

From: [REDACTED]
To: [Sarah Giles](#)
Subject: #10 INSTRUCTIONS FOR ALARM ACTIVATION
Date: Monday, 21 September 2015 1:32:56 p.m.
Attachments: [#10 INSTRUCTIONS FOR ALARM ACTIVATION.docx](#)

Hi Sarah

I have attached alarm instructions for #10 once it has started to be monitored.

Could you look at the contact names, and make sure you are happy with the list please?

The instructions will be distributed to the people on the list once I have confirmed the highlighted areas etc.

Thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [SR Christchurch](#)
Cc: [REDACTED]
Subject: 6 Show Place - Level 3 Access door
Date: Monday, 8 May 2017 8:50:30 a.m.

Morning all,

Late Friday afternoon the access door on level 3 was wedged open. There were no staff from Southern Response or Arrow on the 3rd floor at this time.

The access doors on the back of 6 Show Place must not be left open for security reasons.

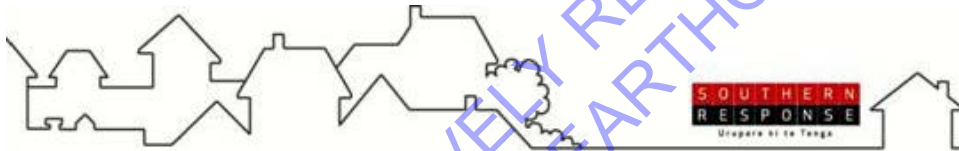
Regards

[REDACTED]
Health and Safety Manager
Southern Response
Earthquake Services Ltd

DDI [REDACTED]
Ext [REDACTED]

PO Box 9052
Christchurch 8149

[REDACTED] southernresponse.co.nz
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the Crown-owned company responsible for AMI customers' claims for the Canterbury earthquake damage.

From: [REDACTED]
To: [Sarah Giles](#)
Subject: 6 Show Place - Lighting Design
Date: Wednesday, 8 June 2016 4:05:48 p.m.
Attachments: [Show Place Lay01.pdf](#)
[ATT00001.txt](#)

Hi Sarah

Please find attached our proposed lighting design for the rear of 6 Show Place.

Confirmed pricing is due early next week, early indications are somewhere between \$3k & \$4k to supply and install over a weekend.

Your thoughts?

Cheers

[REDACTED]

[REDACTED]
Building Manager

Dir [REDACTED]
Mob [REDACTED]
Fax [REDACTED]
[REDACTED]@goodman.com
info-nz@goodman.com

http://scanmail.trustwave.com/?c=4341&d=m5nX14DrEi6c-0tiq1JGx88we_N9jWRqeCM6y-q2Bw&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom

1 Show Place
Level 1, Building 3
Addington Christchurch 8440

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Please consider the environment before printing this email.

From: [Linda Falwasser](#)
To: [Sarah Giles](#); [REDACTED]
Subject: Actions
Date: Monday, 20 July 2015 4:50:40 p.m.
Attachments: [Memorandum to Board 200715.docx](#)

Hi Sarah and [REDACTED]

Please find attached actions that we will be rolling out as of today.

Thompson & Clark are coming back to me in the morning regarding the day(s) they are coming down this week to conduct their security review and also scenario training with First Security etc.

[REDACTED] – can you please see IT actions attached. Let me know if any questions.

Will keep you posted.

Linda

Linda Falwasser
Strategic Communications Manager
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand
Mob: [REDACTED]



From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: Additional Security Guards
Date: Thursday, 29 October 2015 2:39:21 p.m.

Hi Sarah,

Would [REDACTED] and myself be able to attend a meeting with you tomorrow afternoon to discuss the additional security at say 14:15?

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Sarah Giles
To: [REDACTED]
Cc: [REDACTED]
Subject: Alarm contacts
Date: Tuesday, 22 September 2015 10:31:00 a.m.

Hi [REDACTED]

We are in the process of activating the alarm here at 10 Show Place.

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime, the person does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

Can you please consult with your management team and obtain 2 names for each floor please. I will also be reviewing the list from the SR side and [REDACTED] will be reinforcing to ADT that they do not request our staff to site if there is an alarm activation.

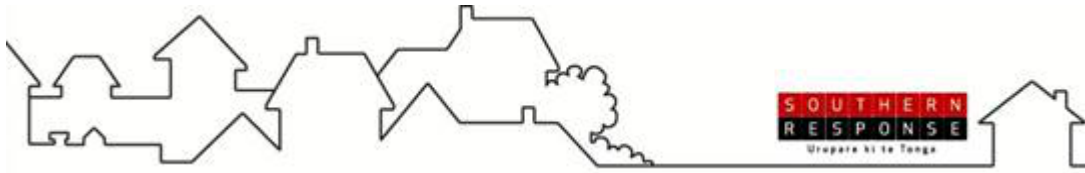
Level 1	Level 2	Level 3	Level 10

If possible could you please have this back to me by the end of the week.

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: Alarm for #10
Date: Tuesday, 22 September 2015 9:24:49 a.m.

Hi Sarah

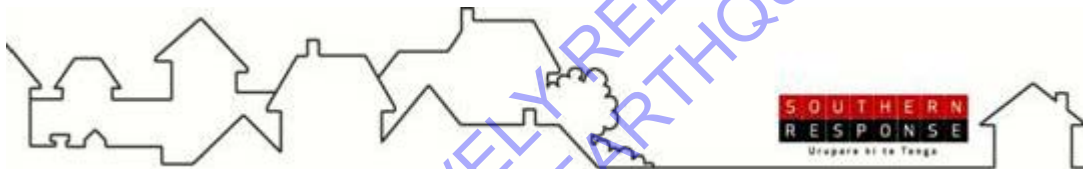
[REDACTED] will be connecting the alarm for monitoring with ADT after the two new sensors have been added to the hall way doors.

He is yet to confirm with me when this will be done.

Thanks

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Gavin Clark
To: [Sarah Giles](#)
Cc: [REDACTED] [t60.co.nz](#)
Subject: Amended version
Date: Thursday, 14 April 2016 1:53:38 p.m.
Attachments: [Southern Response TA April 2016.pdf](#)

Hi Sarah,

Typos corrected many thanks.

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



PO Box 301775, Albany, NSMC 0752, New Zealand
[www.tcil.co.nz](#)

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Ammendments to First Security Contract
Date: Wednesday, 31 May 2017 11:27:00 a.m.

Hi Sarah

Update on changes to new contract as requested by SR below:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Thanks

[REDACTED]

Hi [REDACTED]

I have been back to our legal advisor [REDACTED]

Thanks

Sarah

Hi [REDACTED]

As discussed the following changes are requested to the contract please:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

I hope these can be resolved soon. Let me or [REDACTED] know if you have any questions.

Sarah

Regards



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 3 May 2017 1:18 p.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Please find attached contract as discussed. Could you kindly put full signature on the front and initial the bottom of each page.

Kind regards,

[REDACTED]

Regards



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: Automatic reply: Additional guards 19th February
Date: Thursday, 18 February 2016 4:03:01 p.m.

Hello,

I will be out of the office today and returning Friday 19th February. If urgent please contact our Communication Centre on 3796-884.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED] [goodman.com](#)
Subject: carpark lighting
Date: Wednesday, 25 May 2016 11:26:00 a.m.

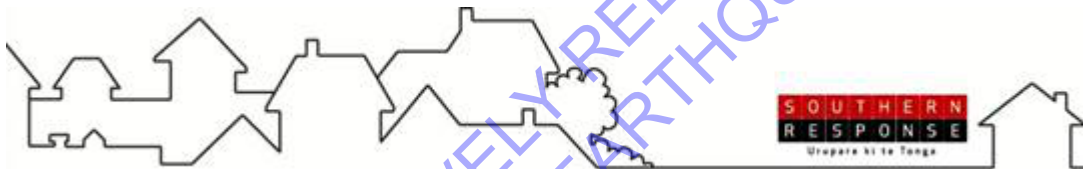
Hi [REDACTED]

Following up from our discussion on improving lighting at 6 & 10 Show Place, have you received your lighting report/quote from your contractor?

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED] [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz)
Cc: [REDACTED] [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz); Sarah Giles
Subject: Change of password for #6 Show Place
Date: Monday, 12 October 2015 8:40:10 a.m.

Hi there

The password for the alarm at #6 Show Place has been changed from [REDACTED] to the word [REDACTED] for ease of use.

This is to be used if ADT call and require a voice code, or if the guards need to call ADT.

If you could pass this on to your night patrols that would be much appreciated.

Kind regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [ADT Alarms - \[REDACTED\]@tycoint.com](#)
Cc: [REDACTED] [firstsecurity.co.nz](#) ([REDACTED] [firstsecurity.co.nz](#)); Sarah Giles
Subject: Change of process
Date: Wednesday, 11 May 2016 9:48:51 a.m.

Good morning

We would like to change the process if an alarm is activated at either #10 or #6 Show Place please.

If an alarm is activated **outside of office hours** 7am – 6.00pm, and weekends **please call First Security directly.**

If an alarm is activated **during office hours**, 7am – 6.00pm please refer to staff contact list.

[REDACTED] – I will send you a list of staff contacts the guards can ring if required.

Regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [Sarah Giles](#)
To: [10Show Place SR and Arrow](#)
Cc: [REDACTED]
Subject: Changes to security
Date: Thursday, 14 April 2016 12:50:45 p.m.
Importance: High

Hi All

There have been two additional swipe card readers added to the doors either side of the bathroom area. This is to enable the alarm for 10 Show Place.

What this means for you:

1. All day - Carry your swipe card if you go to the toilet at all times
2. Start of the day - If you are the first person in you will be deactivating the alarm when you use your swipe card.
 - a. If you come in the via the back stairwell, please ensure you swipe to enter the floor within 30 seconds
3. End of the day - If you are the last person here you need to activate the alarm [REDACTED]
[REDACTED].
 - a. If you are exiting via the back stairwell you activate the alarm using the readers inside the building, you then have 30 seconds to exit.

Please ensure you now carry your with you at all times.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: Concierge Static Guard
Date: Wednesday, 5 April 2017 4:49:11 p.m.

Hi Sarah,

This afternoon I met with [REDACTED] for our monthly catch up meeting and I noticed that it was particularly freezing in the front foyer as I was signing in.

I then noticed our guard was wearing full uniform along with gloves / scarf and also had a hot water bottle, she was extremely cold and as the front door was opening and closing I felt all the cold air coming through straight at the desk.

Would it be okay if we brought her a gas heater? as I am worried that they will become very sick if they have to sit constantly in such a cold area over winter time.

Kind regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: contract amendments
Date: Thursday, 27 August 2015 11:22:47 a.m.

Hi Sarah,

Thank you for the meeting today.
Good to meet the new team and nice to welcome back [REDACTED]

Regarding the variation to the Southern Response contract – short answer is we do not have such a document – yet.

The discussion with our Auckland people suggests that an email trail leading to the end result will be adequate for our purposes and the correspondence is attached to your contract on file both here in the office and in Auckland.

Does that work for your purposes.

The alternate is to provide a fresh contract on each variation.

Peter



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Cover for guards
Date: Thursday, 15 December 2016 9:05:04 a.m.

Hi Sarah

I am away from Thursday 22 December – 9 January.

I would like to arrange a contact person for First Security and the guards during the two below periods:

22,23 Dec

4,5,6 Jan

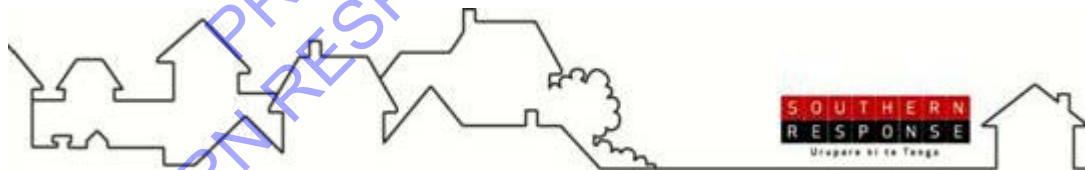
I was [REDACTED] [REDACTED] for Dec, but wondered if it would be best to have a manager over at #6 who is [REDACTED] the 4th, 5th and 6th Jan. As things are a bit up in the air with [REDACTED] can you let me know if there will be a manager [REDACTED] during this time?

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [SR Christchurch](#)
Cc: [REDACTED] [arrowinternational.co.nz](#)
Subject: Customer threat and increased security
Date: Thursday, 7 July 2016 9:24:43 a.m.

Morning everyone,

Our security situation has been resolved and we are now able to use the back entrances to 6 Show Place. Thank you for your cooperation over the last week.

Regards

[REDACTED]
Health and Safety Manager

From: [REDACTED]
Sent: Monday, 4 July 2016 10:39 a.m.
To: SR Christchurch
Cc: [REDACTED] [arrowinternational.co.nz](#)
Subject: Customer threat and increased security

Hi everyone

We are expecting to be updated by the police shortly on the current situation. Nothing more has been heard from the customer.

In the meantime please carry on with our standard security protocol as per below:

#6 Show Place – Entry and exit to the building to be made by the front doors only, until otherwise advised do not use any of the back doors, including the back stairwell.

(in the case of an evacuation, normal procedure applies)

When entering the building, please be aware of any tail gaters.

A roaming guard will be in place to assist our security guard, and for your security.

Regards

[REDACTED]
Health and Safety Manager

From: [REDACTED]
Sent: Thursday, 30 June 2016 1:27 p.m.
To: SR Christchurch
Cc: [REDACTED] [arrowinternational.co.nz](#)
Subject: Customer threat and increased security

Good afternoon everyone,

On Monday evening, our organisation received a threat from a distressed customer. Southern

Response and Arrow have a zero tolerance policy to any threats and treat these seriously. As a result, we have implemented increased security measures whilst the situation is investigated internally and by Police.

It is our protocol to increase security whenever we have a perceived threat i.e. the addition of a roaming guard, entry and exit to the building through the main doors only.

Whilst we do not want to cause unnecessary concern, as always please be mindful of your personal security and remain vigilant regarding anything appearing suspicious. Do not be afraid to escalate concerns to your manager.

Should you have any further questions these will be addressed at tomorrow's meeting.

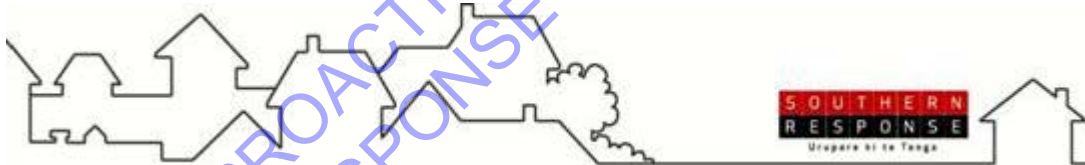
Regards

Health and Safety Manager
Southern Response
Earthquake Services Ltd

DDI [REDACTED]
Ext [REDACTED]

PO Box 9052
Christchurch 8149

[\[REDACTED\]@southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz)
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the Crown-owned company responsible for AMI customers' claims for the Canterbury earthquake damage.

From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: ECL Contacts
Date: Thursday, 14 April 2016 1:51:46 p.m.
Attachments: [ECL CHC Faults.msg](#)
[REDACTED].msg

For information

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Emailing - Southern Response.pdf
Date: Tuesday, 22 September 2015 9:16:22 a.m.
Attachments: [Southern Response.pdf](#)

Hi Sarah

Here are the latest contacts from ADT (page 2) – looks like Cleantastic have been added, but I will need to add someone from Arrow to level 1 and 2 and someone from SR to level 3.

Do you have any preferences?

Thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Emergency contacts for First Security
Date: Friday, 16 December 2016 11:42:32 a.m.
Attachments: [Emergency contacts for First Security.doc](#)

Hi there

If there is an alarm call out, and First Security need to contact someone from SR/Arrow, I have provided them with the attached list of names.

Generally they do not need to contact anyone, it would be in the case of an emergency.

Do these names stay the same over the xmas period, or shall I narrow it down?

Thanks

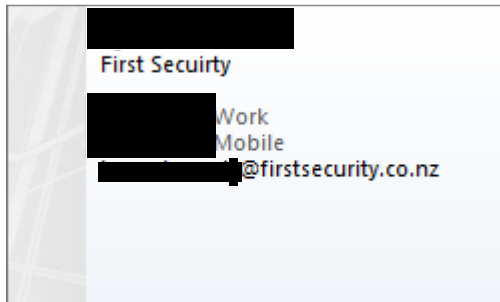
[REDACTED]

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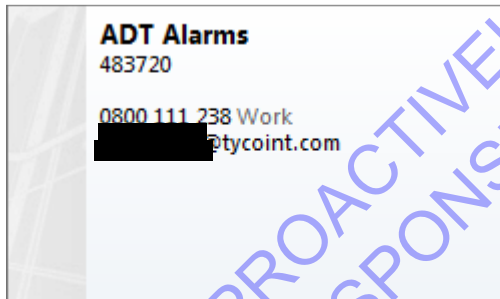
From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: First Security and ADT contacts
Date: Wednesday, 1 June 2016 8:37:40 a.m.
Attachments: [REDACTED] - First Security.msg
[image001.png](#)
[image002.png](#)

Hi [REDACTED]

If you need to contact First Security, [REDACTED] is your contact.



If an alarm goes off at either buildings during the day please contact ADT, voice code for #6 is [REDACTED] #10 [REDACTED] (Doesn't happen often, usually if [REDACTED])



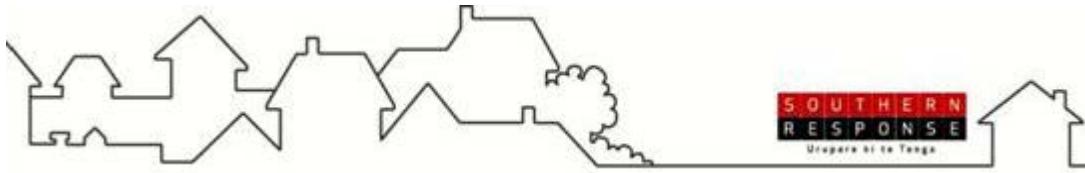
Outside of business hours, if the alarm goes off, ADT have been instructed to contact First Security to send a patrol.

Thanks [REDACTED] 😊

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: First Security : [REDACTED] of Ad Hoc and Casual Guard Deployment
Date: Monday, 27 March 2017 10:39:12 a.m.
Attachments: [24032017125555_001.pdf](#)

Hi Sarah

Just an update from First Security, in summary:

From 1 April 2017 if we request a casual guard for any reason and then cancel less than 4 hours before their shift starts we will be invoiced for the full four hours. All cancellations must be made at least 4 hours prior.

Thanks

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Friday, 24 March 2017 1:17 p.m.
To: [REDACTED]
Subject: [REDACTED] of Ad Hoc and Casual Guard Deployment

Hi [REDACTED]

Please see attached letter with some changes in relation to [REDACTED] casual guard re the Employment Relations Act.

Thanks

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: First Security Amended Contract
Date: Monday, 29 May 2017 12:47:50 p.m.
Attachments: [29052017124342_001.pdf](#)

Hi Sarah,

Really apologies for the delay, I have made the agreed changes to the Terms and Conditions for your review.

Look forward to hearing from you.

Kind regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [ADT Customer Services New Zealand](#)
Cc: [Sarah Giles](#)
Subject: First Security call outs
Date: Friday, 2 October 2015 10:21:55 a.m.

Good morning

I would like to request that staff are not asked to attend site if the alarm is activated at #6 Show Place. If the contacted staff member is unable to identify why the alarm has been activated, please request First Security to attend.

We are also in the process of having an alarm installed for level 2, #10 Show Place. I will contact you once this requires monitoring, and provide you with a list of contacts.

Kind regards

[REDACTED]

[REDACTED]

Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz




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From: ADT Customer Services New Zealand [mailto:[REDACTED]@tycoint.com]
Sent: Monday, 21 September 2015 1:35 p.m.
To: [REDACTED]
Subject: Automatic reply: Change of Administrator

Thank you for your email correspondence - please allow 1-2 business days for your request to be processed.

If you would like to get in touch to discuss any priority requests, please contact us on 0800 111 238.

Kind Regards,
ADT Customer Services Team

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: First Security Contract Amendments
Date: Monday, 12 June 2017 3:40:13 p.m.
Attachments: [First Security Contract with Southern Response May 2017.pdf](#)

Hi Sarah,

Hopefully these have now been done successfully, please let me know.

Kind regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: First Security Contract
Date: Monday, 14 December 2015 9:09:11 a.m.
Attachments: [First Security Contract with Southern Response 2015.pdf](#)

Hi Sarah,

Hope you had a lovely weekend...

Please find attached contract as discussed for the welfare checks on your staff and car park area.

Could you kindly please sign and send back to me.

On another note I would like to set up a regular meeting each month with you just to make sure you are happy with guards and service.

Are you free Tuesday at 1pm ? - I will send you a meeting invite shortly.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: ceqshp7.scanner
To: [Sarah Giles](#)
Subject: First Security contract
Date: Monday, 19 June 2017 1:35:28 p.m.
Attachments: [19062017133545-0001.pdf](#)

Number of Images: 6
Attachment File Type: PDF

Device Name: ceqshp7.scanner
Device Location:

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: First Security Contract
Date: Wednesday, 3 May 2017 1:18:36 p.m.
Attachments: [03052017131419_001.pdf](#)

Hi Sarah,

Please find attached contract as discussed. Could you kindly put full signature on the front and initial the bottom of each page.

Kind regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: First Security Quote
Date: Friday, 30 October 2015 4:55:27 p.m.

Hi Sarah,

Thank you to you and [REDACTED] for meeting with [REDACTED] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [REDACTED] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: First Security Service Agreement
Date: Friday, 14 April 2017 2:07:47 p.m.
Attachments: [First Security Contract.pdf](#)

Hi Sarah,

Our current agreement is due to expire on the 1st May 2017 and we would very much like to remain to assist as a part of your team.

[REDACTED]

[REDACTED]

I would be happy to meet with you and discuss if you have any questions.

Kind regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: First Security
Date: Wednesday, 26 April 2017 10:02:58 a.m.

Hi Sarah

I have talked to [REDACTED] regarding First Security giving out personal information, and expressed our concern about this happening again.

[REDACTED] will be going through the phone recording from Friday night to establish what happened and by who. She was taken aback as she said this is definitely not standard protocol.

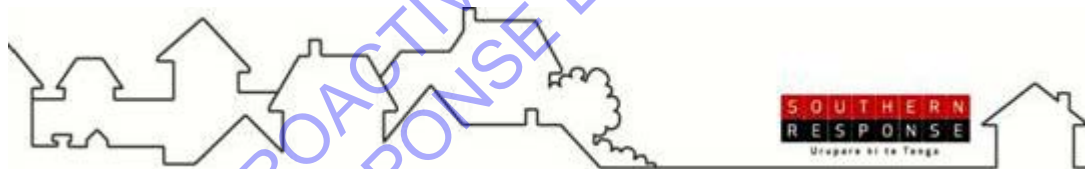
I have asked her to send her findings via email.

Regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: First Security
Date: Wednesday, 20 January 2016 1:55:06 p.m.

Hi there

[REDACTED] and [REDACTED] from First Security have just called in with [REDACTED] swipe cards.

[REDACTED] is away in India for two months, so [REDACTED] will find a replacement for him within the next two weeks – [REDACTED] will be the main security guard until then.

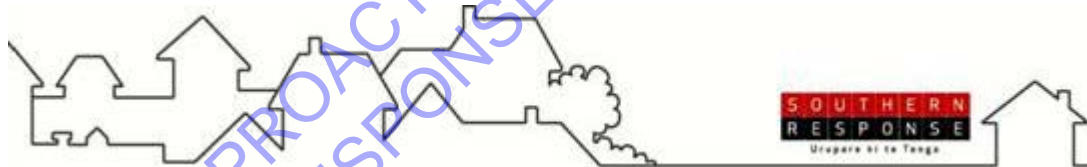
Once [REDACTED] returns he will continue rotating shifts with [REDACTED] here, and the third guard will be a back up.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: First Security
Date: Wednesday, 11 October 2017 1:32:18 p.m.

Hi Sarah

Just had a meeting with [REDACTED] I mentioned I have not seen any random patrols around lately, so we have set up a system where the guards during the week have to sign in with [REDACTED] and the guards in the weekend will scan a code on the door.

This will then get sent to me so I can monitor that they are coming when they should be.

Thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED] [\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com) [REDACTED] [\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)
Cc: [REDACTED], [REDACTED] [Sarah Giles](mailto:[REDACTED]@goodman.com)
Subject: Front doors #6 Show Place
Date: Monday, 18 January 2016 12:57:04 p.m.

Hi [REDACTED]

Just a follow up on the front doors, ECL have completed a thorough inspection of the security system for the front doors (they have only just left) and concluded it is definitely a commercial doors issue – the automatic opening part of the door is failing. Commercial doors are now returning to site with the required parts.

Many thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: FW: 6 Show Pl lighting
Date: Thursday, 9 June 2016 4:23:51 p.m.
Attachments: [image26a634.PNG](#)
[image57f4b.PNG](#)
[image5ffe36.PNG](#)
[6 Show Pl rear carpark flood lighting - 201606008 - Henshaw Goodman Ltd.pdf](#)

Hi Sarah

Following on from my email yesterday with the light design for 6 Show Place, please find attached the quote to supply and install the lights based on that design.

The quote also covers the cost to adjust the existing lighting at 10 to better light up the identified dark spot in the middle of the car park up against the railway line.

We confirm [REDACTED]

Please let me know how SR would like to proceed.

Cheers
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@clecanterbury.co.nz]
Sent: Thursday, 9 June 2016 4:04 p.m.
To: [REDACTED] <[REDACTED]@goodman.com>
Subject: RE: 6 Show Pl lighting

Hi [REDACTED]

Please see attached quote to supply and install lighting as per the previously supplied design.

Regards,

[REDACTED]
CONTRACTS MANAGER



COMMERCIAL • ELECTRICAL • SERVICES

40 Leeds Street | Phillipstown | Christchurch 8011
PO Box 777 | Christchurch 8140 | New Zealand

P [REDACTED] | F [REDACTED] | M [REDACTED]
E [REDACTED]@clecanterbury.co.nz | W clecanterbury.co.nz

P

Do you need to print this? Consider the environment, prevent paper waste



+ [REDACTED]
Building Manager

Dir [REDACTED]
Mob [REDACTED]
Fax [REDACTED]
[REDACTED]@goodman.com
info-nz@goodman.com
www.goodman.com

1 Show Place
Level 1, Building 3
Addington Christchurch 8440
New Zealand



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From: [REDACTED]
Sent: Wednesday, 8 June 2016 3:22 p.m.
To: [REDACTED] [goodman.com](mailto:[REDACTED]@goodman.com)
Subject: 6 Show PI lighting

Hi [REDACTED]

Please see lighting design attached. They have put a fitting onto the existing pole, but I don't think it would be needed if we swivel the existing pole light 90 degrees as discussed. Also they only suggested the 80W version which is a bonus. Let me know what you think and I will get the pricing underway.

Regards,

[REDACTED]
CONTRACTS MANAGER



COMMERCIAL • ELECTRICAL • SERVICES

40 Leeds Street | Phillipstown | Christchurch 8011
PO Box 777 | Christchurch 8140 | New Zealand

P [REDACTED] | F [REDACTED] | M [REDACTED]

E [REDACTED] [clecanterbury.co.nz](mailto:[REDACTED]@clecanterbury.co.nz) | W clecanterbury.co.nz

P

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts
Date: Tuesday, 22 September 2015 10:39:00 a.m.

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

Below is the proposed updated list for SR and you are all nominated. Please advise by the end of the week if you are unable to be on the list. Once the list is complete with your Arrow counterparts this will be sent through to ADT and [REDACTED] will share the process and codes for all the 'newbies' to the list.

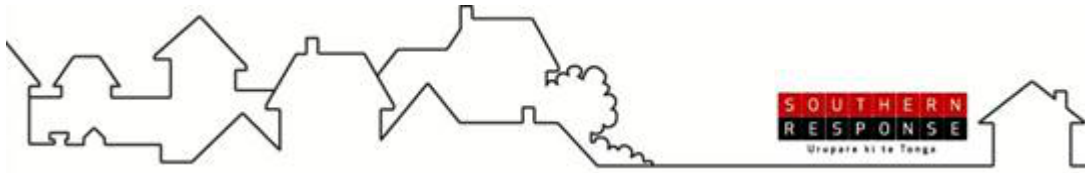
Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Sarah Giles

Thanks for your help.

Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Linda Falwasser](#)
To: [REDACTED] [Sarah Giles](#)
Subject: FW: [REDACTED]
Date: Tuesday, 28 July 2015 12:11:43 p.m.
Attachments: [Memo - Police - Customer interaction 270715.docx](#)
[REDACTED] [final letter 280715.doc](#)
Importance: High

-----Original Message-----

From: Linda Falwasser
Sent: Tuesday, 28 July 2015 12:01 p.m.
To: [REDACTED]
Subject: RE: [REDACTED]
Importance: High

Hi [REDACTED]

Please find attached:

- memo with a brief summary and at risk staff addresses
- letter that we intend to send to Mr [REDACTED] by courier tomorrow (with receipt signature) - will go on a Southern Response letter head and signed

We also have recordings of phone conversations and examples of email communication if you require for file reference.

Could you please send me a file # that our staff and Board could utilise in the event of an emergency?

Thanks for your assistance

Linda

-----Original Message-----

From: [REDACTED] ([REDACTED] [\[mailto:\[REDACTED\]@police.govt.nz\]](mailto:[REDACTED]@police.govt.nz))
Sent: Monday, 27 July 2015 10:32 a.m.
To: Linda Falwasser
Subject: [REDACTED]

Hi Linda,

Thanks for your call on Friday. I had finished shift and missed your call. I will wait for your information to formulate a file before [REDACTED] an approach to [REDACTED]

[REDACTED]

Sgt [REDACTED] | Officer in Charge | Central Community Safety Team | Cathedral Square | Christchurch
Ph: [REDACTED] | Ext: [REDACTED] | DDI: [REDACTED] | Cell: [REDACTED] | [REDACTED]@police.govt.nz

=====

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: Change in process for alarm activations at #6 & #10 Show Place
Date: Thursday, 27 April 2017 1:11:10 p.m.
Attachments: [Emergency contacts for First Security.pdf](#)

Here we go, ADT have the four contacts, i.e. [REDACTED] You, Me and Cleaners
First Security has the full list.

First Security should have retained the call, and not put through to ADT.
I am just enquiring with ADT why they continued with the call, and did they verify the cleaner
with the building code.
Will let you know what they say

From: [REDACTED]
Sent: Thursday, 27 April 2017 12:58 p.m.
To: [REDACTED] ([REDACTED]@firstsecurity.co.nz)
Subject: FW: Change in process for alarm activations at #6 & #10 Show Place

Hi [REDACTED]

Thought I would send this to you in case you do not have it, this is the communication I sent to
[REDACTED] regarding changing our process if we have an alarm activation at either premise.

Many thanks

[REDACTED]

From: [REDACTED]
Sent: Thursday, 20 October 2016 2:33 p.m.
To: [REDACTED] ([REDACTED]@firstsecurity.co.nz)
Subject: Change in process for alarm activations at #6 & #10 Show Place

Hi [REDACTED]

We have made a change in the alarm activation process with ADT. Previously ADT held a list of
emergency staff contacts, however it is now preferred that First Security hold the emergency
contact numbers.

I have sent a change in process to ADT as below:

Intruder Alarms

During Business Hours 0700 – 1800

1. Call premises, if no response
2. Call First Security
3. First Security to call emergency contacts
4. If no response, send patrol

Outside Business Hours 1800 – 0700

1. Send Patrol – First Security
2. First Security to call emergency contacts if confirmed event or serious issue.

Please remove all contacts except for:

- [REDACTED] – [REDACTED]
Sarah Giles – [REDACTED]
[REDACTED] – [REDACTED] (account administrator)
Cleantastic Cleaning services

I have given ADT some contacts if there is a need to contact regarding something other than activations. (as above)

I have attached a list of emergency contacts for both #6 and #10 Show Place if required by First Security.

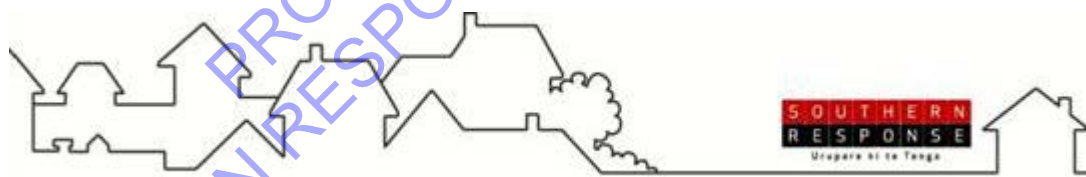
Please let me know if you have any questions.

Kind regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [Linda Falwasser](#); [Sarah Giles](#)
Subject: FW: Copy of Trespass Notice for [REDACTED]
Date: Monday, 27 July 2015 10:49:22 a.m.
Attachments: [Trespass Notice](#) [REDACTED].pdf

Copy of trespass notice

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED] [mailto:[REDACTED]@police.govt.nz]
Sent: Monday, 27 July 2015 10:48 a.m.
To: [REDACTED]
Subject: Copy of Trespass Notice for [REDACTED]

Hi [REDACTED]

Copy of Trespass notice attached.

Regards

[REDACTED]
[REDACTED]
FMC File Coordinator, Group 3 | File Management Centre | New Zealand Police
P [REDACTED] Extn: [REDACTED] | **E** [REDACTED] [police.govt.nz](mailto:[REDACTED]@police.govt.nz)
Christchurch Central, 68 St Asaph Street, Christchurch, PO Box 2109, Christchurch, 8011

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: FW: Documents from bins
Date: Tuesday, 28 July 2015 4:27:55 p.m.
Attachments: [Documents recovered from bins.pdf](#)

Sarah,

Please see note attached and below from Gavin outlining the extent and types of documents. Given the seriousness, are you happy that I forward this to [REDACTED] and Peter?

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 28 July 2015 3:32 p.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: Documents from bins

Hi Linda,

Please find attached a summary of the documents that I have reviewed after recovering them from the individual bins from #6 and #10. Note that there are a lot less documents from #10, this isn't because employees in #10 were a lot more diligent it's just that the cleaners had already started emptying bins and I wasn't keen to go through the large bag of rubbish that they had already collected, I took what I could off the top.

The cleaners after collecting the rubbish from the bins place this into an insecure wheelie bin alongside #6. Sometimes there is too much rubbish so the cleaners leave it in a clear bag on top of these bins.

As discussed this is a major potential security breach.

Apart from a lot of personal information, financial figures including settlement fees probably the biggest issues are:

Item 35- Current disputed files with Wynn Williams, 56 pages of property details fees and status.
Item 43- Southern Response rebuild project QS team meeting number 181 minutes from 15 July 2015, this mentions [REDACTED]
Item 50- Southern Response team Manager meeting minutes 13 June 2015

These documents in the wrong hands could be highly embarrassing for Southern Response.

I'll leave it with you to deal with this as you see fit, I can bring the documents down tomorrow so that you can review them yourself if you like, this will be covered off in my report.

Many thanks Gavin

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: Due Diligence [REDACTED]
Date: Tuesday, 5 July 2016 3:23:45 p.m.
Attachments: [3815 Due Diligence DS.PDF](#)

Hi Sarah,

Not sure what we do with these?

[REDACTED]
Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 5 July 2016 2:07 p.m.
To: [REDACTED]
Cc: [REDACTED]@t60.co.nz
Subject: Due Diligence [REDACTED]

Hi [REDACTED]

Please find attached the due diligence for [REDACTED]

I will leave it for you to publish and discuss with [REDACTED]

Kind Regards

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: FW: Emergency contact details given out
Date: Tuesday, 2 May 2017 12:50:17 p.m.
Attachments: [image001.png](#)

Hi Sarah I have received the below response from ADT.

The operators actions have been escalated to the monitoring manager to follow up.

[REDACTED] – could you please remind the cleaners of the voice code for both buildings please? I remember originally passing these codes on to the manager at Cleantastic, you may want to remind both him and the cleaners? They are highlighted in my reply email below. ☺

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 2 May 2017 12:40 p.m.
To: 'ADT Customer Services New Zealand'
Subject: RE: Emergency contact details given out

Hi [REDACTED]

Many thanks, yes please put a note on file that only ADT or First Security are to contact emergency numbers. The cleaner should still be verified before contacting the emergency contact.

It is unfortunate that First Security put the call through to ADT as your response is for alarm activation only. We have since confirmed with this with First Security.

The code for #6 is [REDACTED]

The code for #10 is [REDACTED]

We will ensure the cleaners are reminded of the codes.

Regards

[REDACTED]

From: [REDACTED] [mailto:[REDACTED][tycoint.com](mailto:[REDACTED]@tycoint.com)] On Behalf Of ADT Customer Services New Zealand
Sent: Tuesday, 2 May 2017 11:54 a.m.
To: [REDACTED]
Subject: RE: Emergency contact details given out

Hello [REDACTED]

The call made from the cleaner was to advise that their card was not working, the cleaner was also not verified as they advised they only hold swipe cards not a code. This is a operator error and has been escalated to the Monitoring Manager to follow up on with the operator concerned.

I can place a warning note on file regarding releasing emergency contact details, let me know if you would like to do this.

Otherwise we already have a cleaner voice code on file for 6 Show Place, it would be good if you can remind them and have them quote this when they call in. We will need to add a voice code for 10 Show place, please send this through so I can amend this on file.

Kind Regards,

██████████ / Monitoring Administrator / **ADT Security**

Tel: 0800 111 238 | Fax: ██████████

8 Henderson Place, Onehunga, Auckland 1061 / New Zealand

Security Licence Number: 11-006378

██████████ tycoint.com / www.adtsecurity.co.nz



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From: ██████████ [mailto:██████████@southernresponse.co.nz]

Sent: Tuesday, 2 May 2017 9:10 a.m.

To: ADT Customer Services New Zealand

Subject: RE: Emergency contact details given out

Hi ██████████

Thank you, could you come back to me with your findings please? It may be we need to make our instructions clearer?

Management are concerned that the cleaner was given the phone number of one of our managers, rather than ADT contacting him directly.

And we definitely need to know that a process for authenticating the cleaner is in place.

Regards

██████████

From: [REDACTED] [mailto:[REDACTED][tycoint.com](mailto:[REDACTED]@tycoint.com)] **On Behalf Of** ADT Customer Services New Zealand
Sent: Friday, 28 April 2017 9:56 a.m.
To: [REDACTED]
Subject: RE: Emergency contact details given out

Good Morning [REDACTED]

I have had a look and can only see the notes on when the cleaner called in and that a contact number for a emergency contact was passed over.

I will have this investigated and addressed with operator concerned.

Apologies for any inconvenience this has caused.

Kind Regards,

[REDACTED] Tu'iha'angana / Monitoring Administrator / ADT Security
Tel: 0800 111 238 | Fax: [REDACTED]
8 Henderson Place, Onehunga, Auckland 1061 / New Zealand
Security Licence Number: 11-006378
[REDACTED] [tycoint.com](mailto:[REDACTED]@tycoint.com) / www.adtsecurity.co.nz



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From: [REDACTED] [mailto:[REDACTED][southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz)]
Sent: Thursday, 27 April 2017 1:14 p.m.
To: ADT Customer Services New Zealand
Subject: Emergency contact details given out

Good afternoon

Last Friday 21 April 2017 one of our cleaners forgot to bring his swipe card to get into the building.

He called First Security at around 8.15pm who then put the call through to ADT. (this call should have remained with First Security, who could come out with a swipe card)

The customer service rep. at ADT then gave the cleaner the phone number for one of our

managers.

Can you let me know why the cleaner was given the managers phone number, and was the cleaner asked for a code before passing on the managers phone number?

Our cleaners have a code for the two buildings here, #6 and #10

Many thanks

■

■
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: (■)
Ext: ■
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [Linda Falwasser](#)
To: [REDACTED] [Sarah Giles](#)
Subject: FW: Final Security Review
Date: Monday, 7 September 2015 3:37:53 p.m.
Attachments: [REDACTED] [Southern Response Security Review 2015 \(final\).pdf](#)

Sarah and [REDACTED]

Revised changes from Gavin. Sarah – I haven't had a good read but note that your title is still incorrect. Before I go back to him – can you both consider his email below, review and let me know if there is anything else.

Thanks Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 7 September 2015 2:49 p.m.
To: Linda Falwasser
Cc: [REDACTED] t60.co.nz
Subject: RE: Final Security Review

Thanks Linda,

Here is the final, final.

I've added Sarah's comments 1, 3 and 4.

I haven't added 2, yes we can assist and are willing to do so but that is an obvious outcome and would leave it for you to determine in due course.

Re comment 5 yes all visitors are directed to #6 but you still need some mechanism to manage uninvited visitors to #10. You don't have to take the recommendation and I would suggest that you go through it and decide what you want to implement subject to your budgeting and security appetite.

Regards

Begin forwarded message:

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Date: 4 September 2015 4:29:47 pm NZST
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Subject: RE: Final Security Review

Hi Linda

Following minor changes required please:

1. Need to change Support Services Manager to General Manager Corporate Services
2. Recommendations 4, 15 – should T&C add here that they would provide assistance with this

3. Recommendation 12 – can we add that this is covered in their induction but will be reinforced
4. Recommendation 13 – remove ‘remaining’ I would like all guards trained
5. Recommendation 16 – I thought we were going to direct all visitors to number 6 rather than do this? Can we move Recommendation 6 to here please

At minimum could we please get 4&5 above adopted before the report is released please

Thanks
Sarah

From: Linda Falwasser
Sent: Friday, 4 September 2015 2:04 p.m.
To: Sarah Giles; [REDACTED]
Subject: FW: Final Security Review

Please advise if you need any changes made.

L

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Friday, 4 September 2015 1:06 p.m.
To: Linda Falwasser
Cc: [REDACTED] t60.co.nz
Subject: Final Security Review

Hi Linda,

I have had a little tweak with this, I'm happy now that this is the final version.

Let me know if you are okay with this.

Kind Regards Gavin

Gavin Clark

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From: [Linda Falwasser](#)
To: [Sarah Giles](#); [REDACTED]
Subject: FW: Final Security Review
Date: Friday, 4 September 2015 2:03:36 p.m.
Attachments: [REDACTED] [Southern Response Security Review 2015 \(final\).pdf](#)

Please advise if you need any changes made.

L

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 4 September 2015 1:06 p.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: Final Security Review

Hi Linda,

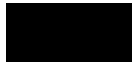
I have had a little tweak with this, I'm happy now that this is the final version.

Let me know if you are okay with this.

Kind Regards Gavin

Gavin Clark

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From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: FW: Final Security Review
Date: Tuesday, 8 September 2015 12:38:28 p.m.
Attachments:  [Southern Response Security Review 2015 \(final\).pdf](#)

Final report attached for you

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Tuesday, 8 September 2015 11:09 a.m.
To: Linda Falwasser
Subject: RE: Final Security Review

Sorted Thanks.

From: Linda Falwasser [<mailto:Linda.Falwasser@southernresponse.co.nz>]
Sent: Tuesday, 8 September 2015 7:37 a.m.
To: Gavin Clark
Subject: RE: Final Security Review

Hi Gavin

Great work!

1. Just one more (and the last) edit. Can you please note Sarah Giles role as General Manager Corporate Services

Then we are all good to confirm as final.
Thanks Linda

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Monday, 7 September 2015 2:49 p.m.
To: Linda Falwasser
Cc:  t60.co.nz
Subject: RE: Final Security Review

Thanks Linda,

Here is the final, final.

I've added Sarah's comments 1, 3 and 4.

I haven't added 2, yes we can assist and are willing to do so but that is an obvious outcome and would leave it for you to determine in due course.

Re comment 5 yes all visitors are directed to #6 but you still need some mechanism to manage uninvited visitors to #10. You don't have to take the recommendation and I would suggest that you go through it and decide what you want to implement subject to your budgeting and security appetite.

Regards

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: First Security Contract Amendments
Date: Tuesday, 13 June 2017 8:41:37 a.m.
Attachments: [First Security Contract with Southern Response May 2017.pdf](#)

Hi Sarah

I can confirm that all changes have now been adopted.

Thanks

[REDACTED]

From: Sarah Giles
Sent: Monday, 12 June 2017 4:07 p.m.
To: [REDACTED]
Subject: FW: First Security Contract Amendments

Hi [REDACTED]

Would you mind reviewing to ensure all changes have been adopted please?

Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Monday, 12 June 2017 3:40 p.m.
To: Sarah Giles
Subject: First Security Contract Amendments

Hi Sarah,

Hopefully these have now been done successfully, please let me know.

Kind regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
To: Sarah Giles
Subject: FW: First Security Guards Services Important announcement
Date: Thursday, 29 June 2017 12:45:01 p.m.

Hi Sarah

Below is an email from First Security informing us on new improvements they have made within the business. At the end of the email they announce that these new improvements come at a cost and will be raising monthly guard prices by 4%.

This should not affect us should it as we have just signed a contract with them.

I do have a meeting with [REDACTED] next week, so can clarify this also.

Thanks

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 28 June 2017 3:59 p.m.
To: [REDACTED]
Subject: First Security Guards Services Important announcement

27th June 2017

Southern Response Earthquake Services Ltd

Dear client

As FIRST Security approaches the end of the financial year, would like to thank you for your continued support and to extend our best wishes to you and your company for the year ahead.

The past year has been a busy one for FIRST Security, bringing innovation to the security environment and continuing our commitment to developing our people and providing service innovation and digital development.

Over the last 12 months we have been [REDACTED] on a number of projects that will further develop our service level transparency and enhance our services at all levels.

We are delighted to have sourced and employed a Chief Operating Officer, who's focus is on operational quality and excellence. Our people are further supported with the introduction of a GM – Human Resource who is responsible, in part, for the ongoing development and up skilling of our team.

From a technology perspective we are soon to launch our "next generation" purpose built Guard Dispatch System – Rapid. This award winning technology is unique to our company and allows us a greater level of visibility and performance management of both our direct staff and contractors, increases our compliance management capability and allows our client base easy access to their information and reporting on a 24/7 basis.

We continue to achieve standards that achieve ISO Accreditation in Quality Management 9001: 2008, Health and Safety OHSAS 18001:2007, 4801:2001 and Environmental Management 14001:2004.

Along with our internal improvements, we continue to lift our officers pay rates above and beyond the minimum wage rates and continue to invest in our training packages to ensure we provide the best talent to deliver our services.

