



# The ICONWAY



## From the MD's desk:

*Seasons Greetings from ICON Group*

The team at ICON Group wishes all customers a Merry Christmas and Happy New Year. We appreciate your continued business over what has been a difficult year for many firms and we look forward to our continuing relationship into 2010.

The Christmas period brings a number of challenges and pressures for business owners and managers and we would encourage you to spend five or ten minutes this month planning how ICON Group can assist with your holiday security requirements, both at work and at home.

For businesses that implement an extended closure period over the holidays, we recommend additional daylight and nightly random patrol checks. The checks will provide a visible deterrent and ensure the integrity of your site security.

For private residences we recommend the use of the ICON Group Home Minder Service. ICON Group Security Officers will conduct a daily and nightly check of your property, checking that all exterior doors and windows are secure and also clear your letterbox. All mail, newspapers and circulars will be securely stored and delivered to your home upon your return.

To obtain more information on ICON Group's commercial property checks and Home Minder Service, phone us on (09) 522 9350 or book online at [www.icongroup.co.nz](http://www.icongroup.co.nz).

*Merry Christmas*

**Gary Morrison**  
Managing Director, ICON Group

## CHRISTCHURCH POLICE PRAISE 'EXCELLENT WORK'

Christchurch Police have praised the 'excellent work' of ICON Group's South Island Retail Security Manager, Paul Smith, in catching a sophisticated thief.

Working as undercover store security in a branch of The Warehouse, in Christchurch, Paul's suspicions were aroused when he spotted a customer carrying a large box of Lego and holding a bar code in his hand. After the man purchased the item, Paul stopped him as he left the store.

He was then able to confirm that the man had placed a forged bar code – which related to a similar but lesser-valued Lego item – over the original.

The Police were called and subsequently located a substantial quantity of Lego products in the offender's car. He had committed offences that day at six Warehouse and two K-Mart stores.

Each theft had been committed in the same way, with the man using a laptop and printer – which the Police also found in the offender's car – to



ICON Group's Paul Smith has won praise from the Christchurch Police for his 'excellent work'.

create the phony bar codes.

"Had it not been for Paul Smith's observation and attention to detail, the offending would not have been detected," said a Police spokesman.

## ICON officer's action saves West Auckland building from blaze

Quick action by ICON Group Night Supervisor, Koli OneOne, after he noticed smoke while on patrol in the Henderson area has saved a building – and helped the Police arrest a suspect.

Investigating the smoke, Koli not only found a building on fire but also saw a suspicious male leaving the site.

He immediately phoned 111 to report the fire and then approached the man, who denied having anything to do with the fire before running away.

However, Koli had smelt petrol on him, so was able to advise his description to the Police, who located and arrested the suspect.

Delighted with Koli's actions, Henderson Police say he did an excellent job in finding and reporting the fire, and assisting Police in finding the alleged offender.



ICON Group's Patrol Manager, Rei Katamiro (left) congratulates Koli OneOne on his actions.

"Koli is an outstanding Patrol Officer," comments ICON Group's Patrol Manager, Rei Katamiro. "Thanks to his quick thinking and actions, the Police and the Fire Brigade were able to contain the situation."

## New website launched

We are pleased to advise that we have conducted a 'makeover' of our website to better reflect the ICONWAY and our broader range of services.

The updated site also provides greater customer interface, so please check us out on [www.icongroup.co.nz](http://www.icongroup.co.nz)

We welcome all customer feedback.

## ICON staff go the extra mile



ICON Group staff member Manoj Brij... happy to go the extra mile for the client.

An ICON Group staff member has been praised for going 'the extra mile' to ensure a customer site remains clean and tidy for visitors.

PPG Industries New Zealand Ltd, who has used ICON Group's Guard and Patrol Services over the last two years, commended the actions of ICON staff member Manoj Brij in their recent 'Most Improved Area' newsletter.

Praised for taking the initiative to clean signage by the site's gatehouse – on occasion even doing this during his own time – Manoj says:

"The gatehouse and the associated signage are the first impression that visitors get when entering the company. People visiting this site will now see that we are serious about housekeeping and safety."

