Goldsworthy** - Palmerston North Airport
- **Larisa Clarke** - Palmerston North Airport
- **Shane Morgan** - Palmerston North Airport

IT

After a long-awaited time, we are very pleased to have our new ICT & Performance Analytics Manager on board! **Stephan Pols** is brand new to the security industry but has an extensive career in all things IT with proven proficiency in consultancy, streamlining systems and integrating solutions.

Communications

Faauga Tautaiolefue is our most recent recruit as Comms & Dispatch Operator and is an experienced dispatcher from Armourguard. She is a welcome addition to our small Comms team who have a very large part to play in the safety of our frontline staff.



Hanre Lombard, Global Security's youngest static guard, has become a huge asset at Milford Mall and is a finalist in this year's NZSA Awards. Thanks for your great work Hanre!



Jazz Kaur, nominee for Security Consultant of the Year, recently received a 'massive thank you' from one of our clients. Nice work Jazz!