Whilst we would love to pass these improvements across at no extra cost, a topic we have thought long and hard about. However to stay in the competitive market we are in, it is necessary to pass some of these costs on to our client base by the way of a price increase.

Please be advised that effective from July 1st, 2017 the monthly patrol services will increase by 4 % (exclusive of GST).

We value your business and greater relationship, therefore should you have any questions regarding this increase please do not hesitate our Customer Support Services on 0800 347 787.

Yours sincerely
FIRST Security Guard Services Limited



[REDACTED]
National Business Manager

Regards

FIRST
Security

[REDACTED] – Customer Service Administrator
FIRST Security Guard Services Ltd – 2 Arthur Brown Place, Mt Wellington, P O Box 7631, Wellesley Street.
– New Zealand
DDI: [REDACTED] Mobile: Fax: Web <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: First Security Quote
Date: Monday, 2 November 2015 10:36:43 a.m.

Hi Sarah – just clarifying this is one per week you are wanting not one per day?... on both 6 & 10 Show Place



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Monday, 2 November 2015 10:18 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Hi Sarah,

We can do anything you would like ☺

We will set up for one random patrol check per week starting this week and I will speak with you at the end of November to check how you felt this went.

Kind regards,

[REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 9:52 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

Thank you to you and [REDACTED] for meeting with [REDACTED] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [REDACTED] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[REDACTED]



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DDN: ██████████ Mobile: ██████████ Fax: ██████████
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: First Security Quote
Date: Monday, 2 November 2015 11:48:11 a.m.

Hi Sarah,

We currently do 1 patrol check 7 nights per week on both sites.

We are not doing public holidays or weekend days – would you like to set something up?

Regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Monday, 2 November 2015 11:37 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Great thank you we will set this up to start this week ☺

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 11:36 AM
To: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

Sorry I actually meant to say twice a week, random days/times.

In addition you were going to check that there are patrols done during the day on public holidays and weekend days.

Thanks

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Monday, 2 November 2015 10:35 a.m.
To: Sarah Giles
Subject: FW: First Security Quote

Hi Sarah – just clarifying this is one per week you are wanting not one per day?... on both 6 & 10 Show Place



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED]
Sent: Monday, 2 November 2015 10:18 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Hi Sarah,

We can do anything you would like ☺

We will set up for one random patrol check per week starting this week and I will speak with you at the end of November to check how you felt this went.

Kind regards,

[REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 9:52 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

Thank you to you and [REDACTED] for meeting with [REDACTED] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [REDACTED] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz) DDN: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: FW: Guard Instructions
Date: Thursday, 15 October 2015 11:59:51 a.m.
Attachments: [Guard Duties APM 2015.docx](#)

FYI

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 15 October 2015 11:55 a.m.
To: Linda Falwasser
Cc: [REDACTED] [REDACTED] firstsecurity.co.nz; [REDACTED] t60.co.nz
Subject: Guard Instructions

Hi All,

Here are the draft guard operational orders for the APM to be used for guard briefing.

Peter can you check that you are happy and confirm that you have coms or whether we just use cell phones. If you have contact numbers for the staff that would be good.

Linda can you confirm with Ross what the decision is regarding Mr [REDACTED]

Regards

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0762, New Zealand
www.tcil.co.nz

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From: [Sarah Giles](#)
To: [REDACTED]
Subject: FW: Lighting Photos
Date: Monday, 2 May 2016 1:22:00 p.m.

Hi [REDACTED]

Please find attached the lighting photos from Gavin, hope this assists with the lighting consultant.

Let me know when you have costs

Regards
Sarah

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From: [Peter Rose](#)
To: [Kent France](#); [Sarah Giles](#)
Subject: FW: MSD link about Ashburton
Date: Monday, 20 April 2015 12:16:00 p.m.

Guys,

As requested (Sarah – short memory!)

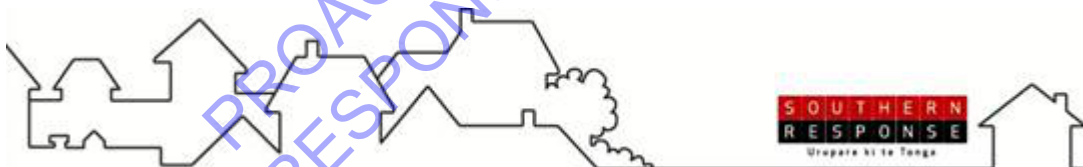
Peter

From: Sarah Giles
Sent: Thursday, 16 April 2015 2:41 p.m.
To: Peter Rose
Subject: MSD link about Ashburton

<http://www.msd.govt.nz/about-msd-and-our-work/newsroom/media-releases/2014/first-stage-findings-of-independent-security-review.html>

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: FW: Potential allegation
Date: Thursday, 27 August 2015 1:04:39 p.m.

From: Graeme Nicholas
Sent: Thursday, 27 August 2015 12:17 p.m.
To: Linda Falwasser
Cc: Sarah Dacre
Subject: Potential allegation

Hi Linda,
Sarah Dacre raised an issue with me in regards to a Mr [REDACTED] who is currently a repair customer.
It would appear that the customer is pushing for a rebuild.

He raised as what could be considered a threat of "revealing" that a senior SRES manager told him at a party about a year ago that his job was to "reduce the cost of claim payouts to customers".

Although what someone may have said at a party a year ago does not carry much weight we thought we should let you know in case this comes up as this manager being quoted in Social media etc.

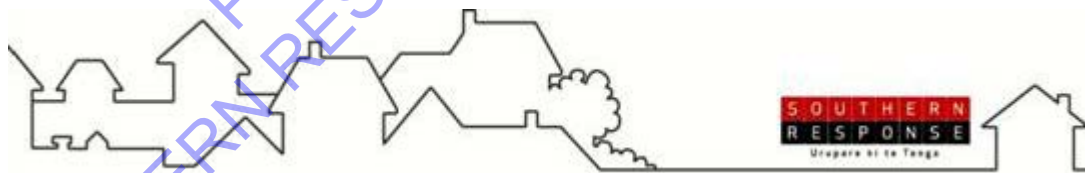
Graeme Nicholas
Audit & Risk Manager
Southern Response Earthquake Services Limited

graeme.nicholas@southernresponse.co.nz

DDI: [REDACTED]

Mobile: [REDACTED]

www.southernresponse.co.nz



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From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: FW: Proposal for Services
Date: Friday, 18 September 2015 10:41:22 a.m.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 18 September 2015 10:40 a.m.
To: Linda Falwasser
Subject: Proposal for Services

Hi Linda,

Hope you are well?

Just wondering if you would like me to put in a proposal to you following on from our recently completed security review around [REDACTED] that I believe we can help you with namely.

Recommendations:

1	General Manager Corporate Services security role to be defined within job description.
2	Develop Security Risk assessment programme to maintain a current understanding of the risk to the business and its personnel.
3	Develop and fully document baseline security performance criteria and ensure all staff and 3 rd Party organisations use company security policy and procedures
4	Develop a site specific office security plan and introduce it to new employees.
5	Develop and maintain security operating level procedures with input from Thompson & Clark and manage on a weekly basis dependent upon threat level, publish or post these for staff members on a regular basis.
9	Develop a challenge culture within the organisation through written and scenario based training.
10	Conduct annual refresh training in respect to tailgating reinforcing a challenge culture within the organisation.
13	Security Personnel should receive first responders training to reinforce their understanding of the trespass act and section 56 and the expectation upon them during a panic alarm activation.
15	Develop mail procedures and awareness training for reception team and ensure that all mail for both buildings including courier parcels are directed to #6 Show Pl.
21	Security personnel should be trained in completing the adopted incident forms.

Let me know which of the above I can assist you with and I will get something to you on it.

Kind Regards

Gavin Clark

/ MOBILE
/ PHONE
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/ WEBSITE

[REDACTED]
PO Box 301779, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: FW: Report
Date: Tuesday, 14 July 2015 4:07:47 p.m.
Attachments: [Report re current risk to Southern Response.pdf](#)

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 14 July 2015 2:07 p.m.
To: Linda Falwasser
Subject: Report

Hi Linda,

Adjustments made, let me know if this is okay and whether you are happy with the recommendations.

Regards

Gavin Clark

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From: [Linda Falwasser](#)
To: [REDACTED] [Sarah Giles](#)
Subject: FW: Revised version of Security Review
Date: Thursday, 3 September 2015 6:38:19 a.m.
Attachments: [REDACTED] [Southern Response Security Review 2015 V2.pdf](#)

[REDACTED] and Sarah

Can you both review to ensure Tuesdays discussions have been incorporated please– still draft at this stage.

Thanks Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 2 September 2015 6:02 p.m.
To: Linda Falwasser
Subject: Revised version of Security Review

Hi Linda,

I think I have addressed all the points raised adequately.

Heres the updated draft version, had to rush it to get it out today but should read okay I'll re read it myself but am on a course tomorrow and then back Friday so can get a final copy (non-draft) to you then.

Kind Regards Gavin

Gavin Clark

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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: FW: SECURITY List UPDATED 15.12.2016
Date: Friday, 16 December 2016 3:37:06 p.m.
Attachments: [SECURITY List UPDATED 15.12.2016.doc](#)

Sorry Sarah, I seem to be bugging you a bit lately!

I have just talked to [REDACTED] about [REDACTED] she does not feel that she needs to be on the security list anymore – are you happy for her to come off? (first put on March 2016)

Also [REDACTED] thinks [REDACTED] can come off – she is just having a double check of EMS notes. (first put on April 2016 by [REDACTED])

Thanks

[REDACTED]

From: [REDACTED]
Sent: Thursday, 15 December 2016 3:52 p.m.
To: Sarah Giles; [REDACTED]
Subject: SECURITY List UPDATED 15.12.2016

Here is the updated security list, there are a couple there with no colour coding, I will do some investigating.

Thanks

[REDACTED]

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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: FW: Security list
Date: Tuesday, 14 November 2017 8:33:34 a.m.

Morning [REDACTED]

Are you happy for me to make the below changes to the security list?

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:22 a.m.
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] Sarah Giles
Cc: [REDACTED]
Subject: RE: Security list

Hi [REDACTED]

[REDACTED] can now be updated as dormant

[REDACTED] can now be updated to dormant (he has returned from Australia, active on one claim but not an issue at the moment)

[REDACTED] can now be updated to dormant, she is working well with the new specialist

[REDACTED] please update to active, Mr [REDACTED] has started comms with SRES and EQC regarding land claim

[REDACTED] can now be updated to dormant, claim resolved

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:10 a.m.
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Sarah Giles
Cc: [REDACTED]
Subject: Security list

Hi everyone

Please refer to the attached security list and advise [REDACTED] of any changes in status etc. that may be required.

Regards



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From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: FW: Security Risk Assessment- Draft folder=
Date: Monday, 24 August 2015 1:30:34 p.m.
Attachments: [REDACTED] [Southern Response Security Review 2015- Draft.pdf](#)

Here you go. I'll start reviewing the report later today – perhaps you and I should regroup in the next couple of days?

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 24 August 2015 1:23 p.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: Security Risk Assessment- Draft folder=

Hi Linda,

Please find attached the Security Risk Assessment in draft form.

Points for discussion are the Site threat summary, I have given these weightings (numbers) based upon my understanding of the potential threat for each category. This weighting gives an ultimate Site security threat level in this case 6 (Medium).

You may or may not agree with the weighting that I have applied so this is up for discussion, but I have tried to give some clarity as to why I have weighted these as such.

Once you have had a look let me know if there are any questions or need for further clarification, also if there is anything that I have missed and you think should be in there please let me know.

As discussed I have tried to make this a no surprises review by supplying the immediate quick fixes earlier prior to the delivery of this report.

You will also notice that the format for this review is different to our previous format that we used when [REDACTED] did the last review in February 14, this is the latest format that we use.

There is further work that we can do around developing a site security plan and security policy and guidelines and I have outlined this in the review.

Usually we deliver the report and go through it in detail with a client meeting, I am happy to do that if Sarah Giles requires. I could also show her examples of the other stuff that we can do around developing security risk assessment plans and baseline security performance criteria, which we have recommended in the report.

Look forward to hearing from you.

Kind Regards Gavin

Gavin Clark

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: Security Services - Patrols Agreement.
Date: Tuesday, 6 October 2015 10:13:42 a.m.
Attachments: [05102015141109_001.pdf](#)

Hi Sarah

Please find attached First Security Services Permanent contract for nightly patrols. My apologies, it appears the price is [REDACTED] per night, not [REDACTED] as previously quoted – I got the initial price off [REDACTED]

Does the price increase change things?

Thanks

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Monday, 5 October 2015 2:21 p.m.
To: [REDACTED]
Subject: Security Services - Patrols Agreement.

Hi [REDACTED]

Further to your emails today we attach a Permanent Service Agreement which has been backdated to 1/10/2015 as requested. Please have the authorised officer initial the various deleted clauses, and the bottom right hand corner of each page then sign Section E.

Please contact me in need.

Thank you for the opportunity to continue to work with your organisation.

Regards

[REDACTED]

PS – I chatted with [REDACTED] from Goodman Properties last week and he is comfortable with FIRST placing some stickers on the appropriate access areas – front and back.

[REDACTED]

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A Wilson Security/NZ company

[REDACTED] – Southern Business Development
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– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: Southern Response - camera work
Date: Tuesday, 23 February 2016 1:28:38 p.m.

I've got costs from Sub-5 for a number of possible security camera enhancements as previously discussed.

See [REDACTED] comments in red below . I think we should proceed with at least the two foyer cameras (1a, 1b). The others could be useful but we'd need to assess the overall value – your call.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])

From: [REDACTED] [mailto:ike@sub5.co.nz]
Sent: Tuesday, 23 February 2016 1:19 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Southern Response - camera work

Hi [REDACTED]

Refer below

[REDACTED] | Director | Sub5 Private Security
P: [REDACTED] | M: [REDACTED] | W: www.sub5.co.nz



From: [REDACTED] [mailto:[\[REDACTED@southernresponse.co.nz\]](mailto:[REDACTED@southernresponse.co.nz])]
Sent: Wednesday, 17 February 2016 10:23 a.m.
To: [REDACTED]
Subject: Southern Response - camera work

[REDACTED]

Firstly, thanks for the work you and your team have done to get the new cameras up and running. Coverage is good, and I am finding out some of the many features I never knew previously. I've also just found that the software app that comes with the units is significantly more useful than connecting individually via browser as I had been doing. It now allows me to look at the entire camera fleet on one screen.

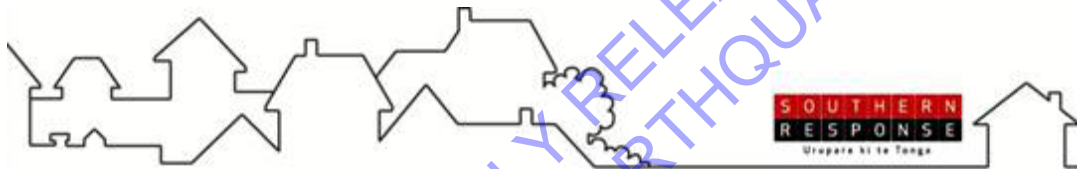
I'm looking into a couple of enhancements – not sure yet whether they will happen, but I'd like to get a quote from you please.

1. (a) Replace analogue foyer camera at 10 Show Place level 2 with an IP camera for increased clarity - [REDACTED]
(b) Replace analogue foyer camera at 6 Show Place ground floor with an IP camera for increased clarity - [REDACTED]
2. Install an analog (or basic IP depending on cost) in the ground floor cafeteria at 6 Show Place looking to the back door. The IP may be easier as it will be a short run cable, but the analogue could use a freed-up camera from (a) above [REDACTED]
3. Install an IP camera along the side wall on 6 Show Place (the one nearest the main road). Pete has already run the cabling, so would mainly involve camera and install. [REDACTED]
[Includes Scissor Lift Hire]

Could you please cost these three separately, as we may not do all?

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED] [Sarah Giles](#)
Subject: FW: Spotting risk behaviour
Date: Wednesday, 29 April 2015 3:29:57 p.m.
Attachments: [Spotting risk behaviour.doc](#)

FYI

From: [REDACTED]
Sent: Wednesday, 3 September 2014 4:43 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Spotting risk behaviour

Hi [REDACTED] and [REDACTED]

When [REDACTED] came on board, I got to talking to her about what she used to do. I thought her previous experience as [REDACTED] could assist our front line staff in helping determine customers behaviour and help them manage these situations better.

As such, [REDACTED] very quickly prepared the attached for me so see if this would be good to use. I thought this was very useful and sent to TMs for their input to see if this could be utilised. I haven't had much in the way of feedback so far but I think it has just fallen off the radar (for me included). I was going to have [REDACTED] either speak at a Friday meeting or just attend the various team meetings to go over this information and talk/expand on her experiences.

[REDACTED] has just reminded me of what I haven't done. (sorry [REDACTED])

I know there is a lot going on training wise and I don't want to tread on toes. But this is free and won't take too much time! So, would this still be appropriate to have [REDACTED] speak at some team meetings? If so, I will help her with a brief presentation (maybe powerpoint).

Thanks

☺

[REDACTED]

Operational Strategy
Southern Response
Ph: [REDACTED]

PO Box 9052
Christchurch

bridget.reeve@southernresponse.co.nz

www.southernresponse.co.nz

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www.southernresponse.co.nz



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From: [REDACTED]
Sent: Wednesday, 3 September 2014 10:40 a.m.
To: [REDACTED]
Subject: FW: Spotting risk behaviour

Hi Bridget

Did you want me to do anything further on this front? Happy to help, just let me know!

[REDACTED]

From: [REDACTED]
Sent: Saturday, 12 July 2014 10:38 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Spotting risk behaviour

B1,

Is this meant for you?

Kind Regards,

[REDACTED]
Solutions Team Manager
Southern Response
Ext [REDACTED]
DDI [REDACTED]

bridget.read@southernresponse.co.nz
www.southernresponse.co.nz

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Visit www.southernresponse.co.nz



Southern Response is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
Sent: Friday, 11 July 2014 3:16 p.m.
To: [REDACTED]
Subject: Spotting risk behaviour

Hi Bridget

Please find attached some draft notes for discussing risk with staff.

Just some notes for me to outline further on and prompt any questions/discussion? Let me know if this is what you are after.

Have a nice weekend.

[REDACTED]

[REDACTED]
Legal Risks Advisor
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

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Visit www.southernresponse.co.nz



Southern Response is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [REDACTED] [Sarah Giles](#)
Subject: FW: Spotting Risk Behaviour.pptx
Date: Wednesday, 29 April 2015 3:31:06 p.m.
Attachments: [Spotting Risk Behaviour.pptx](#)

FYI Powerpoint presentation [REDACTED] prepared based on my draft content.

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 September 2014 3:23 p.m.
To: [REDACTED]
Subject: Spotting Risk Behaviour.pptx

Here we go, notes attached

[REDACTED]
Support Services
Change Co-ordinator
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

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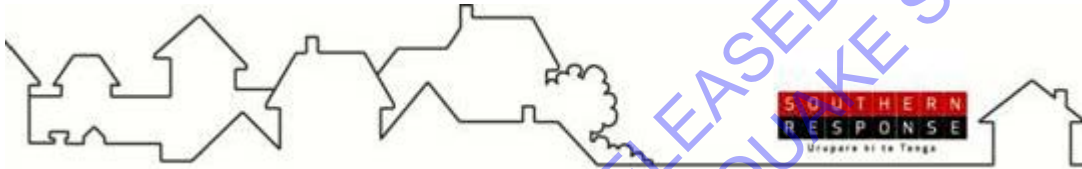
From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#); [REDACTED]
Subject: FW: Staff security
Date: Thursday, 16 July 2015 8:31:37 a.m.

Thanks for the email, I will discuss this further with Sarah, as it was a request from Peter down.

Sarah, thoughts please.

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
Sent: Wednesday, 15 July 2015 4:31 p.m.
To: [REDACTED]
Subject: Staff security

Hi

[REDACTED] has expressed concern over completing the security form for his staff as they go to many visits and it will also require someone to monitor form completions and if staff do not call in some action will be required.

He is asking us can he complete the forms only for those customers identified as being a threat or new customers that they do not know (meaning they have not made contact with customer so do not know if they are a risk) as in most cases they know and have a relationship with the existing customers.

Passing on his request and thoughts.

[REDACTED]
Operational Manager
Southern Response

DDI: ([REDACTED]

Ext: [REDACTED]

P O Box 9052

Christchurch

[REDACTED] southernresponse.co.nz

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED] [Sarah Giles](#)
Subject: FW: Thompson & Clark
Date: Wednesday, 29 April 2015 3:27:59 p.m.
Attachments: [Southern Response Proposal 150114.pdf](#)
[Southern Response TA March 2014.pdf](#)
[Security Review Meeting 27 May 2014sf.doc](#)

Hi both

Please see the below. Thompson & Clark have been engaged previously but it was considered their proposal was excessive in the circumstances.

I did the work which I provided to [REDACTED] and drafted some a training presentation for staff to assist in identification of risk behaviour. This did not progress at the time but I would be happy to [REDACTED] it if you wanted. I will forward to you anyway.

Hope this helps

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 17 June 2014 9:04 a.m.
To: Kent France
Cc: [REDACTED] Casey Hurren
Subject: FW: Thompson & Clark

Morning Kent,

We met with TCIL 3 weeks back, largely to discuss building/staff security on the basis of the earlier building security report they had produced. They also had a 'Risk Tool' they thought might be useful for identifying either aggressive/hostile customers or vulnerable.

I don't think there is any current need for further TCIL input at this stage in terms of the building/staff security suggestions. [REDACTED] is working with [REDACTED] team and [REDACTED] to develop procedures for staff security including identifying customers who may display certain 'Risk' characteristics as either vulnerable or displaying varying degrees of hostility. [REDACTED] is also working on updating the 'staff working offsite alone' policy to reflect what John's team in particular does. [REDACTED] has this in hand so I don't think we have any current need for the Risk Tool either.

Regards

[REDACTED]
Legal Risk Manager

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 16 June 2014 2:28 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Thompson & Clark

Hi [REDACTED] it was a pleasure meeting you the other week and I thought I would touch base on a

couple of topics

- 1) Security Review – we didn't discuss the review in detail but just checking if you or [REDACTED] had any questions about the review or needed a hand with creating the suggest security policy and procedure?
- 2) Risk Tool – following the presentation on the risk tool I was wondering if you thought SR saw any merit in it for its staff / claimants and if you wanted us to submit a proposal? We believe we could get the system to work within your current database to prevent any doubling up of operating systems
- 3) Thompson and Clark - I sent the below email to Casey as I understand Sam has left. We normally work across operations and communications and seeking a steer on the service provided to date and who to report to. Perhaps you could speak to Casey and join in on the suggest conference call as we need an account manager.

Thanks

Nick

From: Nick Thompson

Sent: Monday, 16 June 2014 2:19 p.m.

To: 'casey.hurren@southernresponse.co.nz'

Cc: [REDACTED]

Subject: Thompson & Clark

Hi Casey I was informed that [REDACTED] may have left SR and that you were to be our new contact person.

We were called in to SR in January and have provided the following services with regard to Staff / Contactor / Visitor / Board Safety. I have attached our proposal from January which was approved and focused on:

- Situational Awareness – which included a threat assessment (attached) and daily on-going monitoring of threats to the company. I would like to explain this further via phone as our only touch point within SR regarding this was Sam. We believed that information we provided was feed to the wider group within SR as per Peters direction
- Response plans for Board members – these have been done and sit with the members who requested it – we are written into these plans as the single point of contact for security related issues
- Security review of Show Place offices – this has been published and sits with [REDACTED]

Can we arrange a conference call time to discuss the transition from [REDACTED] and also the below event please?

Kind Regards

Nick

Sent: Saturday, 14 June 2014 9:01 a.m.

You are invited to the following event:

CANTERBURY INSURANCE CLAIMANT EDUCATIONAL FORUM

Event to be held at the following time, date and location:

Saturday, 2 August 2014 from 1:30 PM to
5:30 PM (NZST)

■ **Mann Auditorium**

College of Education, Canterbury University

53 Solway Avenue

Ilam, Christchurch

New Zealand

[View Map](#)

Share this event:

[Attend Event](#)

WE WERE STRONG THEN - WE CAN BE AGAIN FOUR YEARS TOO LONG It is truly devastating what has happened in Christchurch, not only earthquakes and floods but dealing daily with the insurance industries mandate of DELAY, DENY, DEFEND. This forum is open to open to ALL INSURANCE CLAIMANTS who want to ensure the: commercial contract they entered with their insurer is honoured. repair methodologies...

Share this event on [Facebook](#) and [Twitter](#)

We hope you can make it!

Cheers,
Claimants4Claimants

NICK THOMPSON

/ MOBILE
/ PHONE
/ FAX
/ POSTAL

PO Box 301775, Albany, NSMC 0752, New Zealand

/ WEBSITE

www.tcil.co.nz

THOMPSON+CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Linda Falwasser](#)
To: [Gavin Clark](#)
Cc: [Sarah Giles](#); [REDACTED]
Subject: FW: Thompson and Clark review
Date: Friday, 28 August 2015 4:37:24 p.m.
Attachments: [Security review recommendation feedback.doc](#)
[REDACTED] [Southern Response Security Review 2015- Draft SG MH comments.pdf](#)

Hi Gavin

As discussed, please find attached for your review.

I have cc. in Sarah and [REDACTED]

Next steps:

1. your review of our feedback
2. conference call on Mon / Tues

Thanks Linda

-----Original Message-----

From: Sarah Giles
Sent: Friday, 28 August 2015 4:09 p.m.
To: Linda Falwasser
Cc: [REDACTED]
Subject: Thompson and Clark review

Hi Linda

Please find attached [REDACTED] and my collated feedback on the review.

I have marked comments throughout the report and taken a full copy of the list of recommendations into a word document with comments.

I am happy for these comments to be shared directly with Gavin.

Thanks
Sarah

From: [Sarah Giles](#)
To: [REDACTED] [firstsecurity.co.nz](#); [REDACTED] [firstsecurity.co.nz](#)
Subject: FW: Trespass authority
Date: Wednesday, 29 July 2015 2:26:00 p.m.
Attachments: [Trespass Notice template.pdf](#)

Hi Peter and [REDACTED]

Following the information session on Friday and my email of yesterday SR would like to organise some training of the 3 guards that frequent our site on how we would like trespass to be handled here. Thompson and Clark would conduct the training and I anticipate this would be in the next couple of weeks. Could you please let me know what notice you require to be able to have these guards onsite and additional cover whilst they are trained?

If you have any questions please do not hesitate to contact me directly.

Thanks
Sarah

From: Sarah Giles
Sent: Tuesday, 28 July 2015 2:23 p.m.
To: [REDACTED] [firstsecurity.co.nz](#)
Cc: Linda Falwasser; Peter Rose
Subject: Trespass authority

Hi Peter

Following the presentation by Thompson and Clark onsite last week, Southern Response Earthquake Services Limited and Arrow International (NZ) Limited, being the parties in lawful occupation of 6 and 10 Show Place, Addington, Christchurch, authorise First Security to act on their behalf for the purposes of section 4 of the Trespass Act 1980.

Our intention is to provide you and your guards with the full authority to act on our behalf to protect the safety of staff employed by Southern Response and Arrow.

Please find attached the trespass template for your staff to use. Should they feel the need to issue a trespass notice our preference is that this is done in writing and a copy be retained for our records.

If you or your guards are unsure please do not hesitate to contact me or Linda.

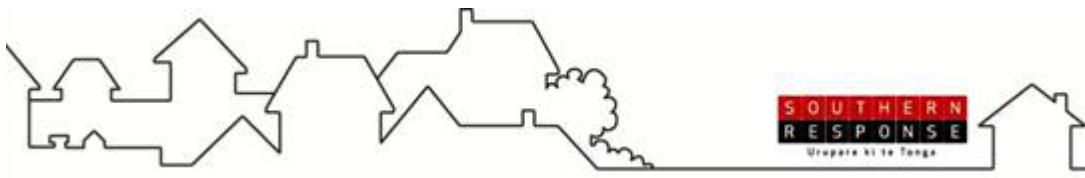
Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052

Christchurch

www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: FW: Unidentified customers on security list (folder=)
Date: Wednesday, 23 September 2015 3:25:15 p.m.
Attachments: [Security Risk photos.pdf](#)

I have updated the list with the appropriate photos, the photos of [REDACTED] and [REDACTED] [REDACTED] are not correct as confirmed by claims specialist.

Thanks

From: Sarah Giles
Sent: Monday, 21 September 2015 5:02 p.m.
To: [REDACTED]
Subject: FW: Unidentified customers on security list (folder=)

Updated photos for you – see below, could you check photos with claims staff before updating in book

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Monday, 21 September 2015 4:47 p.m.
To: Sarah Giles
Subject: RE: Unidentified customers on security list (folder=)

Hi Sarah,

The only one that doesn't look right is [REDACTED] due to the age of the person in the photo, so best to delete that one.

Re the other two that have been indicated as unconfirmed, [REDACTED] is 99% sure but you may be able to show these to a case manager who has me the person to be 100%.

Kind Regards

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 21 September 2015 4:41 p.m.
To: Gavin Clark
Subject: FW: Unidentified customers on security list (folder=)

Hi Gavin

Can you provide some guidance here as I want to ensure we meet your recommendation from your report.

Are we better to have an unconfirmed photo or no photo at all in the security guards book?

Thanks

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@tcil.co.nz](mailto:[REDACTED]@tcil.co.nz)]
Sent: Monday, 21 September 2015 4:35 p.m.
To: Sarah Giles
Cc: [REDACTED] t60.co.nz; Gavin Clark
Subject: RE: Unidentified customers on security list (folder=)

Good afternoon Sarah,

Please see attached open source photos as requested.

Where I am not able to confirm the image is a likeness of the subject I have indicated as such, but it is likely from enquiries made.

The only one I'm not sure of is [REDACTED] as the image looks too old and may be a relative?

Regards, [REDACTED]

From: Gavin Clark

Sent: Monday, September 21, 2015 3:16 PM

To: Sarah Giles

Cc: [REDACTED] [REDACTED] [t60.co.nz](mailto:[REDACTED]@t60.co.nz)

Subject: RE: Unidentified customers on security list

Hi Sarah,

I've cced this into [REDACTED] from our office who may be able to assist.

Kind Regards

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]

Sent: Monday, 21 September 2015 1:45 p.m.

To: Gavin Clark

Subject: FW: Unidentified customers on security list

Hi Gavin

In addition to my previous email, are you able to help with recommendation 14? Below are a list of customers that are in the security guards book to be aware of but we are unable to locate photos. Are you able to assist with getting photos of these people or can you direct me to someone that may be able to help please?

Thanks

Sarah

From: [REDACTED]

Sent: Friday, 18 September 2015 3:53 p.m.

To: Sarah Giles

Subject: Unidentified customers on security list

Hi Sarah

Hi Sarah

These are the customers I am unable to find a photo of.

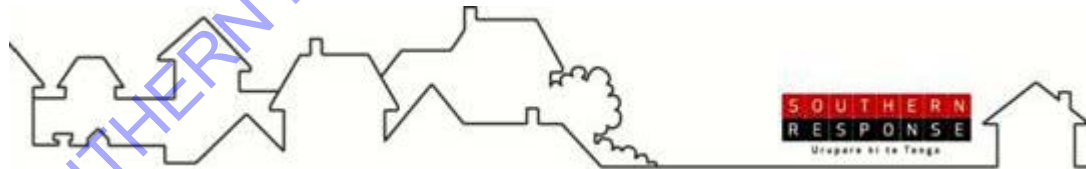
Name	DOB	Address	Phone Number
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	Ph H [REDACTED] Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Gavin Clark
To: [Sarah Giles](#)
Subject: FW: vistor induction
Date: Thursday, 20 August 2015 2:56:14 p.m.

This is what I have for this mail section

Mail Activities

Procedures for the inspection and handling of incoming mail and packages should be documented and adhered to. Personnel assigned mail duties should be provided training on the recognition of, and procedures for handling suspicious mail and packages. Such training will address letter and parcel bombs, as well as hazardous substances such as anthrax, and other biological/chemical-related threats. Mailroom procedures should include specific emergency response actions in the event a suspicious item is found and requirements for preserving items of evidence.

Currently [REDACTED] and any courier items for number 10 go directly to this building and received by whoever answers the door. All courier items should go via number 6 and be vetted by the security guard.

Currently the PO Box 9052 Christchurch is cleared daily by.... And mail distributed by this person.

Recommendation 6: Develop mail procedures and awareness training

-----Original Message-----

From: Gavin Clark
Sent: Thursday, 20 August 2015 2:49 p.m.
To: 'Sarah Giles'
Subject: RE: vistor induction

Well done I have another small one that needs tidy up.

I know that [REDACTED] and suspect that couriers just press the buzzer in your building which could be answered by anyone.

But in respect of incoming mail do you know who clears the PO Box 9052 and how this mail is handled.

Regards

-----Original Message-----

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 2:36 p.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: RE: vistor induction

I found on wall and tucked into the book

-----Original Message-----

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]

Sent: Thursday, 20 August 2015 2:32 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: RE: vistor induction

Thanks Sarah,

Where is this document located in the building? Is it in the visitors book or posted on the wall?

There is a health and safety message for visitors as well as fire evacuation procedures on the wall in number 6 but only fire and fire wardens in number 10.

Regards

-----Original Message-----

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 2:25 p.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: vistor induction

Look what I just found

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<[REDACTED]@arrowinternational.co.nz>, "[REDACTED]"
<[REDACTED]@arrowinternational.co.nz>, "[REDACTED]"
<[REDACTED]@arrowinternational.co.nz>, "[REDACTED]"
<[REDACTED]@arrowinternational.co.nz>, "[REDACTED]"
<[REDACTED]@firstsecurity.co.nz>,
" [REDACTED]@arrowinternational.co.nz"
<[REDACTED]@arrowinternational.co.nz>,
" [REDACTED]@arrowinternational.co.nz"
<[REDACTED]@arrowinternational.co.nz>,
" [REDACTED]@arrowinternational.co.nz"
<[REDACTED]@arrowinternational.co.nz>, "[REDACTED]Gavin.Clark@tcil.co.nz"
<Gavin.Clark@tcil.co.nz>, "[REDACTED]"
[REDACTED]@southernresponse.co.nz>,
[REDACTED]@arrowinternational.co.nz"
<[REDACTED]@arrowinternational.co.nz>,
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<[REDACTED]@arrowinternational.co.nz>, "[REDACTED]"
[REDACTED]e@arrowinternational.co.nz>, "Graeme Nicholas"
[REDACTED]@southernresponse.co.nz>, "[REDACTED]"
<[REDACTED]@southernresponse.co.nz>,
" [REDACTED]@arrowinternational.co.nz"
<[REDACTED]@arrowinternational.co.nz>, "[REDACTED]"
<[REDACTED]@southernresponse.co.nz>, "[REDACTED]"
<[REDACTED]@southernresponse.co.nz>, "[REDACTED]"
<[REDACTED]@southernresponse.co.nz>,
" [REDACTED]@arrowinternational.co.nz"
<[REDACTED]@arrowinternational.co.nz>

Subject: Security Training

Good Afternoon

Thank you all for [REDACTED] the time to attend the training session this afternoon, we hope that you feel well equipped to face any scenario. Please find attached a copy of the power point, you may wish to share this with your teams.

Have a good evening.

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz<<http://www.southernresponse.co.nz>>

[cid:image001.jpg@01D0A9C2.E1DDBF60]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Anthony Honeybone](#); [Sarah Giles](#)
Cc: [REDACTED]
Subject: Gert Home Safe trial
Date: Friday, 17 March 2017 10:55:59 a.m.

Hi Anthony/Sarah,

As discussed at the Board Committee and Exec Committee, we are trialling an App for monitoring the safety of lone workers on site "Get Home Safe" in both [REDACTED] and my team. Trial starts today and [REDACTED] has created a profile for us. Its pretty simple to use and requires staff to register and download the APP on their phone. Each time they go to site they must turn the App on and enter details of where they will be going and when they are likely to be done. The App then sends reminders at certain intervals until staff member indicates the meeting has finished through the App. If a staff member does not respond to a reminder, the staff member's supervisor is emailed and texted. The App also tracks the movement on staff on Google Maps so their supervisor can see that they have left the site and either moved on to the next site or returned to the office. The App also advises the battery status from the reminder to indicate where staff member's battery may have run flat

The App also has a 'panic' button feature to send an instant alert to a supervisor.

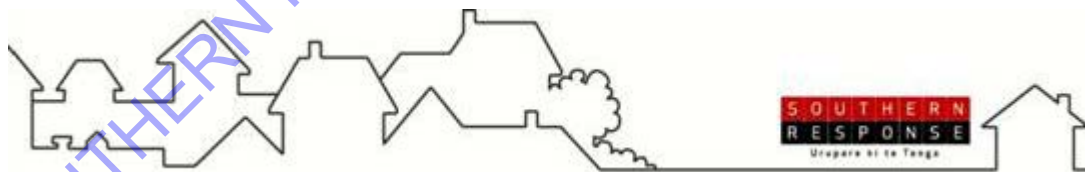
Regards

[REDACTED]
Health and Safety Manager
Southern Response
Earthquake Services Ltd

DDI [REDACTED]
Ext [REDACTED]

PO Box 9052
Christchurch 8149

[REDACTED] southernresponse.co.nz
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the Crown-owned company responsible for AMI customers' claims for the Canterbury earthquake damage.

From: [REDACTED]
To: [Southern Response Christchurch](#)
Subject: Important Security Notice to All - Please Read
Date: Wednesday, 23 September 2015 3:13:27 p.m.

Visitors to #6 Show Place and #10 Show Place

-

Hi everyone

As a result of the recent security review carried out by Thompson and Clark, the following recommendation regarding visitors to both offices at **#6 Show Place and #10 Show Place** has been made.

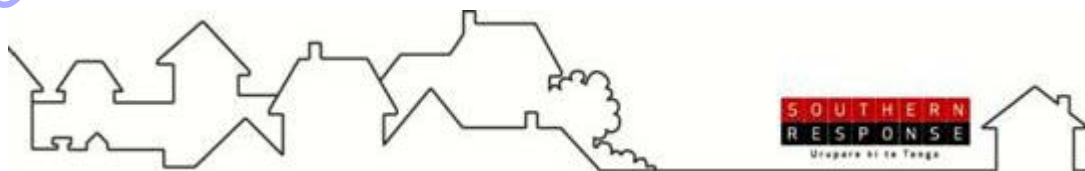
- Please instruct **all** visitors for both buildings to report to the **security guard** located at #6 Show Place. The visitor should be met by the SR/Arrow employee at this location and all customer meetings held at #6 Show Place.
- If a visitor arrives at #6 Show Place [REDACTED] for a staff member at #10 Show Place, the guard will contact that staff member who will then come over to #6 to ensure the **identity of the visitor is verified.**
- If a courier arrives at #6 Show Place with a parcel for a staff member at #10, the guard will contact that staff member who will then come over to #6 to take possession of the parcel.
- If you are at #10 Show Place and have a regular visitor (i.e. consultant/contractor) you may direct them to come to #10 and **call you to meet them in the foyer.**

SR and Arrow employees are a friendly lot, so don't be afraid to introduce yourself and offer assistance to someone you don't recognise who may have followed you through the door.

Many thanks

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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AMI was sold to IAG).

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: INSTRUCTIONS FOR ALARM ACTIVATION2
Date: Monday, 21 September 2015 4:42:43 p.m.
Attachments: [INSTRUCTIONS FOR ALARM ACTIVATION2.docx](#)

Hi Sarah

I have attached the contacts for #6, unfortunately these are now out of date and will need to be changed.

I have removed the cleaners and [REDACTED] the new cleaners will need to be added on.

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [Gavin Clark \(gavin.clark@tcil.co.nz\)](mailto:gavin.clark@tcil.co.nz)
Subject: Itinerary
Date: Thursday, 24 March 2016 4:13:54 p.m.
Attachments: [Gavin Clark - Security review.doc](#)

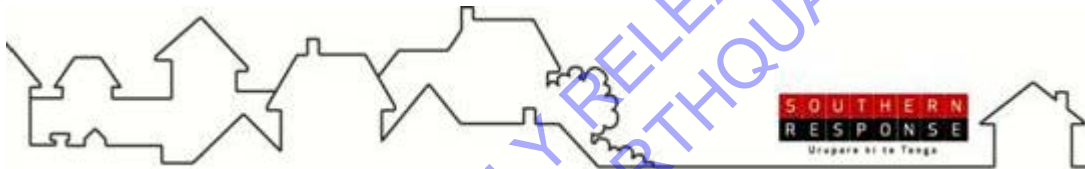
Hello

Please find attached the itinerary for next Wed/Thurs. Sarah you may want to distribute. Please call me with any queries or concerns.

Thanks and happy easter

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [Gavin Clark](#)
Subject: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Date: Thursday, 7 April 2016 9:23:00 a.m.
Attachments: [Invoice INV-14804.pdf](#)

Good morning Sarah

Attached is invoice 14804. Please note that this is a part invoice for attendances during March.

Please feel free to contact me if you have any queries.

Kind regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [Gavin Clark](#)
Subject: Invoice INV-14838 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Date: Thursday, 5 May 2016 4:20:49 p.m.
Attachments: [Invoice INV-14838.pdf](#)

Good afternoon Sarah

Attached is invoice 14838 for services provided during April.

Please feel free to contact me or Gavin if you have any queries.

Kind regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [Sarah Giles](#)
Subject: [REDACTED]
Date: Thursday, 4 May 2017 9:10:02 a.m.

Hi [REDACTED]

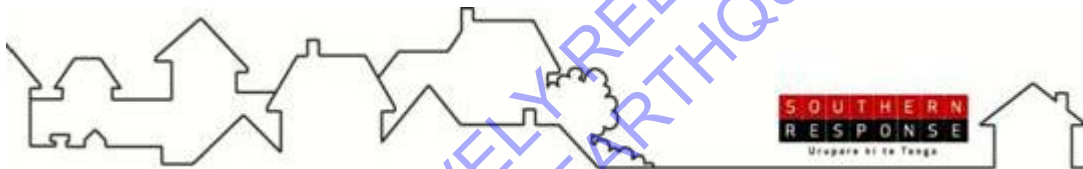
Further to our conversation regarding [REDACTED] yesterday, could you please provide updated information and security guard instructions please.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [Sarah Giles](#)
Subject: [REDACTED]
Date: Tuesday, 9 May 2017 11:49:20 a.m.

Hi [REDACTED]

As per our conversation today, I will update Mr [REDACTED] status to active, and the instructions for the guards will be "entry to building with appointment only. Ring [REDACTED] if required."

Please let me know when an appointment with the lawyer is arranged, and I will inform the guard on duty that day.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Gavin Clark
To: [Sarah Giles](#)
Subject: Job description and responsibility for security
Date: Wednesday, 19 August 2015 10:57:37 a.m.

Hi Sarah,

As part of my report I am covering Security Management which I assume is your role, can you advise whether this is documented in your job description and to what extent. I have written the below in the report however if it is a defacto position intend to make a recommendation that it is formalised.

Regards Gavin

SECURITY MANAGEMENT / PLANNING

Office Security Management

Security standards and procedures including baseline security performance criteria has not been fully documented by Southern Response. However the implementation of, and compliance with, security standards and security procedures for both office venues has been assigned to the Support Services Manager for Southern Response Earthquake Services limited.

The Support Services Manager role should have a defined security function documented in their job description and have the ability to delegate and ensure implementation of programs to maintain compliance as well as having the day-to-day responsibility for security.

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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From: Gavin Clark
To: [Sarah Giles](#); [REDACTED]
Subject: Lesson plan suspicious parcel handling
Date: Wednesday, 21 October 2015 4:12:45 p.m.
Attachments: [Lesson Plan - Suspicious packages.docx](#)

Hi [REDACTED] and Sarah

Please find attached lesson plan for suspicious parcel training.

Please review to make sure it meets your expectations I have aligned it with your existing policy.

I can discuss any changes with [REDACTED] tomorrow morning when we meet at 8.

I will supply a copy if the presentation then.

I will also supply the lesson plan for the security guard training either later tonight or first thing in the morning.

Kind Regards Gavin

Sent from my [REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Subject: Lighting Photos
Date: Monday, 2 May 2016 11:58:50 a.m.

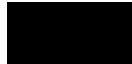
Hi Sarah,

Photos as discussed.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Date: Wednesday, 13 May 2015 2:24:56 p.m.

Hi Sarah

After a Friday meeting a few weeks ago on security/safety peter Rose invited me to be part of the group [REDACTED] on that, he has since emailed me to advise you will be running it.
Do you have any idea when this will start?
Thanks, [REDACTED]

[REDACTED]
Repair Team - Claims Officer
Southern Response Earthquake Services Ltd

DDI [REDACTED]
Ext: [REDACTED]
P 0800 501 525
PO Box 9052
Christchurch

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Southern Response Earthquake Services Ltd

www.southernresponse.co.nz



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From: [REDACTED]
To: Sarah Giles; [REDACTED]
Subject: Management copy updated 9 May 2017
Date: Monday, 12 June 2017 10:04:18 a.m.
Attachments: [Management copy updated 9 May 2017.doc](#)

Hi everyone

Please find attached the security watch list, if there are any updates required please let [REDACTED] and myself know.

[REDACTED] - I have not added [REDACTED] to the list as yet, the guards have been given instructions if he turns up at #6. If he requires to be added please let [REDACTED] know also.

Thanks

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: Management copy updated 9 May 2017
Date: Monday, 10 July 2017 2:27:39 p.m.
Attachments: [Management copy updated 9 May 2017.doc](#)

Hi everyone

Security watch list attached. No additions since last month.

If you do have any updates please let [REDACTED] know.

Many thanks

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Anthony Honeybone](#); [Sarah Giles](#); [REDACTED]
Cc: [REDACTED]
Subject: Mobile panic alarm and updated process
Date: Tuesday, 30 May 2017 11:03:31 a.m.
Attachments: [Panic alarm procedure v3.docx](#)

Hi all,

We have made some minor updates to the panic alarm procedure to reflect:

- The expectation that staff will be required to collect the mobile panic alarm for the room prior to the interview
- The security guard will lead the response and escort the customer from the premises
- Management's role will be to support the security guard and staff

Let me know if you have any feedback.

