

# ON DUTY



Our thoughts go out to the people involved in the Christchurch disaster that comes just months after the September earthquake.

Thinking of all the families, we can only imagine how hard this sad time will be affecting them and the toll it will be taking. We see on TV the immediate and massive amount of support from everyone, which goes to show the spirit of all Kiwis' and friends from overseas is stronger than ever—and it is this caring attitude that is needed for the days ahead.

## FROM THE DESK OF...*John McCormick*

Hi Everyone

With the festive season now behind us, we are looking forward to 2011 with gusto and enthusiasm. We wish everyone all the very best for the year ahead.

We can report that the past two months proved relatively quiet and, although we increased available numbers to ensure contingency was available, we are now back to normal. Part of our contingency planning over this period is that no leave is authorised between 15 Dec to 15 Jan and I note a number of applications crossing my desk for some well deserved leave.

It would be an understatement to say we had outgrown our last office and at our nightly briefings our Patrolmen were at times standing in the hall.

However, we have now settled into our new premise on the corner of Trig and Hobsonville Rds, West Harbour and the operation is working far better from this new environment. We look forward to the good feeling reflecting into how we perform in the field and as a unit. Assuring you of our best attention.



Yours Sincerely,  
John

**QUOTE OF THE MONTH**  
*"We don't have problems here - sorry - we only have answers"*

**ARROW** SECURITY AND PROTECTION

HOME SERVICES COMPANY INFO NEWS CONTACT US

Arrow Security and Protection Limited is a privately owned security company dedicated to the Safety of People & the Protection of Property in West Auckland.

**KEY SERVICES**

Mobile Patrols: Supplying a number of fully equipped patrol services at the highest level across West Auckland.

We are committed to providing a standard of service that, we trust, shall exceed your expectations.

For more information about our services please call: **09 416 4586 (24/7)**

**WHY CHOOSE ARROW SECURITY AND PROTECTION?**

- Restricted operational areas per patrol unit
- Honest, ethical, professional and personal service
- Privately NZ owned and operated
- A management team that boasts in excess of 100 years combined security experience
- Employees as opposed to sub-contractors
- Faster Alarm Response
- Modern equipment
- Fully equipped Mobile Patrol Units
- Proven service methods
- Supporting and working with your community

**LATEST NEWS**

Click here to view our latest newsletters.

## NEW LOOK WEBSITE

**The wait is over.** After an extremely busy year, the Christmas period has afforded us an opportunity to finally update our website. Here you will find out more information about the security services that we offer, average response times, our key personnel and the company in general. We hope you will find it both interesting and informative. Websites today are *organic* mediums, and we will endeavour to update ours on a regular basis. Moving forward, it will include topical security information as well as Arrow Security developments that directly relate to a better service being provided to our clients. We encourage you to regularly visit our new website and appreciate any feedback you may have.

[www.arrowsecurity.co.nz](http://www.arrowsecurity.co.nz)

For information about our services please call: **09 416 4586 (24hrs)**

# KEEPING YOUR COMMUNITY SAFE

## BORED YOUTHS?

During the Christmas Holidays we always keep a closer eye on our schools as, with nobody around, it can be tempting for youths to get up to mischief at a place they are familiar with.

This was certainly the case for a couple of kids in the New Lynn area just after Christmas.

Patrolman John T was attending to an alarm activation at 10.54pm in his usual stealth manner when he found two boys on the roof of a school hall.

Ensuring he was not spotted, John continued to watch the boys whilst getting backup Arrow Security and Police units rolling to his location.

The boys were certainly up to no good as they climbed down from the hall roof and attempted to break in to a classroom. It was at this point in time that John felt it necessary to put a stop to the break and entry by shining his torch straight onto the offenders. Vandalism can be just as distressing to our schools as burglary and John did not want any damage to be

caused to the classroom being entered. Full of alcohol, the offenders had a bit of dutch courage, but as an experienced Patrolman, John got them to hand over ID and stay on site.

It wasn't until they suspected Police attendance that they bolted, leaving their Drivers Licence behind!

Well done John who had enough information to enable the Police to follow up and apprehend the youths.

Another two caught!!

## VEHICLE FLEET

We travel thousands of kilometres each week and this can take it's toll on our fleet vehicles. In the last month alone two of our cars have been written off due to (non-injury) accidents and on top of that the price of fuel just keeps rising (!)

To combat these obstacles, we have decided to introduce smaller, yet still very reliable, cars—hopefully you've noticed our Toyota Echo's zipping around West Auckland.

We have tested two Echo's over the last short period, and are confident they will prove themselves worthy of the pressure we will be putting on them.

Looking back, gone are the days of the 2 and 3 litre Patrol Vehicles as they are no longer a cost effective option.

What will be looking at in the future? Not pushbikes!



## MAN DOWN

At 4.10am, one of our Patrol Officers was conducting a routine patrol check on one of our clients when, for the second time since Arrow Security has been operating, that one of our men was hurt in the line of duty.

A totally unprovoked incident, our Officer was violently attacked by four people with weapons such as crowbars and wheel braces. Our man was surrounded and unable to retreat to his patrol car.

He was, fortunately, able to put out an urgent assistance required message on his handheld R/T, allowing backup security and police units to swiftly attend to his location.

Local neighbours got involved and immediately came to his aid and we are extremely grateful for their support.

With an abundance of information and details secured by the Police, we are totally confident that these six gutless mongrels are going to be arrested and hopefully a judge will serve the maximum penalty on them.

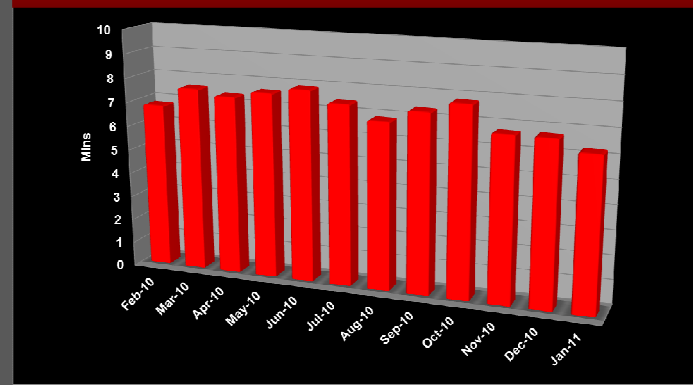
I can advise that although our Officer has suffered broken bones in his face and is extremely sore and bruised, he is still in good spirits and told us he will be getting back to work as soon as possible. And, without making light of the situation, he also indicated that when he see's the plastic surgeon next week he will ask about getting a "few extras" done.

It is most unfortunate that at times even the best laid plans don't go as expected, however to re-assure our clients that we take every step to avoid this type of incident from ever happening, please know that all of our team follow strict safety procedures and that:

- Safety is paramount at all times.
- Expect the unexpected.
- Be constantly vigilant.
- The safety of people and the protection of property—in that order.

## Alarm Response Averages

Includes Day and Night Responses



For information about our services please call: **09 416 4586** (24hrs)