

The ICONWAY



From the MD's desk:

The last quarter has been particularly busy for us with the commencement of Noise Control services for Auckland City Council and all security services for Manukau City Council Leisure Services.

We have also launched several new services to complement the range of services already on offer through our Staff Vetting Division. Being personally involved in the management of my local Rugby League club, the Hibiscus Coast Raiders, I am very familiar with the risks that clubs now face with volunteer coaches and support personnel who may have substantial unsupervised access to children. If you are involved with a sports or service club, I recommend that you read the article on appropriate checking over the page.

One area of our business that has been the 'silent achiever' this year is our Covert Cash Collection service. This service involves the uplift and delivery of bankings directly to the customer's bank, using licensed security staff in unbranded and nondescript vehicles and uniforms.

The cash component of the banking is fully insured whilst in ICON Group's care and the covert nature of the service minimises the risk to client staff and customers. ICON Group now has four vehicles operating in the Auckland market and one in Christchurch and bankings can be performed to meet customer requirements for frequency and timings. If you would like to know more about this service, please call.

Gary Morrison
Managing Director, ICON Group

ICON secures ACC Noise Control contract

When it comes to controlling noise, the ICON Group NCOs (Noise Control Officers) are the experts. During July, ICON Group secured the Noise Control contract with Auckland City Council to complement its contracts for Waitakere City Council and North Shore City Council. The contract provides 24 hour response capability, including Waiheke Island, and has very tight performance measures.

"Recent surveys conducted by Auckland City Council have highlighted noise as a major concern for Auckland City residents, particularly those who live within the central city," says Gary Morrison, ICON Group's Managing Director. "The council are taking a proactive stance on noise control and therefore a prompt and professional response to all complaints is a must, as is feedback on the outcome that can be passed to the complainant." The ICON Group team looking after the Auckland City region is led by Mike Dennison, an industry veteran who brings a hands-on approach to his role.

"The most important thing for me is to achieve the right outcome, without having to resort to a threatening or over-bearing approach," says Mike.

"By adopting a friendly and conciliatory approach, most people are surprised to find out that the noise levels are excessive and willingly co-operate with reducing the sound. Where



people are not co-operative, I inform them of the potential costs they will face and they normally see the sense in complying. As a last resort we request Police attendance and remove the stereo or equipment making the noise."

For any information on ICON Group's Noise Control Services, contact Gary Morrison on (09) 415 1854 or gmorrison@icongroup.co.nz.

ICON MEETS NEEDS OF INTERNATIONAL COMPANY

Professional, intelligent, helpful and friendly are just some of the adjectives Siemens Security Account Manager Jal Enstrom uses to describe ICON Security's guards.

"ICON's guards are of the highest calibre. They seem to have a personal interest in the job, take pride in their work and really go the extra mile to ensure our security needs are met," says Jal.

ICON has been providing security for Siemens' two Auckland premises – Bush Road, Albany and Hugo Johnston Drive, Penrose – for the past year.

Initially patrol guards were used to monitor each site at regular intervals but Siemens recently stepped up its security, placing static guards on site from 5pm till 8am each week night and 24 hours a day on weekends.

The Albany site is a large open area which backs onto bush and BMX tracks, making it something of a challenge to keep secure. ICON's guards have embraced the challenge and in a short time have proved to be invaluable in making the site more secure and giving Siemens peace of mind.

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They have already accosted an intruder on the site, thus preventing the incident from escalating into a security breach.

Jal adds: "I've been very impressed with their determination to catch would-be intruders.

"Not only are they dedicated and thorough about confronting and guarding our site, but they are a pleasure to work with.

"We've had several compliments from staff and managers about the good and valuable work they are doing for us, and when I've worked with them, I've been very impressed with their manner and professionalism."

Siemens is an international company which offers global solutions for water, energy, environment, healthcare, productivity, mobility, safety and security.



Siemens Security Account Manager Jal Enstrom... "I've been very impressed with their determination to catch would-be intruders."

Sports clubs - who can you trust?

ICON Group offers a confidential vetting service for sports clubs, or other similar organisations, to screen coaches, referees or volunteers who may have substantial unsupervised access to children.

This service should complement existing robust child protection measures when it comes to recruitment of staff/volunteers for your club, says ICON Group's Manager of Vetting Services Debbie Schwarz.

"We all know that sports clubs exist to improve the quality of life in our society," she says. "So it is also crucial such clubs do everything they can to exclude people who (through past history) may pose a threat to the very people the clubs are striving to help."

As an authorised Police vetting organisation, ICON Group will, with the written consent of the applicant, liaise with the Police, who will conduct two checks. The first

is a search of convictions in accordance with the Criminal Records (Clean Slate) Act 2004. The second is a computer-based check that will identify any past behaviour of a violent or sexual nature that may not have resulted in a conviction (for whatever reason).

"If adverse information comes to light, (indicating violent or sexual behaviour - other than convictions), it will be recommended that the person does not have unsupervised access to children, young people or more vulnerable members of society," explains Debbie.

Other checks which ICON Group offers which you might like to consider as part of your screening process include:

Reference checks - the best way to confirm information already provided to you by an applicant about their character/skills/competence;

Financial History - as many organisations have found to their cost, the honesty or personal integrity of people dealing with club funds shouldn't be taken at face value.

We can, with the authorisation of the applicant, find out if there is anything adverse in their credit history that may ring alarm bells;

Driving record checks - We can confirm if the people who are driving children to and from events are at least holding a current drivers licence or advise of any recent driving convictions that may be relevant.

For further information, contact: Debbie Schwarz, phone 0800 483 884 or email: dschwarz@icongroup.co.nz

EXIT INTERVIEWS - A MISSED OPPORTUNITY?

In today's challenging business environment, the loss of key staff can have a detrimental impact on any company, large or small.

So, it's hard to understand why the vast majority of businesses don't do everything possible to find out why staff are leaving and what can be done to fix any workplace problems.

One of the simplest and most effective ways to get to the core of any problems that may exist is to conduct exit interviews.

"Exit interviews provide a great opportunity for employers to find out what might need

fixing within their workplace, and what they can improve to ensure they hold onto valuable staff," says ICON Group's Manager of Staff Vetting Services, Debbie Schwarz.

"If the exit interview is handled correctly, employers will be able to develop strategies focused on workplace culture, employee retention and recruitment, particularly with regards to non financial benefits," says Debbie.

ICON Group recommends the outsourcing of exit interviews as it encourages the employee to provide answers openly and honestly. Also a skilled interviewer will

ask open ended questions surrounding the company culture and management.

While the information gained may not always be positive towards individual managers or aspects of the business, it is this information that can lead to beneficial changes.

Experts in facilitating exit checks on behalf of their clients, ICON Group's service is cost effective, with calls handled in a positive, friendly and non-threatening manner.

For more information, contact Debbie Schwarz on 0800 483 884.

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