Regards

[REDACTED]
Health and Safety Manager
Southern Response
Earthquake Services Ltd

DDI [REDACTED]
Ext [REDACTED]

PO Box 9052
Christchurch 8149

[REDACTED] southernresponse.co.nz
www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: Monthly security list update
Date: Monday, 10 April 2017 8:31:22 a.m.
Attachments: [Management copy updated 5 April 2017.doc](#)

Hi everyone

Monthly security list update attached.

No one has been added since [REDACTED] however I have added the only photo we have, only a back view.

If you have any updates on any of the information in the spreadsheet please let me know.

If you feel someone else needs to be added, please talk to [REDACTED]

Many thanks

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: Names in swipe card system
Date: Thursday, 10 November 2016 1:58:02 p.m.

Hi [REDACTED]

I have started adding staff names to the swipe card system, am only about a third of the way through so will take a wee while.

I have only done it against #6, as everyone's cards work at both 6 and 10 so didn't see the need to double up.

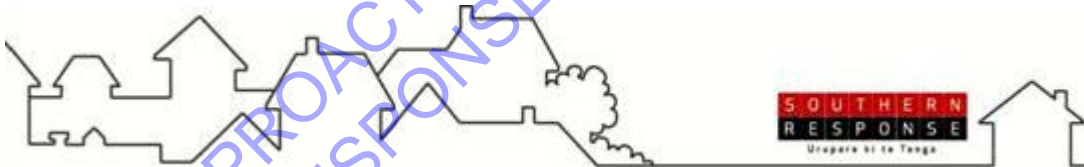
Going forward if you are wanting to do an audit, you should be able to search against names instead of numbers.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: New cameras
Date: Wednesday, 23 December 2015 2:08:54 p.m.

Sarah,

Sub-5 have installed the five cameras at the back of the building now. They still need to come back in January to get the four remaining ones done at the front of both buildings.

With the new IP units, unfortunately it does mean that we have more devices to connect to. Over time, we may be able to phase out the old cameras, but for now here are your details to access the new units.

I've set an account on each for you, as follows.

6 Show Place

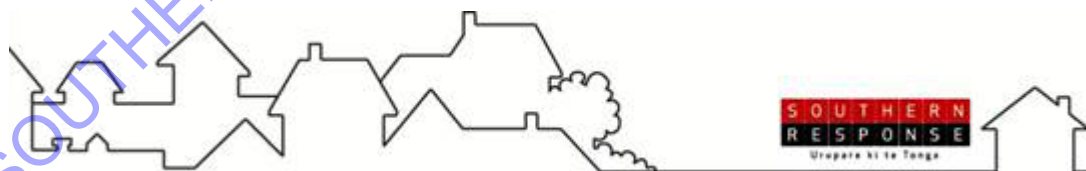
- URL: [REDACTED]
- User: [REDACTED]
- Password: [REDACTED]
- Cameras: [REDACTED]
[REDACTED]

10 Show Place

- URL: [REDACTED]
- User: [REDACTED]
- Password: [REDACTED]
- Cameras: [REDACTED]

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: New security guard
Date: Monday, 21 December 2015 1:25:30 p.m.

Hi ya

We have a new guard, his name is [REDACTED] ☺

Very pleasant fellow

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED] - [REDACTED] (firstsecurity.co.nz)
Cc: [Sarah Giles](mailto:Sarah.Giles)
Subject: Nightly lockdown patrol
Date: Tuesday, 18 April 2017 1:37:25 p.m.
Attachments: [05102015141109_001.pdf](#)

Hi [REDACTED]

I have just been going through the new contract before passing on to Sarah.

I have noticed we are not getting charged for the night patrols as per the below emails. (these are separate from the random day patrols)

I have attached the contract previously issued by [REDACTED] and have asked since this contract was issued if the night patrols are happening and been told yes.

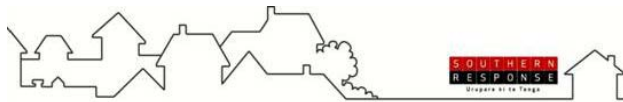
Can you confirm that the premises are having a nightly patrol please? As we have not been invoiced I am assuming this has not been happening?

Regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED] ([mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Sent: Wednesday, 6 April 2016 4:13 p.m.
To: [REDACTED]
Subject: RE: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

So sorry [REDACTED] I do not know what has happened here- but will definitely be doing this from today.



[REDACTED] - Manager - Christchurch
First Security Guard Services Ltd - 413 St Asaph Street, P.O. Box: 13346.
Phillipstown - 8011 - New Zealand
Email: [REDACTED] ([firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)) DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED] ([mailto:\[REDACTED\]@southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz))
Sent: Wednesday, 6 April 2016 1:03 PM
To: [REDACTED]
Subject: FW: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

Hi [REDACTED]

Below is the email correspondence between Peter and myself regarding internal patrols of #6 an #10 Show Place.

Regards

[REDACTED]

From: [REDACTED] ([mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Sent: Thursday, 19 March 2015 4:25 p.m.
To: [REDACTED]
Subject: RE: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

Hi [REDACTED]

Thank you for the note.
I will be in touch with you regarding having Patrol Staff inducted and introduced to you.

Appreciate [REDACTED] with you.

[REDACTED]



[REDACTED] – Southern Business Development

FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.

– Phillipstown – 8011 – New Zealand

Email: [REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz) DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]

Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED] [[mailto:\[REDACTED\]@southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz)]
Sent: Thursday, 19 March 2015 3:59 PM
To: [REDACTED]
Subject: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

Hi [REDACTED]

Please take this email as confirmation of SRES requirement to engage First Security to commence one nightly patrol of both #6 (all 3 levels) and #10 **level 2 only**, Show Place, starting 1 April 2015 at the cost of [REDACTED] + gst per night, including the full lock down check. Please discontinue the two nightly patrol for #10 from **1 April** 2015, one for both buildings is fine.

To enable this to occur:

- Access cards will be provided to both buildings programmed by ECL, and provided to you before 1 April.
- Attached are the 'setting the alarm' instructions for #6 Show Place, these are also next to the doors on each floor.
- The cleaners have been informed they must carry id. [REDACTED]

An alarm system is in the process of being installed at #10. I will inform you once this has been put in place [REDACTED]

If you have any questions please let me know.

Regards

[REDACTED]
Support Services Change Co-ordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 18 March 2015 4:44 p.m.
To: [REDACTED]
Subject: RE: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

Hi [REDACTED]

When do the cleaners usually arrive?
Subject to that point I would suggest we do an initial patrol between 1230 and 0200?

Cheers

[REDACTED]

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From: [redacted] [[mailto:\[redacted\]@southernresponse.co.nz](mailto:[redacted]@southernresponse.co.nz)]
Sent: Wednesday, 18 March 2015 4:37 PM
To: [redacted]
Subject: RE: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

Hi [redacted]
I am just waiting on feedback from Sarah regarding nightly patrols at Show Place.

What would you suggest a good time be for a patrol, [redacted] after that would be best?

Thanks

[redacted]
Support Services Change Co-ordinator
Southern Response Earthquake Services Ltd

DDI: [redacted]
Ext: [redacted]
Mobile: [redacted]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [redacted] [[mailto:\[redacted\]@firstsecurity.co.nz](mailto:[redacted]@firstsecurity.co.nz)]
Sent: Thursday, 12 March 2015 12:59 p.m.
To: [redacted]
Subject: Re: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

Hi [redacted]
Thanks for the note.
In order:

Lockdowns are where we physically check each door and in your case we would come inside to check
Each floor access is set to closed.
Yes ideally we should hold swipe cards and codes.
Yes as above we would attend alarm activations and check, reset, then leave.
We would contact you via the monitoring company in the event of an escalation- fire, water, theft and damage.

I'm in Timaru today but can pop in tomorrow if that works

[redacted]
Sent from my iPad

On 12/03/2015, at 11:43 am, [redacted] <[\[redacted\]@southernresponse.co.nz](mailto:[redacted]@southernresponse.co.nz)> wrote:

Hi [redacted]
Just a couple of questions before I pass this on:

- Can you detail what a lock down check involves
- Will First Security hold a swipe card for both buildings? (in the event we need the alarm to be re activated) (most of our alarm activations tend to be triggered by a fault in the actual system itself)
- Will a key holder have to come to site after an alarm activation if all clear? Could the alarm be re set by First Security?

Many thanks [redacted]

[redacted]
Support Services Change Co-ordinator
Southern Response Earthquake Services Ltd

DDI: [redacted]
Ext: [redacted]
Mobile: [redacted]
PO Box 9052
Christchurch
www.southernresponse.co.nz

<image004.jpg>

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From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 11 March 2015 2:40 p.m.
To: [REDACTED]
Subject: Mobile Patrols and Alarm Response - 6 Show Place and 10 Show Place.

Afternoon [REDACTED]

After chasing my missing emails.
Gone to heaven.

So here we

Regarding Patrols on 6 Show Place and 10 Show Place.
Assuming we are on a combined patrol doing both sites we can price it as one package.
[REDACTED] GST as a package per patrol.
We would recommend that the patrol carries out a lock down check on both buildings.
We would recommend that the patrols team be inducted onsite by yourself, and be registered on your records.

Regarding Alarm Response on both sites.
In the event that the monitoring company requests a response we would be [REDACTED] at a cost of [REDACTED] GST per response with a guard staying onsite until a key holder arrives or Police issue a stand down and take over.

In the event of an anticipated delay in a key holder arriving onsite we would recommend that a Static Guard be arranged from our pool and the Static Guard can be requested to stay onsite.
There is a minimum shift of 3 hours.
We would cost that service at the same cost as the Concierge on site at 6 Show Place.

We are required to advise all of our clients – in the event of any Static Guard services carried out on a Public Holiday or Statutory Holiday there is a loading of [REDACTED] GST per hour per guard onsite.

Thank you for the opportunity to work with Southern Response.

Regards

Peter

<image007.jpg>

<image005.jpg>

[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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From: [REDACTED]
To: [REDACTED] [REDACTED] [Sarah Giles](#); [REDACTED] [REDACTED]
Subject: Note 31-07-2015 IT Security.pdf
Date: Friday, 31 July 2015 12:27:06 p.m.
Attachments: [Note 31-07-2015 IT Security.pdf](#)
[ATT00001.txt](#)

Notes from today

Regards



;

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Anna Gruczynska
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: [REDACTED]
Date: Wednesday, 26 August 2015 2:45:45 p.m.
Attachments: [aeqshp1.scanner@southernresponse.co.nz_20150826_151350.pdf](#)

Hi [REDACTED]

Please see attached the response received today from [REDACTED] to Peter's letter regarding inappropriate communication with staff.

I will need help with the response, if response is called for, on the calls to release staff qualifications so that it's consistent with what we are doing on other similar requests (I've copied Sarah in as I think she's keeping an eye on this one).

Do you know if [REDACTED] is still the specialist on this claim or has it been allocated to someone else?

Thanks
a

-----Original Message-----

From: aeqshp1.scanner@southernresponse.co.nz [<mailto:aeqshp1.scanner@southernresponse.co.nz>] On Behalf Of aeqshp1.scanner@
Sent: Wednesday, 26 August 2015 3:14 p.m.
To: Anna Gruczynska
Subject: Scanned image from AMI Manukau CEMaT printer 1

Reply to: aeqshp1.scanner@southernresponse.co.nz <aeqshp1.scanner@southernresponse.co.nz>
Device Name: MNK CEMaT - MNKEQ1
Device Model: MX-4101N
Location: Level 2, Manukau Building, Osterley Way

File Format: PDF (Medium)
Resolution: 200dpi x 200dpi

Attached file is scanned image in PDF format.

Use Acrobat(R)Reader(R) or Adobe(R)Reader(R) of Adobe Systems Incorporated to view the document.

Adobe(R)Reader(R) can be downloaded from the following URL:

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<http://www.adobe.com/>

From: [Sarah Giles](#)
To: [REDACTED] [police.govt.nz](#)
Subject: [REDACTED] registration number [REDACTED]
Date: Friday, 31 October 2014 10:15:57 a.m.

Hi [REDACTED]

One of our staff was able to get [REDACTED] [REDACTED] registration number last night.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]

PO Box 9052
Christchurch

sarah.giles@southernresponse.co.nz

Did you know information and answers to common questions are available on our website?

Visit www.southernresponse.co.nz



Southern Response is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Personal Security WIP
Date: Wednesday, 29 April 2015 3:25:44 p.m.
Attachments: [Personal Security.doc](#)

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED] [police.govt.nz](#)
Cc: [Gavin Clark](#)
Subject: photos
Date: Friday, 31 October 2014 9:53:57 a.m.
Attachments: [Emailing CALZ21M6.msg](#)
[Emailing CAXHLMAC.msg](#)

Hi [REDACTED]

Please find attached a photo of [REDACTED] and his partner, hope this helps.

Thanks
Sarah

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Power point
Date: Thursday, 30 July 2015 11:01:26 a.m.
Attachments: [Security training Aug 2015.ppt](#)

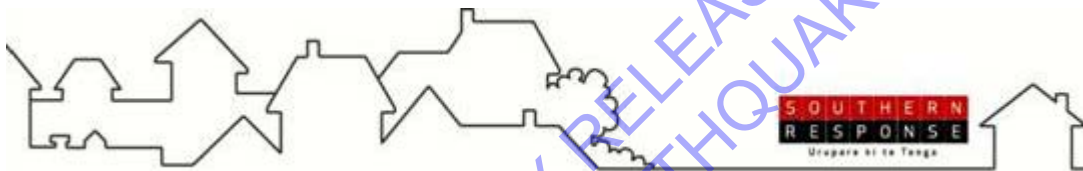
Hi Sarah

All done! I have made changes where discussed ☺

All going well we will be ready to roll out starting next week!

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [Peter Rose](#)
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE:
Date: Thursday, 7 May 2015 12:44:34 p.m.

[REDACTED]

I received your note and passed it on to Sarah Giles re safety – her specific responsibility. She will get to you.

Peter

From: [REDACTED]
Sent: Thursday, 7 May 2015 11:43 a.m.
To: Peter Rose
Subject:

Hello Peter

You invited me a few weeks ago, after a Friday meeting and we spoke, to be part of the team [REDACTED] at security/safety.
Do you have a start date for this in mind?

Regards, [REDACTED]
Pilot Team

[REDACTED]
Repair Team - Claims Officer
Southern Response Earthquake Services Ltd

DDI [REDACTED]
Ext: [REDACTED]
P 0800 501 525
PO Box 9052
Christchurch

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [Peter Rose](#)
Subject: RE:
Date: Friday, 19 June 2015 12:15:43 p.m.
Attachments: [Safety.docx](#)

Hi

FYI – hope its of some use.

Cheers, [REDACTED]

From: Sarah Giles
Sent: Wednesday, 13 May 2015 2:30 p.m.
To: [REDACTED]
Subject: RE:

Hi [REDACTED]

Peter has passed on your interest in this subject, at this stage I am collating the material we have which includes external reports. As soon as we are at the point of collecting staff input I will ensure you are involved.

Thanks
Sarah

From: [REDACTED]
Sent: Wednesday, 13 May 2015 2:25 p.m.
To: Sarah Giles
Subject:

Hi Sarah

After a Friday meeting a few weeks ago on security/safety Peter Rose invited me to be part of the group [REDACTED] on that, he has since emailed me to advise you will be running it.

Do you have any idea when this will start?

Thanks, [REDACTED]

[REDACTED]
Repair Team - Claims Officer
Southern Response Earthquake Services Ltd

DDI [REDACTED]
Ext: [REDACTED]
P 0800 501 525
PO Box 9052

Christchurch

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Sarah Giles
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 6 Show PI lighting
Date: Thursday, 16 June 2016 4:22:00 p.m.
Attachments: [image004.png](#)
[image005.png](#)
[image006.png](#)

Hi [REDACTED]

Do you have a confirmed date for these works? I have a H&S Board Committee next Tuesday and would love to give them an approximate timeframe if at all possible

Thanks
Sarah

From: Sarah Giles
Sent: Friday, 10 June 2016 8:16 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 6 Show PI lighting

Hi [REDACTED]

Please proceed with these works and let [REDACTED] know what weekend it will happen so she can ensure the rear carparks are kept clear for your contractors.

I confirm SR will cover [REDACTED] of the costs also.

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)]
Sent: Thursday, 9 June 2016 4:23 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: FW: 6 Show PI lighting

Hi Sarah

Following on from my email yesterday with the light design for 6 Show Place, please find attached the quote to supply and install the lights based on that design.

The quote also covers the cost to adjust the existing lighting at 10 to better light up the identified dark spot in the middle of the car park up against the railway line.

We confirm Goodman is willing to cover [REDACTED] of the total cost of this work.

Please let me know how SR would like to proceed.

Cheers
[REDACTED]

From: [REDACTED] [[mailto:\[REDACTED\]@clecanterbury.co.nz](mailto:[REDACTED]@clecanterbury.co.nz)]
Sent: Thursday, 9 June 2016 4:04 p.m.
To: [REDACTED] <[\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>
Subject: RE: 6 Show PI lighting

Hi [REDACTED]

Please see attached quote to supply and install lighting as per the previously supplied design.

Regards,

[REDACTED]
CONTRACTS MANAGER



COMMERCIAL • ELECTRICAL • SERVICES

40 Leeds Street | Phillipstown | Christchurch 8011
PO Box 777 | Christchurch 8140 | New Zealand

P [REDACTED] | F [REDACTED] | M [REDACTED]

E [REDACTED] [clecanterbury.co.nz](mailto:[REDACTED]@clecanterbury.co.nz) | W clecanterbury.co.nz

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+ [REDACTED]
Building Manager

Dir [REDACTED]
Mob [REDACTED]
Fax [REDACTED]
goodman.com
info-nz@goodman.com
www.goodman.com

1 Show Place
Level 1, Building 3
Addington Christchurch 8440
New Zealand



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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, 8 June 2016 3:22 p.m.
To: [REDACTED] goodman.com
Subject: 6 Show PI lighting

Hi [REDACTED]

Please see lighting design attached. They have put a fitting onto the existing pole, but I don't think it would be needed if we swivel the existing pole light 90 degrees as discussed. Also they only suggested the 80W version which is a bonus. Let me know what you think and I will get the pricing underway.

Regards,

[REDACTED]
CONTRACTS MANAGER



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PO Box 777 | Christchurch 8140 | New Zealand

P [REDACTED] | F [REDACTED] | M [REDACTED]

E [REDACTED] [clecanterbury.co.nz](mailto:[REDACTED]@clecanterbury.co.nz) | W clecanterbury.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Sarah Giles
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: 6 Show PI lighting
Date: Friday, 10 June 2016 8:16:00 a.m.
Attachments: [image004.png](#)
[image005.png](#)
[image006.png](#)

Hi [REDACTED]

Please proceed with these works and let [REDACTED] know what weekend it will happen so she can ensure the rear carparks are kept clear for your contractors.

I confirm SR will cover [REDACTED] of the costs also.

Sarah

From: [REDACTED] [mailto:[REDACTED]@goodman.com]
Sent: Thursday, 9 June 2016 4:23 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: FW: 6 Show PI lighting

Hi Sarah

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The quote also covers the cost to adjust the existing lighting at 10 to better light up the identified dark spot in the middle of the car park up against the railway line.

We confirm Goodman is willing to cover [REDACTED] of the total cost of this work.

Please let me know how SR would like to proceed.

Cheers

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@clecanterbury.co.nz]
Sent: Thursday, 9 June 2016 4:04 p.m.
To: [REDACTED] <[REDACTED]@goodman.com>
Subject: RE: 6 Show PI lighting

Hi [REDACTED]

Please see attached quote to supply and install lighting as per the previously supplied design.

Regards,

[REDACTED]
CONTRACTS MANAGER



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PO Box 777 | Christchurch 8140 | New Zealand

P [REDACTED] | F [REDACTED] | M [REDACTED]

E [REDACTED]@clecanterbury.co.nz | W clecanterbury.co.nz

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Building Manager

Dir
Mob
Fax
goodman.com
info-nz@goodman.com
www.goodman.com

1 Show Place
Level 1, Building 3
Addington Christchurch 8440
New Zealand



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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, 8 June 2016 3:22 p.m.
To: [REDACTED] goodman.com
Subject: 6 Show PI lighting

Hi [REDACTED]

Please see lighting design attached. They have put a fitting onto the existing pole, but I don't think it would be needed if we swivel the existing pole light 90 degrees as discussed. Also they only suggested the 80W version which is a bonus. Let me know what you think and I will get the pricing underway.

Regards,

[REDACTED]
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P [REDACTED] | F [REDACTED] | M [REDACTED]
E [REDACTED] clecanterbury.co.nz | W clecanterbury.co.nz

P

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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED], [REDACTED]
Subject: RE: 6 Show PI lighting
Date: Thursday, 16 June 2016 4:54:08 p.m.
Attachments: [image004.png](#)
[image005.png](#)
[image006.png](#)

Hi Sarah

How does next Saturday 25th June work for SR?

We would need access to the building and all car parks facing the building along the rear elevation cleared for the weekend?

Cheers

[REDACTED]

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]

Sent: Thursday, 16 June 2016 4:23 p.m.

To: [REDACTED] <[\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>

Cc: [REDACTED] <[\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>; [REDACTED] <[\[REDACTED\]@southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz)>

Subject: RE: 6 Show PI lighting

Hi [REDACTED]

Do you have a confirmed date for these works? I have a H&S Board Committee next Tuesday and would love to give them an approximate timeframe if at all possible

Thanks

Sarah

From: Sarah Giles

Sent: Friday, 10 June 2016 8:16 a.m.

To: [REDACTED]

Cc: [REDACTED], [REDACTED]

Subject: RE: 6 Show PI lighting

Hi [REDACTED]

Please proceed with these works and let [REDACTED] know what weekend it will happen so she can ensure the rear car parks are kept clear for your contractors.

I confirm SR will cover [REDACTED] of the costs also.

Sarah

From: [REDACTED] [mailto:[\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)]

Sent: Thursday, 9 June 2016 4:23 p.m.

To: Sarah Giles

Cc: [REDACTED]

Subject: FW: 6 Show PI lighting

Hi Sarah

Following on from my email yesterday with the light design for 6 Show Place, please find attached the quote to supply and install the lights based on that design.

The quote also covers the cost to adjust the existing lighting at 10 to better light up the identified dark spot in the middle of the car park up against the railway line.

We confirm Goodman is willing to cover [REDACTED] of the total cost of this work.

Please let me know how SR would like to proceed.

Cheers

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@clecanterbury.co.nz]
Sent: Thursday, 9 June 2016 4:04 p.m.
To: [REDACTED] <[REDACTED]@goodman.com>
Subject: RE: 6 Show PI lighting

Hi [REDACTED]

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Regards,

[REDACTED]
CONTRACTS MANAGER



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P [REDACTED] | F [REDACTED] | M [REDACTED]
E [REDACTED]@clecanterbury.co.nz | W clecanterbury.co.nz

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[REDACTED]
Building Manager

Dir [REDACTED]
Mob [REDACTED]
Fax [REDACTED]
[REDACTED]@goodman.com
info-nz@goodman.com
www.goodman.com

1 Show Place
Level 1, Building 3
Addington Christchurch 8440
New Zealand



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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, 8 June 2016 3:22 p.m.
To: [REDACTED]@goodman.com
Subject: 6 Show PI lighting

Hi [REDACTED]

Please see lighting design attached. They have put a fitting onto the existing pole, but I don't think it would be needed if we swivel the existing pole light 90 degrees as discussed. Also they only suggested the 80W version which is a bonus. Let me know what you think and I will get the pricing underway.

Regards,

██████████
CONTRACTS MANAGER



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P ██████████ | F ██████████ | M ██████████

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

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From: Gavin Clark
To: [Sarah Giles](#); [REDACTED]
Cc: [REDACTED] [t60.co.nz](#)
Subject: RE: 30-31 March
Date: Thursday, 24 March 2016 2:37:06 p.m.

Hi Sarah L,

I plan to be on site by 9am Wednesday and propose the following outline, if you are able to make appointments on my behalf that would be great. This is just a guide so feel free to juggle it around to fit the others provided there is the same time block it doesn't [REDACTED] who I see first.

Also I will need access (including after hours to both 6 and 10).

I would prefer to have my own rental car so that I have a bit of freedom outside of hours, I will do a night visit to the office and meet the cleaners. By the time I take out taxi fares ex airport it won't be much more in cost.

The residential security reviews will need to have a person present so I would need their addresses and a contact names.

The new ones to be conducted are:

[REDACTED] Anna Grucysnka and [REDACTED] I would need about 1.5 hours at each site.

The residential security reviews conducted in 2014 and 2015 to be re-visited are [REDACTED], [REDACTED] and [REDACTED] I would need up to an hour at each site.

Wed 0900-1000	Meeting Sarah Giles and [REDACTED]	HSE and staff issues. Information re threat assessment/ security review
1000-1100	[REDACTED] & [REDACTED]	Building security and CCTV re security review
1100-1230	6 and 10 Show Pl	Gap analysis, recommendations Vs implementation
1230-1300	Lunch	
1300-1400	Anna Grucysnka/ [REDACTED]	OIA requests and [REDACTED] [REDACTED]
1400- 1430		Travel to Residential security review
1430 - 1600		Conduct residential security review 1/3
1600 - 1630		Travel
1630 - 1800		Conduct residential security review 2/3
1800 to 1900	Dinner	
1900 - 2100	6 and 10 show Pl	Interview cleaners, site visit re security review
Thurs 0800-0900	Breakfast meeting police	Specific issues re SRES
0900-1030		Conduct residential security review 3/3
1030-1100		Travel
1100-1200		Revisit 14/15 RSR 1/3
1200-1230		Travel

1230-1330		Revisit 4/15 RSR 2/3
1330-1400		Travel
1400 - 1500		Revisit 14/15 RSR 3/3
1500 - 1530		Travel
1530 - 1700	6/10 Show Pl	Re-cap any outstanding [REDACTED] re pending threat assessment and security review.
1800	Depart Christchurch	

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]

Sent: Thursday, 24 March 2016 1:07 p.m.

To: [REDACTED]

Cc: Gavin Clark

Subject: 30-31 March

Hi Sarah

As discussed Gavin Clark will be here next Wednesday and Thursday conducting a full security review, threat assessment and staff site visits.

[REDACTED] will organise a vehicle to be available for Gavin 8.30 to 5pm each day.

Can you please organise the following site visits (I have spoken to all staff):

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]
6. [REDACTED]

Can you also please schedule meetings here with:

1. [REDACTED] and [REDACTED] (together) – building security and cameras
2. [REDACTED] – H&S

Thank you once again for helping.

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

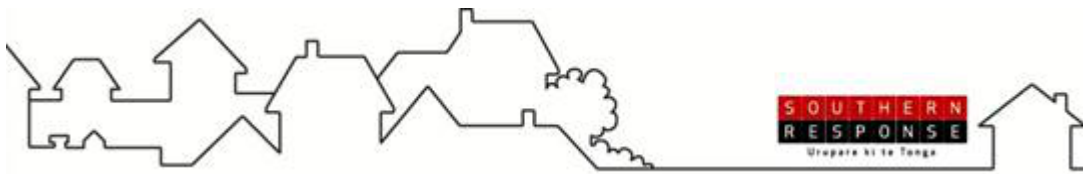
Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Access card
Date: Monday, 12 October 2015 10:59:32 a.m.

Still on Level 1 thanks

[REDACTED]

From: Sarah Giles
Sent: Monday, 12 October 2015 10:59 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Access card

Hi [REDACTED]

Are you still on level 1? We can extend access to the floor you work on.

[REDACTED] H – can you please arrange to extend [REDACTED] access once she responds

Thanks

Sarah

From: [REDACTED]
Sent: Monday, 12 October 2015 10:55 a.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: Access card

Hi Sarah

Could I please have the restrictions removed from my access card? I now work different hours due to Flexi-time availability, and arrive at 7.30am on some days. I have not been [REDACTED] longer hours and have been catching up with [REDACTED] weekly.

Thanks in advance

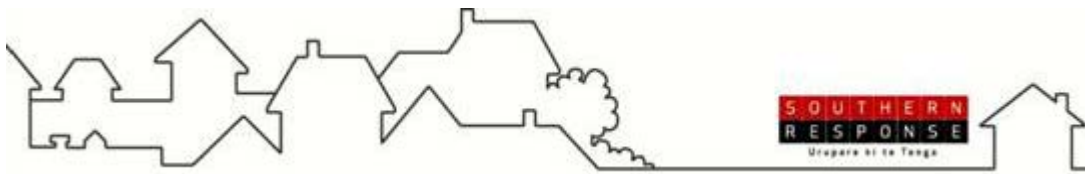
Kind regards,

[REDACTED]

[REDACTED]
Repairs - Claims Specialist
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

[REDACTED] southernresponse.co.nz
www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: Sarah Giles
Cc: [REDACTED]
Subject: RE: Additional guards 19th February
Date: Thursday, 18 February 2016 7:59:00 p.m.

Hi Sarah,

All arranged guards will be there tomorrow as requested.

Thanks

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Thursday, 18 February 2016 3:57 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Additional guards 19th February
Importance: High

Hi [REDACTED]

Can we please arrange for 2 additional guards for 6 Show Place tomorrow from 8.30am to 4.30pm. Please have them report to [REDACTED] when they arrive.
Could you please invoice this to Goodmans c/- Southern Response.

[REDACTED] – call me when you are out of your meeting please

Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: Sarah Giles
Cc: [REDACTED]
Subject: RE: Additional Security Guards
Date: Thursday, 29 October 2015 2:55:02 p.m.

Great see you then. Thanks Sarah



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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 Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Thursday, 29 October 2015 2:40 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Additional Security Guards

That's perfect [REDACTED] Could you come to 10 Show Place please

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Thursday, 29 October 2015 2:35 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: Additional Security Guards

Hi Sarah,

Would [REDACTED] and myself be able to attend a meeting with you tomorrow afternoon to discuss the additional security at say 14:15?

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Alarm contacts
Date: Tuesday, 22 September 2015 3:09:32 p.m.

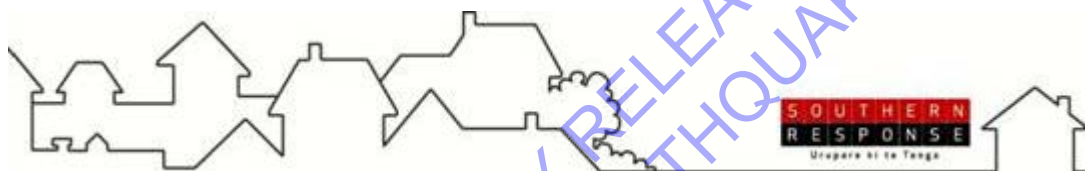
Hi Sarah,

Not a problem to add me to the list.

Thanks,

[REDACTED]
Team Manager - Claims Administration
Southern Response Earthquake Services Limited

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

--	--	--	--

██████████ and the Cleaners are on the list for all floors

Below is the proposed updated list for SR and you are all nominated. Please advise by the end of the week if you are unable to be on the list. Once the list is complete with your Arrow counterparts this will be sent through to ADT and ██████████ will share the process and codes for all the 'newbies' to the list.

Level 1	Level 2	Level 3	Level 10
██████████	██████████	██████████	██████████
██████████	██████████	██████████	Sarah Giles

Thanks for your help.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: ██████████

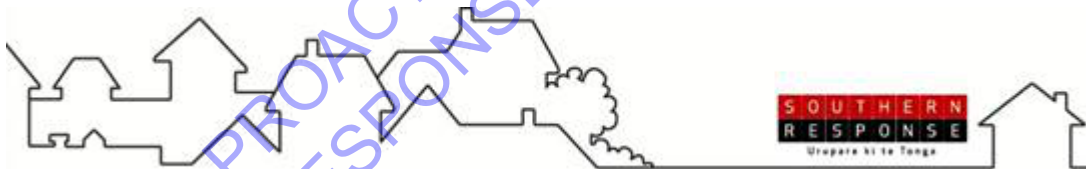
Ext: ██████████

Mobile: ██████████

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: [Sarah Giles](#)
To: [REDACTED]
Subject: RE: Alarm contacts
Date: Tuesday, 22 September 2015 10:57:00 a.m.
Attachments: [INSTRUCTIONS FOR ALARM ACTIVATION2.docx](#)

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:57 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

What codes ? I didn't have any codes.....

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:56 a.m.
To: [REDACTED]
Subject: RE: Alarm contacts

I don't need both though, unless you want me to take Bridget off?
I will need to tell them as they need the codes, good plan though

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:55 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Both , I wont discuss with themIll just advise them. Or they will find out when the next call comes in.....

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:49 a.m.
To: [REDACTED]
Subject: RE: Alarm contacts

Hi [REDACTED]

I can't have been clear in my email. You don't have to come in they just call to ask about whether there is a reason. First Security can come to site and set alarm.

I have gone to [REDACTED] about Arrow contacts.

No problem to swap you with [REDACTED] or [REDACTED] could you speak to them and let me know which one is to replace you please.

Thanks
Sarah

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:46 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Hi

Seems pointless me being on the list, as [REDACTED] I wonder if [REDACTED] or [REDACTED] and no Arrow involved? considering that they are in and out more than us over the weekend maybe they should be? They will say its not our building but I would say most call outs are due to alarms not set by them.

My thoughts

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

Below is the proposed updated list for SR and you are all nominated. Please advise by the end of the week if you are unable to be on the list. Once the list is complete with your Arrow counterparts this will be sent through to ADT and [REDACTED] will share the process and codes for all the 'newbies' to the list.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Sarah Giles

Thanks for your help.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]

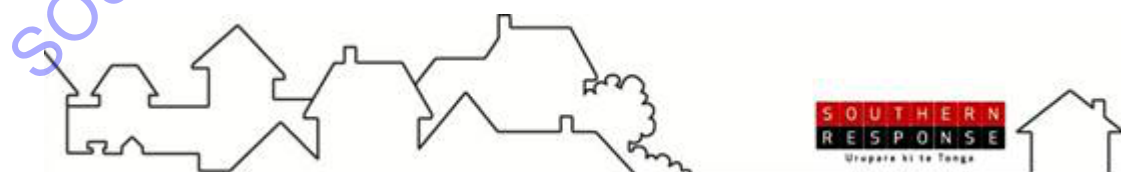
Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Alarm contacts
Date: Tuesday, 22 September 2015 10:56:35 a.m.

What codes ? I didn't have any codes.....

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] [southernresponse.co.nz](#)

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:56 a.m.
To: [REDACTED]
Subject: RE: Alarm contacts

I don't need both though, unless you want me to take Bridget off?
I will need to tell them as they need the codes, good plan though

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:55 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Both , I wont discuss with themIll just advise them. Or they will find out when the next call comes in.....

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] [southernresponse.co.nz](#)

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:49 a.m.
To: [REDACTED]
Subject: RE: Alarm contacts

Hi [REDACTED]

I can't have been clear in my email. You don't have to come in they just call to ask about whether there is a reason. First Security can come to site and set alarm.

I have gone to [REDACTED] about Arrow contacts.

No problem to swap you with [REDACTED] or [REDACTED] could you speak to them and let me know which one is to replace you please.

Thanks
Sarah

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:46 a.m.
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Hi

Seems pointless me being on the list, as [REDACTED] [REDACTED] I wonder if [REDACTED] or [REDACTED] and no Arrow involved ? considering that they are in and out more than us over the weekend maybe they should be? They will say its not our building but I would say most call outs are due to alarms not set by them.

My thoughts

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:39 a.m.
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

Below is the proposed updated list for SR and you are all nominated. Please advise by the end of the week if you are unable to be on the list. Once the list is complete with your Arrow counterparts this will be sent through to ADT and [REDACTED] will share the process and codes for all the 'newbies' to the list.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Sarah Giles

Thanks for your help.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]

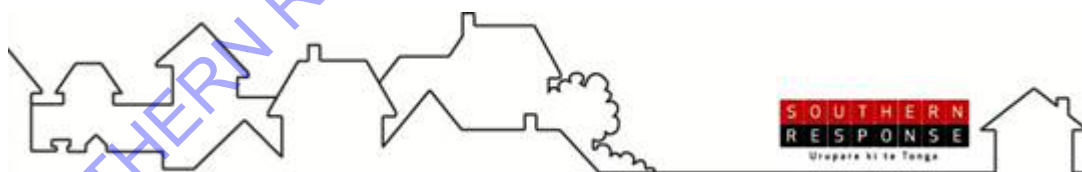
Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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From: [Sarah Giles](#)
To: [REDACTED]
Subject: RE: Alarm contacts
Date: Tuesday, 22 September 2015 10:55:00 a.m.

I don't need both though, unless you want me to take Bridget off?
I will need to tell them as they need the codes, good plan though

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:55 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Both , I wont discuss with themIll just advise them. Or they will find out when the next call comes in.....

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:49 a.m.
To: [REDACTED]
Subject: RE: Alarm contacts

Hi [REDACTED]

I can't have been clear in my email. You don't have to come in they just call to ask about whether there is a reason. First Security can come to site and set alarm.

I have gone to [REDACTED] about Arrow contacts.

No problem to swap you with [REDACTED] or [REDACTED] could you speak to them and let me know which one is to replace you please.

Thanks
Sarah

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:46 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Hi

Seems pointless me being on the list, as [REDACTED] [REDACTED] I wonder if [REDACTED] or [REDACTED] and no Arrow involved ? considering that they are in and out more than us over the weekend maybe they should be? They will say its not our building but I would say most call outs are due to alarms not set by them.

My thoughts

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

Below is the proposed updated list for SR and you are all nominated. Please advise by the end of the week if you are unable to be on the list. Once the list is complete with your Arrow counterparts this will be sent through to ADT and [REDACTED] will share the process and codes for all the 'newbies' to the list.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Sarah Giles

Thanks for your help.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]

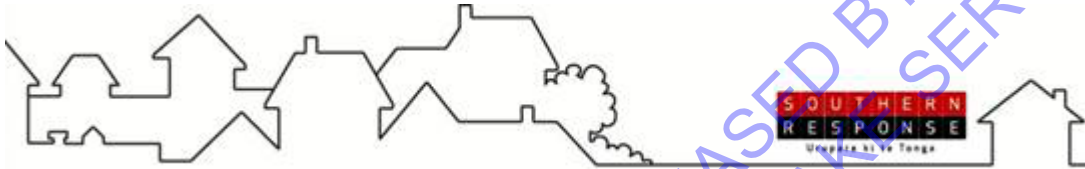
Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Alarm contacts
Date: Tuesday, 22 September 2015 10:54:57 a.m.

Both , I wont discuss with themIll just advise them. Or they will find out when the next call comes in.....

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:49 a.m.
To: [REDACTED]
Subject: RE: Alarm contacts

Hi [REDACTED]

I can't have been clear in my email. You don't have to come in they just call to ask about whether there is a reason. First Security can come to site and set alarm.

I have gone to [REDACTED] about Arrow contacts.

No problem to swap you with [REDACTED] or [REDACTED] could you speak to them and let me know which one is to replace you please.

Thanks
Sarah

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:46 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Hi

Seems pointless me being on the list, as [REDACTED] [REDACTED] I wonder if [REDACTED] or [REDACTED] and no Arrow involved ? considering that they are in and out more than us over the weekend maybe they should be? They will say its not our building but I would say most call outs are due to alarms not set by them.

My thoughts

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

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Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Sarah Giles

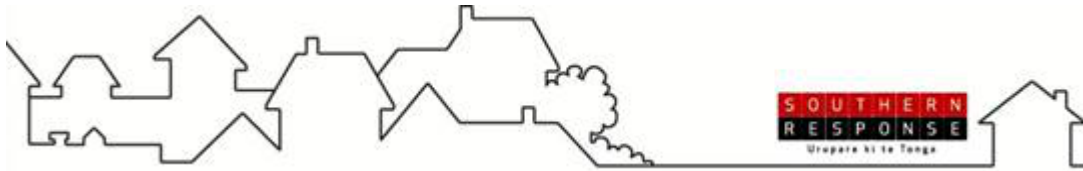
Thanks for your help.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED]
Subject: RE: Alarm contacts
Date: Tuesday, 22 September 2015 10:49:00 a.m.

Hi [REDACTED]

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No problem to swap you with [REDACTED] or [REDACTED] could you speak to them and let me know which one is to replace you please.

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Sarah

From: [REDACTED]
Sent: Tuesday, 22 September 2015 10:46 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Hi

Seems pointless me being on the list, as [REDACTED] [REDACTED] I wonder if [REDACTED] or [REDACTED] and no Arrow involved ? considering that they are in and out more than us over the weekend maybe they should be? They will say its not our building but I would say most call outs are due to alarms not set by them.

My thoughts

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

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Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Sarah Giles

Thanks for your help.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Alarm contacts
Date: Tuesday, 22 September 2015 10:45:41 a.m.

Hi

Seems pointless me being on the list, as [REDACTED] I wonder if [REDACTED] or [REDACTED] and no Arrow involved ? considering that they are in and out more than us over the weekend maybe they should be? They will say its not our building but I would say most call outs are due to alarms not set by them.

My thoughts

[REDACTED]
Operational Manager
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hello All

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime. Being on the contact list does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

[REDACTED] and the Cleaners are on the list for all floors

Below is the proposed updated list for SR and you are all nominated. Please advise by the end of the week if you are unable to be on the list. Once the list is complete with your Arrow counterparts this will be sent through to ADT and [REDACTED] will share the process and codes

for all the 'newbies' to the list.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Sarah Giles

Thanks for your help.

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]

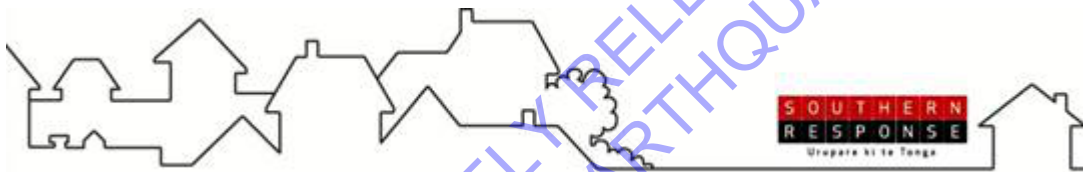
Ext: [REDACTED]

Mobile: [REDACTED]

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Christchurch

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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Alarm contacts
Date: Friday, 2 October 2015 3:47:16 p.m.

Hi my suggestions have been forwarded to SMT for approval this afternoon. I'll confirm asap.

Regards [REDACTED]

From: Sarah Giles
Sent: Friday, 2 October 2015 3:32 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Alarm contacts

Hi [REDACTED]

Can you please respond on this?

Thanks

Sarah

From: [REDACTED]
Sent: Thursday, 1 October 2015 11:29 a.m.
To: Sarah Giles
Subject: RE: Alarm contacts

Hi Sarah

Did you get a reply from [REDACTED] regarding Arrow contacts for ADT?

Thanks

[REDACTED]

From: Sarah Giles
Sent: Tuesday, 22 September 2015 10:32 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Alarm contacts

Hi [REDACTED]

We are in the process of activating the alarm here at 10 Show Place.

The below table depicts the current list for alarm contacts. The purpose of the list is for ADT to call if they have an alarm go off, just to check whether there may be a legitimate reason e.g. overtime, the person does not have to attend onsite. As you can see it is not up to date.

Level 1	Level 2	Level 3	Level 10
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED]	

--	--	--	--

██████████ and the Cleaners are on the list for all floors

Can you please consult with your management team and obtain 2 names for each floor please. I will also be reviewing the list from the SR side and ██████████ will be reinforcing to ADT that they do not request our staff to site if there is an alarm activation.

Level 1	Level 2	Level 3	Level 10

If possible could you please have this back to me by the end of the week.

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: ██████████
Ext: ██████████
Mobile: ██████████
PO Box 9052
Christchurch
www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Graeme Nicholas](#)
To: [Sarah Giles](#)
Cc: [Tony Feaver](#)
Subject: RE: Building Security drill
Date: Wednesday, 13 April 2016 8:09:06 a.m.

Yes of course

From: Sarah Giles
Sent: Wednesday, 13 April 2016 8:07 a.m.
To: Graeme Nicholas
Cc: Tony Feaver
Subject: RE: Building Security drill

Thompson and Clark were here recently and I am expecting their report within the week, can we review their recommendations first?

From: Graeme Nicholas
Sent: Wednesday, 13 April 2016 8:06 a.m.
To: Sarah Giles
Cc: Tony Feaver
Subject: Building Security drill

Hi Sarah,

Tony noted that the Auditor General raised the issue of staff safety when she visited last month. We wonder if it is time for a another refresh for people on the procedures for a building lock down in the event of a WINS type threat (I understood they had a security guard as well although they did not have a locked door) – Thomson and ? might be able to help with this. We have fire drills but we don't recall a drill around this aspect.

Something to consider

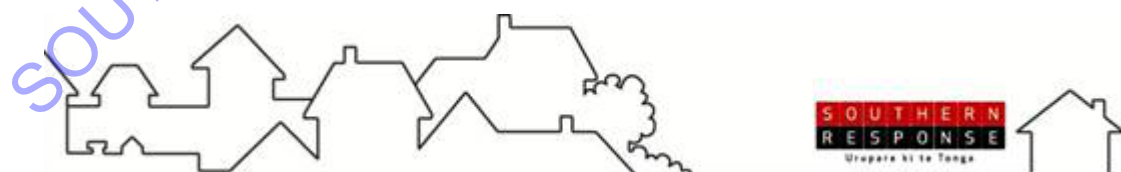
Graeme Nicholas
Audit & Risk Manager
Southern Response Earthquake Services Limited

graeme.nicholas@southernresponse.co.nz

DDI: [REDACTED]

Mobile: [REDACTED]

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Sarah Giles
To: [REDACTED]
Subject: RE: carpark lighting
Date: Wednesday, 25 May 2016 4:36:00 p.m.

Hi [REDACTED]

Thanks for the update, should we put something in the diary next week to discuss?

Sarah

-----Original Message-----

From: [REDACTED] [mailto:[REDACTED]@goodman.com]
Sent: Wednesday, 25 May 2016 3:28 p.m.
To: Sarah Giles
Subject: Re: carpark lighting

Hi Sarah

Yes we have, just reviewing now, will be in touch soon to discuss with you [REDACTED] SR approval of shared cost.

Cheers
[REDACTED]

On 25/05/2016, at 11:26 AM, Sarah Giles <Sarah.Giles@southernresponse.co.nz> wrote:

Hi [REDACTED]

Following up from our discussion on improving lighting at 6 & 10 Show Place, have you received your lighting report/quote from your contractor?

