

ON DUTY



FROM JOHNS' DESK...

Hi Everyone,
Casting an eye back across 2011 reminds us that this was a very good (albeit busy) year for Arrow Security and we, today, stand in a very strong position in the Auckland security market.

Dedicating our services to West Auckland, we have gone from strength to strength over the past eight years and now operate more cars nightly over the Western Districts than any company has in the past.

We are always very conscious and respectful of the continued support and loyalty of our customers and it is a very appropriate time of year to pass on our thanks for your continued support - it is sincerely appreciated



With the festive season nearly upon us we are well prepared and planning a contingency of manpower that shall adequately take us across this period ensuring we are in a very strong position to perform at the highest level - as always.

Furthermore, we have attached our **Christmas Security** cover form in order to pre-empt and take on board your instructions for the weeks ahead of us. This will allow us to ensure our preparation is complete and correct.

May I take this opportunity to wish everyone a very merry Christmas and a safe and prosperous new year!

If we can ever be of assistance please give us a call.

*Kind regards
John*



ARROWS TOP 12 TIPS FOR CHRISTMAS

If you are going away from your home or business for any period of time over the festive season, please consider:

-  Conceal all gift boxes after Christmas to avoid advertising your new goodies.
-  Don't hide your key in an obvious place, i.e. under the mat.
-  Ensure your security lighting is operational.
-  Lock away all tools, e.g. hammers, screwdrivers, etc. These will be readily used by an opportunist criminal.
-  Confirm your alarm is working. Activate it on purpose and check that your monitoring station received the alarm signal.
-  Advise your monitoring company of your movements and special instructions, i.e. different emergency contacts.
-  Advise trustworthy neighbours of your intentions. Give them our 24-hour number - **416 4586**
-  Confirm all entry points are secure, doors, windows, etc.
-  Consider your pets and plants, including the outside fish and the plants on the deck that may not get the rain.
-  Consider using a timer to operate lighting or a radio.
-  Anything that can be, should be switched off at the wall.
-  Avoid worrying about your home or business while you're away by having Christmas security checks. We'll even clear your mail.

Most importantly - have a safe and happy Christmas and New Year.

SMILE - YOU'RE ON CAMERA

Technology is always evolving and we have recently taken on a new client who has small portable cameras which, when tripped, start taking images of whoever has activated it.

This system has proven very successful as, when we get the call to attend, we know for sure that someone is there.

These are covert, they do not need a power source or wiring and they send an excellent image. You can even attach them on a pole in a field as long as you have cellular coverage.

We've already caught two offenders and handed them over to the police with these cameras and, unfortunately for them, they couldn't say anything to get out of it as we had the pictures to prove it.

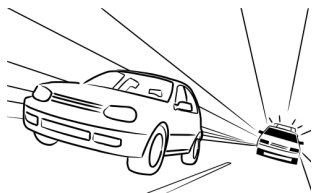
We believe these cameras are an excellent option for some clients and are currently available for lease. If you would like to discuss this further with us, just give Matt a call on 416 4586.

POLICE CHASE

One of our Senior Officers was checking a small concern in the underground carpark at a clients' premise during a regular afternoon on duty when he heard the police helicopter buzzing towards him. As it got closer our Officer noticed a Subaru with no tyres, running on the rims at speed, heading in his direction with numerous police cars in pursuit.

The four offenders in the stolen Subaru narrowly kept the car upright when it took a round-a-bout at speed, on two wheels, with police hot on their tail. Suddenly the vehicle entered the carpark where our officer was watching and waiting, and the offenders all started decamping in every direction.

Police were in abundance and this was always going to prove a fruitless flight. These fools started hiding underneath parked cars where the Police and our Officer simply dragged them out by their feet and placed them under arrest one after the other.



WHY MEMBERS OF THE NZSA?

Most reputable industries have governing bodies to keep them honest and professional with high standards that must be upheld - and the security industry is no different. Here in New Zealand, we are represented by the **New Zealand Security Association (NZSA)**.

Not just any company can become a member - it's not that easy. Prior to being admitted to membership we were subjected to vetting, including credit and reference checks.

Arrow Security and Protection has been an *accredited* member of the NZSA for four years now. Being accredited means that we are regularly audited by the NZSA ensuring our company adheres to the applicable Security Codes of Practice.

We are members of the NZSA for a few reasons, but the most important one is that we believe it proves to our clients that we are determined to be the best possible security service provider.



SMASHED WINDOWS

Arrow Security provide a free **board up service** to all of our clients.

Should we attend to your site for any reason and find one of your windows has been smashed, if not too large or dangerous, we will board up your window for you, saving you the cost of an after hours callout for a glazier.

Just one of the extras that Arrow Security provides to our valued clients.

FIRE!!

We are presently providing Static Guard services for one of our valued clients for a brief period of time until a certain level of risk at their site is removed.

Whilst carrying out his regular patrols of this complex our Security Officer noted an area, where workers on the site had previously been operating in, that was smoul-

With the support of an on-site Manager, the two were able to put an end to the problem removing what could potentially have been a major fire causing loss and damage of dwellings on site.

Which brings about a good point that is often overlooked - having your site patrolled not only minimises the security risk, but also potential fire and flood damage. Over the years we've seen many a building saved by vigilant Security Officers.