ICON Group's National Guards Manager, Herman David, adds that Manoj is an excellent guard and a role model for security staff: "Manoj always goes the extra mile for both ICON Group and our customers and is a valued member of our team," he says.

## Wallets returned

An ICON Group staff member has been commended by his manager for locating and handing in two wallets within the last month.

However, Joe Talitua Tio, the ICON Group Patrol Officer who found both wallets while on shift, says he was 'just doing the right thing'.

In both instances, the wallets contained cash and personal items and Joe has received a personal 'thank you' from their grateful owners.

"This is a great example of a trustworthy staff member who goes the extra distance to do a great job," notes ICON Group's Patrol Manager Rei Katamiro.

# Are you prepared for a disaster?

Recent devastating natural events within the South Pacific have been an eye opener for a lot of people.

What we have seen in Samoa and Indonesia brings it home that we in New Zealand could be subjected to a natural disaster of a similar magnitude.

For example, did you know that New Zealand experienced 30 earthquakes from September 10, 2009 to October 18, 2009? ([www.geonet.org.nz](http://www.geonet.org.nz))

### Consider this scenario:

It is 9:54 on a Tuesday morning, you are at work, your three children aged 7, 9 and 12 are at school and your partner is at home. The Auckland region has just experienced a 7.9 magnitude earthquake which has resulted in the following:

- Major breakdown of infrastructure;
- Major damage to buildings and roads – the Harbour Bridge is deemed unsafe for vehicles until further inspection can be undertaken;
- Breakdown of all communications and electrical supplies;
- Extensive casualties and fatalities;
- Gas leaks, fires and floods;
- General breakdown in law and order;
- Emergency services are in disarray and are unable to respond effectively;
- Hospitals are unable to cope with the volume of injured;
- Morgues are overflowing;
- People are injured, in shock and traumatized;
- The risk of life threatening disease is high.

### Ask yourself these questions:

- Will you and your work colleagues be able

to sustain yourselves at work for a minimum of three days until emergency services can get to you?

- Have you and your family prepared a plan?
- Have you thought about food, shelter, and clean drinking water?
- Are you trained to deal with burns, crush injuries, fractures and trauma?
- How will you contact your family...do they or will they know what to do?
- Have you considered your physical security?
- If you have the time to escape...what would you take with you? Is it ready to go?
- What about your pets?

### Now ask yourself again – are you prepared for a disaster?:

If you are not, ICON Educational Services has developed an Emergency Planning seminar which will give you the tools to start preparing yourself and your family to enable you to deal with a natural disaster.

The key objectives of this programme are:

- To think about the type of disasters that could affect you and your family;
- To think about what hazards and risks you face in your home and take actions to reduce the risk to your family;
- To develop a plan for responding;
- To prepare equipment, food, and water you will need; and
- To ensure your children know what to do in the event of a disaster

Maximum numbers at this three-hour seminar are 20. For further information or to register your interest, contact: Colin Morrison, [cmorrison@icongroup.co.nz](mailto:cmorrison@icongroup.co.nz) (09) 414 9623; or Rachael Jeffery, [rjeffery@icongroup.co.nz](mailto:rjeffery@icongroup.co.nz) (09) 414 9624.

## Congratulations National Guards Manager Herman David

Congratulations to ICON Group's National Guard Manager, Herman David (pictured right) for his selection as captain of the New Zealand Master's Over 50s Rugby League team.

Herman led his team in a hard, physical game against Australia at Mount Smart Stadium recently – with the final result a draw, with each side scoring a try.

Herman has also had success coaching this season, taking the HBC Raiders Senior Coach of the Year award for 2009, after taking the HBC Raiders Under 18s through to the semi-finals.

In the past he has coached several Auckland rep teams, including the Auckland Under 15s who were National Champions in 2006.

Herman has also been



invited to participate in the High Performance Coaching Course in Australia next year.

If you would like to receive this newsletter by email, please contact us at [info@icongroup.co.nz](mailto:info@icongroup.co.nz)



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