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
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[cid:image58c234.GIF@1c13f27f49a70efd]

[REDACTED]
Building Manager

Dir: [REDACTED]
Mob: [REDACTED]
Fax: [REDACTED]
[REDACTED]@goodman.com
info-nz@goodman.com <mailto:info-nz@goodman.com>
http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3UI_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom<http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3UI_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom%2f>

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[cid:image66b016.PNG@1f09a0ac479b3dd9] <http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3UI_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=https%3a%2f%2fwww%2elinkedin%2ecom%2fcompany%2fgoodman>
[cid:image8b2917.PNG@2da6f2714697dafa] <http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3UI_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=https%3a%2f%2fwww%2eyoutube%2ecom%2fchannel%2fUCqPJamGrRaP3OaT16gOCCeQ>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Sarah Giles
To: [REDACTED]
Subject: RE: carpark lighting
Date: Thursday, 2 June 2016 10:52:00 a.m.

Hi [REDACTED]

Have you got the costs yet? I need an update by early next week please.

Sarah

-----Original Message-----

From: [REDACTED] ([mailto:[REDACTED]@goodman.com])
Sent: Wednesday, 25 May 2016 3:28 p.m.
To: Sarah Giles
Subject: Re: carpark lighting

Hi Sarah

Yes we have, just reviewing now, will be in touch soon to discuss with you [REDACTED] SR approval of shared cost.

Cheers
[REDACTED]

On 25/05/2016, at 11:26 AM, Sarah Giles <Sarah.Giles@southernresponse.co.nz>([mailto:Sarah.Giles@southernresponse.co.nz]) wrote:

Hi [REDACTED]

Following up from our discussion on improving lighting at 6 & 10 Show Place, have you received your lighting report/quote from your contractor?

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
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[REDACTED]
Building Manager

Dir: [REDACTED]
Mob: [REDACTED]
Fax: [REDACTED]
[REDACTED]@goodman.com
info-nz@goodman.com <<mailto:info-nz@goodman.com>>
http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3U1_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom<http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3U1_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom%2f>

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[cid:image66b016.PNG@1f09a0ac.479b3dd9] <http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3U1_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=https%3a%2f%2fwww%2elinkedin%2ecom%2fcompany%2fgoodman>
[cid:image8b2917.PNG@2da6f271.4697dafa] <http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3U1_x_oHgD9pWnDU7MtbuTFcZl1BhDPzhjw&s=32&u=https%3a%2f%2fwww%2eyoutube%2ecom%2fchannel%2fUCqPJamGrRaP3OaTl6gOCCeQ>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: Sarah Giles
Subject: Re: carpark lighting
Date: Wednesday, 25 May 2016 3:28:30 p.m.
Attachments: [image652d5f.PNG](#)
[image66b016.PNG](#)
[image8b2917.PNG](#)

Hi Sarah

Yes we have, just reviewing now, will be in touch soon to discuss with you [REDACTED] SR approval of shared cost.

Cheers
[REDACTED]

On 25/05/2016, at 11:26 AM, Sarah Giles <Sarah.Giles@southernresponse.co.nz<<mailto:Sarah.Giles@southernresponse.co.nz>>> wrote:

Hi [REDACTED]

Following up from our discussion on improving lighting at 6 & 10 Show Place, have you received your lighting report/quote from your contractor?

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
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[REDACTED]
Building Manager

Dir: [REDACTED]
Mob: [REDACTED]
Fax: [REDACTED]
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[cid:image8b2917.PNG@2da6f271.4697dafa] <http://scanmail.trustwave.com/?c=4341&d=3JvF1yJ3UI_x_oHgD9pWnDU7MtbuTFcZl1wM3DfjiiA&s=32&u=https%3a%2f%2fwww%2eyoutube%2ecom%2fchannel%2fUCqPJamGrRaP3OaTl16gOCCeQ>

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From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: RE: Cash dropped into Security Guard today
Date: Monday, 12 October 2015 9:44:48 a.m.

Thanks Sarah

From: Sarah Giles
Sent: Monday, 12 October 2015 9:29 a.m.
To: Linda Falwasser; [REDACTED]
Subject: RE: Cash dropped into Security Guard today

Hi Linda

Mr [REDACTED] came in and dropped envelope of money to the security guard. He did not sign in or introduce himself, just dropped envelope and left.

Unfortunately [REDACTED] did not recognise Mr [REDACTED] which is extremely disappointing.

I have asked [REDACTED] to organise a meeting with [REDACTED] at 3pm today to stress the importance of staff knowing these customers. [REDACTED] has also taken [REDACTED] through the book again to stress this.

I will update you following this meeting.

Thanks
Sarah

From: Linda Falwasser
Sent: Friday, 9 October 2015 6:02 p.m.
To: Sarah Giles; [REDACTED]
Subject: Fwd: Cash dropped into Security Guard today

Sarah,

Can you pls find out if the guard recognised [REDACTED] today when he came to the office?

Thanks L

Linda Falwasser
General Manager Strategic Communications
Southern Response Earthquake Services Ltd
Mobile: [REDACTED]

Begin forwarded message:

From: [REDACTED] <[REDACTED]>
Date: 9 October 2015 5:23:08 pm NZDT
To: <oja@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>

Subject: Cash dropped into Security Guard today

Hi [REDACTED]

Thanks for your letter dated 5 September 2015 [sic – I think you meant 5 October 2015].

I have dropped in \$152.00 to your security guards today.

Please quickly process my OIA and include a receipt and itemised bill when you forward the information.

Hope to get that money back some day!

Have a good weekend.

Best Regards,

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Linda Falwasser](#); [Sarah Giles](#)
Subject: RE: Cash dropped into Security Guard today
Date: Tuesday, 13 October 2015 9:48:46 a.m.

Hi Sarah/Linda,

The money turned up today by courier. Turns out he hadn't come in to the office on Friday and there was no interaction with our security.

Probably the lesson in all of this, which we should already be well aware of, is don't believe what Mr [REDACTED] says.

Still a useful exercise to do with First Security.

[REDACTED]
Legal Risk Manager

From: Linda Falwasser
Sent: Friday, 9 October 2015 6:02 p.m.
To: Sarah Giles; [REDACTED]
Subject: Fwd: Cash dropped into Security Guard today

Sarah,

Can you pls find out if the guard recognised [REDACTED] today when he came to the office?

Thanks L

Linda Falwasser
General Manager Strategic Communications
Southern Response Earthquake Services Ltd
Mobile: [REDACTED]

Begin forwarded message:

From: [REDACTED] <[REDACTED]>
Date: 9 October 2015 5:23:08 pm NZDT
To: <oia@southernresponse.co.nz>, [REDACTED]
<[REDACTED]southernresponse.co.nz>
Subject: Cash dropped into Security Guard today

Hi [REDACTED]

Thanks for your letter dated 5 September 2015 [sic – I think you meant 5 October 2015].

I have dropped in \$152.00 to your security guards today.

Please quickly process my OIA and include a receipt and itemised bill when you

forward the information.

Hope to get that money back some day!

Have a good weekend.

Best Regards,

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: Sarah Giles
Subject: RE: Change of password for #6 Show Place
Date: Monday, 12 October 2015 8:47:25 a.m.

Morning [REDACTED]

Confirmed.
Patrols and COMMS will be advised now.

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 12 October 2015 8:40 AM
To: [REDACTED]
Cc: Sarah Giles
Subject: Change of password for #6 Show Place

Hi there

The password for the alarm at #6 Show Place has been changed from [REDACTED] to the word [REDACTED] for ease of use.

This is to be used if ADT call and require a voice code, or if the guards need to call ADT.

If you could pass this on to your night patrols that would be much appreciated.

Kind regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: contract amendments
Date: Thursday, 27 August 2015 1:14:02 p.m.

Cheers.

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 27 August 2015 1:09 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: contract amendments

Lets start from Monday 31st August [REDACTED]

Monday 24th August was when hours went to 7.30am to 5.30pm

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Thursday, 27 August 2015 12:13 p.m.
To: Sarah Giles
Subject: RE: contract amendments

Hi Sarah,

Thank you for the email and the amended request.
We will update our records here.

Start date today? Or as from Monday?

Cheers

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 27 August 2015 12:10 PM
To: [REDACTED]
Subject: RE: contract amendments

Hi [REDACTED]

I am happy with the email trail to confirm the changes in hours so for the record could the new amended guard hours please be 7.30am to 6pm

Thanks

Sarah

From: [redacted] [mailto:[redacted]@firstsecurity.co.nz]
Sent: Thursday, 27 August 2015 11:20 a.m.
To: Sarah Giles
Subject: contract amendments

Hi Sarah,

Thank you for the meeting today.

Good to meet the new team and nice to welcome back [redacted]

Regarding the variation to the Southern Response contract – short answer is we do not have such a document – yet.

The discussion with our Auckland people suggests that an email trail leading to the end result will be adequate for our purposes and the correspondence is attached to your contract on file both here in the office and in Auckland.

Does that work for your purposes.

The alternate is to provide a fresh contract on each variation.

[redacted]



[redacted] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [redacted]@firstsecurity.co.nz DDI: [redacted] Mobile: [redacted] Fax: [redacted]
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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: [Sarah Giles](mailto:Sarah.Giles)
Subject: RE: contract amendments
Date: Thursday, 27 August 2015 12:15:06 p.m.

Hi Sarah,

Thank you for the email and the amended request.
We will update our records here.

Start date today? Or as from Monday?

Cheers

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Thursday, 27 August 2015 12:10 PM
To: [REDACTED]
Subject: RE: contract amendments

Hi [REDACTED]

I am happy with the email trail to confirm the changes in hours so for the record could the new amended guard hours please be 7.30am to 6pm

Thanks
Sarah

From: [REDACTED] [mailto:[\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Thursday, 27 August 2015 11:20 a.m.
To: Sarah Giles
Subject: contract amendments

Hi Sarah,

Thank you for the meeting today.
Good to meet the new team and nice to welcome back [REDACTED]

Regarding the variation to the Southern Response contract – short answer is we do not have such a document – yet.

The discussion with our Auckland people suggests that an email trail leading to the end result will be adequate for our purposes and the correspondence is attached to your contract on file both here in the office and in Auckland.

Does that work for your purposes.

The alternate is to provide a fresh contract on each variation.

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
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Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: Sarah Giles
Subject: RE: contract amendments
Date: Thursday, 27 August 2015 1:21:00 p.m.

Hi there

Have spoken to [REDACTED] he will make sure this is communicated properly to Wiremu as soon as possible.

[REDACTED]

From: Sarah Giles
Sent: Thursday, 27 August 2015 1:06 p.m.
To: [REDACTED]
Subject: RE: contract amendments

That's terrible.

Please let me know once you have spoken to [REDACTED] the arrangements need to be clear as we are paying for the coverage. There needs to be a guard there

From: [REDACTED]
Sent: Thursday, 27 August 2015 1:00 p.m.
To: Sarah Giles
Subject: RE: contract amendments

Thanks, I have just had to let the guard know he needs to stay at his desk for the whole day, went and had a half hour lunch in the staff room apparently, I will get [REDACTED] to confirm the [REDACTED] arrangements with him, so he does not feel it is something SR in imposing on him.

[REDACTED]

From: Sarah Giles
Sent: Thursday, 27 August 2015 12:10 p.m.
To: [REDACTED]
Subject: FW: contract amendments

Sorry [REDACTED] meant to copy you

From: Sarah Giles
Sent: Thursday, 27 August 2015 12:10 p.m.
To: [REDACTED]
Subject: RE: contract amendments

Hi [REDACTED]

I am happy with the email trail to confirm the changes in hours so for the record could the new amended guard hours please be [REDACTED]

Thanks
Sarah

From: [REDACTED] ([mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Sent: Thursday, 27 August 2015 11:20 a.m.
To: Sarah Giles
Subject: contract amendments

Hi Sarah,

Thank you for the meeting today.
Good to meet the new team and nice to welcome back [REDACTED]

Regarding the variation to the Southern Response contract – short answer is we do not have such a document – yet.

The discussion with our Auckland people suggests that an email trail leading to the end result will be adequate for our purposes and the correspondence is attached to your contract on file both here in the office and in Auckland.

Does that work for your purposes.

The alternate is to provide a fresh contract on each variation.

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: Duress Pendant Quotation
Date: Monday, 6 March 2017 3:51:57 p.m.

Thanks [REDACTED]

I think this would be useful for the organisation in respect of staff who work alone. I suspect the use of the app would need to be carefully prescribed by a policy also?

Regards

[REDACTED]

From: [REDACTED]
Sent: Monday, 6 March 2017 3:25 p.m.
To: [REDACTED]
Subject: RE: Duress Pendant Quotation

[REDACTED]

We've never specifically made any assessments of using "Find iPhone" app for the purposes of [REDACTED] staff.

However, this is potentially able to be done and we have some capability through our Mobile Device Management (MDM) tool. This is mainly available to disable or delete phones in the event of being stolen or lost, but I think we can enhance this.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Mob: ([REDACTED])

From: [REDACTED]
Sent: Monday, 6 March 2017 2:56 p.m.
To: [REDACTED]
Subject: RE: Duress Pendant Quotation

Thanks [REDACTED]

One more thing, did we ever assess the practicality/usefulness of the 'find a friend' app for [REDACTED] mobile phones for those attending site visits? I understand that EQC uses this for field staff.

Regards

[REDACTED]
Health and Safety Manager

From: [REDACTED]
Sent: Thursday, 23 February 2017 10:04 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Duress Pendant Quotation

The ADT solution seems to be quite suitable for the purposes of internal building security, and has the benefit of integrating with what we already have in place.

Have they indicated what sort of range these devices will operate over? Would make sense for the guard to have one and might even be viable to have one in #10 if the range is effective.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: [REDACTED]
Sent: Thursday, 23 February 2017 8:28 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Duress Pendant Quotation

Hi [REDACTED]

Attached is the information on the hand held duress alarms we are currently [REDACTED] at.

The alarms would send a signal to the main system we already have installed in reception by way of a receiver.

Thanks

[REDACTED]

From: [REDACTED] [[mailto:\[REDACTED\]@tycoint.com](mailto:[REDACTED]@tycoint.com)]
Sent: Friday, 3 February 2017 11:03 a.m.
To: [REDACTED]
Subject: Duress Pendant Quotation

Hi [REDACTED]

I am pleased to provide the attached quotation for the mobile pendant duress system as requested. Our quotation outlines pricing of [REDACTED] +gst which includes the installation and commissioning of the system as you will see in the scope of works and also outlines our terms and conditions.

Thank you for this opportunity and please let me know your thoughts. Also if you have any questions please do not hesitate to ask.

Regards [REDACTED]

██████████ / S I Business Development Manager / ADT Security

Tel: +██████████ / Mobile: +██████████ / DDI ██████████
10 Mary Muller Drive / Hillsborough / Christchurch 8022 / New Zealand
██████████ tycoint.com / www.tycofireandsecurity.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Emailing: Trespass Notice template, Issuing Trespass
Date: Tuesday, 28 July 2015 2:59:41 p.m.
Attachments: [Trespass Notices.doc](#)

Hi Sarah

A prettied up version, I have just made minor changes to the headings and included Arrow throughout the document. I will also embed this into the power point.

Thanks

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz

Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

-----Original Message-----

From: Sarah Giles
Sent: Tuesday, 28 July 2015 2:21 p.m.
To: [REDACTED]
Subject: Emailing: Trespass Notice template, Issuing Trespass

Hi [REDACTED]

As discussed could you please incorporate this into your presentation and book time in my calendar tomorrow for us to review. Great work on what you have done so far, I look forward to reviewing the whole presentation.

Could you please also use the 'Issuing Template' document to develop clear instructions for staff that we could publish on SS. I have basically summarised what Bell Gully's advice was.

Thanks
Sarah

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: EQ anniversary
Date: Wednesday, 3 February 2016 1:02:04 p.m.

Hi Sarah,

Many thanks for the head up ☺

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 3 February 2016 12:57 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: EQ anniversary

Hi [REDACTED]

We are currently reviewing our security requirements for the EQ anniversary, 22nd February. Can you please be aware we may require extra security on or about that day however I will confirm closer to the time.

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](mailto:Sarah.Giles@southernresponse.co.nz)
Cc: [REDACTED]
Subject: RE: Exterior lighting
Date: Wednesday, 27 April 2016 3:44:55 p.m.
Attachments: [image3b9c1.PNG](#)
[image359607.PNG](#)
[image56b465.PNG](#)

Hi Sarah

Thanks for your email.

I have asked [REDACTED] to arrange a meeting with you to review on site what needs to be done to improve the external lighting at the rear of 6 & 10 Show Place.
Depending on the extent of the upgrade required probably will determine where the costs lie, i.e. is it an upgrade required for H&S purposes or required for building security.

Once [REDACTED] has meet with you to review on site he can obtain costs for the works required and we can discuss further from there,

Kind regards
[REDACTED]

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 27 April 2016 10:15 a.m.
To: [REDACTED] <[\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>
Subject: Exterior lighting

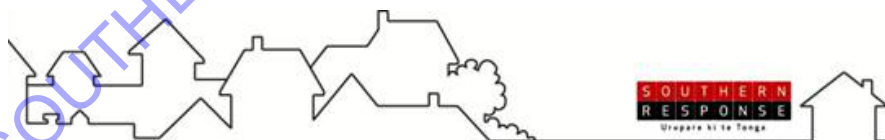
Hi [REDACTED]

SR has had a Site Security Assessment completed on our buildings and one of the recommendations is to improve the exterior lighting, particularly out the back of the buildings. Is this something you would be prepared to discuss improving? If so could you please tell me the process that we would follow? As you know we have improved our security camera coverage at both sites however the recommendation relates to improving the feeling of a safe environment for staff, particularly over winter with shorter days and being darker when they leave work at night.

Regards
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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Portfolio Manager Christchurch

Dir +64 3 338 4671
Mob + [REDACTED]
Fax [REDACTED]
[REDACTED] goodman.com
info-nz@goodman.com
www.goodman.com

C/O Anthony Harper
Level 9, HSBC Tower
62 Worcester Boulevard
Christchurch 8140
New Zealand



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [Linda Falwasser](#)
Subject: RE: Final Security Review
Date: Friday, 4 September 2015 4:56:27 p.m.

I have no further comments to add. Apart from the change of Sarah's role, I felt that Gavin had covered off all that we had discussed.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: Sarah Giles
Sent: Friday, 4 September 2015 4:30 p.m.
To: Linda Falwasser
Cc: [REDACTED]
Subject: RE: Final Security Review

Hi Linda

Following minor changes required please:

1. Need to change Support Services Manager to General Manager Corporate Services
2. Recommendations 4, 15 – should T&C add here that they would provide assistance with this
3. Recommendation 12 – can we add that this is covered in their induction but will be reinforced
4. Recommendation 13 – remove 'remaining' I would like all guards trained
5. Recommendation 16 – I thought we were going to direct all visitors to number 6 rather than do this? Can we move Recommendation 6 to here please

At minimum could we please get 4&5 above adopted before the report is released please

Thanks
Sarah

From: Linda Falwasser
Sent: Friday, 4 September 2015 2:04 p.m.
To: Sarah Giles; [REDACTED]
Subject: FW: Final Security Review

Please advise if you need any changes made.

L

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Friday, 4 September 2015 1:06 p.m.
To: Linda Falwasser
Cc: [REDACTED] t60.co.nz
Subject: Final Security Review

Hi Linda,

I have had a little tweak with this, I'm happy now that this is the final version.

Let me know if you are okay with this.

Kind Regards Gavin

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: RE: Final Security Review
Date: Tuesday, 8 September 2015 7:37:39 a.m.

Just fixing your title and will have the final report back to you asap.

From: Sarah Giles
Sent: Monday, 7 September 2015 3:43 p.m.
To: Linda Falwasser
Cc: [REDACTED]
Subject: RE: Final Security Review

Hi Linda

I hope you are feeling better. I'm happy with Gavin's comments below

Thanks
Sarah

From: Linda Falwasser
Sent: Monday, 7 September 2015 3:38 p.m.
To: [REDACTED] Sarah Giles
Subject: FW: Final Security Review

Sarah and [REDACTED]

Revised changes from Gavin. Sarah – I haven't had a good read but note that your title is still incorrect. Before I go back to him – can you both consider his email below, review and let me know if there is anything else.

Thanks Linda

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Monday, 7 September 2015 2:49 p.m.
To: Linda Falwasser
Cc: [REDACTED] t60.co.nz
Subject: RE: Final Security Review

Thanks Linda,

Here is the final, final.

I've added Sarah's comments 1, 3 and 4.

I haven't added 2, yes we can assist and are willing to do so but that is an obvious outcome and would leave it for you to determine in due course.

Re comment 5 yes all visitors are directed to #6 but you still need some mechanism to manage uninvited visitors to #10. You don't have to take the recommendation and I would suggest that you go through it and decide what you want to implement subject to your budgeting and security appetite.

Regards

Begin forwarded message:

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Date: 4 September 2015 4:29:47 pm NZST
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Subject: RE: Final Security Review

Hi Linda

Following minor changes required please:

1. Need to change Support Services Manager to General Manager Corporate Services
2. Recommendations 4, 15 – should T&C add here that they would provide assistance with this
3. Recommendation 12 – can we add that this is covered in their induction but will be reinforced
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5. Recommendation 16 – I thought we were going to direct all visitors to number 6 rather than do this? Can we move Recommendation 6 to here please

At minimum could we please get 4&5 above adopted before the report is released please

Thanks
Sarah

From: Linda Falwasser
Sent: Friday, 4 September 2015 2:04 p.m.
To: Sarah Giles; [REDACTED]
Subject: FW: Final Security Review

Please advise if you need any changes made.

L

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Friday, 4 September 2015 1:06 p.m.
To: Linda Falwasser
Cc: [REDACTED] t60.co.nz
Subject: Final Security Review

Hi Linda,

I have had a little tweak with this, I'm happy now that this is the final version.

Let me know if you are okay with this.

Kind Regards Gavin

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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[illegible]

I hope these can be resolved soon. Let me or [REDACTED] know if you have any questions.

Sarah

Regards



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED] ([mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Sent: Wednesday, 3 May 2017 1:18 p.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Please find attached contract as discussed. Could you kindly put full signature on the front and initial the bottom of each page.

Kind regards,

[REDACTED]

Regards



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

Kind regards,

Regards



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: ██████████ Mobile: ██████████ Fax: ██████████ Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: Sarah Giles
Subject: RE: First Security Contract
Date: Wednesday, 16 December 2015 3:07:50 p.m.

Your fantastic thank you Sarah



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 16 December 2015 2:53 PM
To: [REDACTED]
Subject: RE: First Security Contract

Attached

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 16 December 2015 2:42 p.m.
To: Sarah Giles
Subject: RE: First Security Contract

Sorry Sarah just noticed – is it possible to initial the terms and conditions attached also.

thanks



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 16 December 2015 2:27 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]

Please find attached the signed agreement.

I confirm we do not require guards between Christmas and New Year. Last date for the guard is Christmas Eve, returning 5th January 2016.

Merry Christmas to you

Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 16 December 2015 1:19 p.m.
To: Sarah Giles
Subject: RE: First Security Contract

Hi Sarah,

Please find attached amendment as requested.

Just confirming that you do not require guards from the 25th – until the 5th (starting back) for our rosters as discussed yesterday.

Kind regards,

[REDACTED]



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:██████████@firstsecurity.co.nz) DD: ██████████ Mobile: ██████████ Fax: ██████████
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 16 December 2015 10:03 AM
To: ██████████
Subject: RE: First Security Contract

Hi ██████████

Unfortunately I need this modified. Can you please amend to an open term with a 4 week notification of termination please?

Thanks
Sarah

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 14 December 2015 9:08 a.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Hope you had a lovely weekend...

Please find attached contract as discussed for the welfare checks on your staff and car park area.

Could you kindly please sign and send back to me.

On another note I would like to set up a regular meeting each month with you just to make sure you are happy with guards and service.

Are you free Tuesday at 1pm ? - I will send you a meeting invite shortly.

Kind regards,

██████████



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:██████████@firstsecurity.co.nz) DD: ██████████ Mobile: ██████████ Fax: ██████████
Web: <http://www.firstsecurity.co.nz>

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: [Sarah Giles](mailto:Sarah.Giles)
Subject: RE: First Security Contract
Date: Wednesday, 16 December 2015 2:50:34 p.m.

Sorry Sarah just noticed – is it possible to initial the terms and conditions attached also.

thanks



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 16 December 2015 2:27 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]

Please find attached the signed agreement.

I confirm we do not require guards between Christmas and New Year. Last date for the guard is Christmas Eve, returning 5th January 2016.

Merry Christmas to you

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 16 December 2015 1:19 p.m.
To: Sarah Giles
Subject: RE: First Security Contract

Hi Sarah,

Please find attached amendment as requested.

Just confirming that you do not require guards from the 25th – until the 5th (starting back) for our rosters as discussed yesterday.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 16 December 2015 10:03 AM
To: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]

Unfortunately I need this modified. Can you please amend to an open term with a 4 week notification of termination please?

Thanks
Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Monday, 14 December 2015 9:08 a.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Hope you had a lovely weekend...

Please find attached contract as discussed for the welfare checks on your staff and car park area.

Could you kindly please sign and send back to me.

On another note I would like to set up a regular meeting each month with you just to make sure you are happy with guards and service.

Are you free Tuesday at 1pm ? - I will send you a meeting invite shortly.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDN: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects
and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: First Security Contract
Date: Wednesday, 16 December 2015 2:43:46 p.m.
Importance: High

Afternoon Sarah,

This amendments have been done thanks have a great festive session.



[REDACTED] – Operations Coordinator
FIRST Security Guard Services Ltd – 413 St Asaph St
Phillipstown
Christchurch.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: +64 3 3796884 Mobile: +64 275857012 Fax: +64 3 3775619
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, 16 December 2015 2:36 PM
To: [REDACTED]
Cc: Chris Stewart
Subject: FW: First Security Contract

Hi – can you please action the below highlighted....



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 16 December 2015 2:27 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]

Please find attached the signed agreement.

I confirm we do not require guards between Christmas and New Year. Last date for the guard is Christmas Eve, returning 5th January 2016.

Merry Christmas to you

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 16 December 2015 1:19 p.m.
To: Sarah Giles
Subject: RE: First Security Contract

Hi Sarah,

Please find attached amendment as requested.

Just confirming that you do not require guards from the 25th – until the 5th (starting back) for our rosters as discussed yesterday.

Kind regards,

[REDACTED]



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ firstsecurity.co.nz DD: ██████████ Mobile: ██████████ Fax: ██████████
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 16 December 2015 10:03 AM
To: ██████████
Subject: RE: First Security Contract

Hi ██████████

Unfortunately I need this modified. Can you please amend to an open term with a 4 week notification of termination please?

Thanks
Sarah

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 14 December 2015 9:08 a.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Hope you had a lovely weekend...

Please find attached contract as discussed for the welfare checks on your staff and car park area.

Could you kindly please sign and send back to me.

On another note I would like to set up a regular meeting each month with you just to make sure you are happy with guards and service.

Are you free Tuesday at 1pm ? - I will send you a meeting invite shortly.

Kind regards,

██████████



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ firstsecurity.co.nz DD: ██████████ Mobile: ██████████ Fax: ██████████
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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Contract
Date: Wednesday, 16 December 2015 2:39:16 p.m.

Wonderful thank you Sarah ☺



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 16 December 2015 2:27 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]
Please find attached the signed agreement.
I confirm we do not require guards between Christmas and New Year. Last date for the guard is Christmas Eve, returning 5th January 2016.
Merry Christmas to you
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 16 December 2015 1:19 p.m.
To: Sarah Giles
Subject: RE: First Security Contract

Hi Sarah,
Please find attached amendment as requested.
Just confirming that you do not require guards from the 25th – until the 5th (starting back) for our rosters as discussed yesterday.
Kind regards,
[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 16 December 2015 10:03 AM
To: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]
Unfortunately I need this modified. Can you please amend to an open term with a 4 week notification of termination please?
Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Monday, 14 December 2015 9:08 a.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Hope you had a lovely weekend...

Please find attached contract as discussed for the welfare checks on your staff and car park area.

Could you kindly please sign and send back to me.

On another note I would like to set up a regular meeting each month with you just to make sure you are happy with guards and service.

Are you free Tuesday at 1pm ? - I will send you a meeting invite shortly.

Kind regards,

■



■ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ■ [firstsecurity.co.nz](mailto:■@firstsecurity.co.nz) DD: ■ Mobile: ■ Fax: ■
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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Contract
Date: Wednesday, 16 December 2015 1:21:45 p.m.
Attachments: [First Security Contract.pdf](#)

Hi Sarah,

Please find attached amendment as requested.

Just confirming that you do not require guards from the 25th – until the 5th (starting back) for our rosters as discussed yesterday.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 16 December 2015 10:03 AM
To: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]

Unfortunately I need this modified. Can you please amend to an open term with a 4 week notification of termination please?

Thanks
Sarah

From: [REDACTED] [mailto:[\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Monday, 14 December 2015 9:08 a.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Hope you had a lovely weekend...

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Could you kindly please sign and send back to me.

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Are you free Tuesday at 1pm ? - I will send you a meeting invite shortly.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: Sarah Giles
Subject: RE: First Security Contract
Date: Monday, 14 December 2015 11:56:30 a.m.

Hi [REDACTED]

I understand [REDACTED] is no longer [REDACTED] for First Security?

Could you contact him regarding returning the two swipe cards he holds for #6 and #10 Show Place please.

Many thanks

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Monday, 14 December 2015 11:21 a.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: RE: First Security Contract

Perfect thanks Sarah – will see you both tomorrow ☺



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDN: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 14 December 2015 11:15 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Contract

Hi [REDACTED]

I will review and get the contract back to you as soon as I can. [REDACTED] is our key contact for the security guards so I will extend the invite to her as well. See you Tuesday

Thanks
Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Monday, 14 December 2015 9:08 a.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Hope you had a lovely weekend...

Please find attached contract as discussed for the welfare checks on your staff and car park area.

Could you kindly please sign and send back to me.

On another note I would like to set up a regular meeting each month with you just to make sure you are happy with guards and service.

Are you free Tuesday at 1pm ? - I will send you a meeting invite shortly.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDN: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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No viruses were detected in this email by Southern Response's virus detection software.
Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects
and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: Sarah Giles
Cc: [REDACTED]
Subject: RE: First Security Contract
Date: Monday, 14 December 2015 11:24:11 a.m.

Perfect thanks Sarah – will see you both tomorrow ☺



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Sarah

Regards



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: ██████████ Mobile: ██████████ Fax: ██████████ Web: <http://www.firstsecurity.co.nz>

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From: ██████████ [\[mailto:██████████@firstsecurity.co.nz\]](mailto:██████████@firstsecurity.co.nz)
Sent: Wednesday, 3 May 2017 1:18 p.m.
To: Sarah Giles
Subject: First Security Contract

Hi Sarah,

Please find attached contract as discussed. Could you kindly put full signature on the front and initial the bottom of each page.

Kind regards,

██████████

Regards



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: ██████████ Mobile: ██████████ Fax: ██████████ Web: <http://www.firstsecurity.co.nz>

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No viruses were detected in this email by Southern Response's virus detection software.
Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects
and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: Sarah Giles
Subject: RE: First Security Quote
Date: Wednesday, 9 December 2015 3:21:23 p.m.

Need to do a separate contact is this ok? – its just the same as the other one



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 9 December 2015 3:16 PM
To: [REDACTED]
Subject: RE: First Security Quote

That would be great [REDACTED] will you do as a variation to the existing contract?

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 9 December 2015 3:07 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Hi Sarah,

As these casual patrols will be going to permanent are you happy for me to draw up a contract to go to [REDACTED] per patrol (you are currently paying [REDACTED] starting as of the 1st December?

Thanks,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 9 December 2015 2:59 PM
To: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

Yes we would like to keep the additional patrols on please. Staff have commented that it has improved security, even the strange people who used to collect cigarette butts have disappeared.

Thanks

Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 9 December 2015 11:24 a.m.
To: Sarah Giles

Subject: RE: First Security Quote

Hi Sarah,

Hi Sarah,

Hoping you had a fantastic holiday, and have now settled back into the grime of work ☺

Would it be possible to come and see you to discuss if you would like the temp patrols we are currently doing becoming permanent?

Kind regards,

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 4:20 PM
To: ██████████
Subject: RE: First Security Quote

Can we review the week 6 December as I am in Hawaii 22 Nov to 4 Dec

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 2 November 2015 4:12 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Sounds like a great plan ☺ will implement this week and talk at the end of the month.



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 3:33 PM
To: ██████████
Subject: RE: First Security Quote

Should we do this as month trial as well and then roll the two changes together?

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 2 November 2015 12:26 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Is this a permanent for these checks Sarah?

I can then draw up a contract.



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 12:01 PM
To: ██████████
Subject: RE: First Security Quote

Yes please, can we add one day check for public holidays and weekend days please. Random times

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 2 November 2015 11:45 a.m.
To: Sarah Giles
Subject: FW: First Security Quote

Hi Sarah,

We currently do 1 patrol check 7 nights per week on both sites.

We are not doing public holidays or weekend days – would you like to set something up?

Regards,

██████████



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ firstsecurity.co.nz DD: ██████████ Mobile: ██████████ Fax: ██████████
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Please consider the environment before printing this email.

From: ██████████
Sent: Monday, 2 November 2015 11:37 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Great thank you we will set this up to start this week ☺

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 11:36 AM
To: ██████████
Subject: RE: First Security Quote

Hi ██████████

Sorry I actually meant to say twice a week, random days/times.

In addition you were going to check that there are patrols done during the day on public holidays and weekend days.

Thanks

Sarah

From: [redacted] [mailto:[redacted]@firstsecurity.co.nz]
Sent: Monday, 2 November 2015 10:35 a.m.
To: Sarah Giles
Subject: FW: First Security Quote

Hi Sarah – just clarifying this is one per week you are wanting not one per day?... on both 6 & 10 Show Place



[redacted] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [redacted]@firstsecurity.co.nz DD: [redacted] Mobile: [redacted] Fax: [redacted]
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Please consider the environment before printing this email.

From: [redacted]
Sent: Monday, 2 November 2015 10:18 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Hi Sarah,

We can do anything you would like ☺

We will set up for one random patrol check per week starting this week and I will speak with you at the end of November to check how you felt this went.

Kind regards,

[redacted]

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 2 November 2015 9:52 AM
To: [redacted]
Cc: [redacted]
Subject: RE: First Security Quote

Hi [redacted]

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

From: [redacted] [mailto:[redacted]@firstsecurity.co.nz]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

Thank you to you and [redacted] for meeting with [redacted] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [redacted] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[redacted]



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DDN: ██████████ Mobile: ██████████ Fax: ██████████
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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Quote
Date: Wednesday, 9 December 2015 3:08:53 p.m.

Hi Sarah,

As these casual patrols will be going to permanent are you happy for me to draw up a contract to go to [REDACTED] per patrol (you are currently paying [REDACTED] starting as of the 1st December?

Thanks,

[REDACTED]



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Subject: RE: First Security Quote

Hi [REDACTED]

Yes we would like to keep the additional patrols on please. Staff have commented that it has improved security, even the strange people who used to collect cigarette butts have disappeared.

Thanks

Sarah

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Kind regards,

[REDACTED]



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Hi Sarah,

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We are not doing public holidays or weekend days – would you like to set something up?

Regards,

■■■■■



■■■■■ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ■■■■■ ■■■■■@firstsecurity.co.nz DD: ■■■■■ Mobile: ■■■■■ Fax: ■■■■■
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Sarah

From: ■■■■■ [<mailto:■■■■■@firstsecurity.co.nz>]
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To: Sarah Giles
Subject: FW: First Security Quote

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Kind regards,

■

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 9:52 AM
To: ■
Cc: ■
Subject: RE: First Security Quote

Hi ■

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

From: ■ [<mailto:■@firstsecurity.co.nz>]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

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As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be ■ + GST per patrol as required.

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FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
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No viruses were detected in this email by Southern Response's virus detection software.
Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Quote
Date: Wednesday, 9 December 2015 3:06:56 p.m.

Woo hoo! - that's awesome.

Great will place this onto our main run and will do up a contract for you shortly.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 9 December 2015 2:59 PM
To: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

Yes we would like to keep the additional patrols on please. Staff have commented that it has improved security, even the strange people who used to collect cigarette butts have disappeared.

Thanks

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 9 December 2015 11:24 a.m.
To: Sarah Giles
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Hi Sarah,

Hi Sarah,

Hoping you had a fantastic holiday, and have now settled back into the grime of work ☺

Would it be possible to come and see you to discuss if you would like the temp patrols we are currently doing becoming permanent?

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I can then draw up a contract.



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Yes please, can we add one day check for public holidays and weekend days please. Random times

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Monday, 2 November 2015 11:45 a.m.
To: Sarah Giles
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Hi Sarah,

We currently do 1 patrol check 7 nights per week on both sites.

We are not doing public holidays or weekend days – would you like to set something up?

Regards,

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Thanks

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Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: Sarah Giles
Subject: RE: First Security Quote
Date: Wednesday, 9 December 2015 1:17:12 p.m.

Hi

Yes keep it going, adds another level of reassurance and is a good visual deterrent, even the oddballs [REDACTED] for cigarette butts seem to have disappeared during the [REDACTED] week.

[REDACTED]

From: Sarah Giles
Sent: Wednesday, 9 December 2015 12:38 p.m.
To: [REDACTED]
Subject: FW: First Security Quote

Whats your view on this?

I think the added level of security has been good

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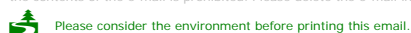
Regards,

[REDACTED]



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Quote
Date: Wednesday, 9 December 2015 11:28:28 a.m.

Hi Sarah,

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Would it be possible to come and see you to discuss if you would like the temp patrols we are currently doing becoming permanent?

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From: ██████████
Sent: Monday, 2 November 2015 11:37 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Great thank you we will set this up to start this week ☺

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 11:36 AM
To: ██████████
Subject: RE: First Security Quote

Hi ██████████

Sorry I actually meant to say twice a week, random days/times.

In addition you were going to check that there are patrols done during the day on public holidays and weekend days.

Thanks

Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Monday, 2 November 2015 10:35 a.m.
To: Sarah Giles
Subject: FW: First Security Quote

Hi Sarah – just clarifying this is one per week you are wanting not one per day?... on both 6 & 10 Show Place



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Monday, 2 November 2015 10:18 AM
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Subject: RE: First Security Quote

Hi Sarah,

We can do anything you would like ☺

We will set up for one random patrol check per week starting this week and I will speak with you at the end of November to check how you felt this went.

Kind regards,

[REDACTED]

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 2 November 2015 9:52 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks

Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

Thank you to you and [REDACTED] for meeting with [REDACTED] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [REDACTED] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[REDACTED]



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Email: ██████████ [firstsecurity.co.nz](mailto:██████████@firstsecurity.co.nz) DD: ██████████ Mobile: ██████████ Fax: ██████████
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Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Quote
Date: Monday, 2 November 2015 4:26:57 p.m.

Oh that's right you lucky lucky thing,

Absolutely will put in my diary to give you a call then ... bet you are counting the days...



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 4:20 PM
To: [REDACTED]
Subject: RE: First Security Quote

Can we review the week 6 December as I am in Hawaii 22 Nov to 4 Dec

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Monday, 2 November 2015 4:12 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Sounds like a great plan ☺ will implement this week and talk at the end of the month.



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 3:33 PM
To: [REDACTED]
Subject: RE: First Security Quote

Should we do this as month trial as well and then roll the two changes together?

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
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Is this a permanent for these checks Sarah?

I can then draw up a contract.



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Sent: Monday, 2 November 2015 12:01 PM
To: ██████████
Subject: RE: First Security Quote

Yes please, can we add one day check for public holidays and weekend days please. Random times

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Hi ██████████

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

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Email: [REDACTED] [firstsecurity.co.nz](http://www.firstsecurity.co.nz) DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Quote
Date: Monday, 2 November 2015 4:16:04 p.m.

Sounds like a great plan ☺ will implement this week and talk at the end of the month.



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
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Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Yes please, can we add one day check for public holidays and weekend days please. Random times

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[REDACTED]



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Email: ██████████ firstsecurity.co.nz DD: ██████████ Mobile: ██████████ Fax: ██████████
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Thanks
Sarah

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Email: ██████████ [firstsecurity.co.nz](mailto:██████████@firstsecurity.co.nz) DD: ██████████ Mobile: ██████████ Fax: ██████████
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No viruses were detected in this email by Southern Response's virus detection software.
Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects
and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: [Sarah Giles](mailto:Sarah.Giles)
Subject: RE: First Security Quote
Date: Monday, 2 November 2015 12:36:02 p.m.

Is this a permanent for these checks Sarah?

I can then draw up a contract.



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
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Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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■ – Manager - Christchurch

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Quote
Date: Monday, 2 November 2015 11:39:45 a.m.

Great thank you we will set this up to start this week ☺



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 11:36 AM
To: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

Sorry I actually meant to say twice a week, random days/times.

In addition you were going to check that there are patrols done during the day on public holidays and weekend days.

Thanks

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Monday, 2 November 2015 10:35 a.m.
To: Sarah Giles
Subject: FW: First Security Quote

Hi Sarah – just clarifying this is one per week you are wanting not one per day?... on both 6 & 10 Show Place



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Monday, 2 November 2015 10:18 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Hi Sarah,

We can do anything you would like ☺

We will set up for one random patrol check per week starting this week and I will speak with you at the end of November to check how you felt this went.

Kind regards,

[REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 9:52 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

Thank you to you and [REDACTED] for meeting with [REDACTED] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [REDACTED] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[REDACTED]



[REDACTED] – Manager – Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz) DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Quote
Date: Monday, 2 November 2015 10:24:27 a.m.

Hi Sarah,

We can do anything you would like ☺

We will set up for one random patrol check per week starting this week and I will speak with you at the end of November to check how you felt this went.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 2 November 2015 9:52 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

From: [REDACTED] [mailto:[\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

Thank you to you and [REDACTED] for meeting with [REDACTED] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [REDACTED] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[REDACTED]



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: Sarah Giles
Subject: RE: First Security Quote
Date: Wednesday, 9 December 2015 3:36:16 p.m.

Sorry but what I can do is put all onto one invoice for you.



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 9 December 2015 3:22 PM
To: [REDACTED]
Subject: RE: First Security Quote

I can manage either way, a new contacts just requires extra signatures to a variation.

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 9 December 2015 3:18 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Need to do a separate contact is this ok? – its just the same as the other one



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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 Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 9 December 2015 3:16 PM
To: [REDACTED]
Subject: RE: First Security Quote

That would be great [REDACTED] will you do as a variation to the existing contract?

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 9 December 2015 3:07 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Hi Sarah,

As these casual patrols will be going to permanent are you happy for me to draw up a contract to go to [REDACTED] per patrol (you are currently paying [REDACTED] starting as of the 1st December?

Thanks,

[REDACTED]



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DDN: ██████████ Mobile: ██████████ Fax: ██████████
Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 9 December 2015 2:59 PM
To: ██████████
Subject: RE: First Security Quote

Hi ██████████

Yes we would like to keep the additional patrols on please. Staff have commented that it has improved security, even the strange people who used to collect cigarette butts have disappeared.

Thanks

Sarah

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Wednesday, 9 December 2015 11:24 a.m.
To: Sarah Giles
Subject: RE: First Security Quote

Hi Sarah,

Hi Sarah,

Hoping you had a fantastic holiday, and have now settled back into the grime of work ☺

Would it be possible to come and see you to discuss if you would like the temp patrols we are currently doing becoming permanent?

Kind regards,

██████████



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DDN: ██████████ Mobile: ██████████ Fax: ██████████
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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 4:20 PM
To: ██████████
Subject: RE: First Security Quote

Can we review the week 6 December as I am in Hawaii 22 Nov to 4 Dec


From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 2 November 2015 4:12 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Sounds like a great plan ☺ will implement this week and talk at the end of the month.



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:██████████@firstsecurity.co.nz) DD: ██████████ Mobile: ██████████ Fax: ██████████
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 3:33 PM
To: ██████████
Subject: RE: First Security Quote

Should we do this as month trial as well and then roll the two changes together?

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 2 November 2015 12:26 p.m.
To: Sarah Giles
Subject: RE: First Security Quote

Is this a permanent for these checks Sarah?

I can then draw up a contract.



██████████ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: ██████████ [firstsecurity.co.nz](mailto:██████████@firstsecurity.co.nz) DD: ██████████ Mobile: ██████████ Fax: ██████████
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 Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 12:01 PM
To: ██████████
Subject: RE: First Security Quote

Yes please, can we add one day check for public holidays and weekend days please. Random times

From: ██████████ [<mailto:██████████@firstsecurity.co.nz>]
Sent: Monday, 2 November 2015 11:45 a.m.
To: Sarah Giles
Subject: FW: First Security Quote

Hi Sarah,

We currently do 1 patrol check 7 nights per week on both sites.

We are not doing public holidays or weekend days – would you like to set something up?

Regards,

██████████

██████████ – Manager - Christchurch



FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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From: [REDACTED]
Sent: Monday, 2 November 2015 11:37 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Great thank you we will set this up to start this week ☺

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 11:36 AM
To: [REDACTED]
Subject: RE: First Security Quote

Hi [REDACTED]

Sorry I actually meant to say twice a week, random days/times.

In addition you were going to check that there are patrols done during the day on public holidays and weekend days.

Thanks

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Monday, 2 November 2015 10:35 a.m.
To: Sarah Giles
Subject: FW: First Security Quote

Hi Sarah – just clarifying this is one per week you are wanting not one per day?... on both 6 & 10 Show Place



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Monday, 2 November 2015 10:18 AM
To: 'Sarah Giles'
Subject: RE: First Security Quote

Hi Sarah,

We can do anything you would like ☺

We will set up for one random patrol check per week starting this week and I will speak with you at the end of November to check how you felt this went.

Kind regards,

[REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 2 November 2015 9:52 AM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: First Security Quote

Hi [REDACTED]

I think it would be appropriate to add one additional random patrol per week. Can we trial this for the month of November please?

Thanks
Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Friday, 30 October 2015 4:54 p.m.
To: Sarah Giles
Subject: First Security Quote

Hi Sarah,

Thank you to you and [REDACTED] for meeting with [REDACTED] and myself today to discuss your current security requirement for Southern Response Show Place.

As discussed we would be happy to do random patrols on both your buildings in Show Place. Our officer would arrive in a First Security marked car and will complete a welfare check on the guard at the front desk and then walk around both buildings ensuring good visibility to your staff and public.

Estimated time on site 5 – 8 minutes.

Our cost would be [REDACTED] + GST per patrol as required.

