

Global News

10 | JUNE
2024

- + Global welcomes Wings Security
- + Changing Faces
- + Blue Skies over Rotorua



A Message from the MD

Hi Team Global – especially those of you working in the field (braving our recent weather). I am pleased to confirm that we achieved substantially all of our targets as shared with you in our last newsletter – we are yet to choose a software system to manage our CRM/sales activities.

Following our continued advancements in service delivery and resulting confidence regards client satisfaction, we are now focused on growth - it is critically important to increase our strength as we (and our clients) navigate the current uncertain financial climate.

1. We are in the process of reviewing all our fees – our clients will be advised shortly, with close follow-up support by our Customer Services and Client Experience teams:
2. Robyn and her CX team are also actively engaging with our existing clients, pursuing opportunities to provide additional services – especially ensuring we provide all our clients' electronic security, monitoring and manned services.
3. New sales - with the addition of Lee Stevenson to the CX team in the role of a dedicated salesperson, we are substantially increasing our pursuit of new clients.
4. Following the successful acquisition and integration of Wings Security, we are now actively engaging with several other businesses – watch this space.

Enjoy reading the contributions from Nathan and our divisional managers – there are a lot of good things happening.

I close by reiterating my personal thanks for your hard work and commitment.

Ross Johnson

Ross Johnson
Managing Director

“ Just wanting to let you know that Saskia's mum called earlier this morning and she would like to thank you, Bob for your assistance last night with Saskia. Saskia's mum is extremely grateful and relieved for your swift response last night and how she was able to receive treatment fast and her surgery also fortunately went well. Hopefully she will make a fast recovery and can return home sometime next week.

Also, thank you, Shaun for making the time to check up on the welfare of Saskia's two dogs this morning.

Thanks again Team for all your assistance. As always, we really appreciate everything you have done and for always going the extra mile with many things. ”

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.



State of the Global Nation

As we leave behind the first quarter of the year and move forward with renewed vigour, I am excited to share some updates and reflections on the current state of our organisation.

The last few months have been frantically busy, yet incredibly rewarding. I am proud to announce that we have successfully onboarded Wings Security, a major project that demanded meticulous planning and seamless execution. Our Operations team rose to the occasion, demonstrating exceptional teamwork and dedication to ensure this integration was a success. Their efforts have not gone unnoticed and are a testament to the professionalism and commitment that defines Global Security.

In addition to this significant achievement, we have welcomed a new sales representative to our team, bolstering our capacity to reach new clients and expand our market presence. Furthermore, we have seen some noteworthy internal promotions. Paula Johnston has transitioned from her role as a Communications Operator to become our new Workforce Planner. Paula's promotion reflects her hard work and the potential we see in her to drive our operational success forward.

I am also delighted to highlight our exceptional performance in the recent OSPAs (Outstanding Security Performance Awards). While we did not secure any wins, we are incredibly proud of our 10 finalists. This recognition is a significant success story for our wider team and showcases the outstanding calibre of our personnel. Being finalists in such prestigious categories is an achievement in itself, and I commend all our nominees for their dedication and excellence. (See cover photo.)

Looking ahead, we are entering a period of significant administrative projects. Among these, we are actively pursuing ISO accreditation in Health and Safety (ISO 45001), Environmental Management Systems (ISO 14001), and Quality Management

Systems (ISO 9001). This rigorous accreditation process underscores our commitment to maintaining the highest standards of safety and efficiency. It is a challenging endeavour, but one that will greatly enhance our operational framework and set us apart in the industry.

Additionally, we are eagerly anticipating the launch of our new website. This project has been in the works for some time and promises to provide a more user-friendly, informative, and visually appealing platform for both our clients and team members. The new website will be a cornerstone of our digital strategy, enhancing our online presence and making it easier for clients to engage with our services.

