

# Global News

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2023

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Electronic Sector  
the Year



# A Message from the MD

Hi Team Global. After another wet and stormy winter, it seems that summer weather is trying hard to break through – especially to the relief of our patrol units and static officers stationed outdoors.

And with summer, comes Christmas – which for us means we have less than three months to complete several key projects.

1. Firstly, I acknowledge the substantial completion of transferring the services completed by Security Force, to Global Security and Nighthawk. Although Nathan will expand on this, with only some bedding in remaining, it now allows the operations team to focus their energies on completing the other projects;
2. Bringing our communications and dispatch functions in-house – this is critically important to providing both close support to our infield officers, and a confidence-inspiring experience with our clients' who maybe experiencing issues after hours;
3. Recruiting a new technician within technical services;
4. By now you will be aware of our increased focus on engaging with and enhancing our client relationships – and consequentially Robyn Marchant's acceptance of the newly created position of National Manager – Client Experience.  
  
Robyn is now acting to build her team and commence a program focused on ensuring our clients' satisfaction, plus promoting additional services before, or through the Christmas period.
5. Ensuring our core values become embedded throughout our business at every level and become a flagship for our brand.

I again thank you for your commitment to our clients, our business and each other.



*Ross Johnson*

Ross Johnson  
Managing Director

# State of the Global Nation

Over the past few months, our business has undergone several changes, positioning us for ongoing growth and development.

## Southern mobile patrols come in-house

On 28 September 2023, Global Security took on the internal responsibility for southern mobile patrol runs. This is a significant departure from our previous model, and I am pleased to report that the operations team has seamlessly assumed this responsibility. To this end, I extend a warm welcome to our new team members who have either joined us or transferred to Nighthawk from Security Force New Zealand Limited! We are thrilled to have you join our ranks.

To accommodate this change, Global Security has also inaugurated a southern satellite office located in Penrose, which now serves as the home base for our southern patrol team.

## 2023 NZSA Awards

In September, I had the privilege of attending the 2023 NZSA Awards ceremony with some outstanding team members, all of whom were shortlisted as finalists in their respective categories:

- **Agnes Devon:** Specialised Security Services Professional of the Year
- **Paula Johnston:** Monitoring/Communication Centre Operator of the Year
- **Daniel Malan:** Design & Support Electronic Sector Professional of the Year; and Install & Service Electronic Sector (SME) of the Year
- **Michelle Welten:** Security Consultant of the Year

I would like to take this opportunity to congratulate Daniel Malan, not only for winning the 2023 NZSA Service and Install (SME) Technician of the Year

Award but also for his well-deserved promotion to the role of National Manager – Technical Services. This recognition is a testament to Daniel's exemplary performance, dedication, and overall contributions to our organisation.

## Looking forward

In line with our ongoing growth, I'm excited to work alongside our newly appointed National Manager – Client Experience, Robyn Marchant. Robyn, Nelson and I are excited to collaborate on the continued development of our business, an endeavour made possible by the dedication, commitment, and performance of our entire team.

Another noteworthy development is the expansion of our internal dispatch team with the addition of Eteta Chung-Anthony. Eteta has seamlessly integrated into the dispatch role and has received positive feedback from our frontline patrol officers. Eteta joins Paula Johnston in this highly technical and important function, focused on the welfare of our frontline team and in-field management of our patrol units, among other live activities.

As we approach the countdown to Christmas, our team remains dedicated to enhancing the well-being of our team members, improving our overall service delivery, and enhancing overall customer experience. I want to personally express my gratitude to each and every member of our team for their hard work and contributions to our ongoing success. Your determination and dedication are deeply appreciated, and I value everything you do for our business and our clients.

*Nathan Cray*

Nathan Cray  
General Manager – Operations





# News & Updates from the Operations Teams

## Technical Services

Daniel Malan, National Manager – Technical Services

### Greetings from the Global Security tech team.

We are thrilled to share an update on our current endeavours as we embark on several exciting and ambitious projects, with many more on the horizon. Our commitment to excellence spans across all our technical service offerings, including intruder alarms, CCTV systems, and access control systems – encompassing both installations and upgrades.