We look forward to hearing from you in the near future and we can discuss a plan moving forward to give comfort to your staff we are here if needed.

Kind regards,

[REDACTED]



[REDACTED] – Manager – Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz Day [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: First Security Service Agreement
Date: Wednesday, 26 April 2017 10:07:46 a.m.

Hi Sarah

[REDACTED]

Is this something we need to incorporate into the contract?

Thanks

[REDACTED]

From: Sarah Giles
Sent: Monday, 24 April 2017 12:59 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: First Security Service Agreement

Hi [REDACTED]

Sorry for the delay in getting back to you on this, are we able to [REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

I'm happy to meet with you and [REDACTED] to discuss if that would be easier. I understand the need to review rates etc

I assume we will still have the guards whilst we are sorting these issues out?

Regards

Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Friday, 14 April 2017 2:07 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: First Security Service Agreement

Hi Sarah,

Our current agreement is due to expire on the 1st May 2017 and we would very much like to remain to assist as a part of your team.

[REDACTED]
[REDACTED]

I would be happy to meet with you and discuss if you have any questions.

Kind regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
EOL: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
To: Sarah Giles
Cc: [REDACTED]
Subject: Re: Generator alert contact
Date: Monday, 4 April 2016 1:26:11 p.m.
Attachments: [image0aedb4.PNG](#)
[image026539.PNG](#)
[image17db85.PNG](#)

Will do

On 4/04/2016, at 12:52 PM, Sarah Giles <Sarah.Giles@southernresponse.co.nz><<mailto:Sarah.Giles@southernresponse.co.nz>>> wrote:

If we could sort this as a separate issue please

[REDACTED] – please ensure [REDACTED] is added to the generator messaging service please

[cid:image169572.GIF@e6f914e4.498288ad]

[REDACTED]
Building Manager

Dir [REDACTED]
Mob [REDACTED]
Fax [REDACTED]
[REDACTED]@goodman.com
info-nz@goodman.com<<mailto:info-nz@goodman.com>>
http://scanmail.trustwave.com/?c=4341&d=sMKB166MWU2R7Khaulifmfi0_N9AVPoaOddvJ8TIO&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom%2fscanmail.trustwave.com/?c=4341&d=sMKB166MWU2R7Khaulifmfi0_N9AVPoaLdtsSagw&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom%2f%2f

1 Show Place
Level 1, Building 3
Addington Christchurch 8440
New Zealand

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[cid:image026539.PNG@9a9ad8f8.46877bfe] <http://scanmail.trustwave.com/?c=4341&d=sMKB166MWU2R7Khaulifmfi0_N9AVPoaOEI7Zxa1w&s=32&u=https%3a%2f%2fwww%2elinkedin%2ecom%2fcompany%2fgoodman%2f>
[cid:image17db85.PNG@e78defc9.46833238] <http://scanmail.trustwave.com/?c=4341&d=sMKB166MWU2R7Khaulifmfi0_N9AVPoaLMMuspahA&s=32&u=https%3a%2f%2fwww%2eyoutube%2ecom%2fchannel%2fUCqPJamGrRaP3OaTl6gOCCeQ%2f>

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P Please consider the environment before printing this email.

From: [REDACTED]
Sent: Monday, 4 April 2016 12:39 p.m.
To: [REDACTED]@goodman.com [REDACTED]@goodman.com<[mailto:\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>
Cc: Sarah Giles
Subject: RE: Generator alert contact

Will need to get that looked at and wired into the building UPS and probably check the system batteries. Probably an ECL job.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: [REDACTED]
Sent: Monday, 4 April 2016 12:27 p.m.
To: [REDACTED]@goodman.com [REDACTED]@goodman.com<[mailto:\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>
Cc: Sarah Giles
Subject: RE: Generator alert contact

Hi [REDACTED]

I had ADT call Saturday night saying there no signal coming from either the building alarm or the fire alarm panel from around 8pm. Originally they suggested a power cut, and then a power surge.

From: [REDACTED]
Sent: Monday, 4 April 2016 12:22 p.m.
To: [REDACTED]@goodman.com [REDACTED]@goodman.com<[mailto:\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>
Cc: Sarah Giles
Subject: RE: Generator alert contact

[REDACTED] – the alarm signal should be running off either its own batteries or from the building UPS. If it isn't, we will need to get it onto that circuit.

There was generator testing on Saturday night with a full cutover to simulate a building power loss. There should have been no impact on the alarms.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: [REDACTED]
Sent: Monday, 4 April 2016 12:15 p.m.
To: [REDACTED] goodman.com [REDACTED] goodman.com<[mailto:\[REDACTED\]@goodman.com](mailto:[REDACTED]@goodman.com)>
Cc: Sarah Giles; [REDACTED]
Subject: Generator alert contact

Hi [REDACTED]

Could you add me to the alert when there are issues with the generator please? ADT ring me if there is an issue with the alarm signal, and it would be good to know the generator may be causing it.

Many thanks ☺

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
http://scanmail.trustwave.com/?c=4341&d=sMKB166MWU2R7Khaulifmfi0_N9AVPoaOBau85Zgw&s=32&u=http%3a%2f%2fwww%2esouthernresponse%2eco%2enz%2fhttp://scanmail.trustwave.com/?c=4341&d=sMKB166MWU2R7Khaulifmfi0_N9AVPoaLRT78hYiA&s=32&u=http%3a%2f%2fwww%2esouthernresponse%2eco%2enz%2f

<image001.jpg>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Guards at #6
Date: Wednesday, 23 September 2015 2:07:26 p.m.

Will do, thanks

From: Sarah Giles
Sent: Wednesday, 23 September 2015 2:07 p.m.
To: [REDACTED]
Subject: RE: Guards at #6

Hi [REDACTED]
That's good news, can you please familiarise [REDACTED] with the processes due to the amount of time he has been offsite.
Also we discussed Christmas leave and security guard requirements at today's management meeting, can you let [REDACTED] know that we won't require a guard onsite between Christmas and New Year as there will be no customer meetings and skeleton staff at that time.
Thanks
Sarah

From: [REDACTED]
Sent: Wednesday, 23 September 2015 2:04 p.m.
To: Sarah Giles
Subject: FW: Guards at #6

Hi Sarah

Looks like Wiremu has gone, [REDACTED] and [REDACTED] will be covering in his place.

I am happy with both [REDACTED] and [REDACTED] as replacements.

Thanks

From: [REDACTED] ([mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Sent: Wednesday, 23 September 2015 1:49 p.m.
To: [REDACTED]
Subject: RE: Guards at #6

Hi [REDACTED]
[REDACTED] will be there next week.
Then [REDACTED] is returning and [REDACTED] will be there.
Both have been inducted.

Thanks

[REDACTED]

FIRST Security 24 Hours a Day 7 Days a Week
A Wilson Security NZ company

[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz) DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED] ([mailto:\[REDACTED\]@southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz))
Sent: Wednesday, 23 September 2015 1:33 PM
To: [REDACTED]
Subject: Guards at #6

Hi Peter

How are we going with guards at #6, do we have an updated roster? I am away next Monday so will not be here to do an induction if you are supplying a new guard?

Many thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: IDS 10 Show Place
Date: Monday, 7 September 2015 10:26:54 a.m.

No objections.

I'm expecting a response and proposal from [REDACTED] at ECL later today for the internal Concept management system.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: Sarah Giles
Sent: Monday, 7 September 2015 10:11 a.m.
To: [REDACTED]
Subject: IDS 10 Show Place

Hi [REDACTED]

Have you had any update from [REDACTED] on when the IDS will be installed at 10 Show Place?

With [REDACTED] getting involved in security again I was going to ask her to follow [REDACTED] up, any objections to this?

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Important Security Notice to All - Please Read
Date: Wednesday, 23 September 2015 3:21:08 p.m.

Yep I have just done it through my arrow email

From: Sarah Giles
Sent: Wednesday, 23 September 2015 3:18 p.m.
To: [REDACTED]
Subject: RE: Important Security Notice to All - Please Read

Hi [REDACTED]
Can you get [REDACTED] to send to Arrow as well please
Sarah

From: [REDACTED]
Sent: Wednesday, 23 September 2015 3:13 p.m.
To: Southern Response Christchurch
Subject: Important Security Notice to All - Please Read

Visitors to #6 Show Place and #10 Show Place

-
Hi everyone

As a result of the recent security review carried out by Thompson and Clark, the following recommendation regarding visitors to both offices at **#6 Show Place and #10 Show Place** has been made.

- Please instruct **all** visitors for both buildings to report to the **security guard** located at #6 Show Place. The visitor should be met by the SR/Arrow employee at this location and all customer meetings held at #6 Show Place.
- If a visitor arrives at #6 Show Place [REDACTED] for a staff member at #10 Show Place, the guard will contact that staff member who will then come over to #6 to ensure the **identity of the visitor is verified.**
- If a courier arrives at #6 Show Place with a parcel for a staff member at #10, the guard will contact that staff member who will then come over to #6 to take possession of the parcel.
- If you are at #10 Show Place and have a regular visitor (i.e. consultant/contractor) you may direct them to come to #10 and **call you to meet them in the foyer.**

SR and Arrow employees are a friendly lot, so don't be afraid to introduce yourself and offer assistance to someone you don't recognise who may have followed you through the door.

Many thanks

[REDACTED]

Health & Safety Administrator
Southern Response Earthquake Services Ltd

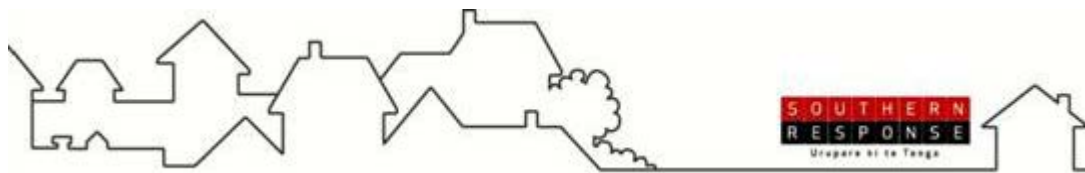
DDI: [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Introduce SR and First Security key contacts
Date: Friday, 21 August 2015 2:20:16 p.m.

Absolutely – my apologies as I would have like to be there but I know Peter will be able to address and assist.

Thanks Sarah



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Friday, 21 August 2015 2:09 PM
To: [REDACTED]
Subject: RE: Introduce SR and First Security key contacts

Hi [REDACTED]

If you don't mind I will proceed with the meeting and introduce you at another time. I don't think it is essential to have you there

Let me know if this doesn't suit

Thanks

Sarah

-----Original Appointment-----

From: [REDACTED] [mailto:[\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Friday, 21 August 2015 12:37 p.m.
To: Sarah Giles
Subject: New Time Proposed: Introduce SR and First Security key contacts
When: Thursday, 27 August 2015 10:00 a.m.-10:30 a.m. (UTC+12:00) Auckland, Wellington
Where: Mrs Hucks

Sorry Sarah, I have another appointment at this time, but [REDACTED] can still make this time otherwise I can definitely meet in the afternoon if this suits.

Just let me know which time would suit SR team better.

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From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Date: Thursday, 7 April 2016 9:30:35 a.m.

Hi Sarah,

I haven't finished yet that invoice was for attendance in March, we usually send invoices end of the month, so its only a part invoice.

I realise that you need the information for the board meeting on the 15th and wanted the completed product on the 8th but at this stage I'm [REDACTED] like Tuesday next week.

Hope that is okay.

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Thursday, 7 April 2016 9:24 a.m.
To: Gavin Clark
Subject: FW: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Hi Gavin

I have just received the invoice for the work you have completed. When do you expect the report to be sent through?

Thanks
Sarah

From: [REDACTED] [mailto:[\[REDACTED\]@tcil.co.nz](mailto:[REDACTED]@tcil.co.nz)]
Sent: Thursday, 7 April 2016 9:23 a.m.
To: Sarah Giles
Cc: Gavin Clark
Subject: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Good morning Sarah

Attached is invoice 14804. Please note that this is a part invoice for attendances during March.

Please feel free to contact me if you have any queries.

Kind regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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From: [REDACTED]
To: Sarah Giles
Cc: Chris Stewart
Subject: RE: Invoicing
Date: Monday, 21 December 2015 11:18:15 a.m.

Hi Sarah, - Absolutely not a problem will arrange this today for you.



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] firstsecurity.co.nz DD: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 21 December 2015 11:10 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Invoicing

Hi [REDACTED]

Would it be possible to change the invoicing to be attention to [REDACTED]

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: Job description and responsibility for security
Date: Thursday, 20 August 2015 9:35:11 a.m.

Copy that thanks

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 9:32 a.m.
To: Gavin Clark
Subject: RE: Job description and responsibility for security

No sorry I wasn't clear – I am responsible for the security of staff here at work, either 6 or 10 but [REDACTED] (Legal Risk Manager) is responsible for H&S on the building sites (customer homes)

Does that make sense?

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Wednesday, 19 August 2015 5:35 p.m.
To: Sarah Giles
Subject: RE: Job description and responsibility for security

Sorry misunderstood you there, so you for number 10 but LRM number 6?

Is that Graham Nicholas?

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 19 August 2015 4:34 p.m.
To: Gavin Clark
Subject: RE: Job description and responsibility for security

For security here no problem

For security on building sites – that sits with Legal Risk Manager

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Wednesday, 19 August 2015 4:23 p.m.
To: Sarah Giles
Subject: RE: Job description and responsibility for security

Thanks Sarah,

I figure the buck for security stops with you so will put it in as a recommendation that it is formalised.

Does that sound fair?

Regards

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]

Sent: Wednesday, 19 August 2015 3:53 p.m.
To: Gavin Clark
Subject: RE: Job description and responsibility for security

Hi Gavin

I don't have anything specific in my PD about security, I do have H&S of SR staff so I guess it loosely fits there?

Hope this helps

Thanks
Sarah

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Wednesday, 19 August 2015 10:57 a.m.
To: Sarah Giles
Subject: Job description and responsibility for security

Hi Sarah,

As part of my report I am covering Security Management which I assume is your role, can you advise whether this is documented in your job description and to what extent. I have written the below in the report however if it is a defacto position intend to make a recommendation that it is formalised.

Regards Gavin

SECURITY MANAGEMENT / PLANNING

Office Security Management

Security standards and procedures including baseline security performance criteria has not been fully documented by Southern Response. However the implementation of, and compliance with, security standards and security procedures for both office venues has been assigned to the Support Services Manager for Southern Response Earthquake Services limited.

The Support Services Manager role should have a defined security function documented in their job description and have the ability to delegate and ensure implementation of programs to maintain compliance as well as having the day-to-day responsibility for security.

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
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From: [REDACTED]
To: [Sarah Giles](mailto:Sarah.Giles@southernresponse.co.nz)
Subject: Re: Lighting Photos
Date: Monday, 2 May 2016 1:33:47 p.m.
Attachments: [image05e179.PNG](#)
[imagea9b762.PNG](#)
[imagea367e9.PNG](#)

Thanks Sarah, meeting our lighting contractor on site tonight at 6pm.

On 2/05/2016, at 1:22 PM, Sarah Giles <Sarah.Giles@southernresponse.co.nz<<mailto:Sarah.Giles@southernresponse.co.nz>>> wrote:

Hi [REDACTED]

Please find attached the lighting photos from Gavin, hope this assists with the lighting consultant.
Let me know when you have costs

Regards
Sarah

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<DSC08428 (Large).JPG>
<DSC08396 (Large).JPG>
<DSC08426 (Large).JPG>
<DSC08427 (Large).JPG>

[cid:imageba8e65.GIF@5acf5917.4d8d9e48]

[REDACTED]
Building Manager

Dir [REDACTED]
Mob [REDACTED]
Fax [REDACTED]
[REDACTED]@goodman.com
info-nz@goodman.com<<mailto:info-nz@goodman.com>>
http://scanmail.trustwave.com/?c=4341&d=-q6m10rmQQdVic2TVAk8rNZ1h-4cRPyP_649-3B-xg&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom<http://scanmail.trustwave.com/?c=4341&d=-q6m10rmQQdVic2TVAk8rNZ1h-4cRPyP_098SEskA&s=32&u=http%3a%2f%2fwww%2egoodman%2ecom%2f>

1 Show Place
Level 1, Building 3
Addington Christchurch 8440
New Zealand

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<http://scanmail.trustwave.com/?c=4341&d=-q6m10rmQQdVic2TVAk8rNZ1h-4cRPyP_6hpgnMsxA&s=32&u=https%3a%2f%2fwww%2elinkedin%2ecom%2fcompany%2fgoodman>
[cid:imagea367e9.PNG@efd2673b.48bf7227] <http://scanmail.trustwave.com/?c=4341&d=-q6m10rmQQdVic2TVAk8rNZ1h-4cRPyP_ps_SUslw&s=32&u=https%3a%2f%2fwww%2eyoutube%2ecom%2fchannel%2fUCqPJamGrRaP3OaT16gOCCeQ>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [Anthony Honeybone](#); [Sarah Giles](#)
Subject: RE: Mobile panic alarm and updated process
Date: Tuesday, 30 May 2017 4:24:59 p.m.

I have been investigating the 3-minute delay and have a solution that should work well without compromising the intent of the rule.

Outlook allows exclusions based on specific criteria, which in this case would be any message that included the string "etxtservice.co.nz" or "etxt.co.nz" in the recipient address. I've also shown an example below that would enable exclusion if the message was sent to the global group "SR Team Distribution".

<p>Rule description (click an underlined value to edit):</p> <p>Apply this rule after I send the message</p> <p>defer delivery by <u>3</u> minutes</p> <p>except if sent to <u>SR Team Distribution</u></p> <p>or except with '<u>etxtservice.co.nz</u>' or '<u>etxt.co.nz</u>' in the recipient's address</p>
--

Note that the appearance of the rule may vary slightly to the one above depending on the Outlook version (laptop vs Citrix).

This rule can be modified by staff directly, or with IT assistance if needed. The important thing to remember is that this would be an approved exception to the 3-minute rule for the reception and admin teams.

Unless anyone sees any issues with this, I recommend that this is how we proceed.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: [REDACTED]
Sent: Tuesday, 30 May 2017 3:45 p.m.
To: [REDACTED]
Cc: [REDACTED] [Anthony Honeybone](#); [Sarah Giles](#)
Subject: RE: Mobile panic alarm and updated process

Hi Leanne

In [REDACTED] absence I can answer the question about contacting the guard:

- The Security guards phone number is [REDACTED]
- This phone is used by whoever is on that day so the number remains constant.
- At this stage it will be reception who call the guard, as Admin are located over at #10

I have cc'd [REDACTED] into the email with regards to sending the etext alert.

Regards

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 30 May 2017 11:20 a.m.
To: [REDACTED] Anthony Honeybone; Sarah Giles
Cc: [REDACTED]
Subject: RE: Mobile panic alarm and updated process

Hi [REDACTED]

Thank you for the update in regards to the panic alarm process.

Whilst we are on the subject, could we please clarify the following processes, so that I can pass onto my team.

Reception or Admin team call the security guard – how do we do this, what is the process?

Sending an etxt alert and emails from reception/admin team, means that we are going to currently have a 3 minute delay. Can my team be waived from the 3 minute delay(which is going to mean all emails) or is there another option/process available?

Lastly who do we email at Arrow to advise to keep staff on the floors and not to access the stairwell. Also Arrow on Level 2 need to be advised, not to involve themselves in the situation. When we have done a test run (we have had several instances of this and whilst I understand they are trying to be helpful, they can not get involved).

Regards

[REDACTED]
Team Manager
Southern Response Earthquake Services Ltd

DDI: (03) 353 2490
Ext: 8490
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date

AMI was sold to IAG).

From: [REDACTED]
Sent: Tuesday, 30 May 2017 11:03 a.m.
To: Anthony Honeybone; Sarah Giles; [REDACTED]
Cc: [REDACTED]
Subject: Mobile panic alarm and updated process

Hi all,

We have made some minor updates to the panic alarm procedure to reflect:

- The expectation that staff will be required to collect the mobile panic alarm for the room prior to the interview
- The security guard will lead the response and escort the customer from the premises
- Management's role will be to support the security guard and staff

Let me know if you have any feedback.

Regards

[REDACTED]
Health and Safety Manager
Southern Response
Earthquake Services Ltd

DDI [REDACTED]
Ext [REDACTED]

PO Box 9052
Christchurch 8149

[REDACTED] southernresponse.co.nz
www.southernresponse.co.nz

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: New cameras
Date: Thursday, 14 January 2016 1:49:52 p.m.

I will chase up both Sub-5 and [REDACTED] regarding their various outstanding activities.

Will also look again at why your laptop is not seeing the cameras.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: Sarah Giles
Sent: Thursday, 14 January 2016 1:29 p.m.
To: [REDACTED]
Subject: RE: New cameras

Hi [REDACTED]

I still don't have access to the cameras, can you please look into this.

Also do we have a date from Sub-5 on installation of the remaining cameras?

As an aside we received an alarm monitoring bill from ADT for 10 Show Place, interesting as alarm not yet installed. Do you know when [REDACTED] was coming back to finish this? Or was [REDACTED] dealing with that?

Thank you
Sarah

From: [REDACTED]
Sent: Wednesday, 23 December 2015 2:09 p.m.
To: Sarah Giles
Subject: New cameras

Sarah,

Sub-5 have installed the five cameras at the back of the building now. They still need to come back in January to get the four remaining ones done at the front of both buildings.

With the new IP units, unfortunately it does mean that we have more devices to connect to. Over time, we may be able to phase out the old cameras, but for now here are your details to access the new units.

I've set an account on each for you, as follows.

6 Show Place

- URL: [REDACTED]

- User: [REDACTED]
- Password: [REDACTED]
- Cameras: [REDACTED]
[REDACTED])

10 Show Place

- URL: [REDACTED]
- User: [REDACTED]
- Password: [REDACTED]
- Cameras: [REDACTED])

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

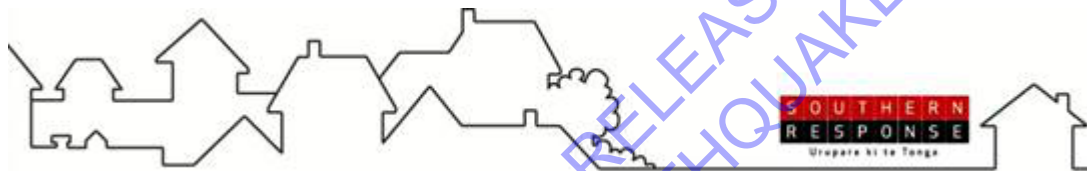
DDI: ([REDACTED])

Mob: ([REDACTED])

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: New cameras
Date: Friday, 15 January 2016 10:33:31 a.m.

Just had response from [REDACTED] – he is on leave next week and back on 25th. Will get him to investigate while he is doing the other software install work.

The Sub-5 guys are expecting to be in early next week to complete the remaining cameras.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: [REDACTED]
Sent: Thursday, 14 January 2016 1:50 p.m.
To: Sarah Giles
Subject: RE: New cameras

I will chase up both Sub-5 and [REDACTED] regarding their various outstanding activities.

Will also look again at why your laptop is not seeing the cameras.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: Sarah Giles
Sent: Thursday, 14 January 2016 1:29 p.m.
To: [REDACTED]
Subject: RE: New cameras

Hi [REDACTED]

I still don't have access to the cameras, can you please look into this.

Also do we have a date from Sub-5 on installation of the remaining cameras?

As an aside we received an alarm monitoring bill from ADT for 10 Show Place, interesting as alarm not yet installed. Do you know when [REDACTED] was coming back to finish this? Or was [REDACTED] dealing with that?

Thank you
Sarah

From: [REDACTED]
Sent: Wednesday, 23 December 2015 2:09 p.m.

To: Sarah Giles
Subject: New cameras

Sarah,

Sub-5 have installed the five cameras at the back of the building now. They still need to come back in January to get the four remaining ones done at the front of both buildings.

With the new IP units, unfortunately it does mean that we have more devices to connect to. Over time, we may be able to phase out the old cameras, but for now here are your details to access the new units.

I've set an account on each for you, as follows.

6 Show Place

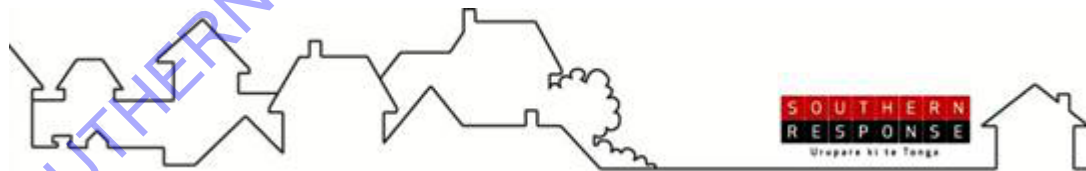
- URL: [REDACTED]
- User: [REDACTED]
- Password: [REDACTED]
- Cameras: [REDACTED]
[REDACTED]

10 Show Place

- URL: [REDACTED]
- User: [REDACTED]
- Password: [REDACTED]
- Cameras: [REDACTED]

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Anna Gruczynska](#)
Cc: [Sarah Giles](#); [REDACTED]
Subject: RE: [REDACTED]
Date: Wednesday, 26 August 2015 4:03:41 p.m.

Thanks Anna,

I don't think there is any point responding to Mr [REDACTED] email, other than to acknowledge receipt. I doubt there is much point referring this on to the claim manager for response either.

[REDACTED]

[REDACTED]
Legal Risk Manager

-----Original Message-----

From: Anna Gruczynska
Sent: Wednesday, 26 August 2015 2:46 p.m.
To: [REDACTED]
Cc: Sarah Giles
Subject: [REDACTED]

Hi [REDACTED]

Please see attached the response received today from [REDACTED] to Peter's letter regarding inappropriate communication with staff.

[REDACTED]

Do you know if [REDACTED] is still the specialist on this claim or has it been allocated to someone else?

Thanks
a

-----Original Message-----

From: aeqshp1.scanner@southernresponse.co.nz [<mailto:aeqshp1.scanner@southernresponse.co.nz>] On Behalf Of aeqshp1.scanner@
Sent: Wednesday, 26 August 2015 3:14 p.m.
To: Anna Gruczynska
Subject: Scanned image from AMI Manukau CEMaT printer 1

Reply to: aeqshp1.scanner@southernresponse.co.nz <aeqshp1.scanner@southernresponse.co.nz>
Device Name: MNK CEMaT - MNKEQ1
Device Model: MX-4101N
Location: Level 2, Manukau Building, Osterley Way

File Format: PDF (Medium)
Resolution: 200dpi x 200dpi

Attached file is scanned image in PDF format.

Use Acrobat(R)Reader(R) or Adobe(R)Reader(R) of Adobe Systems Incorporated to view the document.

Adobe(R)Reader(R) can be downloaded from the following URL:

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: one more thing
Date: Tuesday, 10 May 2016 2:11:30 p.m.

Hi Sarah,

Sorry my mistake they are all must do's the idea is that if anyone has an issue with someone and they decide to stalk work to identify their vehicle or attempt to follow them home their anonymity would be retained.

Also I can quickly go through and give ballpark figures to help you decide where to.

I can do this now and resend them to you if you like.

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 10 May 2016 12:15 p.m.
To: Gavin Clark
Subject: one more thing

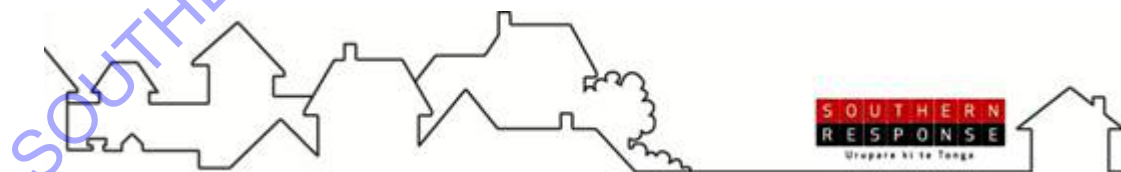
Hi Gavin

Can I ask why the opt out on vehicle is marked as should do on some and must do on others?

Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: one more thing
Date: Tuesday, 10 May 2016 3:19:37 p.m.
Attachments: [Residential Security Review - \[REDACTED\].pdf](#)
[RSR - Bevan Killick 2016.pdf](#)
[RSR- \[REDACTED\] 2016.pdf](#)
[SR - Residential Security Review - \[REDACTED\].pdf](#)
[SR - Residential Security Review - Anna Gruczynska.pdf](#)

Hi Sarah,

Here is the best I can do, some require quotes subject to what needs to be done.

Take care warm regards Gavin Clark

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Tuesday, 10 May 2016 2:13 p.m.
To: Gavin Clark
Subject: RE: one more thing

That would be lovely if you have time Gavin, also could you add onto Alex's which the ones the Landlord should be responsible for?

I am trying to use the summary to collate into a doc that won't share too much private info

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Tuesday, 10 May 2016 2:11 p.m.
To: Sarah Giles
Subject: RE: one more thing

Hi Sarah,

Sorry my mistake they are all must do's the idea is that if anyone has an issue with someone and they decide to stalk work to identify their vehicle or attempt to follow them home their anonymity would be retained.

Also I can quickly go through and give ballpark figures to help you decide where to.

I can do this now and resend them to you if you like.

Take care warm regards Gavin Clark

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Tuesday, 10 May 2016 12:15 p.m.
To: Gavin Clark
Subject: one more thing

Hi Gavin

Can I ask why the opt out on vehicle is marked as should do on some and must do on others?

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]

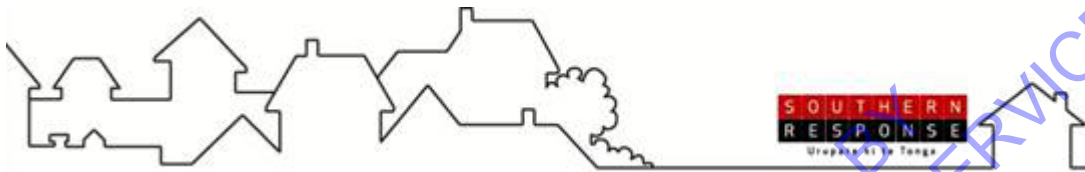
Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: Gavin Clark
To: [Linda Falwasser](mailto:Linda.Falwasser@southernresponse.co.nz)
Cc: [Sarah Giles](mailto:Sarah.Giles@tcil.co.nz)
Subject: RE: Proposal for Services
Date: Friday, 18 September 2015 10:57:27 a.m.

Sounds good enjoy the weekend and talk next week

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Friday, 18 September 2015 10:53 a.m.
To: Gavin Clark
Cc: Sarah Giles
Subject: RE: Proposal for Services

Hi Gavin

Thanks for your email – Sarah is handling the recommendations hence why I have cc. her into this.

Do need to touch base with you next week to discuss the annual meeting and our requirements etc for 23 October.

Have a great weekend
Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 18 September 2015 10:40 a.m.
To: Linda Falwasser
Subject: Proposal for Services

Hi Linda,

Hope you are well?

Just wondering if you would like me to put in a proposal to you following on from our recently completed security review around [REDACTED] that I believe we can help you with namely.

Recommendations:

1	General Manager Corporate Services security role to be defined within job description.
2	Develop Security Risk assessment programme to maintain a current understanding of the risk to the business and its personnel.
3	Develop and fully document baseline security performance criteria and ensure all staff and 3 rd Party organisations use company security policy and procedures
4	Develop a site specific office security plan and introduce it to new employees.
5	Develop and maintain security operating level procedures with input from Thompson & Clark and manage on a weekly basis dependent upon threat level, publish or post these for staff members on a regular basis.
9	Develop a challenge culture within the organisation through written and scenario based training.
10	Conduct annual refresh training in respect to tailgating reinforcing a challenge culture within the organisation.
13	Security Personnel should receive first responders training to reinforce their understanding of the trespass act and section 56 and the expectation upon them during a panic alarm activation.
15	Develop mail procedures and awareness training for reception team and ensure that all mail for both buildings including courier parcels are directed to #6 Show PI.
21	Security personnel should be trained in completing the adopted incident forms.

Let me know which of the above I can assist you with and I will get something to you on it.

Kind Regards

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Linda Falwasser](#)
To: [Gavin Clark](#)
Cc: [Sarah Giles](#)
Subject: RE: Proposal for Services
Date: Friday, 18 September 2015 10:53:03 a.m.

Hi Gavin

Thanks for your email – Sarah is handling the recommendations hence why I have cc. her into this.

Do need to touch base with you next week to discuss the annual meeting and our requirements etc for 23 October.

Have a great weekend
Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 18 September 2015 10:40 a.m.
To: Linda Falwasser
Subject: Proposal for Services

Hi Linda,

Hope you are well?

Just wondering if you would like me to put in a proposal to you following on from our recently completed security review around [REDACTED] that I believe we can help you with namely.

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Gavin Clark

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From: Gavin Clark
To: [Sarah Giles](#)
Cc: [\[REDACTED\]@tcil.co.nz](#)
Subject: RE: Proposal for Services
Date: Wednesday, 30 September 2015 4:52:25 p.m.
Attachments: [Southern Response Proposal.pdf](#)

Hi Sarah

Proposal attached.

Kind Regards

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Wednesday, 30 September 2015 4:35 p.m.
To: Gavin Clark
Subject: RE: Proposal for Services

Hi Gavin

Have you had a chance to pull a proposal together on this?

I am keen to get this through for review as I would like to have you train the guards whilst you are down here for our AGM

Thanks

Sarah

From: Sarah Giles
Sent: Monday, 21 September 2015 1:42 p.m.
To: 'Gavin Clark'
Subject: RE: Proposal for Services

Hi Gavin

If you could please put forward a proposal on the items below that would be appreciated. I have pulled together a small team to work on the recommendations including me, [REDACTED] and [REDACTED]

I look forward to receiving your proposal.

Thanks

Sarah

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Friday, 18 September 2015 10:57 a.m.
To: Linda Falwasser
Cc: Sarah Giles
Subject: RE: Proposal for Services

Sounds good enjoy the weekend and talk next week

From: Linda Falwasser [<mailto:Linda.Falwasser@southernresponse.co.nz>]
Sent: Friday, 18 September 2015 10:53 a.m.
To: Gavin Clark
Cc: Sarah Giles
Subject: RE: Proposal for Services

Hi Gavin

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Have a great weekend

Linda

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Sent: Friday, 18 September 2015 10:40 a.m.
To: Linda Falwasser
Subject: Proposal for Services

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Kind Regards

Gavin Clark

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From: Gavin Clark
To: [Sarah Giles](#)
Cc: [Linda Falwasser](#)
Subject: RE: report - cameras
Date: Friday, 21 August 2015 7:42:50 a.m.
Attachments: [image002.png](#)

Hi Sarah,

How did they manage to break into the bike sheds, [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

I'll put that in my report.

Regards



From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 17 August 2015 10:03 a.m.
To: Gavin Clark

Cc: Linda Falwasser
Subject: report - cameras

Hi Gavin

Is it possible for you to send through the section of your report about security cameras? We have a meeting scheduled with Sub5 at 11 and it would be helpful to know your recommendations.

We have had a series of break-ins to the bike sheds in Show Place this week so are [REDACTED] at increasing the number of cameras. The Landlord is in support of this.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: report - cameras
Date: Tuesday, 18 August 2015 7:39:04 a.m.

Hi Sarah sorry was on a day off yesterday moving the only additional camera I intended to add was in the driveway between the two buildings not the bike shed but due to recent issues it may be prudent to cover that.

Regards

Sent from my [REDACTED]

----- Sarah Giles wrote -----

Hi Gavin

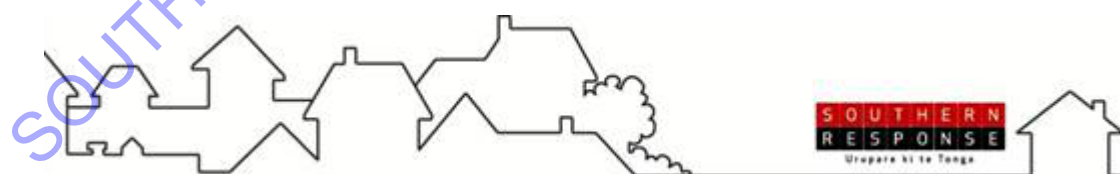
Is it possible for you to send through the section of your report about security cameras? We have a meeting scheduled with Sub5 at 11 and it would be helpful to know your recommendations.

We have had a series of break-ins to the bike sheds in Show Place this week so are [REDACTED] at increasing the number of cameras. The Landlord is in support of this.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Cc: [Linda Falwasser](#)
Subject: RE: report - cameras
Date: Friday, 21 August 2015 8:16:45 a.m.
Attachments: [image001.png](#)

Cheers Sarah,

Who knew bikes were such a desirable commodity, must be fit thieves

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Friday, 21 August 2015 8:02 a.m.
To: Gavin Clark
Cc: Linda Falwasser
Subject: RE: report - cameras

Hi Gavin

Thanks for your feedback, there is no requirement for you to look into this further. Four bike sheds were broken into in the estate, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

The breakins happened over two separate days.

In these circumstances I think there would have been very little we could have done to prevent the breakin. Additional quality cameras could have captured the breakin which is why we have had Sub5 back in. Incidentally there have been no complaints from staff of anything stolen from our bike shed. I am sure something must have been taken but we have no idea what.

I look forward to your report.

Thanks
Sarah

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Friday, 21 August 2015 7:43 a.m.
To: Sarah Giles
Cc: Linda Falwasser
Subject: RE: report - cameras

Hi Sarah,

How did they manage to break into the bike sheds, [REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

I'll put that in my report.

Regards



From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]

Sent: Monday, 17 August 2015 10:03 a.m.

To: Gavin Clark

Cc: Linda Falwasser

Subject: report - cameras

Hi Gavin

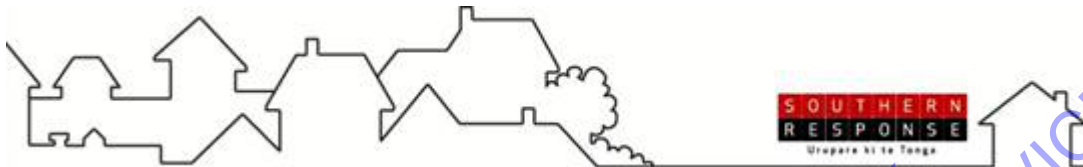
Is it possible for you to send through the section of your report about security cameras? We have a meeting scheduled with Sub5 at 11 and it would be helpful to know your recommendations.

We have had a series of break-ins to the bike sheds in Show Place this week so are [REDACTED] at increasing the number of cameras. The Landlord is in support of this.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Gavin Clark
To: [Linda Falwasser](#)
Cc: [Sarah Giles](#)
Subject: RE: Report
Date: Friday, 7 August 2015 5:10:07 p.m.

Hi Linda,

Sorry have been focusing on residential security reviews first and just about there with those.

Also have been bogged down with some other [REDACTED] and to make it worse am away on leave next week.

Hope to have the RSRs to you early next week and the office review to you during the week of the 17th.

Have you had any more contact from you know who?

Also are you okay if I part invoice you for July to keep on top of some costs.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Friday, 7 August 2015 1:24 p.m.
To: Gavin Clark
Cc: Sarah Giles
Subject: Report

Hi Gavin

Hope all is well.

Do you have an ETA on the security review report?

Cheers
Linda

Linda Falwasser
Strategic Communications Manager
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand
Mob: [REDACTED]



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: security
Date: Thursday, 9 November 2017 10:04:21 a.m.

Thanks [REDACTED]

Will do.

[REDACTED]

From: [REDACTED]
Sent: Thursday, 9 November 2017 9:57 a.m.
To: [REDACTED]
Cc: Sarah Giles
Subject: security

Hi

I have spoken to Sarah G this morning regarding this and she has requested that I send this to you to investigate.

[REDACTED] informed me that she had heard that there was a meeting last week with [REDACTED] that was with a person on the security list and that the security guard wasn't aware of it.

I contacted [REDACTED] today to confirm this. [REDACTED] agreed it was with someone on the security list ([REDACTED] [REDACTED] she advised that everyone in the room was aware of it including [REDACTED] However the security guard was not told .

I advised [REDACTED] that going forward that she will need to ensure that the guard was aware of this, to ensure she is ready if something happens. When I mentioned this she said that the alarm was accidentally triggered during that meeting (I wasn't aware it was that meeting that it occurred in).

A number of items/comments were made that day including [REDACTED] saying to my team that she was nervous about the alarm going off, she did take a bit of time to come up the stairs.

- Texts were not received by yourself and others were somewhat delayed ([REDACTED] is aware of this also)
- People who were not meant to go out to investigate did so, as they weren't sure of what was happening (i.e. [REDACTED])
- Email sent had the 3 minute delay and email didn't go to Arrow (this has now been rectified)

Sarah has asked if you can investigate this fully.

Thanks

[REDACTED]

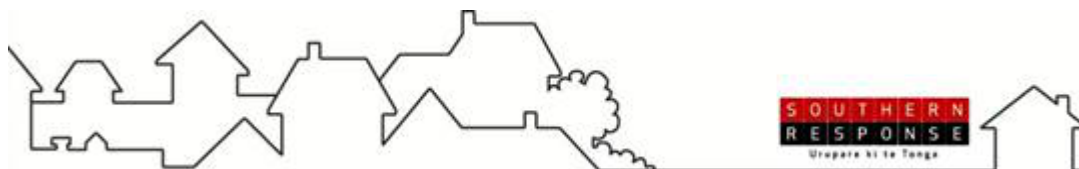
Operations Support Manager
Southern Response Earthquake Services Ltd

DDI: ()
Ext: ()
Mobile: ()

PO Box 9052

Christchurch

www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: security checklist
Date: Thursday, 11 June 2015 10:40:31 a.m.
Attachments: [REDACTED] [Out of Office Build Auditv2.doc](#)
[High level Security presentation.pptx](#)
[Team Level Security Presentation.pptx](#)

Hi Sarah

I have discussed with Linda and the wallet card that they have is for the safety of a site - so if we go past a site and notice anything it is a reminder of who we need to contact to get things rectified if need be.

I asked her if she was required to be involved in this and she didn't think so.

Therefore I guess the next step is for you to take the checklist to peter to discuss next steps.

I have also located the [REDACTED] [alone policy](#) that was originally developed for customer support team that we will need to incorporate things across and include 2x people to attend sites that have the 'Stop! Discuss with your manager flag'.

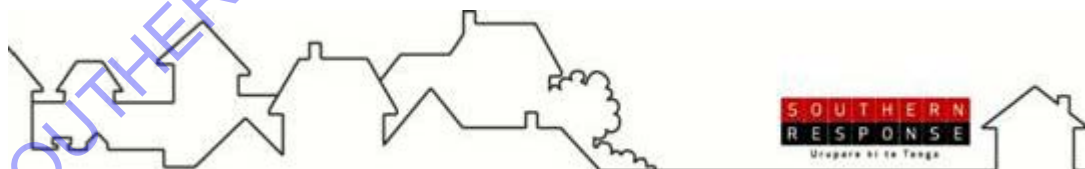
I have also attached the presentations that we thought we should deliver to both wider team (high level) and team level.

Thanks

[REDACTED]

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd.

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Sarah Giles
Sent: Thursday, 4 June 2015 4:39 p.m.
To: [REDACTED]
Subject: RE: security checklist

Hi [REDACTED]

Firstly can you please talk to Linda F about the wallet card she has prepared about security to assess how this ties in with what you have outlined here.

In regards to your question that would be Peter who would decide and if you like I could talk to him about it at my one on one next week, let me know

Sarah

From: [REDACTED]
Sent: Thursday, 4 June 2015 9:46 a.m.
To: Sarah Giles
Subject: security checklist

Hi Sarah

With the security presso came the checklist that was developed by [REDACTED] i have attached for your reference.

[REDACTED] appears to be happy with this but [REDACTED] and [REDACTED] are not sure if it will work for them.

Who from SR will make the rule that we will or will not be using it for us to deliver training.

Once I know this I will organise a meeting with those concerned and get an answer that will go across both SR and Arrow.

Thanks

[REDACTED]

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: Security footage
Date: Wednesday, 11 October 2017 10:19:53 a.m.

[REDACTED]

On Monday, she left at about 5:45pm, but appears that she left after some sort of conversation with [REDACTED] and [REDACTED]. From the footage, it is possible to speculate that the guard was not feeling well and left early as a result.

I suggest you have a quick chat with either or both of them before your meeting, to check whether something was wrong.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: [REDACTED]
Sent: Wednesday, 11 October 2017 9:59 a.m.
To: [REDACTED]
Cc: Sarah Giles
Subject: Security footage

Hi [REDACTED]

Could you please look at Monday 9th from 5.30 onwards to see what time the security guard left please.

I have a meeting with her Manager today so will be bringing this up if she is leaving before 6.00pm

Thanks

[REDACTED]

From: [REDACTED]
To: Sarah Giles
Subject: RE: security guard hours
Date: Friday, 21 August 2015 8:33:54 a.m.

Sarah

Do you want me to pop in this morning or early this afternoon

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 19 August 2015 8:53 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: security guard hours

Hi [REDACTED] and [REDACTED]

I would like to organise a meeting in the next couple of weeks as [REDACTED] has now started and she will now be your main contact here at Southern Response.

I would also like to discuss the hours we have a security guard on premises at 6 Show Place. There has been a suggestion that perhaps the guard should start at [REDACTED] due to the number of staff we have starting earlier.

Could you let me know when you are available and I will organise a meeting.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: security guard hours
Date: Wednesday, 19 August 2015 10:58:16 a.m.

Hi Sarah,

On a different topic but still with Southern Response – We would like to have a new guard inducted and trained to work with [REDACTED]
We have one of our Patrol people coming off the team and moving to Statics.
He is a real people person and we believe he will be an asset to your team and location.
So with that in mind who would we direct that request to?

Cheers

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 19 August 2015 8:53 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: security guard hours

Hi [REDACTED] and [REDACTED]

I would like to organise a meeting in the next couple of weeks as [REDACTED] has now started and she will now be your main contact here at Southern Response.

I would also like to discuss the hours we have a security guard on premises at 6 Show Place. There has been a suggestion that perhaps the guard should start at [REDACTED] due to the number of staff we have starting earlier.

Could you let me know when you are available and I will organise a meeting.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: Sarah Giles: [REDACTED]
Cc: [REDACTED]
Subject: RE: security guard hours
Date: Wednesday, 19 August 2015 10:35:33 a.m.

Hi Sarah,

Pop a [REDACTED] in and we will respond.
[REDACTED] and I have a conference call every Tuesday at 0830 for approximately a hour.
So work around that and we will be available.