As we work towards these ambitious goals, I want to acknowledge the hard work and dedication of each member of our team. Your contributions have been pivotal to our success thus far, and I am confident that together, we will continue to achieve great things. The road ahead is filled with opportunities, and I look forward to tackling these challenges with the same spirit of collaboration and excellence that has brought us this far.

In closing, I extend my heartfelt thanks for your commitment and enthusiasm. As we conclude these big-ticket projects and embrace new opportunities, I am excited about the growth and success that lies ahead. Let us continue to work together, celebrate our achievements, and strive for even greater heights in the coming months.

Here's to a successful and prosperous year for all of us at Global Security!



Nathan Cray

Nathan Cray
General Manager – Operations

News & Updates from our Global Teams

Customer Service, Property & Communications

Mark Campbell, Manager – Communications Centre

It's been a whirlwind of activity since our last update. Our customer service team has been working tirelessly on several fronts. First, they played a pivotal role in the seamless integration of Wings Security into our operations, ensuring a smooth transition for everyone involved. This involved not only assisting with the acquisition but also liaising with other alarm monitoring companies to keep them informed and collaborate on the process.

Simultaneously, we've been proactively reaching out to clients still using older cooper line alarm systems, preparing them for the impending transition as these lines are phased out. Additionally, we've been diligent in notifying clients about the upcoming 3G network shutdown, ensuring they're aware of the changes and offering solutions to maintain the security of their sites.

Looking ahead, we're excited about the plans on the horizon, but perhaps most eagerly anticipated is the return of Marie, our Customer Services Supervisor, following a period of medical leave. Marie's energy, dedication, and support for her team have been sorely missed, and we couldn't be prouder of her recent recognition as a finalist in the 2024 OSPA awards for Outstanding Female Security Professional.

In other news, we've welcomed Jan to our Communication team, and her early performance is showing great promise. Her calm demeanor and eagerness to dive into challenges make her a valuable addition.

Speaking of team transitions, we're thrilled to congratulate Paula on her new role as Workforce Planner within our Manned Services team. Paula's dedication and expertise as a Communication Operator Specialist have been invaluable, and her ability to forge strong relationships both internally and externally has been remarkable.

Meanwhile, Pete, our Property Coordinator, has seamlessly taken on additional responsibilities, including aspects of the Communication Operator role. With years of experience in security operations, Pete's adaptability and professionalism shine through as he ensures the safety of our day guards and technicians during their daily duties.

Overall, it's been a period of growth, transition, and recognition within our team, and we're excited to see what the future holds as we continue to evolve and serve our clients with excellence.

Air NZ Gisborne Team

We are proud to introduce our key team members who have been making a significant impact at Gisborne Airport with Air New Zealand.

Their hard work, dedication, and commitment to excellence have not gone unnoticed and they have quickly become an integral part of our team. We are incredibly grateful to have them on board and look forward to their continued contributions. Join us in celebrating their achievements and welcoming them to the team!



Technical Services

Daniel Malan, National Manager – Technical Services

Greetings from the Technical Services Department.

The Global Security tech team have a lot of exciting large projects on the go and more in the pipeline. Our projects cover all our service streams – intruder alarms, CCTV, access control – for both installations and upgrades.

Just recently my team had the pleasure of assisting one of our key accounts “Adidas” with a crucial new security setup for their premise in Onehunga. With tight deadlines and demands my team worked around the clock to meet the clients’ expectations. I even got my hands grubby and joined the techs onsite to carry out works!

Throughout Auckland, and the rest of the country, our teams have continued to engage with our clients for their alarm servicing needs and maintenance requirements. Regular servicing of an alarm system can help prevent repetitive fault issues and give our clients

confidence that when they set their alarm it will offer them the protection they need.

We also say goodbye to our Service Desk Coordinator, Anthony Levao who has been with Global for the last 1.5 years. We thank Anthony for his service and value he’s added to the Tech department and wish him all the best with his new employment adventure. There has been a short handover with his replacement, Ankit Sharma, who we welcome from CSL Group in Gisborne where he was in a similar role. Ankit is passionate about the technical world and we’re looking forward to seeing him hit the ground running!