Recently, we had the privilege of collaborating closely with one of our esteemed clients, Bridgestone, as we assisted them in the deployment of smoke security systems within their facilities throughout New Zealand.

Despite facing challenging deadlines and high expectations, our dedicated team has worked tirelessly, around the clock, to not only meet but exceed the client's requirements. Personally, I had the honour of joining our General Manager in visiting numerous project sites to enable proper and precise install planning.

In addition to our accomplishments with Bridgestone, we've also achieved a great result with another valued client, Colliers, where we executed a CCTV server-based installation that surpassed their expectations. This achievement serves as a testament to our commitment to delivering top-quality solutions to our clients.

Across Auckland and throughout the entire country, our teams have been diligently engaging with our clients to address their servicing and maintenance needs for their security systems. Regular maintenance is paramount to ensuring the continued reliability of these systems, preventing recurring issues, and instilling confidence in our clients – assuring them that their security systems will always provide the protection they rely on.

We wish to extend our gratitude to our external suppliers and fellow technicians for their invaluable assistance and support. Their contributions have been instrumental in enabling Global Security to consistently deliver exceptional services to our customers.

As we look ahead, the entire technical department is eager to continue growing in strength and enhancing our client service. We remain committed to pushing the boundaries of innovation and excellence in the field of security technology, all while maintaining our unwavering dedication to the satisfaction and security of our clients.



# Customer Service, Property & Communications

## Mark Campbell, Manager – Communications Centre

It is truly astonishing how quickly this year has flown by, and it is both exciting and a bit intimidating to realise that not only is the spooky season upon us, but the holiday season is just around the corner as well!

Since our last newsletter, there have been significant developments in our organisation. Chassidy has returned from her maternity leave and is currently working part-time with us but will soon transition back into her full-time role. We are absolutely thrilled to have her back on board, as her wealth of experience in various roles within the company greatly benefits our team.

Sivi, who initially joined us on a fixed-term contract to cover Chassidy during her leave, has now become a permanent member of the Global Security family. Despite not having a background in security, Sivi has embraced the unique challenges of the industry with ease. Her enthusiasm and dedication to customer service have led us to offer her a permanent position, which she happily accepted, much to the delight of everyone in the office.

In the property department, Pete continues to excel in building and nurturing relationships with our clients. He has also played a pivotal role in the distribution of new medical monitoring units to our contractors, ready for installation when needed. Last month, Pete took a well-deserved and long-overdue break to visit his homeland, Singapore. His key takeaway from the trip is that chicken rice is a must-try, and the chilli crab is truly life-changing!

### Our communications team

In our last newsletter, we were on the lookout for a new addition to our in-house communications and dispatch team. We are excited to announce that Eteta Chung-Anthony has joined the team and will be assisting Paula Johnston in ensuring the safety of our officers and our customer's properties. While Eteta has previous experience in the security industry as a static officer and dispatcher for Armourguard, it had been some time since she was in that role.

Eteta has however, hit the ground running and consistently demonstrates the right attitude and dedication required for this position. We are still actively seeking another individual to fill another specialised role within the team – so if you know anyone, sing out! Rewards available!

Continuing with our communications team, we take great pride in celebrating the achievement of our very own Paula. She was nominated last month for the annual NZSA awards in the category of Monitoring/Communication Centre Operator of the Year. Although she did not win in the category, we are immensely proud of her hard work and commitment to her role. Paula sets the standard for an exceptional communications operator.

We eagerly look forward to what next year holds for the business and our team. In the words of many Warriors fans, "It will be our year!"



**Right: Chassidy has returned from maternity leave and is currently back working part-time.**

# Manned Services

## Darcel Rhind, Manager – Manned Services

### Where did the last three months go?!

I am excited to share the recent milestones achieved by our manned services team, representing a period of notable progress and development. Global Security has undertaken a significant shift, transitioning the southern patrols from an outsourced arrangement to an in-house team – an essential step forward for our operations. This strategic move required meticulous planning, seamless coordination and the dedicated efforts of our entire team. We take immense pride in this achievement, which underscores our commitment to fostering expertise and operational excellence within our organisation.