Cheers

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 19 August 2015 8:53 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: security guard hours

Hi Peter and [REDACTED]

I would like to organise a meeting in the next couple of weeks as [REDACTED] has now started and she will now be your main contact here at Southern Response.

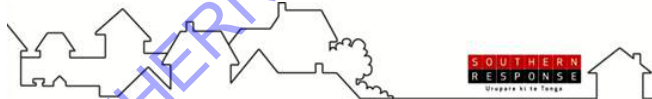
I would also like to discuss the hours we have a security guard on premises at 6 Show Place. There has been a suggestion that perhaps the guard should start at [REDACTED] due to the number of staff we have starting earlier.

Could you let me know when you are available and I will organise a meeting.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: security guard hours
Date: Friday, 21 August 2015 12:43:20 p.m.

Confirmed

[REDACTED]



[REDACTED] -- Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Friday, 21 August 2015 9:22 AM
To: [REDACTED]
Subject: RE: security guard hours

Hi [REDACTED]
It should be 730 to 1730, it is currently 800 to 1730. We are extending the hours
Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Friday, 21 August 2015 9:17 a.m.
To: Sarah Giles
Subject: RE: security guard hours

Confirmed.
As from Monday.
0730 to 1700 Monday to Friday.
Yes [REDACTED] knows about it and we are changing the roster as we speak.

Cheers

[REDACTED]



[REDACTED] -- Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED] [firstsecurity.co.nz](mailto:info@firstsecurity.co.nz) DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
Web: <http://www.firstsecurity.co.nz>

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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Friday, 21 August 2015 9:05 AM
To: [REDACTED]
Subject: RE: security guard hours

Hi [REDACTED]

Sorry for not being clear, that will teach me for answering on the fly.

Yes please could you start the extended hours from Monday. I have mentioned this to [REDACTED] in passing.

Next week I will organise a meeting for you to be introduced to your new contact here at SR.

Thanks
Sarah

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Friday, 21 August 2015 9:02 a.m.
To: Sarah Giles
Subject: RE: security guard hours

That's cool.

So do you want us to commence the earlier hours as from Monday or wait until we have the catch up?



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Friday, 21 August 2015 8:59 AM
To: [REDACTED]
Subject: RE: security guard hours

Sorry [REDACTED] I have a conference this afternoon so will push this meeting to next week if that's ok?

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Friday, 21 August 2015 8:31 a.m.
To: Sarah Giles
Subject: RE: security guard hours

Sarah

Do you want me to pop in this morning or early this afternoon

[REDACTED]



[REDACTED] – Southern Business Development
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 8011 – New Zealand
Email: [REDACTED]@firstsecurity.co.nz DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED]
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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 19 August 2015 8:53 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: security guard hours

Hi [REDACTED] and [REDACTED]

I would like to organise a meeting in the next couple of weeks as [REDACTED] has now started and she will now be your main contact here at Southern Response.

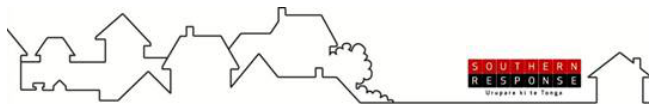
I would also like to discuss the hours we have a security guard on premises at 6 Show Place. There has been a suggestion that perhaps the guard should start at [REDACTED] due to the number of staff we have starting earlier.

Could you let me know when you are available and I will organise a meeting.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Security guard not at desk
Date: Wednesday, 27 January 2016 12:39:51 p.m.

Yes please, would it be better on a combined meeting so that Arrow hear it also? Otherwise I could email Arrow.

Thanks

From: Sarah Giles
Sent: Wednesday, 27 January 2016 12:27 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: Security guard not at desk

Hi [REDACTED]

Not at all [REDACTED] fault. I would have thought any staff member should be capable of signing visitors in. All visitors to 10 Show Place are inducted by staff.

Do you want me to ask [REDACTED] to speak to this Friday?

Sarah

On 27/01/2016, at 11:37 AM, [REDACTED] <[REDACTED]@[southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz)> wrote:

Hi there

We have just had an incident where [REDACTED] was in the toilet, and [REDACTED] had to let 3 customers in. One customer was a bit annoyed about having to wait out in the cold.

I have talked to [REDACTED] he explained he always tries to time it so there are not appointments imminent, and he had followed the process and called reception to say where he was going. This is not a common occurrence, however I have two ideas we could possibly use in case this happens again:

- [REDACTED] rings reception/me and I go down and man the desk
- At the next combined staff meeting we ask that if staff see someone waiting outside that they let them in, sign them in, and give them a visitor tag – rather than just letting them in and [REDACTED] off?

Personally I do not feel that [REDACTED] is at fault in this situation, just think we need to come up with a solution to cover these times.

Your thoughts would be appreciated.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz

<image001.jpg>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [REDACTED] [Anthony Honeybone](#)
Subject: RE: Security Guard training - recommendations
Date: Thursday, 19 November 2015 2:47:58 p.m.

Thanks [REDACTED] Sarah,

I am largely fine with TC's recommendations (except the personal frequency). The only comment I have is in relation to the guards accepting cash/documents and whether we are creating process to fix problems we don't actually have.

Regards

[REDACTED]
Legal Risk Manager

From: Sarah Giles
Sent: Wednesday, 18 November 2015 1:44 p.m.
To: [REDACTED]; [REDACTED] Anthony Honeybone
Subject: RE: Security Guard training - recommendations

Hi [REDACTED]

As discussed, my comments are below

Thanks
Sarah

From: [REDACTED]
Sent: Tuesday, 17 November 2015 4:34 p.m.
To: [REDACTED] Anthony Honeybone; Sarah Giles
Subject: RE: Security Guard training - recommendations

Just to clarify, [REDACTED] is already trespassed from **all** Southern Response buildings, so no adjustment to the trespass notice will be required.

Regards

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 17 November 2015 4:17 p.m.
To: [REDACTED] Anthony Honeybone; Sarah Giles
Subject: Security Guard training - recommendations

Hi everyone

During the security guard training held by Gavin Clark, from Thompson and Clark, the following recommendations were suggested:

- Have a defined explanation of a security incident - agree

- Purchase radios for the guards with our own frequency – this would mean buying a license. Stops interference on the radios the guard/reception already use. – disagree, First Security use their own radios which means they are well connected to additional support
- A buzzer for the guards that is activated when the panic alarm goes off - the panic alarm does not have a loud siren, just a blue flashing and a beep. It was suggested this could be done via Wi-Fi, and could act as a panic alarm for the guards also. – worth [REDACTED] into
- [REDACTED] [REDACTED] – trespass notice only lasts for two years, if still valid after two years re issue, and include #10 Show Place – already done
- If anyone is dropping off cash to the guards, guard to take a photo showing the amount of cash given. Any cash/documents dropped off should be recorded in a triplicate receipt book. - agree

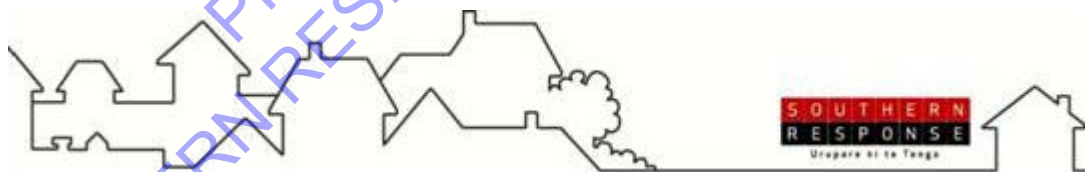
I am happy to look into any of these recommendations if you feel they are necessary. I definitely agree with the guards giving receipts for cash/documents.

Regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Security guard update
Date: Thursday, 17 March 2016 11:31:37 a.m.

Thanks Sarah ☺

From: Sarah Giles
Sent: Thursday, 17 March 2016 11:28 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Security guard update

Great work [REDACTED] you understand our business and it is important that we have the right security in place

From: [REDACTED] [[mailto:\[REDACTED\]@arrowinternational.co.nz](mailto:[REDACTED]@arrowinternational.co.nz)]
Sent: Thursday, 17 March 2016 11:27 a.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: Security guard update

Hi there

I've just had a meeting with [REDACTED] First Security. I have asked for [REDACTED] to come back to Show Place once he returns from India, as I am not overly keen on the two young guards they have given us to train lately. They will be ok as back up, but I prefer to have [REDACTED] and [REDACTED] as the main guards.

This is going to be arranged.

Thanks

[REDACTED]

[REDACTED]
Health and Safety Administrator
Arrow International (NZ) Ltd

DDI: [REDACTED]
Level 3, 6 Show Place,
Addington, Christchurch, 8149
PO Box 9123, Tower Junction

www.arrowinternational.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Security Guard
Date: Wednesday, 21 December 2016 1:42:11 p.m.

No that's fine, thanks ☺

From: Sarah Giles
Sent: Wednesday, 21 December 2016 1:28 p.m.
To: [REDACTED]
Subject: RE: Security Guard

I'm sorry [REDACTED] but I don't think it is appropriate to do that.
She is [REDACTED] and her priority needs to be that.

From: [REDACTED]
Sent: Wednesday, 21 December 2016 1:10 p.m.
To: Sarah Giles
Subject: Security Guard

Hi there

Would it be ok for [REDACTED] to have the wifi password only for 4-6 January?

First Security do not allow them on laptops during work time, however I am [REDACTED] it will be extremely quiet during that time?

Have not suggested it to her, wanted to know your thoughts first.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Security guard
Date: Tuesday, 3 November 2015 10:51:50 a.m.

Ok thank you ☺

From: Sarah Giles
Sent: Tuesday, 3 November 2015 10:51 a.m.
To: [REDACTED]
Subject: RE: Security guard

Hi [REDACTED]

I think [REDACTED] did the right thing. The guard should stay till the customer leaves. If we need to pay overtime for this then we should
Sarah

From: [REDACTED]
Sent: Tuesday, 3 November 2015 10:07 a.m.
To: Sarah Giles
Subject: Security guard

Hi there

[REDACTED] mentioned he stayed until [REDACTED] last night because there was a customer meeting still being held upstairs.

Just to clarify, is it the expectation that the guard leaves at [REDACTED] regardless, and the specialist escorts the customer down to the front door and signs them out if the meeting runs over time?

Thanks

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: Re: Security Guard
Date: Wednesday, 21 December 2016 1:31:39 p.m.

Fair comment

Regards,
[REDACTED]

IT Manager
Southern Response Earthquake Services Limited
E: [REDACTED] southernresponse.co.nz
M: [REDACTED]

On 21/12/2016, at 1:28 PM, Sarah Giles <Sarah.Giles@southernresponse.co.nz> wrote:

FYI – just in case a request for this is received

From: Sarah Giles
Sent: Wednesday, 21 December 2016 1:28 p.m.
To: [REDACTED]
Subject: RE: Security Guard

I'm sorry [REDACTED] but I don't think it is appropriate to do that.
She is [REDACTED] and her priority needs to be that.

From: [REDACTED]
Sent: Wednesday, 21 December 2016 1:10 p.m.
To: Sarah Giles
Subject: Security Guard

Hi there

Would it be ok for [REDACTED] to have the wifi password only for 4-6 January?

First Security do not allow them on laptops during work time, however I am [REDACTED] it will be extremely quiet during that time?

Have not suggested it to her, wanted to know your thoughts first.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

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<image001.jpg>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: Security Guards SOP's at #6/#10 Show Place
Date: Tuesday, 13 October 2015 10:44:53 a.m.

Many thanks [REDACTED] I'll review and advise.

Kind Regards

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Tuesday, 13 October 2015 10:42 a.m.
To: Gavin Clark
Cc: Sarah Giles
Subject: Security Guards SOP's at #6/#10 Show Place

Good morning Gavin

In preparation for next week's training for our security guards, I thought it might be helpful to attach the guards standard operational procedures.

The Panic Alarm expectations of the guards is also included.

If you have any comments or suggestions, please let me know. I will be attending the training along with the guards as managing them is part of my role.

Kind regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [Sarah Giles](#)
Subject: RE: SECURITY List UPDATED 7.12.2016
Date: Wednesday, 7 December 2016 2:15:00 p.m.

Hi [REDACTED]

I note [REDACTED] claim settled in recent weeks (mid-Nov) but I still think she should be on the list. She works in Show Pl – [REDACTED] saw her driving in Show Pl post-settlement.

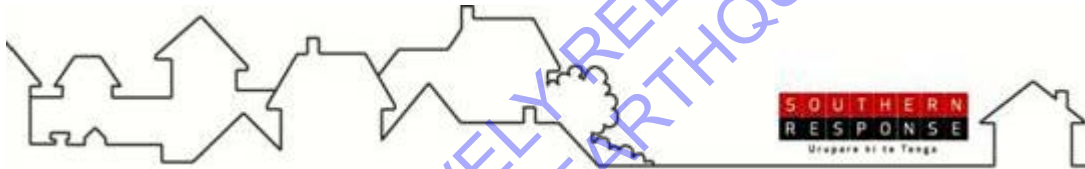
Otherwise no changes.

Regards

[REDACTED]
Technical Review and Resolution Team Manager
Southern Response Earthquake Services Ltd

[REDACTED]
DDI: [REDACTED]
PO Box 9052
Christchurch

www.southernresponse.co.nz



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From: [REDACTED]
Sent: Wednesday, 7 December 2016 1:45 p.m.
To: [REDACTED]
Cc: [REDACTED] Sarah Giles
Subject: SECURITY List UPDATED 7.12.2016

Hi everyone

Please find attached the updated security list, held with the guards at #6 Show Place.

These are customers/people our guards are asked to be aware of, and take appropriate action if required.

Could you have a look through and let me know if anyone can come off, or if you think needs to be added please?

Many thanks

[REDACTED]

Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: ()

Ext: ()

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: SECURITY List UPDATED 15.12.2016
Date: Thursday, 15 December 2016 4:06:57 p.m.

I will keep that separate, I have to go back and work out who and when.

I will keep it in the same folder with the spreadsheet once it is done

[REDACTED] 😊

From: Sarah Giles
Sent: Thursday, 15 December 2016 4:04 p.m.
To: [REDACTED]
Subject: RE: SECURITY List UPDATED 15.12.2016

Hi [REDACTED]

Are you going to add the dates they were added and who added them? Or are you keeping that separately?

Sarah

From: [REDACTED]
Sent: Thursday, 15 December 2016 3:52 p.m.
To: Sarah Giles; [REDACTED]
Subject: SECURITY List UPDATED 15.12.2016

Here is the updated security list, there are a couple there with no colour coding, I will do some investigating.

Thanks

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: SECURITY List UPDATED 15.12.2016
Date: Monday, 19 December 2016 8:28:23 a.m.

Hi there

Yep makes perfect sense, thanks ☺

[REDACTED]

From: Sarah Giles
Sent: Monday, 19 December 2016 7:43 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: SECURITY List UPDATED 15.12.2016

Hi [REDACTED]

Don't be silly, I'm here for you to bug ☺

I think you could mark both as dormant, I wouldn't ever remove them. Does that make sense?

Sarah

From: [REDACTED]
Sent: Friday, 16 December 2016 3:37 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: FW: SECURITY List UPDATED 15.12.2016

Sorry Sarah, I seem to be bugging you a bit lately!

I have just talked to [REDACTED] about [REDACTED] she does not feel that she needs to be on the security list anymore – are you happy for her to come off? (first put on March 2016)

Also [REDACTED] thinks [REDACTED] can come off – she is just having a double check of EMS notes. (first put on April 2016 by [REDACTED])

Thanks

[REDACTED]

From: [REDACTED]
Sent: Thursday, 15 December 2016 3:52 p.m.
To: Sarah Giles; [REDACTED]
Subject: SECURITY List UPDATED 15.12.2016

Here is the updated security list, there are a couple there with no colour coding, I will do some investigating.

Thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Security list
Date: Tuesday, 14 November 2017 8:25:01 a.m.

Hi [REDACTED]

[REDACTED] can now be updated as dormant

[REDACTED] can now be updated to dormant (he has returned from Australia, active on one claim but not an issue at the moment)

[REDACTED] can now be updated to dormant, she is [REDACTED] well with the new specialist

[REDACTED] please update to active, Mr [REDACTED] has started comms with SRES and EQC regarding land claim

[REDACTED] can now be updated to dormant, claim resolved

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:10 a.m.
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Sarah Giles
Cc: [REDACTED]
Subject: Security list

Hi everyone

Please refer to the attached security list and advise [REDACTED] of any changes in status etc. that may be required.

Regards

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: Security list
Date: Tuesday, 14 November 2017 9:18:20 a.m.

Thanks [REDACTED]

Can you make the changes and then let Security know which ones have changed.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:34 a.m.
To: [REDACTED]
Cc: Sarah Giles
Subject: FW: Security list

Morning [REDACTED]

Are you happy for me to make the below changes to the security list?

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 14 November 2017 8:22 a.m.
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
[REDACTED] Sarah Giles
Cc: [REDACTED]
Subject: RE: Security list

Hi [REDACTED]

[REDACTED] can now be updated as dormant

[REDACTED] can now be updated to dormant (he has returned from Australia, active on one claim but not an issue at the moment)

[REDACTED] can now be updated to dormant, she is [REDACTED] well with the new specialist

[REDACTED] please update to active, Mr [REDACTED] has started comms with SRES and EQC regarding land claim

[REDACTED] can now be updated to dormant, claim resolved

Thanks

[REDACTED]

From: [REDACTED]

Sent: Tuesday, 14 November 2017 8:10 a.m.

To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Sarah Giles

Cc: [REDACTED]

Subject: Security list

Hi everyone

Please refer to the attached security list and advise [REDACTED] of any changes in status etc. that may be required.

Regards

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED]
Subject: RE: Security question
Date: Tuesday, 14 June 2016 11:55:00 a.m.
Attachments: [image001.png](#)

Hi [REDACTED]

Can you please come and see me about this?

Have you spoken to [REDACTED] The 22nd is out for me, not sure if you have checked other diaries

Sarah

From: [REDACTED]
Sent: Tuesday, 14 June 2016 11:41 a.m.
To: [REDACTED] protectivesecurity.govt.nz; Nick.Thompson@tcil.co.nz
Cc: Sarah Giles
Subject: RE: Security question

Hi [REDACTED]

I am out of the office from today returning on the 22.

Sarah, are you able to arrange in my absence?

[REDACTED]

From: [REDACTED] protectivesecurity.govt.nz [REDACTED] protectivesecurity.govt.nz
Sent: Tuesday, 14 June 2016 11:09 a.m.
To: Nick.Thompson@tcil.co.nz; [REDACTED]
Subject: RE: Security question

Giddy Nick,

I have been out of the office this morning, so didn't make the call.

I would rather have the workshop on the afternoon of the 22nd, but can be flexible if required – I haven't yet booked flights/accom, so am on standby mode for your direction.

Cheers

[REDACTED]

From: Nick Thompson [<mailto:Nick.Thompson@tcil.co.nz>]
Sent: Tuesday, 14 June 2016 11:08 a.m.
To: [REDACTED] [REDACTED] protectivesecurity.govt.nz
Subject: RE: Security question

Hi guys – did you have the chat this morning and are we meeting on either the 22 or 23 June – cheers just trying to get some planning done

Cheers

Nick

From: [REDACTED] [[mailto:\[REDACTED@southernresponse.co.nz\]](mailto:[REDACTED@southernresponse.co.nz])]
Sent: Monday, 13 June 2016 5:10 PM
To: [REDACTED] protectivesecurity.govt.nz <[\[REDACTED@protectivesecurity.govt.nz\]](mailto:[REDACTED@protectivesecurity.govt.nz])>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

Thanks [REDACTED]

I am out of the office from tomorrow returning on the 22nd. Are you able to have a quick chat about this in the morning around 9:00?

Regards

██████████
Health and Safety Manager

From: ██████████ protectivesecurity.govt.nz [mailto:██████████@protectivesecurity.govt.nz]
Sent: Monday, 13 June 2016 4:04 p.m.
To: ██████████
Cc: Nick.Thompson@tcil.co.nz
Subject: RE: Security question

Hello ██████████

I am happy to discuss whatever it is you may need to know before we meet. Email me at this address and I am sure to respond.

Cheers

██████████ ██████████
PSR Engagement Manager
Ph: (██████████)
Email: ██████████ protectivesecurity.govt.nz
Web: www.protectivesecurity.govt.nz



From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 13 June 2016 11:30 a.m.
To: ██████████
Cc: Gavin Clark
Subject: RE: Security question

Yep certainly – please see his contact details below – he is aware that we have suggested that we catch up and what SR does

Cheers

Nick

██████████ ██████████
PSR Engagement Manager
Ph: (██████████)
Email: ██████████ protectivesecurity.govt.nz
Web: www.protectivesecurity.govt.nz



From: ██████████ [mailto:██████████@southernresponse.co.nz]
Sent: Monday, 13 June 2016 11:24 AM
To: Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

Thanks Nick,

Do you have [REDACTED] contact details, it would be useful for us to have a quick chat beforehand.

Regards

[REDACTED]
Health and Safety Manager

From: Nick Thompson [<mailto:Nick.Thompson@tcil.co.nz>]
Sent: Monday, 13 June 2016 9:16 a.m.
To: Sarah Giles; [REDACTED]
Cc: Gavin Clark
Subject: RE: Security question

Hi Sarah and [REDACTED] – just following up on PSR, we are in this process with [REDACTED] and as part of this [REDACTED] one of the PSR Engagement Managers will be in Christchurch from Wellington on 22/23 June.

I will be in town then as well and suggest that he come in and explain to you how PSR would work for SR. He can even hold the Security Capability Maturity Model (CMM) workshop if you like so you can see where you guys fit.

Please let me know if this works and if either the afternoon of 22 or morning of 23 June works for you guys.

Thanks

Nick

From: Nick Thompson
Sent: Wednesday, 8 June 2016 12:46 PM
To: 'Sarah Giles' <Sarah.Giles@southernresponse.co.nz>; [REDACTED] <[\[REDACTED\]@southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz)>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Subject: RE: Security question

Hi Sarah and [REDACTED] (following on from Gavin's email last week) one of the key things missing from our review and instrumental to any question such as the one you have asked Sarah is security framework.

As suggested by Gavin the Governments Protective Security Requirements (PSR) is a perfect fit for Southern Response and it was developed following the WINZ incident and is in line with new HSE with a real focuses on Governance down.

The Government standard is run by the intelligence service <https://www.protectivesecurity.govt.nz/> - I have attached our high-level overview on why, how and what it is and how we can help take you through the process.

The PSR team can also help out in the first instance by holding a Security Capability Maturity Model (CMM) workshop facilitated by one of the Governments PSR engagement managers.

The CMM workshop is a foundation event, and essentially provides the direction for all of the security effort (in providing the assurance reporting on PSR) that will be undertaken by the collaboration of executive responsibilities in the future.

The ideal representation for the workshop is:

- Security leading (Thompson & Clark)

- Risk and Assurance
- Operations
- IT
- HR
- Finance
- Legal
- H&S
- Property

Having these members at the workshop together will provide a clear picture of reality of the security vectors for the whole of the organisation.

Could we perhaps look at organising such a work shop to start the process off. I can make the arrangements with the engagement manager to start the ball rolling.

Sarah I have attached from the PSR the alert levels I was referring to which would help you gauge your security response to an appropriate level to the threat. This is really information only and we can build this out if you choice to go down the PSR path

Speak soon

Nick

NICK THOMPSON

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]

Sent: Wednesday, 8 June 2016 8:21 AM

To: Gavin Clark <Gavin.Clark@tcil.co.nz>; Nick Thompson <Nick.Thompson@tcil.co.nz>

Subject: RE: Security question

Thanks Gavin.

Nick, any advice you could provide on this would be greatly appreciated.

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]

Sent: Wednesday, 8 June 2016 6:44 a.m.

To: Sarah Giles; Nick Thompson

Subject: RE: Security question

Hi Sarah

Sorry I don't know that. I'm away but Nick might be able to find out through our network whether there is a precedent for companies contributing to staff home security costs.

Kind Regards

Sent from my [REDACTED]

---- Sarah Giles wrote ----

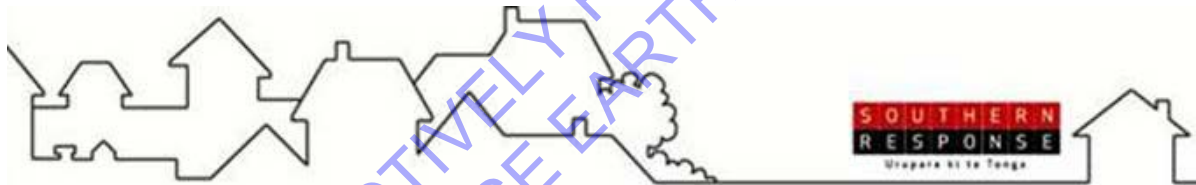
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General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
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From: Nick Thompson
To: [Sarah Giles](#); [REDACTED]
Cc: [Gavin Clark](#)
Subject: RE: Security question
Date: Monday, 13 June 2016 9:15:53 a.m.

Hi Sarah and [REDACTED] – just following up on PSR, we are in this process with [REDACTED] and as part of this [REDACTED] [REDACTED] one of the PSR Engagement Managers will be in Christchurch from Wellington on 22/23 June.

I will be in town then as well and suggest that he come in and explain to you how PSR would work for SR. He can even hold the Security Capability Maturity Model (CMM) workshop if you like so you can see where you guys fit.

Please let me know if this works and if either the afternoon of 22 or morning of 23 June works for you guys.

Thanks

Nick

From: Nick Thompson
Sent: Wednesday, 8 June 2016 12:46 PM
To: 'Sarah Giles' <Sarah.Giles@southernresponse.co.nz>; [REDACTED]@southernresponse.co.nz' <[REDACTED]@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Subject: RE: Security question

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General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

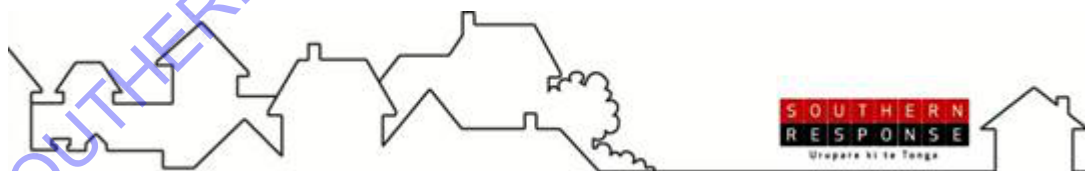
Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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From: Nick Thompson
To: [Sarah Giles](#); [REDACTED]
Cc: [Gavin Clark](#)
Subject: RE: Security question
Date: Wednesday, 8 June 2016 12:46:59 p.m.
Attachments: [Guide-to-Developing-Agency-Alert-Levels.pdf](#)
[T&C & Protective Security Requirements.pdf](#)

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 8 June 2016 8:21 AM
To: Gavin Clark <Gavin.Clark@tcil.co.nz>; Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

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Kind Regards

Sent from my [REDACTED]

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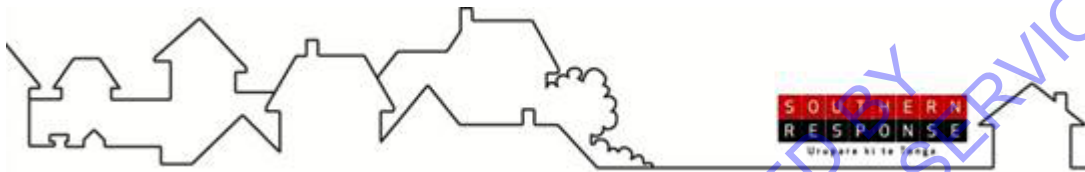
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Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

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From: Gavin Clark
To: [Sarah Giles](#); [Nick Thompson](#)
Subject: RE: Security question
Date: Wednesday, 8 June 2016 6:43:41 a.m.

Hi Sarah

Sorry I don't know that. I'm away but Nick might be able to find out through our network whether there is a precedent for companys contributing to staff home security costs.

Kind Regards

Sent from my [REDACTED]

----- Sarah Giles wrote -----

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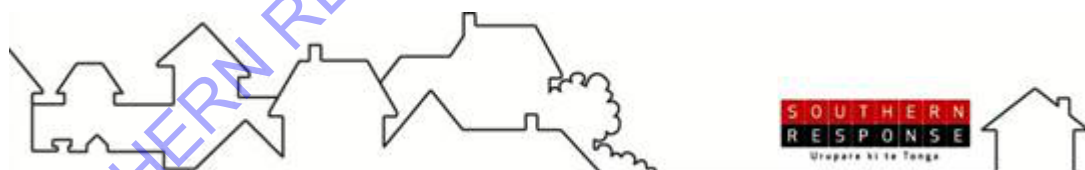
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From: Nick Thompson
To: Sarah Giles; [REDACTED] protectivesecurity.govt.nz
Cc: [REDACTED] Anthony.Honeybone
Subject: RE: Security question
Date: Tuesday, 14 June 2016 2:36:03 p.m.

Thanks Sarah – I'll be in Christchurch next Thursday and free during the afternoon if you need a catch up.

Kind Regards

Nick

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 14 June 2016 2:07 PM
To: [REDACTED] protectivesecurity.govt.nz; Nick Thompson <Nick.Thompson@tcil.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>; Anthony Honeybone <Anthony.Honeybone@southernresponse.co.nz>
Subject: RE: Security question

Hi [REDACTED] and Nick

Unfortunately these dates are not going to work due to other commitments. When [REDACTED] is back he will contact [REDACTED] to organise a more suitable time.

Regards
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
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Christchurch
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From: [REDACTED]
Sent: Tuesday, 14 June 2016 11:41 a.m.
To: [REDACTED] protectivesecurity.govt.nz; Nick.Thompson@tcil.co.nz
Cc: Sarah Giles
Subject: RE: Security question

Hi [REDACTED]

I am out of the office from today returning on the 22.

Sarah, are you able to arrange in my absence?

From: [REDACTED] protectivesecurity.govt.nz; [REDACTED] protectivesecurity.govt.nz
Sent: Tuesday, 14 June 2016 11:09 a.m.
To: Nick.Thompson@tcil.co.nz; [REDACTED]
Subject: RE: Security question

Giddy Nick,

I have been out of the office this morning, so didn't make the call.

I would rather have the workshop on the afternoon of the 22nd, but can be flexible if required – I haven't yet booked flights/accom, so am on standby mode for your direction.

Cheers

[REDACTED]

From: Nick Thompson [<mailto:Nick.Thompson@tcil.co.nz>]
Sent: Tuesday, 14 June 2016 11:08 a.m.
To: [REDACTED] [REDACTED] protectivesecurity.govt.nz
Subject: RE: Security question

Hi guys – did you have the chat this morning and are we meeting on either the 22 or 23 June – cheers just trying to get some planning done

Cheers

Nick

From: [REDACTED] [[mailto:\[REDACTED\]@southernresponse.co.nz](mailto:[REDACTED]@southernresponse.co.nz)]
Sent: Monday, 13 June 2016 5:10 PM
To: [REDACTED] protectivesecurity.govt.nz <[REDACTED]@protectivesecurity.govt.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

Thanks [REDACTED]

I am out of the office from tomorrow returning on the 22nd. Are you able to have a quick chat about this in the morning around 9:00?

Regards

[REDACTED]
Health and Safety Manager

From: [REDACTED] protectivesecurity.govt.nz [[mailto:\[REDACTED\]@protectivesecurity.govt.nz](mailto:[REDACTED]@protectivesecurity.govt.nz)]
Sent: Monday, 13 June 2016 4:04 p.m.
To: [REDACTED]
Cc: Nick.Thompson@tcil.co.nz
Subject: RE: Security question

Hello [REDACTED]

I am happy to discuss whatever it is you may need to know before we meet. Email me at this address and I am sure to respond.

Cheers

[REDACTED]
PSR Engagement Manager

Ph: [REDACTED]

Email [REDACTED] protectivesecurity.govt.nz

Web: www.protectivesecurity.govt.nz



From: Nick Thompson [<mailto:Nick.Thompson@tcil.co.nz>]
Sent: Monday, 13 June 2016 11:30 a.m.
To: [REDACTED]
Cc: Gavin Clark
Subject: RE: Security question

Yep certainly – please see his contact details below – he is aware that we have suggested that we catch up and what SR does

Cheers

Nick

[REDACTED]
PSR Engagement Manager

Ph: [REDACTED]

Email [REDACTED] protectivesecurity.govt.nz

Web: www.protectivesecurity.govt.nz



From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 13 June 2016 11:24 AM
To: Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

Thanks Nick,

Do you have [REDACTED] contact details, it would be useful for us to have a quick chat beforehand.

Regards

[REDACTED]
Health and Safety Manager

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 13 June 2016 9:16 a.m.
To: Sarah Giles; [REDACTED]
Cc: Gavin Clark
Subject: RE: Security question

Hi Sarah and [REDACTED] – just following up on PSR, we are in this process with [REDACTED] and as part of this [REDACTED] [REDACTED] one of the PSR Engagement Managers will be in Christchurch from Wellington on 22/23 June.

I will be in town then as well and suggest that he come in and explain to you how PSR would work for SR. He can even hold the Security Capability Maturity Model (CMM) workshop if you like so you can see where you guys fit.

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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [Sarah Giles](#)
Subject: RE: security register update
Date: Tuesday, 10 October 2017 4:16:08 p.m.
Attachments: [image001.png](#)

Thanks [REDACTED]

As advised, I have spoken to [REDACTED] and [REDACTED] and I will get onto updating the register.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 10 October 2017 4:10 p.m.
To: [REDACTED]
Cc: [REDACTED] Sarah Giles
Subject: security register update

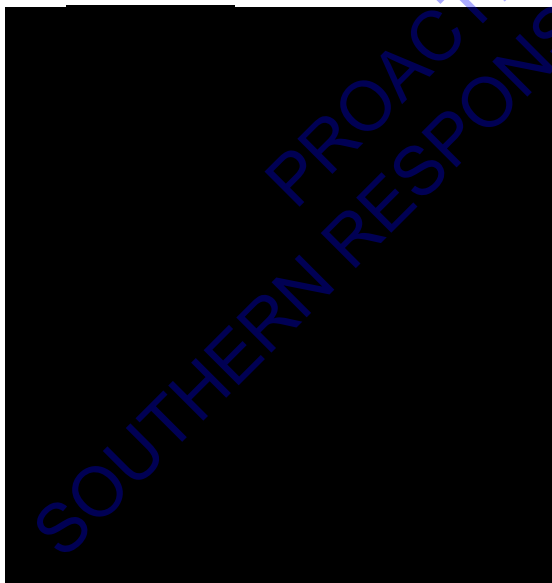
Hi [REDACTED]

As discussed please add Mr [REDACTED] to the security register following aggressive behaviour with our contractors

Should be come to SRES offices all dealings are to be with [REDACTED] only until further notice
Access only in foyer area unless accompanied by security

Thanks

[REDACTED]



[REDACTED]
Litigation Manager
Southern Response
Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

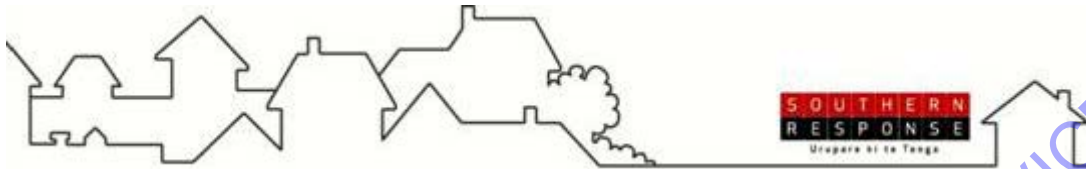
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Visit www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: Security Review HR query
Date: Thursday, 20 August 2015 1:36:55 p.m.

Thanks, I know I should have come to you first

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Thursday, 20 August 2015 12:59 p.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: RE: Security Review HR query

Hi Gavin
Answers below
Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 20 August 2015 12:49 p.m.
To: [REDACTED]
Cc: Sarah Giles
Subject: Security Review HR query

Hi [REDACTED]

As part of my review I have referred to property searches of staff, contractors and visitors.

Can you advise whether the standard employment agreement issued by SRES for its personnel has any reference to just cause searching of packages, bags and containers? [No its not](#)

Do you know whether this is covered in any contractor agreements? [No its not](#)

Also while I was down there I forgot to take a copy of the fine print when visitors sign in so aren't sure if it is referred to in the sign in visitors book, could you advise or provide a copy of the visitors sign in terms and conditions please. [No terms and conditions](#)

The section I have written on the topic looks like this

Property Inspection and Search Procedures

Property Inspection means the preliminary visual examination of a package, bag or other container entering or departing company premises. Following the inspection, a "Property Search" requirement may be required. A Property Search means the opening and more detailed examination of a package, bag or container.

A provision for property inspections and searches should be considered and included into employment and contractor agreements. At the time of our review we have not reviewed an employment agreement and are not sure whether this is currently in place.

Provision for property inspections and searches should be included in the visitor sign in book notifying visitors of the right to search packages, bags, or containers as a condition of entry into the premises.

Execution of property inspections and searches should be undertaken by a member of management for staff or contractors and the Security Guard on site for staff, contractors and visitors. Personnel in these roles should be trained accordingly.

Property Inspection and Property Search procedures and programmes should be developed to provide for the periodic and "for cause" inspection and search of packages, bags and other containers entering, departing or on Company premises. Legal Counsel and Management should approve all Property Inspection and Property Search procedures and programmes.

Recommendation 13: *Develop property inspection and search procedures and guidelines and integrate into the company employment agreements, contractor agreements and visitor sign in books.*

Regards

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON+CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

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From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: RE: Security review
Date: Wednesday, 30 September 2015 5:10:46 p.m.
Attachments: [2015 TandC review recommendations.xls](#)

Here is the spreadsheet with actions and dates (as much as I recorded)

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])

-----Original Appointment-----

From: Sarah Giles
Sent: Monday, 21 September 2015 2:11 p.m.
To: Sarah Giles; [REDACTED]
Subject: Security review
When: Wednesday, 30 September 2015 2:00 p.m.-2:30 p.m. (UTC+12:00) Auckland, Wellington.
Where: Mrs Hucks

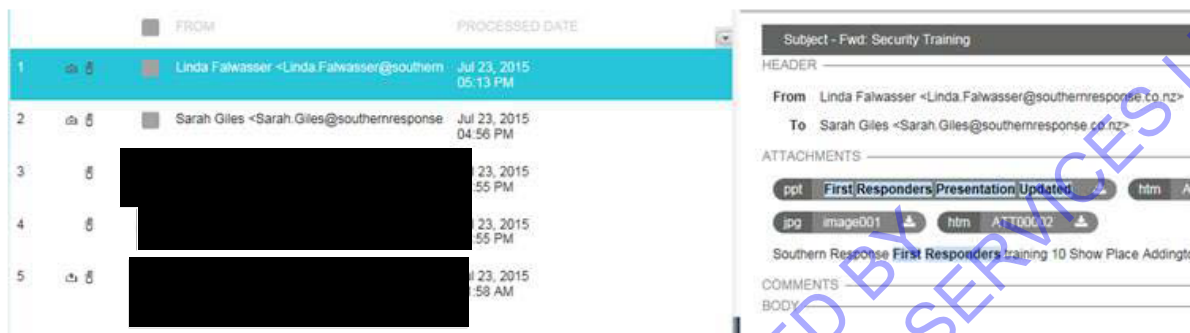
PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Security Training
Date: Friday, 24 July 2015 1:14:44 p.m.

Sarah,

For reference, I have created a rule in DLP to detect the words "First Responders Presentation" in any attachments through Southern Response email. To test this, I will need to send a copy externally.

I have also run a quick scan of the email archive and see no evidence that the file was forwarded externally through our mail system (see below)



However, this does not allow detection of any files sent via third party email systems.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: Sarah Giles
Sent: Friday, 24 July 2015 10:33 a.m.
To: [REDACTED]
Subject: RE: Security Training

Yes please

From: [REDACTED]
Sent: Thursday, 23 July 2015 6:18 p.m.
To: Sarah Giles
Subject: Re: Security Training

Not easily. I can possibly block that specific attachment on our email, but not if someone used a third party email web account.

I can monitor the email archive logs to find out (after the fact) if someone sent it via work email.

Regards,

[REDACTED]
IT Manager
Southern Response
E: [REDACTED]@southernresponse.co.nz
M: [REDACTED]

On 23/07/2015, at 5:03 pm, Sarah Giles <Sarah.Giles@southernresponse.co.nz> wrote:

Is there anyway we can prevent this being sent on?
Particularly external

From: Sarah Giles
Sent: Thursday, 23 July 2015 5:00 p.m.
To: [REDACTED] Casey Hurren; Peter Rose; Linda Falwasser; [REDACTED]

Tony Feaver; [REDACTED]
Anthony Honeybone; [REDACTED]
[REDACTED]
[REDACTED] arrowinternational.co.nz; [REDACTED] arrowinternational.co.nz;
[REDACTED] arrowinternational.co.nz; 'Gavin.Clark@tcil.co.nz'; [REDACTED]
[REDACTED] arrowinternational.co.nz; [REDACTED] arrowinternational.co.nz;
[REDACTED] arrowinternational.co.nz; [REDACTED] arrowinternational.co.nz;
[REDACTED] Graeme Nicholas; [REDACTED] arrowinternational.co.nz; [REDACTED]
[REDACTED] arrowinternational.co.nz

Subject: RE: Security Training

Importance: High

Hi All

Please **do not** circulate this to your team as there is sensitive information held in here.

[REDACTED] will be organising training for the wider team soon.

Thanks

Sarah

From: [REDACTED]
Sent: Thursday, 23 July 2015 4:56 p.m.
To: Sarah Giles; [REDACTED] Casey Hurren; Peter Rose; Linda Falwasser; [REDACTED]
[REDACTED] Tony Feaver; [REDACTED]
[REDACTED] Anthony Honeybone; [REDACTED]
[REDACTED]
[REDACTED] arrowinternational.co.nz; [REDACTED] arrowinternational.co.nz;
[REDACTED] arrowinternational.co.nz; 'Gavin.Clark@tcil.co.nz'; [REDACTED]
[REDACTED] arrowinternational.co.nz; [REDACTED] arrowinternational.co.nz;
[REDACTED] arrowinternational.co.nz; [REDACTED] arrowinternational.co.nz;
[REDACTED] Graeme Nicholas; [REDACTED] arrowinternational.co.nz; [REDACTED]
[REDACTED] arrowinternational.co.nz

Subject: Security Training

Good Afternoon

Thank you all for [REDACTED] the time to attend the training session this afternoon, we hope that you feel well equipped to face any scenario. Please find attached a copy of the power point, you may wish to share this with your teams.

Have a good evening.

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#); [REDACTED]
Subject: RE: Southern Response - Show Place cameras
Date: Thursday, 20 August 2015 12:15:27 p.m.
Attachments: [Southern Response CCTV Quote 2015.doc](#)

Hi [REDACTED] and Sarah,

Please find attached a quotation to supply and install 14 x 3MP IP Bullet Cameras and 2 x 16 Channel Network Video Recorders for the two Southern Response buildings in Show Place.

[REDACTED] and I discussed at length the two existing Analogue Cameras previously installed and believe there would be a compromise in quality of the recorded footage in comparison to the what proposed new IP cameras will provide.

Therefore we recommend they be removed and replaced to provide 100% consistency.

Initially we looked at 17 cameras but with the quality of what I have quoted I'm confident that 14 will be sufficient.

I also looked at a lesser priced camera option for economical reasons but believe that if there was a security issue, especially at night, then we would not achieve what would be expected!!

Your buildings are always going to be a potential security issue due to no fencing or gated entry therefore allowing free access for anyone and everyone.

On [REDACTED] recommendation I've doubled the storage to 8TB.

I'm away this Friday until next Tuesday but am contactable by email so please do not hesitate to contact me.

I have included [REDACTED] in this email so you can also contact him.

Kind Regards

[REDACTED] | Director | Sub5 Private Security
P: [REDACTED] | M: [REDACTED] | W: www.sub5.co.nz



From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Monday, 17 August 2015 12:08 p.m.
To: [REDACTED]
Cc: Sarah Giles
Subject: Southern Response - Show Place cameras

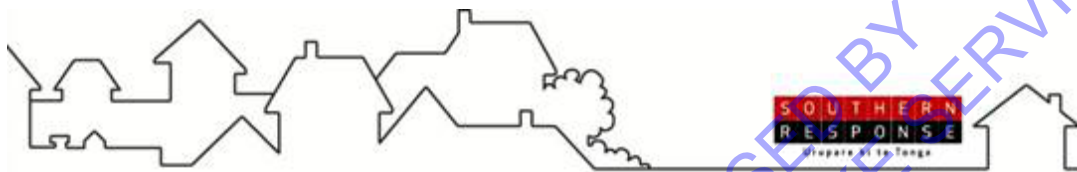
[REDACTED] cc Sarah,

As discussed, here is an overview site plan for 6 and 10 Show Place. If you need more detail, I can probably get a higher res image across, but I think this one should be okay.

I'll get you contact details for our landlord from Goodman shortly to discuss the possibility of broader coverage and the locations for other external cameras.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: Southern Response - Show Place cameras
Date: Monday, 17 August 2015 1:22:46 p.m.

Thank You

[REDACTED] | Director | Sub5 Private Security
P: [REDACTED] | M: [REDACTED] | W: www.sub5.co.nz



From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Monday, 17 August 2015 12:08 p.m.
To: [REDACTED]
Cc: Sarah Giles
Subject: Southern Response - Show Place cameras

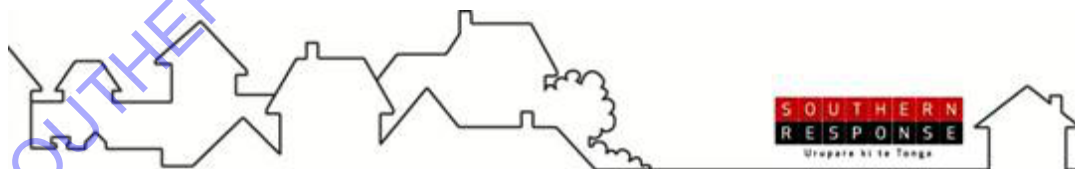
[REDACTED] cc Sarah,

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I'll get you contact details for our landlord from Goodman shortly to discuss the possibility of broader coverage and the locations for other external cameras.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#); [REDACTED]
Subject: RE: Southern Response - Show Place cameras
Date: Thursday, 20 August 2015 1:28:38 p.m.

Ike/ [REDACTED]

Thanks for getting that to us.