With all this said we as the technical department is looking forward for the further growth in strength and client service. We would like to thank our external suppliers and fellow technicians for their assistance and continued support in helping Global Security service our customers across New Zealand.

Client Experience

Robyn Marchant, National Manager – Client Experience

The more recent news here in the CX Team is the addition of a new team member Lee Stevenson. Lee has joined us this month as our Senior Security Consultant and will be working closely with the Tech team, to increase sales and opportunities in in this particular division. Lee has extensive experience in the security sector and is passionate about all things technical and we know he will be a great asset to the business.

The earlier months of the year saw the CX team working methodically to engage with the all the Wings clients and then working very closely with Operations and Manned Services to aid in the huge task of preparing and executing the transition of the Wings Clients to Global Security.

We are all aware of the dedication and efforts put in by all involved and it has been a significant achievement with continued efforts from the team as we continue to engage with these clients and ensure expectations are being met.

The CX Team has also been working consistently on connecting with existing patrol clients,

ensuring we engage and thus aid in the retention of these clients, front foot any possible issues, but even more importantly it’s been amazing to note the positive feedback also reflecting the amazing efforts of the Global Team.

We are also working on the finer details of the website and hope we can launch this soon. It will be without doubt a huge improvement to the current website and something we will be proud to share with clients and suppliers. The build of the content will be ongoing but initially we will be doing our best to ensure that overall platform meets all expectations.

Our team has a forever evolving plan, but along with assisting in the upcoming projects we are focusing efforts on potential new business opportunities and engaging with new prospective clients.

We are well into the year and hopefully able to gain even more momentum as we progress into the Winter period.

Manned Services

Darcel Rhind, Manager – Manned Services

Kia Ora!

A lot has happened in the past few months, and there are a few people we need to acknowledge. But first, I would like to thank everyone who has worked tirelessly during this period. We've faced many challenges, but we've managed to pull through together.

In April 2024, we acquired Wings Security. The team that transitioned from Wings to Global Security has been absolutely amazing and a delight to work with since joining us. They are very hardworking and have adapted wonderfully to our different style and way of working, exceeding our expectations and fitting in quite nicely.

We also welcomed a few staff members on board in Rotorua, Tauranga and Gisborne. For those who don't know, Global Security has been contracted to supply security officers to Air NZ for 12 regional airports around New Zealand. This was subcontracted, however in March, the Officers deployed at Rotorua, Tauranga and Gisborne Airports transitioned to our in-house team from Watchmen Security who asked us to take their team members on board. I must say, they are all exceptional at what they do, aligning perfectly with our core values, and are among the most caring people in the world! We also welcomed a few new patrol officers to our South team and said goodbye to some due to career changes.

To all of you who have joined Global in the past few months – Nau mai, haere mai ki a Global Security (Welcome to Global Security)!

Positive Feedback

Over the past few months, we've received a lot of positive feedback from our clients, and I'd like to share some of it with you – see additional comments on page 2. This feedback highlights how hard you all work and how much you care about our clients. Receiving these compliments makes me proud and reassures me that our people care as much as we do.

I would also like to extend my thanks to NightHawk Security and Praetorian Security. These two companies are our contractors for both patrols and static duties. They have consistently stepped up to cover shifts when needed, whether due to sick calls or annual leave, always doing so with a huge smile on their faces!

