



The ICONWAY



From the MD's desk:

Welcome to 2009 and to ICON Group's new-look newsletter: The ICONWAY. I sincerely hope that your holidays have gone well and despite the doom and gloom around the 'credit crunch', your new year has started well.

The new branding of our newsletter coincides with our change to a new publisher and strongly reflects the culture of ICON Group. Our cultural values are encapsulated by ICONWAY and I believe that it also reflects our desire to set new benchmarks in security service provision and quality.

One sad bit of news to pass on is the sudden death of Patrick (Pat) Garthwaite late last year. Pat had been our Patrols Manager for several years and was well respected within the industry and by our customers. His vice-like handshake will be greatly missed.

I trust that you find our newsletter of interest and we look forward to providing you with the very best in security services.

Gary Morrison
Managing Director
ICON Security

What's in a name?

There's more to the name of our new-look newsletter 'The ICONWAY' than meets the eye. Because, as Managing Director Gary Morrison refers to in his welcome above, in one word it represents all our key internal values.

To us, ICONWAY means:

- I - Innovative**
- C - Customer Focussed**
- O - Our People**
- N - Needs Based Solutions**
- W - Work As A Team**
- A - Accountable**
- Y - Yes, Let's Do It**

Drug seminars raise awareness



Tony Lewis, heads ICON Educational Services, which, in conjunction with Christina Stroud of Ultimate Coach Group, is holding methamphetamine awareness seminars.

The statistics speak for themselves – 62 percent of methamphetamine users are employed full time, the government spends \$1.3b on battling New Zealand's methamphetamine problem and per capita, Kiwis are one of the highest users of the drug anywhere in the world.

An insidious drug that destroys lives, methamphetamine is now being targeted by ICON Educational Services headed by Tony Lewis, which, in conjunction with Christina Stroud of Ultimate Coach Group, is holding awareness seminars that aim to educate, motivate and inspire.

Launched in October, the seminar is a hard-hitting look at the reality of methamphetamine and its impact on people's lives, society and the business world.

It also offers some solutions around business policy and procedure relating to employee drug use and ideas about how to broach the subject with a user.

Presented by Christina Stroud, her knowledge of the subject is extensive and she is founder of True Potential Trust which is dedicated to making New Zealand methamphetamine free (www.hopeofanation.net).

Feedback on the seminars has been overwhelmingly positive and Tony says: "Those who have attended say their level of awareness around methamphetamine use within our communities has certainly increased.

"They now have the knowledge and tools to identify the signs of possible methamphetamine use and more importantly, they feel more confident in being able to raise use with a user and now know where to go to seek assistance if need be."

Although the seminar has a workplace focus, the skills and tools can also be applied within people's personal lives.

"I think the major benefit of this seminar is that it empowers people to do something about a problem that is going on all around us. The people you would least suspect of being involved in this are. We all have a responsibility to make this problem go away. Take away demand and you take away supply."

ICON Educational Services are planning another seminar in February 2009.

For further information contact: Tony Lewis, tlewis@icongroup.co.nz or Helen Morrison, h Morrison@icongroup.co.nz.

ICON extends services to Corrections

ICON Group's role in the high-tech monitoring of Community Detention offenders has been substantially extended.

The move comes almost exactly a year after ICON Group secured a significant

sub-contract agreement to provide daily monitoring and reporting of Community Detention offenders to the NZ Department of Corrections, through G4S, the world's largest security organisation.

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Koli OneOne...used his experience to capture four teenage offenders.

Four against one - no problem for Koli

ICON patrol supervisor Koli OneOne brings 13 years of hands-on security industry experience, in both Australia and New Zealand, to his role.

And that knowledge, combined with his imposing physical presence, stands him in good stead when trouble brews.

Recently, for example, he was on the spot after four teenage offenders broke into a liquor store through a security roller door. Flushed with success – and no doubt fuelled by their ill-gotten gains from the first raid - the four returned for another crack at the store's products...and ran into Koli.

Despite being outnumbered four to one, Koli cornered the intruders in their getaway vehicle and managed to hold them until the Police arrived.

Such catches are all in a day's work for Koli and the ICON Security Officers he oversees Auckland wide.

As patrol supervisor – a role he shares week on/week off with Joachim (Joa) Sante - Koli is responsible for ensuring the company's security officers are undertaking their duties professionally, monitoring the RT for any issues and being on the spot to provide backup if it's required.

Asked how businesspeople can best ensure the security of their premises, Koli says ICON's random security patrols are an effective deterrent.

Thieves will usually check out a property before breaking in and if they realise it's being patrolled they will often take the easy option and shift their intentions elsewhere.

Away from work, Koli is the proud dad of two young children.

Croxley thrilled with ICON's services

Croxley – an iconic New Zealand stationery company – has used ICON Security's services for five years during which time it has been impressed with ICON's professional service and friendly operation.

"If I had to rate ICON out of 100 per cent, I'd give them 120 per cent. I cannot fault the service they provide," says Pat Hayes, Croxley's Administration Officer.

Croxley's main site with its head office, factory and warehouse is situated on Rosebank Road covering an impressive 2.2 hectares. Icon also monitor Croxley's distribution centre at Wiri.

Each site is checked six times per night – inside and out – when the properties are closed overnight and on weekends. Pat says the three regular ICON security guards are fastidious when it comes to ensuring the buildings' safety.

"I can't praise the ICON Security staff enough for their efforts in keeping our site



Croxley Administration Officer Pat Hayes: "If I had to rate ICON out of 100 per cent, I'd give them 120 per cent."

secure. It is with comfort that I leave each evening knowing the site has been left in the hands of an expert security company," he adds.

Pat knows each of ICON's security guards personally and says having the same guards on duty each week is a huge advantage as it means they know the premises intimately and are a friendly face to turn to.

In addition to regular site patrols, ICON respond to any Croxley emergency call outs and have also placed static security guards on site when necessary.

ICON extends services to Corrections

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This involves the electronic monitoring of an offender's presence at their registered curfew address within nominated curfew hours, using ankle bracelets and monitoring units, which verify their presence.

G4S supply all equipment, software, training and support, through their international and regional network of operational and support units. ICON were selected to provide New Zealand monitoring services due to the company's excellent reputation, sound infrastructure, superior customer service, and quality management and processes.

The Community Detention programme in New Zealand is now the fastest growing in the world. Since it commenced in October 2007 it has grown to over 1000 offenders nationwide. In November of this year, the contract was significantly amended to increase ICON's responsibilities in the areas of offender caseload management, fault diagnosis, increased hours of support, improved reporting techniques and equipment management.

Siggy Rehburg, ICON's Manager of Community Detention Services, says: "This is

a significant shift for us. We have matured from simple retrospective reporting of offender activity, and have moved towards a much more hands-on role.

"This includes providing information on Corrections staff caseloads, detailed data diagnosis, advisory help-desk functions, improved reporting, training of officers, and becoming far more proactive in our support of Department of Corrections agents."

Mr Rehburg says recruiting, developing and training the right people have been key features in the provision of this service.

"The niche nature of the contract requirements has meant that ICON has had to recruit specialists in the various roles and ensure these people had sufficient training and support to deliver the highest standard."

Delighted with the extension of his company's role, Gary Morrison, ICON's Managing Director says: "G4S have been an excellent organisation to work with and extremely supportive in this contract. "They have given us access to a world of resource in the area of Electronic Offender Monitoring.

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