Would it be possible to provide the camera placement and approximate viewing angles on the site plan so that we can get a visual interpretation of the proposal please?

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: [REDACTED] [mailto:ike@sub5.co.nz]
Sent: Thursday, 20 August 2015 12:15 p.m.
To: [REDACTED]
Cc: Sarah Giles; [REDACTED]
Subject: RE: Southern Response - Show Place cameras

Hi [REDACTED] and Sarah,

Please find attached a quotation to supply and install 14 x 3MP IP Bullet Cameras and 2 x 16 Channel Network Video Recorders for the two Southern Response buildings in Show Place.

[REDACTED] and I discussed at length the two existing Analogue Cameras previously installed and believe there would be a compromise in quality of the recorded footage in comparison to the what proposed new IP cameras will provide.

Therefore we recommend they be removed and replaced to provide 100% consistency.

Initially we looked at 17 cameras but with the quality of what I have quoted I'm confident that 14 will be sufficient.

I also looked at a lesser priced camera option for economical reasons but believe that if there was a security issue, especially at night, then we would not achieve what would be expected!!

Your buildings are always going to be a potential security issue due to no fencing or gated entry therefore allowing free access for anyone and everyone.

On [REDACTED] recommendation I've doubled the storage to 8TB.

I'm away this Friday until next Tuesday but am contactable by email so please do not hesitate to contact me.

I have included [REDACTED] in this email so you can also contact him.

Kind Regards

██████████ | Director | Sub5 Private Security

P: ██████████ | M: ██████████ | W: www.sub5.co.nz



From: ██████████ [mailto:██████████@southernresponse.co.nz]

Sent: Monday, 17 August 2015 12:08 p.m.

To: ██████████

Cc: Sarah Giles

Subject: Southern Response - Show Place cameras

██████████ cc Sarah,

As discussed, here is an overview site plan for 6 and 10 Show Place. If you need more detail, I can probably get a higher res image across, but I think this one should be okay.

I'll get you contact details for our landlord from Goodman shortly to discuss the possibility of broader coverage and the locations for other external cameras.

██████████
IT Manager

Southern Response Earthquake Services Ltd

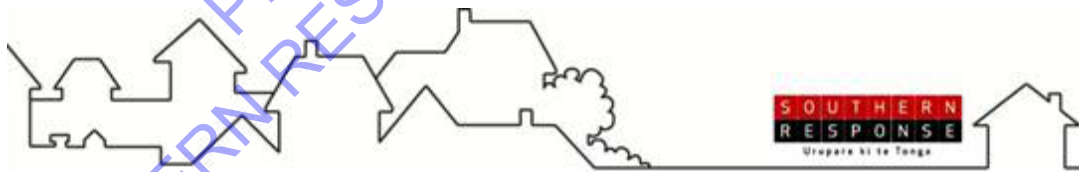
DDI: (██████████)

Mob: (██████████)

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: Gavin Clark
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: Southern Response - Show Place security cameras
Date: Monday, 27 July 2015 4:32:53 p.m.

Thanks [REDACTED], will do.

PS I'm also a mate of [REDACTED] we have met before.

Regards

From: [REDACTED] [mailto:[REDACTED]@sub5.co.nz]
Sent: Monday, 27 July 2015 4:29 p.m.
To: [REDACTED]
Cc: Gavin Clark; Sarah Giles
Subject: Re: Southern Response - Show Place security cameras

No problem [REDACTED]

Just make contact with [REDACTED] [REDACTED] [REDACTED] or email [REDACTED] [sub5.co.nz](mailto:[REDACTED]@sub5.co.nz)

Regards

[REDACTED]

Sent from my iPhone

On 27/07/2015, at 4:15 pm, [REDACTED] <[REDACTED]@southernresponse.co.nz> wrote:

[REDACTED]

Gavin Clark from Thompson and Clark is currently engaged in some work for Southern Response, and may have some questions relating to the cameras installed at our sites. It is acceptable to us for you to provide him with answers to any information requests.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])
PO Box 9052
Christchurch
www.southernresponse.co.nz

<image001.jpg>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: gavin.clark@tcil.co.nz; Sarah Giles
Subject: Re: Southern Response - Show Place security cameras
Date: Monday, 27 July 2015 4:29:29 p.m.

No problem [REDACTED]

Just make contact with [REDACTED] or email [REDACTED] sub5.co.nz

Regards

[REDACTED]

Sent from my iPhone

On 27/07/2015, at 4:15 pm, [REDACTED] <[REDACTED]@southernresponse.co.nz> wrote:

[REDACTED]

Gavin Clark from Thompson and Clark is currently engaged in some work for Southern Response, and may have some questions relating to the cameras installed at our sites. It is acceptable to us for you to provide him with answers to any information requests.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz

<image001.jpg>

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Southern Response
Date: Thursday, 27 April 2017 12:40:56 p.m.
Attachments: [image003.png](#)

Will do, this is the process we put in place with ADT in October 2016:

Intruder Alarms

During Business Hours 0700 – 1800

1. Call premises, if no response
2. Call First Security
3. First Security to call emergency contacts
4. If no response, send patrol

Outside Business Hours 1800 – 0700

1. Send Patrol – First Security
2. First Security to call emergency contacts if confirmed event or serious issue.

Please remove all contacts except for:

[REDACTED] – [REDACTED]
Sarah Giles – [REDACTED]
[REDACTED] – [REDACTED] (account administrator)
Cleantastic Cleaning services

From: Sarah Giles
Sent: Thursday, 27 April 2017 11:42 a.m.
To: [REDACTED]
Subject: FW: Southern Response

Hi [REDACTED]

Can you please investigate this with ADT and let me know the outcome?

Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Thursday, 27 April 2017 8:49 a.m.
To: Sarah Giles
Subject: RE: Southern Response

Hi Sarah,

I don't believe we did. The only call I can find relating to this was the cleaner calling us, and First putting the call through to ADT, so I have concluded that ADT passed the K/H details through to the cleaner. We have [REDACTED] as a contact for 10 Show Place, and not 6. He is several people down on our list.

Are you able to confirm with the cleaner which monitoring centre provided [REDACTED] details?

Regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 27 April 2017 8:09 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

Can you please provide an update on why [REDACTED] details were provided to the cleaner? I understand what you are saying about this incident being taken seriously

so I would like to know why personal information was provided to someone that could not be verified.

Thanks
Sarah

From: [REDACTED]
Sent: Wednesday, 26 April 2017 4:20 p.m.
To: [REDACTED]
Cc: Sarah Giles; [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

Many thanks for [REDACTED] in to this.

The cleaners can use the same code as they do for ADT if they set off the alarm:

[REDACTED] for #6
[REDACTED] (Cleantastic)

[REDACTED] for #10
[REDACTED] (Cleantastic)

[REDACTED] – could you pass this on to Cleantastic please?

Regards

[REDACTED]

From: [REDACTED] ([mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Sent: Wednesday, 26 April 2017 10:50 a.m.
To: [REDACTED]
Subject: FW: Southern Response

Hi [REDACTED]

I have looked into your query and this was the outcome. I think we need confirmation of some sort of authority as this was taken as a relatively serious issue to let someone in i.e. cleaner as we do not know who they are.

Is there perhaps a code we could use to verify so that we have authorisation and not have to contact a K/H in future.

Let me know.

Thanks

[REDACTED]

Regards

FIRST Security [REDACTED] Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, 26 April 2017 10:36 AM
To: [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

I have located the call. The operator has put the caller through to ADT. Here is a snippet from the file notes – I suspect operator has interpreted that as "only call K/H for serious issues" and we will generally not just let cleaners into a building on their say so, need some type of authorisation.

Client Details Browser

File Edit View Report Tools Help

View Query View Print Change Add

Key No. [REDACTED] SOUTHERN RESPONSE

Page (F12)

Notes

Job History

Details

Other

Locations

Visit History

Workflow

Service

Contacts

Reset Codes

Alarm Zones

Service Settings

Signals

External IDs

Reports

Devices/Video

General notes

Alert No alert

During Business Hours 0700 - 1800

1.ADT Call premises, if no response

2.ADT Call First Security

3.First Security to call emergency contacts

4.If no response, send patrol

Outside Business Hours 1800 - 0700

1.ADT Send Patrol - First Security

2.First Security to call emergency contacts if confirmed event or serious issue.

-6 SHOW PLACE [REDACTED]

Level 1 [REDACTED] ctor Wells

Level 2 [REDACTED]

Level 3 [REDACTED]

-10 SHOW PLACE [REDACTED]

Level 2 [REDACTED] Sarah Giles [REDACTED]

Regards



Crotty – Logistics Support Centre Manager
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13846,
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Southern Response
Date: Thursday, 27 April 2017 8:48:53 a.m.
Attachments: [image003.png](#)

Hi Sarah,

I don't believe we did. The only call I can find relating to this was the cleaner calling us, and First putting the call through to ADT, so I have concluded that ADT passed the K/H details through to the cleaner. We have [REDACTED] as a contact for 10 Show Place, and not 6. He is several people down on our list.

Are you able to confirm with the cleaner which monitoring centre provided [REDACTED] details?

Regards,

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch

FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.

– Phillipstown – New Zealand

DDI: [REDACTED]

Mobile: [REDACTED]

Fax: [REDACTED]

Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Thursday, 27 April 2017 8:09 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

Can you please provide an update on why [REDACTED] details were provided to the cleaner? I understand what you are saying about this incident being taken seriously so I would like to know why personal information was provided to someone that could not be verified.

Thanks

Sarah

From: [REDACTED]
Sent: Wednesday, 26 April 2017 4:20 p.m.
To: [REDACTED]
Cc: Sarah Giles; [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

Many thanks for [REDACTED] in to this.

The cleaners can use the same code as they do for ADT if they set off the alarm:

[REDACTED] for #6
[REDACTED] (Cleantastic)

[REDACTED] for #10
[REDACTED] (Cleantastic)

[REDACTED] – could you pass this on to Cleantastic please?

Regards

[REDACTED]

From: [REDACTED] [mailto:[\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 26 April 2017 10:50 a.m.
To: [REDACTED]
Subject: FW: Southern Response

Hi [REDACTED]

I have looked into your query and this was the outcome. I think we need confirmation of some sort of authority as this was taken as a relatively serious issue to let someone in i.e. cleaner as we do not know who they are.

Is there perhaps a code we could use to verify so that we have authorisation and not have to contact a K/H in future.

Let me know.

Thanks

█

Regards

FIRST
Security

█ – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: █ Mobile: █ Fax: █ Web: <http://www.firstsecurity.co.nz>

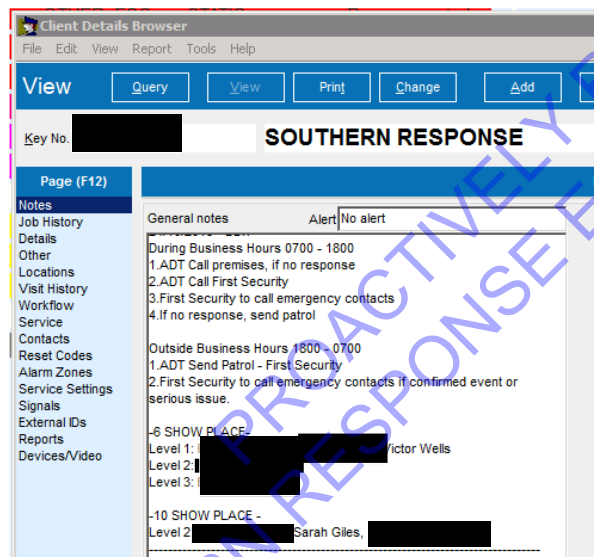
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From: █
Sent: Wednesday, 26 April 2017 10:36 AM
To: █
Subject: RE: Southern Response

Hi █

I have located the call. The operator has put the caller through to ADT. Here is a snippet from the file notes – I suspect operator has interpreted that as “only call K/H for serious issues” and we will generally not just let cleaners into a building on their say so, need some type of authorisation.



Regards

FIRST
Security

█ Crotty – Logistics Support Centre Manager
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – New Zealand
DDI: █ Mobile: █ Fax: █ Web: <http://www.firstsecurity.co.nz>

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: Sarah Giles [REDACTED]
Subject: RE: Southern Response
Date: Thursday, 27 April 2017 8:21:35 a.m.
Attachments: [image004.png](#)

Hi again [REDACTED]

Could you please remove [REDACTED] and [REDACTED] from your emergency contact list.

Many thanks

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 26 April 2017 10:50 a.m.
To: [REDACTED]
Subject: FW: Southern Response

Hi [REDACTED]

I have looked into your query and this was the outcome. I think we need confirmation of some sort of authority as this was taken as a relatively serious issue to let someone in i.e. cleaner as we do not know who they are.

Is there perhaps a code we could use to verify so that we have authorisation and not have to contact a K/H in future.

Let me know.

Thanks

[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, 26 April 2017 10:36 AM
To: [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

I have located the call. The operator has put the caller through to ADT. Here is a snippet from the file notes – I suspect operator has interpreted that as "only call K/H for serious issues" and we will generally not just let cleaners into a building on their say so, need some type of authorisation.

Client Details Browser

File Edit View Report Tools Help

View Query View Print Change Add

Key No. [REDACTED] SOUTHERN RESPONSE

Page (F12)

Notes

Job History

Details

Other

Locations

Visit History

Workflow

Service

Contacts

Reset Codes

Alarm Zones

Service Settings

Signals

External IDs

Reports

Devices/Video

General notes

Alert No alert

During Business Hours 0700 - 1800

1.ADT Call premises, if no response

2.ADT Call First Security

3.First Security to call emergency contacts

4.If no response, send patrol

Outside Business Hours 1800 - 0700

1.ADT Send Patrol - First Security

2.First Security to call emergency contacts if confirmed event or serious issue.

-6 SHOW PLACE - [REDACTED]

Level 1 [REDACTED] ctor Wells

Level 2 [REDACTED]

Level 3 [REDACTED]

-10 SHOW PLACE - [REDACTED]

Level 2 [REDACTED] Sarah Giles [REDACTED]

Regards



[REDACTED] Crotty – Logistics Support Centre Manager
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13846,
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Regards

From: [REDACTED]
To: [REDACTED]
Cc: Sarah Giles [REDACTED]
Subject: RE: Southern Response
Date: Wednesday, 26 April 2017 4:20:06 p.m.
Attachments: image004.png

Hi [REDACTED]

Many thanks for [REDACTED] in to this.

The cleaners can use the same code as they do for ADT if they set off the alarm:

[REDACTED] for #6
[REDACTED] (Cleantastic)

[REDACTED] for #10
[REDACTED] (Cleantastic)

[REDACTED] – could you pass this on to Cleantastic please?

Regards
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@firstsecurity.co.nz]
Sent: Wednesday, 26 April 2017 10:50 a.m.
To: [REDACTED]
Subject: FW: Southern Response

Hi [REDACTED]

I have looked into your query and this was the outcome. I think we need confirmation of some sort of authority as this was taken as a relatively serious issue to let someone in i.e. cleaner as we do not know who they are.

Is there perhaps a code we could use to verify so that we have authorisation and not have to contact a K/H in future.

Let me know.

Thanks
[REDACTED]

Regards

FIRST
Security

[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
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DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Please consider the environment before printing this email.

From: [REDACTED]
Sent: Wednesday, 26 April 2017 10:36 AM
To: [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

I have located the call. The operator has put the caller through to ADT. Here is a snippet from the file notes – I suspect operator has interpreted that as “only call K/H for serious issues” and we will generally not just let cleaners into a building on their say so, need some type of authorisation.

Client Details Browser

File Edit View Report Tools Help

View Query View Print Change Add

Key No. [REDACTED] SOUTHERN RESPONSE

Page (F12)

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Job History

Details

Other

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Visit History

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Contacts

Reset Codes

Alarm Zones

Service Settings

Signals

External IDs

Reports

Devices/Video

General notes

Alert No alert

During Business Hours 0700 - 1800

1.ADT Call premises, if no response

2.ADT Call First Security

3.First Security to call emergency contacts

4.If no response, send patrol

Outside Business Hours 1800 - 0700

1.ADT Send Patrol - First Security

2.First Security to call emergency contacts if confirmed event or serious issue.

-6 SHOW PLACE - [REDACTED]

Level 1 [REDACTED] ctor Wells

Level 2 [REDACTED]

Level 3 [REDACTED]

-10 SHOW PLACE - [REDACTED]

Level 2 [REDACTED] arah Giles [REDACTED]

Regards

FIRST
Security

[REDACTED] - Logistics Support Centre Manager
FIRST Security Guard Services Ltd - 413 St Asaph Street, P O Box 13846,
- Phillipstown - New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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Regards

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Southern Response
Date: Thursday, 27 April 2017 1:08:03 p.m.
Attachments: [image003.png](#)

Yes have done, I found the original email with the emergency contacts on it that I sent to [REDACTED] the then operations manager.

I'll send it to you too shortly

[REDACTED]

From: Sarah Giles
Sent: Thursday, 27 April 2017 1:04 p.m.
To: [REDACTED]
Subject: RE: Southern Response

Can you share this with [REDACTED] please, her comment was that [REDACTED] was well down the contact list which appears to contradict what's here

From: [REDACTED]
Sent: Thursday, 27 April 2017 12:41 p.m.
To: Sarah Giles
Subject: RE: Southern Response

Will do, this is the process we put in place with ADT in October 2016:

Intruder Alarms

During Business Hours 0700 – 1800

1. Call premises, if no response
2. Call First Security
3. First Security to call emergency contacts
4. If no response, send patrol

Outside Business Hours 1800 – 0700

1. Send Patrol – First Security
2. First Security to call emergency contacts if confirmed event or serious issue.

Please remove all contacts except for:

[REDACTED] – [REDACTED]
Sarah Giles – [REDACTED]
[REDACTED] – [REDACTED] (account administrator)
Cleantastic Cleaning services

From: Sarah Giles
Sent: Thursday, 27 April 2017 11:42 a.m.
To: [REDACTED]
Subject: FW: Southern Response

Hi [REDACTED]

Can you please investigate this with ADT and let me know the outcome?

Thanks
Sarah

From: [REDACTED] ([mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Sent: Thursday, 27 April 2017 8:49 a.m.
To: Sarah Giles
Subject: RE: Southern Response

Hi Sarah,

I don't believe we did. The only call I can find relating to this was the cleaner calling us, and First putting the call through to ADT, so I have concluded that ADT passed the K/H details through to the cleaner. We have [REDACTED] as a contact for 10 Show Place, and not 6. He is several people down on our list.

Are you able to confirm with the cleaner which monitoring centre provided [REDACTED] details?

Regards,

[REDACTED]

Regards

FIRST
Security

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FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>



From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 27 April 2017 8:09 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

Can you please provide an update on why [REDACTED] details were provided to the cleaner? I understand what you are saying about this incident being taken seriously so I would like to know why personal information was provided to someone that could not be verified.

Thanks
Sarah

From: [REDACTED]
Sent: Wednesday, 26 April 2017 4:20 p.m.
To: [REDACTED]
Cc: Sarah Giles; [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

Many thanks for [REDACTED] in to this.

The cleaners can use the same code as they do for ADT if they set off the alarm:

[REDACTED] for #6
[REDACTED] (Cleantastic)

[REDACTED] for #10
[REDACTED] (Cleantastic)

[REDACTED] – could you pass this on to Cleantastic please?
Regards
[REDACTED]

From: [REDACTED] [[mailto:\[REDACTED\]@firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz)]
Sent: Wednesday, 26 April 2017 10:50 a.m.
To: [REDACTED]
Subject: FW: Southern Response

Hi [REDACTED]

I have looked into your query and this was the outcome. I think we need confirmation of some sort of authority as this was taken as a relatively serious issue to let someone in i.e. cleaner as we do not know who they are.

Is there perhaps a code we could use to verify so that we have authorisation and not have to contact a K/H in future.

Let me know.

Thanks
[REDACTED]

Regards



[REDACTED] – Manager - Christchurch
FIRST Security Guard Services Ltd – 413 St Asaph Street, P.O. Box: 13346.
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>



From: [REDACTED]
Sent: Wednesday, 26 April 2017 10:36 AM

To: [REDACTED]
Subject: RE: Southern Response

Hi [REDACTED]

I have located the call. The operator has put the caller through to ADT. Here is a snippet from the file notes – I suspect operator has interpreted that as “only call K/H for serious issues” and we will generally not just let cleaners into a building on their say so, need some type of authorisation.

The screenshot shows a software window titled 'Client Details Browser'. It has a menu bar with 'File', 'Edit', 'View', 'Report', 'Tools', and 'Help'. Below the menu is a toolbar with buttons for 'View', 'Query', 'View', 'Print', 'Change', and 'Add'. The main area displays 'Key No. [REDACTED]' and 'SOUTHERN RESPONSE'. On the left is a sidebar with a tree view containing categories like 'Notes', 'Job History', 'Details', 'Other', 'Locations', 'Visit History', 'Workflow', 'Service', 'Contacts', 'Reset Codes', 'Alarm Zones', 'Service Settings', 'Signals', 'External IDs', 'Reports', and 'Devices/Video'. The 'Notes' section is expanded, showing a table with columns 'General notes' and 'Alert'. The 'Alert' column has a dropdown menu currently set to 'No alert'. The 'General notes' column contains the following text: 'During Business Hours 0700 - 1800', '1.ADT Call premises, if no response', '2.ADT Call First Security', '3.First Security to call emergency contacts', '4.If no response, send patrol', 'Outside Business Hours 1800 - 0700', '1.ADT Send Patrol - First Security', '2.First Security to call emergency contacts if confirmed event or serious issue.', '-6 SHOW PLACE -', 'Level 1 [REDACTED] ctor Wells', 'Level 2 [REDACTED]', 'Level 3 [REDACTED]', '-10 SHOW PLACE -', 'Level 2 [REDACTED] arah Giles [REDACTED]'.

Regards

**FIRST
Security**

[REDACTED] – Logistics Support Centre Manager
FIRST Security Guard Services Ltd – 413 St Asaph Street, P O Box 13346,
– Phillipstown – New Zealand
DDI: [REDACTED] Mobile: [REDACTED] Fax: [REDACTED] Web: <http://www.firstsecurity.co.nz>

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and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Spotting Risk Behaviour.pptx
Date: Thursday, 30 April 2015 9:35:52 a.m.

Hi Sarah, I have also spotted a reference to *Arrow SRES Project Complaint Handling Guidelines*. This was in Arrow's Incident Management Policy.

I imagine you have Personal Security content in customer management processes? I have not looked into that area. Also the Southern Response Emergency Procedures have Personal Security-related procedures.

Anna

From: [REDACTED]
Sent: Wednesday, 29 April 2015 3:31 p.m.
To: [REDACTED] Sarah Giles
Subject: FW: Spotting Risk Behaviour.pptx

FYI Powerpoint presentation [REDACTED] prepared based on my draft content.

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 September 2014 3:23 p.m.
To: [REDACTED]
Subject: Spotting Risk Behaviour.pptx

Here we go, notes attached

[REDACTED]
Support Services
Change Co-ordinator
Southern Response

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

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Visit www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: SR assessment
Date: Friday, 18 March 2016 12:17:55 p.m.

Hi Sarah,

Nice to hear from you.

The week of Tuesday the 29th (After Easter) is free, I can pencil that in.

Would you like me to put a proposal together covering the following:

1. Update the overall threat assessment [REDACTED] at external factors
2. Security risk assessment (audit) comparing to previous Security review and GAP analysis.
3. Residential Security Reviews for personnel that haven't had one already.
4. Security risk assessment (audit) comparing existing residential security reviews for those that have already had one done on their home.

We can make a start on point 1 above as most of this information is available externally.

If you could tell me who you had in mind for reviews on their homes I can let you know which ones would be a fresh start or an audit on previously done reviews, this would help me understand the time commitment to outline in the proposal.

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Friday, 18 March 2016 12:04 p.m.
To: Gavin Clark
Subject: SR assessment

Hi Gavin

Are we able to arrange another assessment of the environment and specifically the SR situation? We want to look at our company buildings as well as Christchurch based directors homes and some of our senior staff homes.

What we are wanting to assess are:

1. where we stand
2. what are our key risks
3. our gaps and recommendations to remedy

When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks
Sarah

Sarah Giles

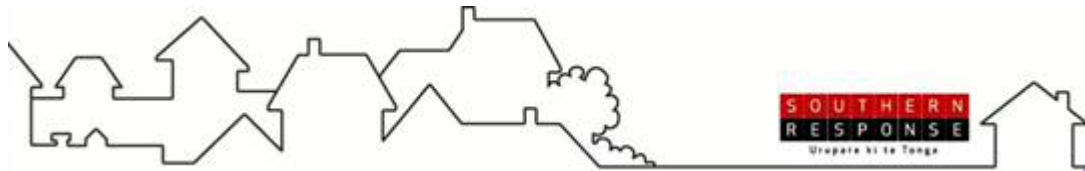
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: [Sarah Giles](#)
To: [Gavin Clark](#)
Subject: RE: SR assessment
Date: Friday, 18 March 2016 3:58:00 p.m.

Thursday would be ideal for me Gavin. Talk then

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Friday, 18 March 2016 3:53 p.m.
To: Sarah Giles
Subject: RE: SR assessment

Thanks Sarah Wednesday or Thursday next week would be best I'll touch base then

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Friday, 18 March 2016 3:50 p.m.
To: Gavin Clark
Subject: RE: SR assessment

Hi Gavin

Thank you for your prompt response, Tuesday the 29th sounds good to me.

If possible I would like to talk to you about the staff assessments but some of the ones in mind are:

1. [REDACTED]
2. [REDACTED]
3. [REDACTED]
4. [REDACTED]
5. [REDACTED]
6. [REDACTED]

I am at an offsite meeting next Monday but perhaps if we could catch up later in the week?

Let me know when suits

Sarah

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Friday, 18 March 2016 12:18 p.m.
To: Sarah Giles
Subject: RE: SR assessment

Hi Sarah,

Nice to hear from you.

The week of Tuesday the 29th (After Easter) is free, I can pencil that in.

Would you like me to put a proposal together covering the following:

1. Update the overall threat assessment [REDACTED] at external factors
2. Security risk assessment (audit) comparing to previous Security review and GAP analysis.
3. Residential Security Reviews for personnel that haven't had one already.
4. Security risk assessment (audit) comparing existing residential security reviews for those that have already had one done on their home.

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If you could tell me who you had in mind for reviews on their homes I can let you know which ones would be a fresh start or an audit on previously done reviews, this would help me understand the time commitment to outline in the proposal.

Take care warm regards Gavin Clark

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Sent: Friday, 18 March 2016 12:04 p.m.

To: Gavin Clark

Subject: SR assessment

Hi Gavin

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When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

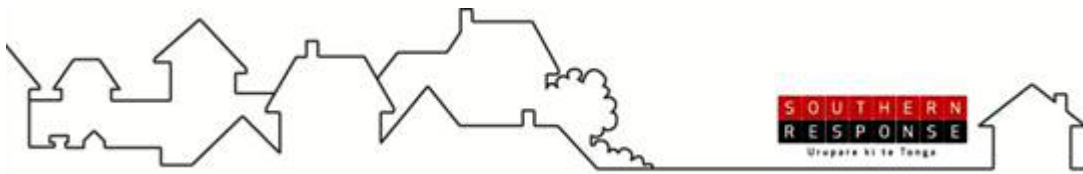
Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RE: Staff security
Date: Thursday, 16 July 2015 8:45:26 a.m.

Hi all

This is why this did not proceed last time as people were not keen on doing a checklist/call/text.

[REDACTED]

From: [REDACTED]
Sent: Thursday, 16 July 2015 8:32 a.m.
To: [REDACTED]
Cc: Sarah Giles; [REDACTED]
Subject: FW: Staff security

Thanks for the email, I will discuss this further with Sarah, as it was a request from Peter down.

Sarah, thoughts please.

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
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Mobile: [REDACTED]
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From: [REDACTED]
Sent: Wednesday, 15 July 2015 4:31 p.m.
To: [REDACTED]
Subject: Staff security

Hi

[REDACTED] has expressed concern over completing the security form for his staff as they go to many visits and it will also require someone to monitor form completions and if staff do not call in some action will be required.

He is [REDACTED] us can he complete the forms only for those customers identified as being a threat or new customers that they do not know (meaning they have not made contact with customer so do not know if they are a risk) as in most cases they know and have a relationship with the existing customers.

Passing on his request and thoughts.

[REDACTED]
Operational Manager
Southern Response

DDI: ([REDACTED])
Ext: [REDACTED]
P O Box 9052
Christchurch

[REDACTED] southernresponse.co.nz

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: Staff Site Assessments
Date: Wednesday, 27 April 2016 11:08:20 a.m.

Sorry Sarah I'm almost complete but won't have then finalised until the end of this week.
Could be by the end of business tomorrow.

Apologies

Sent from my [REDACTED]

----- Sarah Giles wrote -----

Hi Gavin

I have scheduled a meeting today to review the progress on your recommendations with the team. Are you able to provide an update on when you expect to get the staff site security assessments through?

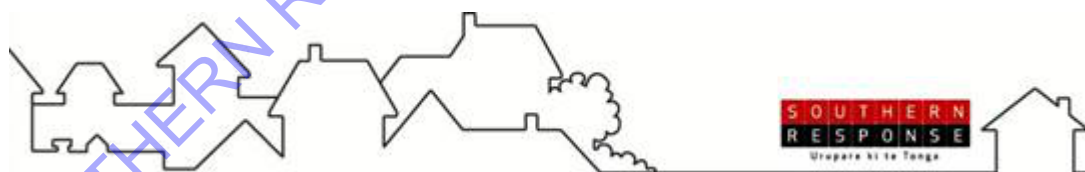
Regards

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Swipe Card audit
Date: Monday, 27 July 2015 9:12:06 a.m.

Done - thanks

From: Sarah Giles
Sent: Monday, 27 July 2015 9:03 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Swipe Card audit

[REDACTED]
I suspect when Gavin asked about an audit he was meaning a full review. Can you please let him know what [REDACTED] has done so at least this can be reflected in his report.

Thanks
Sarah

From: [REDACTED]
Sent: Monday, 27 July 2015 9:01 a.m.
To: Sarah Giles; [REDACTED]
Subject: RE: Swipe Card audit

Hi there

Yes when I first took over I identified card holders against all cards, this was done again after #10 also.

From: Sarah Giles
Sent: Monday, 27 July 2015 8:56 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Swipe Card audit

Hi [REDACTED]

Just to clarify on the overhaul you did, it was to make sure old cards were cancelled? It wasn't a full audit of who had what was it?

Thanks
Sarah

From: [REDACTED]
Sent: Monday, 27 July 2015 8:55 a.m.
To: [REDACTED] Sarah Giles
Subject: RE: Swipe Card audit

Hi [REDACTED]

I did a complete overhaul of the swipe cards when I took over from [REDACTED] a couple of years ago, made sure all unidentified swipe cards were deactivated etc, it was done again after we took

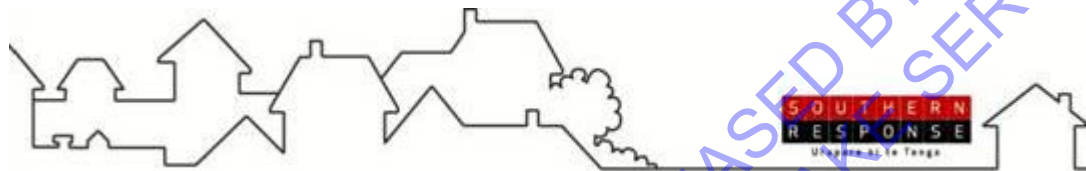
over #10.

We have never monitored the system as far as unusual activity/employees coming in at random times.

■

■
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: (■)
Ext: ■
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: ■
Sent: Thursday, 23 July 2015 4:39 p.m.
To: Sarah Giles
Cc: ■
Subject: RE: Swipe Card audit

Ok cheers.

From: Sarah Giles
Sent: Thursday, 23 July 2015 4:36 p.m.
To: ■
Cc: ■
Subject: RE: Swipe Card audit

Never done as far as I know

From: ■
Sent: Thursday, 23 July 2015 4:35 p.m.
To: Sarah Giles
Cc: ■
Subject: Swipe Card audit

Hi Sarah,

Just [REDACTED] with Gavin - Security audit - around swipe cards and if we have ever done an audit, or if we ever have monitored the swipe card system to see if there is any unusual activity/employees coming in at random times and the like.

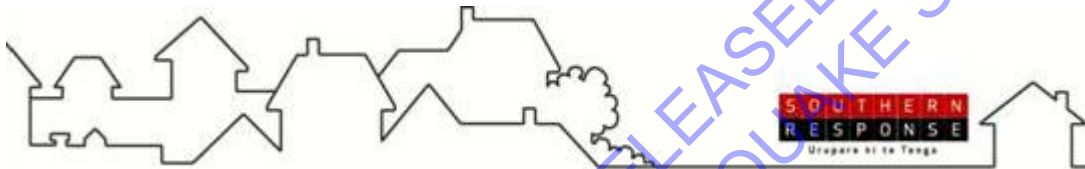
Do you know if this has ever been carried out? Or if we have a process in place to monitor this?

Cheers,

[REDACTED]

[REDACTED]
HR Administrator
Southern Response Earthquake Services Ltd

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From: [Peter Rose](#)
To: [Sarah Giles](#); [Anthony Honeybone](#)
Subject: RE: T&C feedback
Date: Tuesday, 14 June 2016 2:18:43 p.m.

I am Sarah

From: Sarah Giles
Sent: Tuesday, 14 June 2016 12:19 p.m.
To: Peter Rose; Anthony Honeybone
Subject: T&C feedback

Hi Gents

Unfortunately Gavin from Thompson and Clark is on leave so I was not able to speak to him to get advice on the security review recommendations however I was able to speak to Nick. Nick advised that in his experience it is Directors or Senior Managers that become the key focal points with activists. An example he gave was Mighty River Power, during the sale Maori activists targeted the Maori Board members at their homes. His view is that staff are seen as 'doing their jobs' however Directors are viewed as 'influencers' and 'decision makers'. The Directors also often have their personal information published which can make them easier targets.

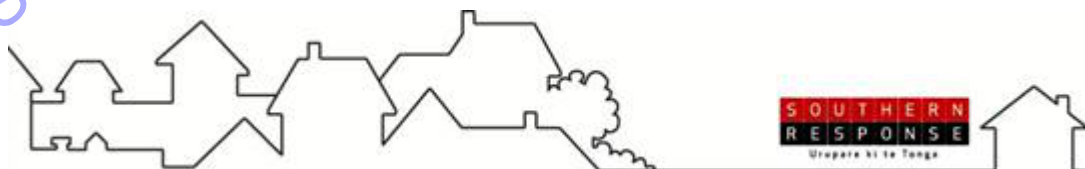
He could only recall one occasion where cost had been covered by the company to install an alarm for a Director and the ongoing monitoring cost was covered by the individual. His recommendation was that we should review the reports with the staff that have had reviews completed and reassess if our overall threat level increases.

I agree with his recommendation, at this stage share the results with the staff and up to them whether they implement. I think we prepare some information for staff to improve security and rollout per normal process. If you are both happy with that I will update the H&S Board Committee paper.

Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

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Christchurch
www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED] [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Tailgate
Date: Monday, 13 November 2017 9:19:26 a.m.

Good morning Sarah and [REDACTED]

I will be [REDACTED] with [REDACTED] today (Operations Manager) regarding the incident with [REDACTED] on Friday.

This should not have happened, he has been trained, and has access to the standard operating procedures which clearly state that a customer must have an appointment, if unsure to contact reception.

I will update you once I have contacted [REDACTED]

Thanks

[REDACTED]

From: [REDACTED]
Sent: Friday, 10 November 2017 4:37 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: Tailgate

Sarah,

I have found the camera footage that shows some of the tailgate incident from earlier today.

Background:

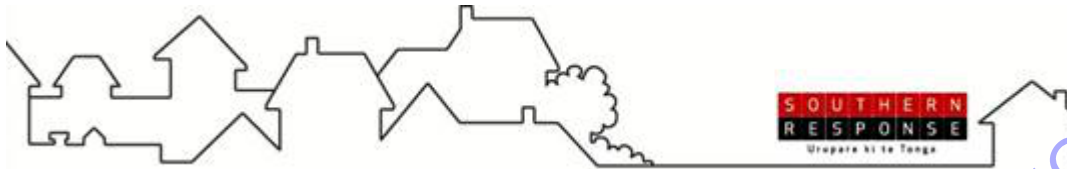
- [REDACTED] has confirmed the customer as [REDACTED] of [REDACTED] Street
- The sign-in book entry shows a visit from 11:45am until 12:05pm
- [REDACTED] and [REDACTED] told me the customer was at [REDACTED] desk at approximately 11:50am
- [REDACTED] and [REDACTED] told me that [REDACTED] let the customer in
- [REDACTED] and others have said (second hand) that the customer did not want to take a visitor lanyard from the guard

Camera(s):

- 11:53:32 - Foyer – customer signed in with guard. Did not take a visitor lanyard. The guard may have offered but this is unclear.
- 11:54:10 – Foyer – customer walks up stairs
- 11:54:30 – L2 – customer pauses on level 2 and looks around before continuing to L3
- 11:54:50 – L3 – customer walks to door and is let in. Unable to see the door itself from the camera.
- 12:06:42 – L3 – customer exits L3 and walks down stairs
- 12:07:49 – Foyer – customer signs out. Customer was [REDACTED] to guard, possibly about floor numbering scheme, as he (guard) went to lift and pointed at it. Customer left the building.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Cc: [REDACTED] [t60.co.nz](#)
Subject: RE: TC3 group
Date: Friday, 1 April 2016 10:19:31 a.m.

Hi Sarah,

Yes I discussed the TC3 group and was going to do some background on this as part of the threat assessment.

In regard to [REDACTED] [REDACTED] and [REDACTED] I'm not familiar with them or their roles. Can you give me some background on them and any reason as to why they would make this list. I know about [REDACTED]

My recommendation would be for me to schedule a time to review both their property's as well, just in case things escalate and they receive some specific threats.

We could schedule a time next week, Thursday is good for me.

In terms of this list being published there isn't much that we can do to stop it, freedom of speech. All we can do is mitigate the risk and ensure that the staff members are listened to and feel safe.

Kind Regards Gavin

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Friday, 1 April 2016 9:26 a.m.
To: Gavin Clark
Subject: Fwd: TC3 group

Hi Gavin

Anna said that her and [REDACTED] spoke to you about this however please see details below. Is there anything we can do about this? I know it is not a physical security issue but from a staff wellbeing perspective anything we can do would be good to know

Thanks
Sarah

Sent from my iPad

Begin forwarded message:

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Date: 31 March 2016 at 3:29:29 PM NZDT
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Subject: FW: TC3 group

From: [REDACTED]
Sent: Thursday, 31 March 2016 12:50 p.m.
To: Linda Falwasser
Subject: TC3 group

Hi Linda,

As I've just been advised there was a bit of a new development on the TC3 page last night.

They have compiled a name and shame board and three of our current staff members were named on it.

[REDACTED] [REDACTED] and [REDACTED] are the most recent. 3rd is [REDACTED]

Starting to turn into a bit of a witch hunt if you ask me. Most of the comments were not nice as I am told, but at least two were in [REDACTED] favour.

[REDACTED]

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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Thompson and Clark security review
Date: Monday, 21 September 2015 4:46:41 p.m.

Hi Sarah,

I guess it depends on what the definition for a 'Security Incident' is?

We report on aggressive/unacceptable behaviour but I suspect that some security incidents dont involve this, for example, the customer turning up at 10 Show Place with the package for claims staff?

[REDACTED]
Legal Risk Manager

From: Sarah Giles
Sent: Monday, 21 September 2015 2:06 p.m.
To: [REDACTED]
Subject: Thompson and Clark security review

Hi [REDACTED]

The item below came out of the recommendations from T&C's security review.

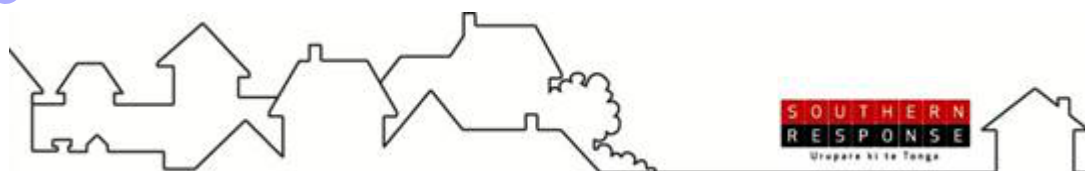
Are you able to give me a summary of the H&S reporting and whether security incidents are covered please?

20	Security Incidents should be documented in the current HSE system so that they can be tracked and appropriate response measures can be initiated.
----	---

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: Sarah Giles
Subject: RE: Threat assessment and security review gap analysis
Date: Friday, 29 April 2016 10:49:28 a.m.

Sarah,

Here are my intended actions and timings for the security gaps.

	T&C Security Recommendations	Owner	Action	Date	Status
3	Establish a quarterly audit to ensure that all access cards issued are current and review accuracy of correct access for personnel.	[REDACTED]	a. Set up procedure for monthly data extraction b. Review data with [REDACTED] c. Initiate quarterly audit with Graeme N	30-Jun	In progress
4	Using an exception rule maintain an audit on personnel accessing the building after normal business hours in particular any staff that will be leaving the business.	[REDACTED]	a. As action 3 above. b. Filter logs (7pm-6am, weekends) and review c. Consider off-boarding checks with HR	30-Jun	In progress
6	The replacement of old analogue cameras with new digital cameras can be improved over time as budget allows.	[REDACTED]	a. Review and replace if budget available (est \$700 per camera - 6 remaining, but 2-3 are higher priority)	31-Jul	Open
12	Consider the introduction of FLIC buttons for at risk personnel as a safety device when in the field and have these monitored.	[REDACTED]	a. Investigate FLIC personal bluetooth button b. Investigate GetHomeSafe application c. Arrange a demo for interested parties if viable.	30-Jun	In progress

[3,4] I've already run a test extract for the access card review. The application reporting can't easily filter on weekends or after-hours access, but we can extract to Excel and filter from there. It's a bit convoluted, but quite feasible.

[6] Are you okay if I just go ahead with replacing most or all of the remaining analogue cameras to close this action out, or should we give it more thought?

[12] I looked briefly at FLIC buttons and downloaded the app to test. These could be useful in that they can signal a phone to carry out pre-defined actions such as a text message in the event of danger. They are about US\$40 each to purchase individually. The GetHomeSafe app is quite handy for signalling danger or automatically alerting someone back here if a staff member is not back within a prescribed time. Both systems have their uses, and it would be interesting to get feedback from the business.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Mob: [REDACTED]

From: Sarah Giles
Sent: Thursday, 14 April 2016 5:12 p.m.
To: Linda Falwasser; Anthony Honeybone; [REDACTED]
Subject: FW: Threat assessment and security review gap analysis

Hello

Please find attached the Thompson and Clark latest reports. You will be pleased to note that our overall site threat rating has reduced from 4.8 to 4

I have summarised the actions below and added owners to each of the items. [REDACTED] is now on leave through to the 26th April. I will organise a meeting for all listed below to assess the progress of the recommendations.

If you have any questions please do not hesitate to let me know.

[REDACTED] Anthony – maybe we could table this at the next H&S Board Committee?

	T&C Security Recommendations	Owner
1	We recommend that T&C be included in the security incident monthly reports as a single point of truth so that a current assessment of risk can continually be monitored.	[REDACTED]
2	Develop and fully document a baseline security performance criteria to ensure all staff and 3rd Party organisations use company security policy and procedures.	[REDACTED]
3	Establish a quarterly audit to ensure that all access cards issued are current and review accuracy of correct access for personnel.	[REDACTED]
4	Using an exception rule maintain an audit on personnel accessing the building after normal business hours in particular any staff that will be leaving the business.	[REDACTED]
	During periods of heightened security levels consider not using the rear doors to	

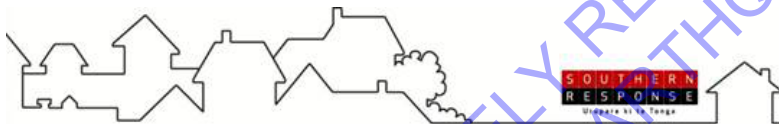
5	the office premises as access points ensuring that all access to the building is via the main entrance.	
6	The replacement of old analogue cameras with new digital cameras can be improved over time as budget allows.	
7	Consider having external carpark cameras professionally monitored after hours by www.cyclopsmonitoring.com as part of the overall security system to preventing unlawful activity on the SRES site.	Sarah
8	Recommend that the conversation to enhance lighting at the rear carpark is continued with the landlord to enable better lighting for staff welfare and to promote a feeling of a safe environment.	Sarah
9	Manage exiting staff leading up to and during their departure to ensure that they continue to comply with security procedures.	and
10	Reinforce document destruction policy to all personnel.	
11	Develop and circulate a policy around the use of social media discouraging personnel from engaging in forums which may put the company at risk of having its reputation tarnished.	Linda F
12	Consider the introduction of FLIC buttons for at risk personnel as a safety device when in the field and have these monitored.	
13	Review current platforms with a view to ensuring that threats are captured and mitigated accordingly.	
14	Consider financially assisting at risk personnel to implement the bear minimum (MUST have) security requirements.	Sarah

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

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Ext:
Mobile:
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Tuesday, 12 April 2016 6:24 p.m.
To: Sarah Giles
Cc: 160.co.nz
Subject: Threat assessment and security review gap analysis

Dear Sarah,

Please find attached the two reports for your review and consideration.

I still have yet to complete the individual residential security reviews for personnel but will endeavour to have these with you as soon as possible.

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
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/ WEBSITE
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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Threat assessment and security review gap analysis
Date: Wednesday, 11 May 2016 4:26:32 p.m.

Hi Sarah,

Are we able to share this with [REDACTED] [REDACTED]

Regards

[REDACTED]
Health and Safety Manager

From: Sarah Giles
Sent: Thursday, 14 April 2016 5:12 p.m.
To: Linda Falwasser; Anthony Honeybone; [REDACTED] [REDACTED]
Subject: FW: Threat assessment and security review gap analysis

Hello

Please find attached the Thompson and Clark latest reports. You will be pleased to note that our overall site threat rating has reduced from 4.8 to 4

I have summarised the actions below and added owners to each of the items. [REDACTED] is now on leave through to the 26th April. I will organise a meeting for all listed below to assess the progress of the recommendations.

If you have any questions please do not hesitate to let me know.