Anmol Sharma – South Patrols
Danielle Hape – Static Guard
Jack Taufa – Static Guard
James Green – Air NZ Gisborne
Lionel Kerehana – Air NZ Rotorua
Lydia Tua – South Patrols
Mahesh Purushothaman – Static Guard
Naveen Joswa – South Patrols
Parminder Singh – Static Guard
Parveen Singh – South Patrols
Philip Larmer – South Patrols
Prabhjot Singh – South Patrols
Sahil Mann – Concierge Shortland & Fort
Setima Papalii – South Patrols
Shane McClutchie – Supervisor Air NZ Gisborne
Steve Cray, aka Papa Guard – Bay of Plenty Supervisor / Extraordinaire
Taunga Keu, aka Tee – South Patrols
Thomas Witana – Air NZ Gisborne
Vaibhav Garg – Static Guard

“ Just wanted to say a big thank you to the team! As I'm sure you are aware, Princes Wharf has unfortunately been incredibly busy recently and I think Global have done an amazing job controlling it! Obviously Management on the wharf does not want these incidents occurring and we are doing everything we can to prevent it from happening again. ”

Feedback received recently from Princes Wharf.

A special thank you to Roger and Sherrick for continuously providing the highest level of staff to assist us when needed. Your support is truly appreciated!

Lastly, I want everyone to know that we are here for you if you ever need support or someone to talk to, whether it's work-related or personal. We take mental health seriously, and if you are struggling mentally, physically, or emotionally, please reach out. We are always willing to help.

Thanks team – look forward to seeing you out there again soon!

Blue Skies over Rotorua

In the following excerpt from a recent newspaper article, we learn about Lionel Kerehana, aka 'Blue' and his remarkable career journey.

In a remarkable tale of career evolution, Lionel's (or "Blue's") journey has taken him from the tranquil depths of the forest to the bustling hub of Rotorua Airport, where he now stands as a vigilant protector in his role as a Security Officer for Air New Zealand.

For three decades, Lionel's life was intertwined with the rhythms of the forest. With expertise honed over years of dedication, he immersed himself in every aspect of forestry – from planting and pruning to logging and wielding a chainsaw with finesse. His hands bore the calluses of hard work, and his heartbeat in harmony with the natural world around him.

But as fate would have it, Blue's path veered in a new direction. Seeking fresh challenges and opportunities to serve his community, he made the decision to transition into the realm of security. Embracing the unfamiliar with characteristic determination, Blue embarked on a new chapter in his career, bringing with him the invaluable lessons learned amidst the trees.

Now stationed at Rotorua Airport, Blue serves as a guardian of safety and order. With a keen eye for detail and a deep sense of responsibility, he ensures that passengers, crew, and aircraft alike are protected from potential threats. His years of experience in forestry have instilled in him a sense of patience, resilience, and resourcefulness – qualities that serve him well in the environment of airport security.

Yet, amidst the hustle and bustle of airport life, Blue remains true to his roots as a "people person." He thrives on the opportunity to interact with travellers, offering assistance with a warm smile and a reassuring presence. Whether guiding passengers through security procedures or providing directions to weary travellers, Blue's genuine compassion and commitment to service shine through.

As Blue navigates this terrain, he carries with him the spirit of the forest – a reminder of the natural world's resilience and the importance of adaptability in the face of change. His journey from forestry to security serves as a testament to the transformative power of embracing new challenges and seizing opportunities to make a difference wherever life may lead.

In Blue, we find inspiration – a beacon of dedication, integrity, and commitment to service. As he continues to safeguard the skies and ensure the safety of all who pass through Rotorua Airport, we salute him for his resilience, his courage, and his enduring spirit of service.

Congratulations Blue!



Celebrating Our People

What's been happening in the world of Global Security.

Pink Shirt Day

Standing up against bullying is everyone's responsibility. On this Pink Shirt Day, we at Global Security Solutions Limited are proud to support anti-bullying efforts. Just as we protect communities with our security expertise, we believe in fostering safe and respectful environments for everyone. Together, we can create a world where kindness prevails.

#pinkshirtday
#antibullyingawarenessweek
#standtogether



Twins **Jay & Austin**, dressed to impress!



Global staff throughout New Zealand got into the spirit of Pink Shirt Day.



The Nighthawk Security team.
The City, North and West units.



Southern Patrol team (with a few team members missing). Back Row, left to right: Keshav, Prabh, MJ, Push and Setima. Front row: Tej, Jo and Anmol.