This pivotal transition also aligns with our overarching goal of elevating operational efficiency and customising our services to meet the unique demands of our clients. It stands as a testament to the resilience and adaptability of our field staff, whose unwavering commitment has facilitated this seamless transition. A warm and heartfelt welcome is extended to all members of our newly integrated in-house team. As we stride into the festive season, amidst the vibrant flurry of activities, we eagerly anticipate the promising opportunities and challenges that await us during this period.

Furthermore, it is with great enthusiasm that we introduce the Greenpark office (pictured below) as the central hub for our southern patrol team. This dedicated space not only fosters a strong sense of belonging but also prioritises the well-

being of our patrol members, providing them with a home away from home. The Greenpark office is equipped with a boardroom, facilitating internal gatherings, training sessions and crucial discussions. Its adaptability extends to hosting client meetings, providing a professional and inviting setting for engaging with both clients and external partners.

We extend our sincere appreciation to Nathan Cray (GM Operations), our very own Bob the Builder, for his role in leading the transformative changes within our office space. P.S. he is not available for hire (he has other skills!!!!).

Moreover, we are thrilled to announce the appointments of Jignesh Gajjar (Workforce Planner) and Pushpinder Singh (Assistant Manager Manned Services). Their wealth of experience and expertise will undoubtedly elevate our team to new heights. We eagerly anticipate the invaluable contributions they will bring, which have already made a profound positive impact on our business.

As we gear up for the forthcoming festivities, let us maintain our focus on our collective objectives and uphold the spirit of collaboration and camaraderie that defines our team. Together, let us embrace the diverse challenges and triumphs that the holiday season brings, fostering a renewed sense of energy and dedication to our shared vision.

### Southern patrols come in-house

The transition from using a contractor to in-house staff has been successful and was a significant achievement for the business. It has involved meticulous planning, a lot of man hours, coordination and the dedication of the operations team.

This transition reflects our commitment to bringing expertise and control in-house, which will lead to greater efficiency, cost savings and the ability to tailor the team's work to our specific requirements. It's also a testament to the hard work and adaptability of our field staff.

As we move forward, it's essential to continue supporting our team, providing them with the resources they need, and fostering a positive and collaborative work environment. This can help maintain the momentum and ensure our in-house staff continues to thrive.





# 2023 NZSA Awards

Global Security takes immense pride in recognising the dedication and commitment of our remarkable team. Their tireless efforts in safeguarding our clients' interests are nothing short of commendable.

In this year's spotlight, we proudly congratulate the outstanding individuals who emerged as finalists within their respective divisions. A special round of applause goes to Daniel Malan (inset), whose exemplary performance secured him the win in the category of 2023 Install & Service Electronic Sector (SME) of the Year.

These awards provide us with an opportunity to celebrate the talent within our organisation and the individuals who consistently go above and beyond to enhance the well-being of our clients and communities.

Security and its allied services, as well as those who deliver them, often operate in the shadows, receiving far less recognition and appreciation than they deserve. The role our sector, and all its dedicated teams, play in ensuring the safety and protection of ordinary New Zealanders is monumental. We are the silent guardians, seldom seen but always vigilant. Although we may lack the flashing lights and blaring sirens, I personally acknowledge the immense value and significance

of the role we play in keeping our nation's machinery running, safely and smoothly.

On behalf of Global Security, I extend our hearty congratulations to all the nominees, finalists, and winners across all categories. We also express our profound gratitude to *all* security officers, mobile patrols officers, concierge officers, event officers, communications and dispatch teams, monitoring operators, security technicians and all the unsung heroes behind the scenes who support frontline operations. We see your dedication, and we recognise your immeasurable worth. Please continue your vital work, for whether every Kiwi is aware or not, we depend on you, and our families rely on your commitment to their safety.



Left to right: Agnes, Michelle, Daniel, Nathan and Paula celebrate their success at the 2023 NZSA Awards.

# Celebrating Our People

Global Security is proud to celebrate the success of our amazing staff and are thrilled to welcome some new people onto the team.

