

ON DUTY



FROM JOHNS' DESK...

Hi Everyone,

What an excellent past couple of months. We seem to have achieved a lot of ground and are presently involved with a lot of internal training and risk management that is proving valuable to substantially increasing both safety and calibre of officer on board.

We are also presently implementing the introduction of our 7th night mobile patrol unit.

Seven mobile security patrols has never before operated across West Auckland as a geographically confined and dedicated operation by a security business. As the benchmark model, we are extremely keen to ensure we leave no stone unturned and capture all advantages possible from this exercise in order to pass these onto our customers.

To top it all off, we have been rewarded with an abundance of burglars being apprehended and charged over the past month. 10 burglars and a substantial amount of loss prevention from six major incidents attended. The enthusiasm and good spirit around our base at the moment is at an all time high.

As always, we are extremely keen to do better, and if we can ever assist further with any of your security/safety requirements, please don't hesitate to give us a call on

416 4586.

*Kind regards
John*



OFFENDER CATCH - Hot Off the Press!

At 3.11am on the 23rd of August an Arrow Officer is attending a local school for an alarm activation. On his arrival he notes an offender in one of the classrooms being very selective and choosing his preferred brand of electronics to rip off.

Backup patrols and police are mobilised and with a second car now on site the offender, after wrapping all the goods in a sheet, starts to depart down the path.

Unbeknown to this rat bag, our guys quietly walk up beside him and, cool as a cucumber, asks "How's it going?" - hey a little sarcasm never went astray in a situation like this and our chaps could see the funny side even if this guy didn't.

To cap it all off, this guy was in court the day before on a burglary charge and did not learn his lesson at all.

Response time = 4 minutes.



OFFENDER CATCH - Two for Burglary

It's 1.30am and one of our clients in The Concourse has multiple zones activating - two Arrow Patrol Units are in quick attendance.

Our first patrol quickly locates a break into a side window of the building and advises his backup. When the two re-approach the point of entry a minute or two later they disturb two offenders now outside with their 'booty' ready to go - and they are off at speed.

They then split up and each offender has an Arrow Officer on his tail. One is brought down "old rugby style" and the other with the unique method of "ankle tap him from behind with the baton torch and watch the funny forward roll".

With another Arrow support unit on site and a number of Police units arriving, the previously quiet street 10 minutes ago is now abuzz with people and cars.

Our response time to this incident was three minutes and these burglars were a little surprised at the amount of unintended attention they had attracted.

OFFICERS OF THE MONTH

JULY Kathy O'Connor joined our team as our first Control Room Operator in October 2009, and not only was Kathy stepping into a new role for the company, she was entering a workplace of predominantly male workers!!

Thankfully Kathy has proven of a strong enough character to fit in with the (mostly) boys and she has been going from strength to strength within her role ever since.

Coming from an administrative background, Kathy's passion for security has probably surprised no one more than herself.

In July Kathy was our Officer of the Month as we recognise her contributions to the company as a whole.

It can be easy to take people like Kathy for granted and it's not until they ask for a (well deserved) night off that you realise how much of an asset they are!!

Kathy is, of course, a local West Aucklander and a proud mum of a teenage daughter.

AUGUST Senior Patrol Officer, Keith O'Brien is our Officer of the Month for August.

An integral member of our Patrol Team since January 2009, Keith is a quiet achiever. Having escalated to the rank of Senior Patrol Officer, Keith is second only to his Night Supervisors and will often be relied upon to take the reins if the Supervisor is attending to an incident.

We recognise Keith not only for his professional and efficient work ethics, but also his camaraderie with his team mates and the fact that he always has a smile on his face!

The success of Senior Officers is often found in the amount of different experiences they have had within their role - Keith has seen a lot in his time on the road, and learnt a lot. His knowledge and experience is an asset to Arrow Security but especially an asset to our customers.

A family man, Keith was especially pleased when we moved to our new offices almost a year ago as he can now walk to work.

OFFENDER CATCH - At The Races

A routine foot patrol of one of our Avondale customers in the early hours of the morning finds our patrolman walking straight into an offender helping himself to scrap metal (copper and brass) by removing taps and piping around the venue.

Bit of a problem crops up when his female lookout starts whistling out to warn him but far too late as our Officer is already in the offenders face.

10 minutes later we have further patrol units and two police units on site doing the appropriate thing and another one is delivered to the cells for court tomorrow.

The female accomplice was let go but then again she wasn't involved with anything apart from whistling a late tune...good lookout staff is so hard to find these days!?



SAFETY HONED UP

The security industry would probably be one of the only emergency services to work through the night, responding upon high risk situations with only one Officer in the car at all times.

Accordingly, we often notice certain trends in our industry that demand our attention and focus. Recently we had another of our men assaulted by a second offender while he was holding down his mate that he had nabbed committing a crime on one of our patrolled sites.

To give you an idea of the type of young gentlemen we are dealing with here, the one that was still loose was yelling out to his mate that was pinned down "shall I give him the bash bro?" and too gutless to try anything with his bare hands he went away and got himself some weaponry to use on our guy.

Although we already operate an extremely tight and constantly managed safety procedure in-house, we have again re-visited our methods to ensure our people are in a better position when dealing with criminal element in the field. Our seventh car will definitely play a paramount role here by speeding up our backup system to support Officers dealing with any "offenders on".

Historically the writing has unfortunately been on the wall and what used to be a common situation with a content of respect for each other some 10-20 years ago, when a burglar would say "Fair cop mate", we have over time seen an erosion of this mutual respect and today I would suggest a good 40% of those grabbed want to have a go.

Our Senior Officers, too, are very well versed in recognising risk and safety concerns and due to this familiarity they will dispatch two cars to now run to any event that we recognise as having a high level of risk. Accordingly, a Patrolman is today in a far better position knowing he has a fellow patrol unit in attendance.