## New team members

We welcomed three office staff to Global in the third quarter:

- **Jignesh Gajjar**  
– as Workforce Planner
- **Eteta Chung-Anthony**  
– as Communications Operator
- **Bella Johnson**  
– as Client Experience Representative

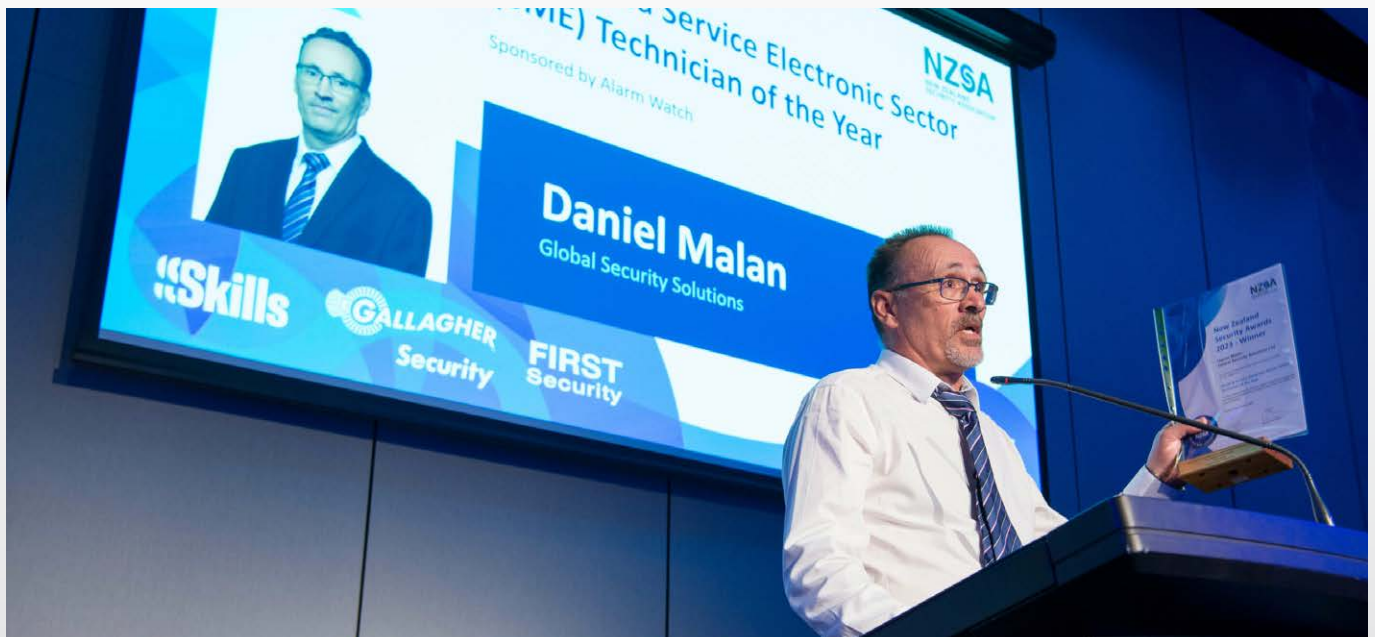
## Moving on up

We have also had some exciting promotions:

**Robyn Marchant** has quickly moved from being Ross's EA, to National Manager – Client Experience.

**Glenn Chapman** has also moved across from his recruitment and training role in operations, to the new position of Client Experience Manager. We are excited to see our CX team significantly increase our proactive client engagement!

**Sivihiva Fohe** accepted a full-time position in our customer services team, after completing her six-month maternity cover.



Daniel accepting his NZSA 2023 Install & Service Electronic Sector (SME) Technician of the Year Award.



**Anna Barragan** receiving a staff award for her *dedication and swift action* from one of our major static clients, Datacom.



**Jason Booth** from Nighthawk Security receiving an award for his *great service* at our patrol site, Atlas Concrete as well as assisting our ops team at short notice with a day patrol run.



**Anthony Levao** receiving a staff award for his *excellent technical assistance* with a client late one afternoon. Continental Cars said they were very grateful.