[REDACTED] Anthony – maybe we could table this at the next H&S Board Committee?

	T&C Security Recommendations	Owner
1	We recommend that T&C be included in the security incident monthly reports as a single point of truth so that a current assessment of risk can continually be monitored.	[REDACTED]
2	Develop and fully document a baseline security performance criteria to ensure all staff and 3rd Party organisations use company security policy and procedures.	[REDACTED]
3	Establish a quarterly audit to ensure that all access cards issued are current and review accuracy of correct access for personnel.	[REDACTED]
4	Using an exception rule maintain an audit on personnel accessing the building after normal business hours in particular any staff that will be leaving the business.	[REDACTED]
5	During periods of heightened security levels consider not using the rear doors to the office premises as access points ensuring that all access to the building is via the main entrance.	[REDACTED]
6	The replacement of old analogue cameras with new digital cameras can be improved over time as budget allows.	[REDACTED]
7	Consider having external carpark cameras professionally monitored after hours by www.cyclopsmonitoring.com as part of the overall security system to preventing unlawful activity on the SRES site.	Sarah
	Recommend that the conversation to enhance lighting at the rear carpark is continued with the landlord to enable better lighting for staff welfare and to	

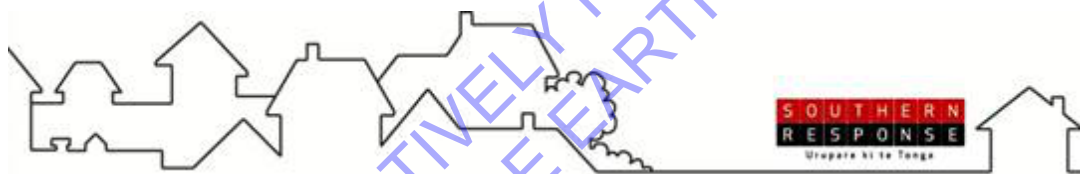
8	promote a feeling of a safe environment.	Sarah
9	Manage exiting staff leading up to and during their departure to ensure that they continue to comply with security procedures.	[REDACTED] and
10	Reinforce document destruction policy to all personnel.	[REDACTED]
11	Develop and circulate a policy around the use of social media discouraging personnel from engaging in forums which may put the company at risk of having its reputation tarnished.	Linda F
12	Consider the introduction of FLIC buttons for at risk personnel as a safety device when in the field and have these monitored.	[REDACTED]
13	Review current platforms with a view to ensuring that threats are captured and mitigated accordingly.	[REDACTED]
14	Consider financially assisting at risk personnel to implement the bear minimum (MUST have) security requirements.	Sarah

Sarah

Sarah Giles

General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
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Christchurch
www.southernresponse.co.nz



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From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Tuesday, 12 April 2016 6:24 p.m.
To: Sarah Giles
Cc: [REDACTED] t60.co.nz
Subject: Threat assessment and security review gap analysis

Dear Sarah,

Please find attached the two reports for your review and consideration.

I still have yet to complete the individual residential security reviews for personnel but will endeavour to have these with you as soon as possible.

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
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PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

THOMPSON+CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Re: Threat to our staff member
Date: Tuesday, 21 April 2015 8:28:31 p.m.

Hi Sarah

This customers actions are concerning. Best thing to do is call the non emergency number as soon as possible and report the incident then we can look into it further.

Non emergency number is 03 3637400.

[REDACTED]
Constable [REDACTED]
Papanui

On 21/04/2015, at 16:02, "Sarah Giles" <Sarah.Giles@southernresponse.co.nz> wrote:

Hi [REDACTED]

Sorry to contact you out of the blue however I was hoping you could direct me as to what to do. You were extremely helpful with our last customer issue. Southern Response has had another customer threaten one of our staff can you please tell me who we go to about these [REDACTED]

The Customer a couple of weeks ago whilst [REDACTED] to the staff member used her full name (including middle name) and when questioned he said he knew a lot more about her. The staff member was concerned however did not feel overly concerned. Since then the Customer has gone into an AMI office and spoken to the Manager of the branch and indicated that he knew our staff members – name, address, children and parents details. He indicated that he was not happy with his claim settlement and had every intention of [REDACTED] this personal.

Any assistance on this would be appreciated.

Thank you

Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz

<image002.jpg>

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED]
Subject: Re: Training
Date: Thursday, 6 August 2015 8:11:13 a.m.

No

Sent from my Samsung device

----- Original message -----

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Date: 06/08/2015 8:09 am (GMT+12:00)
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>, Sarah Giles
<Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Subject: RE: Training

Hi ladies

Last night I thought about this training, and I am assuming that we will not be going ahead with the checklist of any sort for our security.

Please confirm, first training is today at 9.30am.

Cheers

[REDACTED]

[REDACTED]

Learning and Development Manager

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

Mobile: ([REDACTED])

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: [REDACTED]
Sent: Wednesday, 5 August 2015 3:29 p.m.
To: [REDACTED]
Subject: Training

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

cid:image001.jpg@01D0A9C2.E1DDBF60

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Trespass advice
Date: Monday, 27 July 2015 11:48:32 a.m.

I can confirm that we have no conflict in acting. [REDACTED] is assisting me with this advice, and will give you a call to go over a couple of questions we have.

[REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 11:39 a.m.
To: [REDACTED] DYF
Subject: RE: Trespass advice

Thanks [REDACTED] I appreciate your help with this

From: [REDACTED] [[mailto:\[REDACTED\]@bellgully.com](mailto:[REDACTED]@bellgully.com)]
Sent: Monday, 27 July 2015 9:56 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Thanks. I will check conflicts now. I don't expect there to be a problem with conflicts. We will aim to get you something today.

Regards, [REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 9:54 a.m.
To: [REDACTED] DYF
Subject: RE: Trespass advice

In complete confidence, [REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED] [[mailto:\[REDACTED\]@bellgully.com](mailto:[REDACTED]@bellgully.com)]
Sent: Monday, 27 July 2015 9:50 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Thanks. Understood. [REDACTED]
[REDACTED]

Thanks, [REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 9:46 a.m.
To: [REDACTED] DYF
Subject: RE: Trespass advice

Hi [REDACTED]
[REDACTED]
[REDACTED]. Is this possible?

[REDACTED]
[REDACTED]
[REDACTED]
Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@bellgully.com](mailto:[REDACTED]@bellgully.com)]
Sent: Monday, 27 July 2015 9:39 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Hi Sarah,

Yes we're happy to provide advice on this, subject to conflicts. Can you please give me the names of the customers, and I will check conflicts immediately.

Regards, [REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 9:02 a.m.
To: [REDACTED] DYP
Subject: Trespass advice

Hi [REDACTED]

As you are no doubt aware [REDACTED]
[REDACTED]
[REDACTED]

Are you or someone else in your firm able to provide some advice on trespass?

Specifically advice on:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

If you would like to discuss further please do not hesitate to contact me.

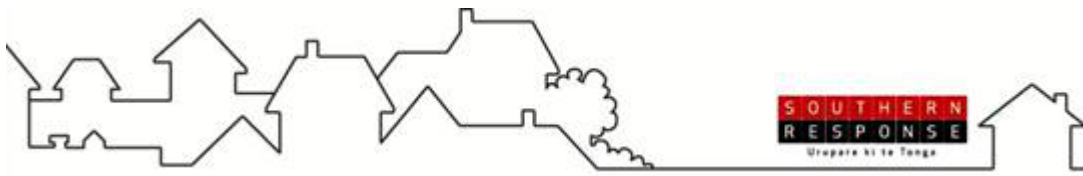
Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Trespass advice
Date: Monday, 27 July 2015 9:56:02 a.m.

Thanks. I will check conflicts now. I don't expect there to be a problem with conflicts. We will aim to get you something today.

Regards, [REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 9:54 a.m.
To: [REDACTED] DYF
Subject: RE: Trespass advice

[REDACTED]
[REDACTED]
[REDACTED]

From: [REDACTED] [[mailto:\[REDACTED\]@bellgully.com](mailto:[REDACTED]@bellgully.com)]
Sent: Monday, 27 July 2015 9:50 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Thanks. Understood. [REDACTED]
[REDACTED]

Thanks, [REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 9:46 a.m.
To: [REDACTED] DYF
Subject: RE: Trespass advice

Hi [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thanks
Sarah

From: [REDACTED] [[mailto:\[REDACTED\]@bellgully.com](mailto:[REDACTED]@bellgully.com)]
Sent: Monday, 27 July 2015 9:39 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Hi Sarah,

Yes we're happy to provide advice on this, subject to conflicts. Can you please give me the names of the customers, and I will check conflicts immediately.

Regards, [REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 9:02 a.m.
To: [REDACTED] DYF
Subject: Trespass advice

Hi [REDACTED]

As you are no doubt aware [REDACTED]
[REDACTED]
[REDACTED]

Are you or someone else in your firm able to provide some advice on trespass?

Specifically advice on:

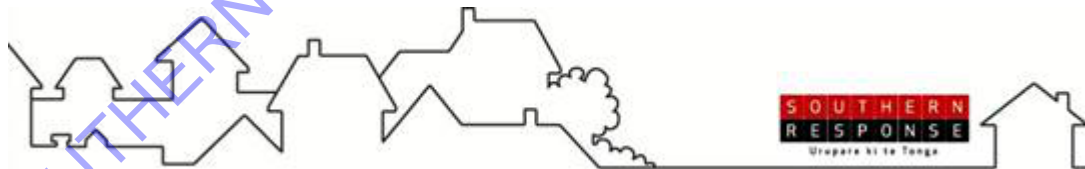
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

If you would like to discuss further please do not hesitate to contact me.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: RE: Trespass advice
Date: Monday, 27 July 2015 4:42:30 p.m.
Attachments: [2015-07-27 Trespass Advice.pdf](#)
[Trespass Notice.pdf](#)

Sarah,

I **attach** our advice on trespass. We have left the advice in draft to incorporate any comments you may have.

Please let me know if you have any comments or further questions you would like to discuss.

Kind regards,

[REDACTED] Solicitor

BELL GULLY

DDI [REDACTED]
Vero Centre, 48 Shortland Street, Auckland, New Zealand

From: [REDACTED] DYF
Sent: Monday, 27 July 2015 11:49 a.m.
To: 'Sarah Giles'
Cc: Lui, Himmy HXL
Subject: RE: Trespass advice

I can confirm that we have no conflict in acting. [REDACTED] is assisting me with this advice, and will give you a call to go over a couple of questions we have.

[REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 11:39 a.m.
To: [REDACTED] DYF
Subject: RE: Trespass advice

Thanks [REDACTED] I appreciate your help with this

From: [REDACTED] [[mailto:\[REDACTED\]@bellgully.com](mailto:[REDACTED]@bellgully.com)]
Sent: Monday, 27 July 2015 9:56 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Thanks. I will check conflicts now. I don't expect there to be a problem with conflicts. We will aim to get you something today.

Regards, [REDACTED]

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 27 July 2015 9:54 a.m.
To: [REDACTED] DYF
Subject: RE: Trespass advice

[REDACTED] [REDACTED] [REDACTED] [REDACTED]

[REDACTED]
[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@bellgully.com]
Sent: Monday, 27 July 2015 9:50 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Thanks. Understood. [REDACTED]
[REDACTED]

Thanks, [REDACTED]

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 27 July 2015 9:46 a.m.
To: [REDACTED] DYP
Subject: RE: Trespass advice

Hi [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Thanks
Sarah

From: [REDACTED] [mailto:[REDACTED]@bellgully.com]
Sent: Monday, 27 July 2015 9:39 a.m.
To: Sarah Giles
Subject: RE: Trespass advice

Hi Sarah,

Yes we're happy to provide advice on this, subject to conflicts. Can you please give me the names of the customers, and I will check conflicts immediately.

Regards, [REDACTED]

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 27 July 2015 9:02 a.m.
To: [REDACTED] DYP
Subject: Trespass advice

Hi [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

As you are no doubt aware [REDACTED]
[REDACTED]
[REDACTED]

Are you or someone else in your firm able to provide some advice on trespass?

Specifically advice on:

[REDACTED]

If you would like to discuss further please do not hesitate to contact me.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Trespass notice instructions for staff
Date: Thursday, 30 July 2015 2:36:18 p.m.

Hi Sarah,

All good by me.

[REDACTED]

-----Original Message-----

From: Sarah Giles

Sent: Thursday, 30 July 2015 2:17 p.m.

To: Peter Rose; Tony Feaver; Casey Hurren; [REDACTED] Anthony Honeybone; Linda Falwasser; [REDACTED]

[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Subject: Trespass notice instructions for staff

Hello All

As part of the security review trespass guidelines have been drafted, with input from Bell Gully. You have all been authorised to issue a trespass notice should the need arise. First Security has also been formally authorised to issue trespass in the instance of a customer posing a threat to staff safety.

Can you please review the attached and if you have any questions please let me know. I would like to get this out to staff tomorrow if possible.

Thanks
Sarah

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telephone (call us collect) and delete this email. Thank you.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED] t60.co.nz; [Gavin Clark](#)
Subject: RE: Unidentified customers on security list (folder=)
Date: Monday, 21 September 2015 4:34:54 p.m.
Attachments: [Security Risk photos.pdf](#)

Good afternoon Sarah,

Please see attached open source photos as requested.

Where I am not able to confirm the image is a likeness of the subject I have indicated as such, but it is likely from enquiries made.

The only one I'm not sure of is [REDACTED] as the image looks too old and may be a relative?

Regards, [REDACTED]

From: Gavin Clark
Sent: Monday, September 21, 2015 3:16 PM
To: Sarah Giles
Cc: [REDACTED] t60.co.nz
Subject: RE: Unidentified customers on security list

Hi Sarah,

I've cced this into [REDACTED] from our office who may be able to assist.

Kind Regards

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Monday, 21 September 2015 1:45 p.m.
To: Gavin Clark
Subject: FW: Unidentified customers on security list

Hi Gavin

In addition to my previous email, are you able to help with recommendation 14? Below are a list of customers that are in the security guards book to be aware of but we are unable to locate photos. Are you able to assist with getting photos of these people or can you direct me to someone that may be able to help please?

Thanks
Sarah

From: [REDACTED]
Sent: Friday, 18 September 2015 3:53 p.m.
To: Sarah Giles
Subject: Unidentified customers on security list

Hi Sarah

Hi Sarah

These are the customers I am unable to find a photo of.

Name	DOB	Address	Phone Number
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	Ph H [REDACTED] Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

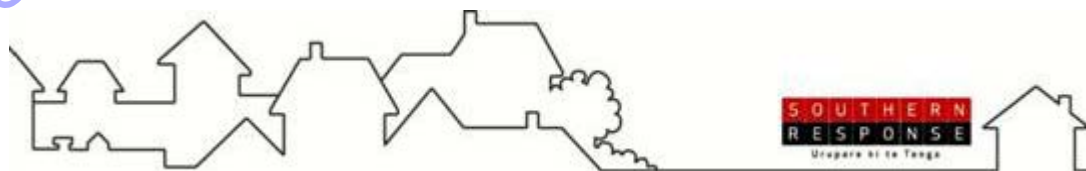
DDI: [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](#)
Subject: RE: Unidentified customers on security list (folder=)
Date: Monday, 21 September 2015 4:46:57 p.m.

Hi Sarah,

The only one that doesn't look right is [REDACTED] due to the age of the person in the photo, so best to delete that one.

Re the other two that have been indicated as unconfirmed, [REDACTED] is 99% sure but you may be able to show these to a case manager who has me the person to be 100%.

Kind Regards

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 21 September 2015 4:41 p.m.
To: Gavin Clark
Subject: FW: Unidentified customers on security list (folder=)

Hi Gavin

Can you provide some guidance here as I want to ensure we meet your recommendation from your report.

Are we better to have an unconfirmed photo or no photo at all in the security guards book?

Thanks

Sarah

From: [REDACTED] [mailto:[\[REDACTED\]@tcil.co.nz](mailto:[REDACTED]@tcil.co.nz)]
Sent: Monday, 21 September 2015 4:35 p.m.
To: Sarah Giles
Cc: [REDACTED] [\[REDACTED\]@t60.co.nz](mailto:[REDACTED]@t60.co.nz); Gavin Clark
Subject: RE: Unidentified customers on security list (folder=)

Good afternoon Sarah,

Please see attached open source photos as requested.

Where I am not able to confirm the image is a likeness of the subject I have indicated as such, but it is likely from enquiries made.

The only one I'm not sure of is [REDACTED] as the image looks too old and may be a relative?

Regards, [REDACTED]

From: Gavin Clark
Sent: Monday, September 21, 2015 3:16 PM
To: Sarah Giles
Cc: [REDACTED] [\[REDACTED\]@t60.co.nz](mailto:[REDACTED]@t60.co.nz)
Subject: RE: Unidentified customers on security list

Hi Sarah,

I've cced this into [REDACTED] from our office who may be able to assist.

Kind Regards

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]

Sent: Monday, 21 September 2015 1:45 p.m.

To: Gavin Clark

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Hi Gavin

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Thanks

Sarah

From: [REDACTED]

Sent: Friday, 18 September 2015 3:53 p.m.

To: Sarah Giles

Subject: Unidentified customers on security list

Hi Sarah

Hi Sarah

These are the customers I am unable to find a photo of.

Name	DOB	Address	Phone Number
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]

<div> <div></div> <div></div> <div></div> </div>	<div></div>	<div></div> <div></div>	Ph H <div></div> Cell <div></div>

Thanks

Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI:

Ext:

PO Box 9052

Christchurch

www.southernresponse.co.nz



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From: Gavin Clark
To: [Sarah Giles](#)
Cc: [REDACTED] [REDACTED] [t60.co.nz](#)
Subject: RE: Unidentified customers on security list
Date: Monday, 21 September 2015 3:16:30 p.m.

Hi Sarah,

I've cced this into [REDACTED] from our office who may be able to assist.

Kind Regards

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 21 September 2015 1:45 p.m.
To: Gavin Clark
Subject: FW: Unidentified customers on security list

Hi Gavin

In addition to my previous email, are you able to help with recommendation 14? Below are a list of customers that are in the security guards book to be aware of but we are unable to locate photos. Are you able to assist with getting photos of these people or can you direct me to someone that may be able to help please?

Thanks
Sarah

From: [REDACTED]
Sent: Friday, 18 September 2015 3:53 p.m.
To: Sarah Giles
Subject: Unidentified customers on security list

Hi Sarah
Hi Sarah

These are the customers I am unable to find a photo of.

Name	DOB	Address	Phone Number
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	
[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

			Ph H Cell

Thanks

Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI:
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From: Ross Butler
To: [Linda Falwasser](#); [Anne](#); [Bevan Killick](#); [Jenn](#); [Sarah Sinclair](#); [Susan Thodey](#)
Cc: [Peter Rose](#); [Anna Gruczynska](#); [REDACTED]; [Sarah Giles](#); [Anthony Honeybone](#); [Casey Hurren](#); [Tony Feaver](#)
Subject: Re: Update on claimant issue
Date: Tuesday, 28 July 2015 8:21:35 p.m.

Thanks Linda,

I confirm that these steps are appropriate to ensure that the well being of our SRES staff, management, visitors, customers, contractors, Arrow Staff and board is secured, , and that we continue to commit to fairly and quickly settling [REDACTED] claim.

I note that the couriered advice has been accepted by signature this evening, so he is clearly aware of how SRES will communicate with him.

I ask that any of us who experience any escalation in behaviour as evidenced by more aggressive communications or other signals immediately advise Linda, Peter and myself.

Best wishes to all,

Ross

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent: Tuesday, 28 July 2015 4:54 p.m.
To: Anne; Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey
Cc: Peter Rose; Anna Gruczynska; [REDACTED]; Sarah Giles; Anthony Honeybone; Casey Hurren; Tony Feaver
Subject: RE: Update on claimant issue

All,

I can confirm that the letter to [REDACTED] has been sent by courier this evening and is being tracked and accepted with a signature only.

The Police have advised that they intend to visit [REDACTED] tomorrow morning – this is of their own accord in an attempt to be proactive.

A police file has been created - file number is [REDACTED]. Please use this number if the Police need to be contacted regarding any incidents involving [REDACTED]. The Police also have a list of 'at risk' staff and Directors and their addresses.

FYI our Police contact regarding this [REDACTED] is:

Sgt [REDACTED] | Officer in Charge | Central Community Safety Team | Cathedral Square | Christchurch

Ph: [REDACTED] | Ext: [REDACTED] | DDI: [REDACTED] | Cell: [REDACTED] | [\[REDACTED\]@police.govt.nz](mailto:[REDACTED]@police.govt.nz)

The Minister's office has been briefed and they were complementary of our stance.

Any questions, please call me [REDACTED]

Thanks Linda

From: Linda Falwasser
Sent: Monday, 27 July 2015 8:05 p.m.
To: 'Anne'; 'Bevan Killick'; 'Jenn'; 'Ross Butler'; Sarah Sinclair; 'Susan Thodey'
Cc: Peter Rose; Anna Gruczynska
Subject: Update on claimant issue

Evening all,

Please see below update on actions, as per memo 20/07/15. I also attach our final draft of the proposed letter – due to be sent Wednesday 29/07 by registered courier. Any questions at this stage, please do not hesitate to contact me.

Regards,
Linda

Completed:

- Full review of Show Place offices – report due next week but quick wins are being addressed in the interim
- Bug sweep of Show Places offices – nothing of concern found
- Scenario training with guards, managers and key staff
- Home security review for Peter Rose
- Police face to face briefing – Police are wanting to make a visit to the claimant this week
- Bell Gully appointed as solicitor on this [REDACTED] contact person and email address on letter of new arrangements
- IT have organised for a copy of all blocked emails to be reviewed by 2 staff members
- Generic OIA address to be provided on letter of new arrangements
- Scenario communication plan drafted

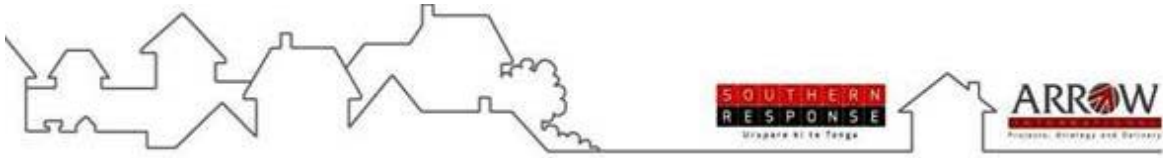
To be completed:

- IT email and phone block implemented - 29/07
- Police contacts, file # etc to be distributed to Board - 28/07 – 29/07
- Home security review planned for [REDACTED] and [REDACTED] 29/07, Sarah Sinclair to be planned asap
- Briefing to a Psychologist regarding correspondence - WIP
- Staff briefing – the day the letter goes to claimant 29/07
- Send letter to claimant by registered courier – 29/07
- Bell Gully to provide advise on verbal sharing of situation to other Crown agencies
- Briefing to Minister's office – 28/07
- Reactive media statement to be signed off with legal input – 28/07
- Key messages to be given to Management and Board for reactive purposes – 28/07

Linda Falwasser
Strategic Communications Manager
Southern Response Earthquake Services Ltd

6 Show Place, Addington

PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand
Mob: [REDACTED]



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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Sinclair](#)
To: [Linda Falwasser](#)
Cc: [Anne](#); [Bevan Killick](#); [Jenn](#); [Ross Butler](#); [Susan Thodey](#); [Peter Rose](#); [Anna Gruczynska](#); [REDACTED] [Sarah Giles](#); [Anthony Honeybone](#); [Casey Hurren](#); [Tony Feaver](#)
Subject: Re: Update on claimant issue
Date: Tuesday, 28 July 2015 7:23:47 p.m.

Great, thanks Linda and team for the work on this

Sarah

Sent from my iPad

On 28/07/2015, at 4:54 pm, "Linda Falwasser"
<Linda.Falwasser@southernresponse.co.nz> wrote:

All,

I can confirm that the letter to [REDACTED] has been sent by courier this evening and is being tracked and accepted with a signature only.

The Police have advised that they intend to visit [REDACTED] tomorrow morning – this is of their own accord in an attempt to be proactive.

A police file has been created - file number is [REDACTED]. Please use this number if the Police need to be contacted regarding any incidents involving [REDACTED]. The Police also have a list of 'at risk' staff and Directors and their addresses.

FYI our Police contact regarding this [REDACTED] is:

Sgt [REDACTED] | Officer in Charge | Central Community Safety Team | Cathedral Square | Christchurch
Ph: [REDACTED] | Ext: [REDACTED] | DDI: [REDACTED] | Cell: [REDACTED] |
[REDACTED] police.govt.nz

The Minister's office has been briefed and they were complementary of our stance.

Any questions, please call me [REDACTED]

Thanks Linda

From: Linda Falwasser
Sent: Monday, 27 July 2015 8:05 p.m.
To: 'Anne'; 'Bevan Killick'; 'Jenn'; 'Ross Butler'; Sarah Sinclair; 'Susan Thodey'
Cc: Peter Rose; Anna Gruczynska
Subject: Update on claimant issue

Evening all,

Please see below update on actions, as per memo 20/07/15. I also attach our final draft of the proposed letter – due to be sent Wednesday 29/07 by registered courier. Any questions at this stage, please do not hesitate to contact me.

Regards,
Linda

Completed:

<!--[if !supportLists]--> <!--[endif]-->Full review of Show Place offices – report due next week but quick wins are being addressed in the interim
<!--[if !supportLists]--> <!--[endif]-->Bug sweep of Show Places offices – nothing of concern found
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To be completed:

<!--[if !supportLists]--> <!--[endif]-->IT email and phone block implemented - 29/07
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<!--[if !supportLists]--> <!--[endif]-->Key messages to be given to Management and Board for reactive purposes – 28/07

Linda Falwasser

Strategic Communications Manager
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand
Mob: [REDACTED]

<image001.jpg>

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Jenn Bestwick
To: [Ross Butler](#)
Cc: [Linda Falwasser](#); [Anne](#); [Bevan Killick](#); [Sarah Sinclair](#); [Susan Thodey](#); [Peter Rose](#); [Anna Gruczynska](#); [REDACTED]
[Sarah Giles](#); [Anthony Honeybone](#); [Casey Hurren](#); [Tony Feaver](#)
Subject: Re: Update on claimant issue
Date: Tuesday, 28 July 2015 8:27:45 p.m.

Thanks all. Good progress & appropriate management of a challenging situation.

Thanks

Jenn

Sent from my iPhone

On 28/07/2015, at 9:21 am, Ross Butler [REDACTED] wrote:

Thanks Linda,

I confirm that these steps are appropriate to ensure that the well being of our SRES staff, management, visitors, customers, contractors, Arrow Staff and board is secured, , and that we continue to commit to fairly and quickly settling [REDACTED] claim.

I note that the couriered advice has been accepted by signature this evening, so he is clearly aware of how SRES will communicate with him.

I ask that any of us who experience any escalation in behaviour as evidenced by more aggressive communications or other signals immediately advise Linda, Peter and myself.

Best wishes to all,

Ross

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>

Sent: Tuesday, 28 July 2015 4:54 p.m.

To: Anne; Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey

Cc: Peter Rose; Anna Gruczynska; [REDACTED] Sarah Giles; Anthony Honeybone; Casey Hurren; Tony Feaver

Subject: RE: Update on claimant issue

All,

I can confirm that the letter to [REDACTED] has been sent by courier this evening and is being tracked and accepted with a signature only.

The Police have advised that they intend to visit [REDACTED] tomorrow morning – this is of their own accord in an attempt to be proactive.

A police file has been created - file number is [REDACTED]. Please use this number if the Police need to be contacted regarding any incidents involving Mr [REDACTED]. The Police also have a list of 'at risk' staff and Directors and their addresses.

FYI our Police contact regarding this [REDACTED] is:

Sgt [REDACTED] [REDACTED] | Officer in Charge | Central Community Safety Team | Cathedral Square | Christchurch
Ph: [REDACTED] | Ext: [REDACTED] | DDI: [REDACTED] | Cell: [REDACTED] |
[REDACTED] police.govt.nz

The Minister's office has been briefed and they were complementary of our stance.

Any questions, please call me [REDACTED]

Thanks Linda

From: Linda Falwasser
Sent: Monday, 27 July 2015 8:05 p.m.
To: 'Anne'; 'Bevan Killick'; 'Jenn'; 'Ross Butler'; Sarah Sinclair; 'Susan Thodey'
Cc: Peter Rose; Anna Gruczynska
Subject: Update on claimant issue

Evening all,

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Regards,
Linda

Completed:

- Full review of Show Place offices – report due next week but quick wins are being addressed in the interim
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Linda Falwasser

Strategic Communications Manager
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand
Mob: [REDACTED]

<image001.jpg>

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From: [Linda Falwasser](#)
To: [Anne](#); [Bevan Killick](#); [Jenn](#); [Ross Butler](#); [Sarah Sinclair](#); [Susan Thodey](#)
Cc: [Peter Rose](#); [Anna Gruczynska](#); [REDACTED]; [Sarah Giles](#); [Anthony Honeybone](#); [Casey Hurren](#); [Tony Feaver](#)
Subject: RE: Update on claimant issue
Date: Tuesday, 28 July 2015 4:54:40 p.m.

All,

I can confirm that the letter to [REDACTED] [REDACTED] has been sent by courier this evening and is being tracked and accepted with a signature only.

The Police have advised that they intend to visit [REDACTED] [REDACTED] tomorrow morning – this is of their own accord in an attempt to be proactive.

A police file has been created - file number is [REDACTED]. Please use this number if the Police need to be contacted regarding any incidents involving [REDACTED] [REDACTED]. The Police also have a list of 'at risk' staff and Directors and their addresses.

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Ph: [REDACTED] | Ext: [REDACTED] | DDI: [REDACTED] | Cell: [REDACTED] |
[REDACTED] police.govt.nz

The Minister's office has been briefed and they were complementary of our stance.

Any questions, please call me [REDACTED]

Thanks Linda

From: Linda Falwasser
Sent: Monday, 27 July 2015 8:05 p.m.
To: 'Anne'; 'Bevan Killick'; 'Jenn'; 'Ross Butler'; Sarah Sinclair; 'Susan Thodey'
Cc: Peter Rose; Anna Gruczynska
Subject: Update on claimant issue

Evening all,

Please see below update on actions, as per memo 20/07/15. I also attach our final draft of the proposed letter – due to be sent Wednesday 29/07 by registered courier. Any questions at this stage, please do not hesitate to contact me.

Regards,
Linda

Completed:

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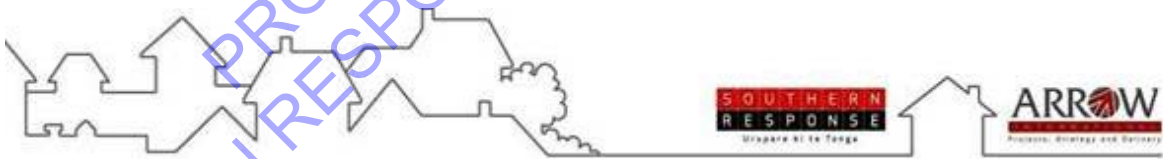
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Linda Falwasser

Strategic Communications Manager
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand
Mob: [REDACTED]



From: [REDACTED]
To: [REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz) ([REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Cc: [REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz); Sarah Giles
Subject: RE: Update to guards SOP's
Date: Thursday, 5 May 2016 1:55:15 p.m.
Attachments: [STANDARD OPERATIONAL PROCEDURES - security updated 5 May 2016.pdf](#)

Apologies, document attached this time.

From: [REDACTED]
Sent: Thursday, 5 May 2016 1:54 p.m.
To: [REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz) ([REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz))
Cc: [REDACTED] [firstsecurity.co.nz](mailto:[REDACTED]@firstsecurity.co.nz); Sarah Giles
Subject: Update to guards SOP's

Good afternoon [REDACTED]

Please find attached an updated copy of the guards standard operating procedures for #6 Show Place.

I refer to the highlighted paragraph on page 3, stating that during periods of heightened security levels, staff will be informed to use only the front entrance to access and exit the building. Rear doors will not be used.

I have given our guards on site a copy of this update.

Regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: RE: Updated security list 10 April 2014
Date: Tuesday, 11 April 2017 8:41:20 a.m.

Hi Sarah

Apparently [REDACTED] filled in the form as did [REDACTED] with their Bell Gully HR team. I can see no record of the form in the shared file so I will catch up with both [REDACTED] and [REDACTED] once they are in.

Thanks

[REDACTED]

From: Sarah Giles
Sent: Monday, 10 April 2017 3:01 p.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Updated security list 10 April 2014

[REDACTED] can you please follow up with [REDACTED] regarding the incidents with [REDACTED] as I haven't seen any SS forms logged??

From: [REDACTED]
Sent: Monday, 10 April 2017 1:12 p.m.
To: Sarah Giles; [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Subject: Updated security list 10 April 2014

Please note today's changes to the list on Page 3, as per [REDACTED] email below:

From: [REDACTED]
Sent: Monday, 10 April 2017 11:14 a.m.
To: [REDACTED]
Subject: Management copy updated 5 April 2017 (3)

Hi [REDACTED]

I have upgraded [REDACTED] to **active**, we have a JSC coming and trial coming up soon

Newly added

[REDACTED] – **active**, violent threatening behaviour on site to both SRES staff and our legal panel

Thanks

[REDACTED]

[REDACTED]
Litigation Manager
Southern Response
Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]

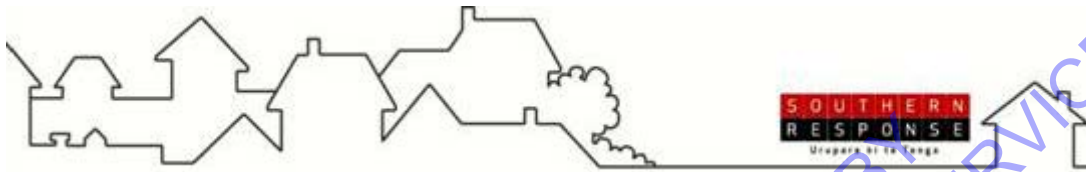
PO Box 9052
Christchurch 8149

[REDACTED] Southernresponse.co.nz

www.southernresponse.co.nz

Did you know information and answers to common questions are available on our website?

Visit www.southernresponse.co.nz



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PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: Gavin Clark
To: [Sarah Giles](mailto:Sarah.Giles@southernresponse.co.nz)
Subject: RE: vistor induction
Date: Thursday, 20 August 2015 2:48:44 p.m.

Well done I have another small one that needs tidy up.

I know that the security guard receives courier parcels delivered to the main door of number 6 and suspect that couriers just press the buzzer in your building which could be answered by anyone.

But in respect of incoming mail do you know who clears the PO Box 9052 and how this mail is handled.

Regards

-----Original Message-----

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 2:36 p.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: RE: vistor induction

I found on wall and tucked into the book

-----Original Message-----

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Thursday, 20 August 2015 2:32 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: RE: vistor induction

Thanks Sarah,

Where is this document located in the building? Is it in the visitors book or posted on the wall?

There is a health and safety message for visitors as well as fire evacuation procedures on the wall in number 6 but only fire and fire wardens in number 10.

Regards

-----Original Message-----

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 2:25 p.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: vistor induction

Look what I just found

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From: Gavin Clark
To: [Sarah Giles](mailto:Sarah.Giles@southernresponse.co.nz)
Subject: RE: vistor induction
Date: Thursday, 20 August 2015 3:00:06 p.m.

Cheers

-----Original Message-----

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 2:59 p.m.
To: Gavin Clark
Subject: RE: vistor induction

The courier clears the P O Box and delivers daily

-----Original Message-----

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Thursday, 20 August 2015 2:49 p.m.
To: Sarah Giles
Subject: RE: vistor induction

Well done I have another small one that needs tidy up.

I know that the security guard receives courier parcels delivered to the main door of number 6 and suspect that couriers just press the buzzer in your building which could be answered by anyone.

But in respect of incoming mail do you know who clears the PO Box 9052 and how this mail is handled.

Regards

-----Original Message-----

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 2:36 p.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: RE: vistor induction

I found on wall and tucked into the book

-----Original Message-----

From: Gavin Clark [<mailto:Gavin.Clark@tcil.co.nz>]
Sent: Thursday, 20 August 2015 2:32 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: RE: vistor induction

Thanks Sarah,

Where is this document located in the building? Is it in the visitors book or posted on the wall?

There is a health and safety message for visitors as well as fire evacuation procedures on the wall in number 6 but only fire and fire wardens in number 10.

Regards

-----Original Message-----

From: Sarah Giles [<mailto:Sarah.Giles@southernresponse.co.nz>]
Sent: Thursday, 20 August 2015 2:25 p.m.

To: Gavin Clark
Cc: [REDACTED]
Subject: visitor induction

Look what I just found

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From: Gavin Clark
To: [Sarah Giles](#)
Cc: [REDACTED] [t60.co.nz](#)
Subject: Residential Security Reviews
Date: Friday, 29 April 2016 3:49:10 p.m.
Attachments: [Residential Security Review - \[REDACTED\].pdf](#)
[SR - Residential Security Review - \[REDACTED\].pdf](#)
[SR - Residential Security Review - \[REDACTED\].pdf](#)

Hi Sarah,

Please find attached the residential security reviews for:

- [REDACTED]
- [REDACTED]
- [REDACTED]

I will have the ones for Bevan Killick and [REDACTED] through to you in the next few days, shouldn't take so long as they are revisits.

Re Peter I went and saw him he hadn't done anything and wasn't of the mind to do so and as he is leaving imminently I wasn't going to write up anything on that, is that okay with you?

Will see you on Monday should be available after 11.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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From: [REDACTED]
To: [REDACTED] <[REDACTED]@firstsecurity.co.nz>; [REDACTED] <[REDACTED]@firstsecurity.co.nz>
Cc: [REDACTED] <[REDACTED]@firstsecurity.co.nz>; Sarah Giles
Subject: Rotating guards at #6 Show Place
Date: Friday, 8 May 2015 1:53:49 p.m.

Hi [REDACTED]

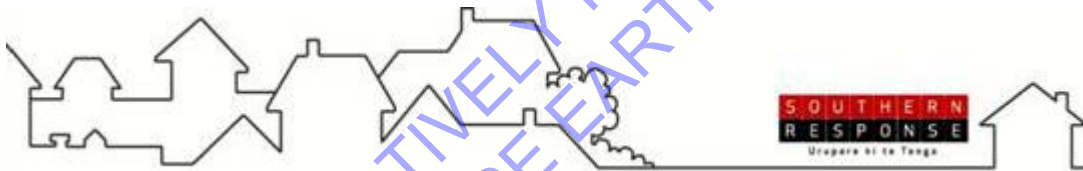
I have just had a conversation with [REDACTED] regarding staff rotation at #6. From his conversation I understand he will be away for two weeks from Monday on annual leave, and from then on the rotation will be one week on, one week off.

Can you confirm this please?

Regards

[REDACTED]
Support Services Change Co-ordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: Rotating guards at #6
Date: Friday, 1 May 2015 4:01:37 p.m.

Hi Sarah

Peter has come back with the following information regarding rotating the guards at #6.

- Peter's understanding is that First Security prefer to run with two weeks on, two weeks off, with a third guard standing in for sickness etc. (All three guards have been inducted)
- They are planning to start this on Monday 11 May

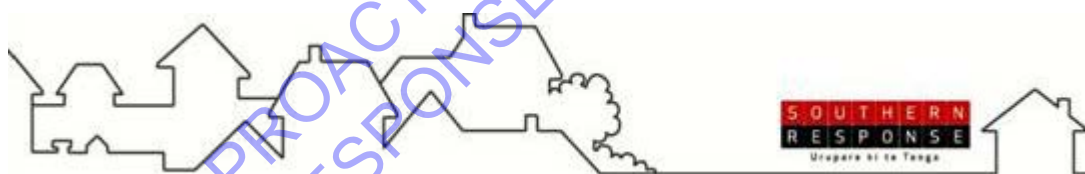
Having said this, Peter wants to confirm this with both [REDACTED] and [REDACTED] (coordinator), as they were both in meetings at the time so I will talk to him again on Monday.

Thanks

[REDACTED]

[REDACTED]
Support Services Change Co-ordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [Linda Falwasser](#)
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RSR and SRP for [REDACTED] folder=
Date: Thursday, 13 August 2015 3:38:28 p.m.
Attachments: [Residential Security Review - \[REDACTED\].pdf](#)
[Security Response Plan - \[REDACTED\].pdf](#)

Hi [REDACTED]

Attached is your home security review and security response plan prepared by Thompson and Cark.

Please do not hesitation to ask if you need anything else or have any questions.

Thanks Linda

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From: [Linda Falwasser](#)
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RSR and SRP for [REDACTED] folder=
Date: Thursday, 13 August 2015 3:39:18 p.m.
Attachments: [Residential Security Review - \[REDACTED\].pdf](#)
[Security Response Plan - \[REDACTED\].pdf](#)

Hi [REDACTED]

Attached is your home security review and security response plan prepared by Thompson and Cark.

Please do not hesitation to ask if you need anything else or have any questions.

Thanks Linda

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From: [Linda Falwasser](#)
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: RSR and SRP for Peter Rose folder=
Date: Thursday, 13 August 2015 3:40:04 p.m.
Attachments: [Residential Security Review - \[REDACTED\].pdf](#)
[Security Response Plan - \[REDACTED\].pdf](#)

Hi Peter

Attached is your home security review and security response plan prepared by Thompson and Cark.

Please do not hesitation to ask if you need anything else or have any questions.

Thanks Linda

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From: Gavin Clark
To: [Sarah Giles](#)
Cc: [REDACTED] t60.co.nz
Subject: RSR Bevan Killick and [REDACTED]
Date: Friday, 6 May 2016 2:57:11 p.m.
Attachments: [RSR-\[REDACTED\].2016.pdf](#)
[RSR-\[REDACTED\].2016.pdf](#)

Hi Sarah,

Please find attached the residential security reviews for [REDACTED] and [REDACTED] apologies for the delay.

As discussed [REDACTED] hadn't done much probably primarily due to funds and capability but I have categorised these to assist with prioritising the recommendations.

[REDACTED] showed concern around his vulnerability but I believe the threat is towards the board and no individual board members have been singled out to date, he is [REDACTED]
[REDACTED] however we consider the response level to be still at level 2. I have made some other suggestions should the threat escalate quickly but there is no need to action the 'could do' recommendations at this stage.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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From: Gavin Clark
To: [Sarah Giles](#)
Cc: [REDACTED] [t60.co.nz](#)
Subject: RSR [REDACTED]
Date: Friday, 20 May 2016 2:54:38 p.m.
Attachments: [SR - Residential Security Review - \[REDACTED\].pdf](#)

Hi Sarah,

Hope you are well?

Please find attached the residential security review for [REDACTED].

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
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From: ceqshp7.scanner
To: [Sarah Giles](#)
Subject: Scanned document from CEQSHP7
Date: Thursday, 20 August 2015 2:23:00 p.m.
Attachments: [20082015142351-0001.pdf](#)

Number of Images: 2
Attachment File Type: PDF

Device Name: ceqshp7.scanner
Device Location:

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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: security
Date: Thursday, 9 November 2017 9:59:01 a.m.

Hi

I have spoken to Sarah G this morning regarding this and she has requested that I send this to you to investigate.

[REDACTED] informed me that she had heard that there was a meeting last week with [REDACTED] that was with a person on the security list and that the security guard wasn't aware of it.

I contacted [REDACTED] today to confirm this. [REDACTED] agreed it was with someone on the security list ([REDACTED]) [REDACTED] she advised that everyone in the room was aware of it including [REDACTED]. However the security guard was not told.

I advised [REDACTED] that going forward that she will need to ensure that the guard was aware of this, to ensure she is ready if something happens. When I mentioned this she said that the alarm was accidentally triggered during that meeting (I wasn't aware it was that meeting that it occurred in).

A number of items/comments were made that day including [REDACTED] saying to my team that she was nervous about the alarm going off, she did take a bit of time to come up the stairs.

- Texts were not received by yourself and others were somewhat delayed ([REDACTED] is aware of this also)
- People who were not meant to go out to investigate did so, as they weren't sure of what was happening (i.e. [REDACTED])
- Email sent had the 3 minute delay and email didn't go to Arrow (this has now been rectified)

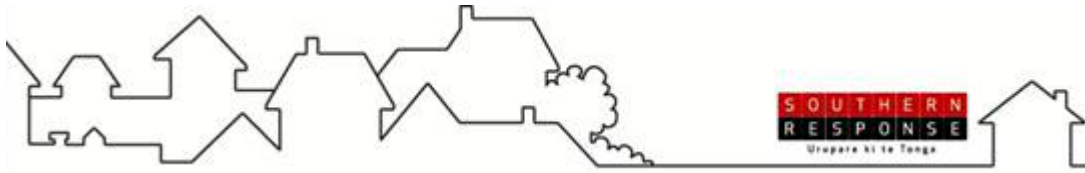
Sarah has asked if you can investigate this fully.

Thanks

[REDACTED]

[REDACTED]
Operations Support Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Ext: ([REDACTED])
Mobile: ([REDACTED])
PO Box 9052
Christchurch
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From: [REDACTED]
To: [Sarah Giles](#)
Subject: security checklist
Date: Thursday, 4 June 2015 9:45:33 a.m.
Attachments: [REDACTED] [Out of Office Build Auditv2.doc](#)

Hi Sarah

With the security presso came the checklist that was developed by [REDACTED] i have attached for your reference.

[REDACTED] appears to be happy with this but [REDACTED] and [REDACTED] are not sure if it will work for them.

Who from SR will make the rule that we will or will not be using it for us to deliver training.

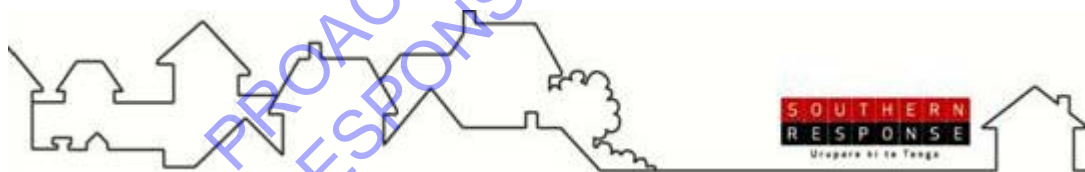
Once I know this I will organise a meeting with those concerned and get an answer that will go across both SR and Arrow.

Thanks

[REDACTED]

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: security checklist
Date: Thursday, 16 July 2015 8:34:55 a.m.
Attachments: [REDACTED] [Out of Office checklist v4.docx](#)

Hi

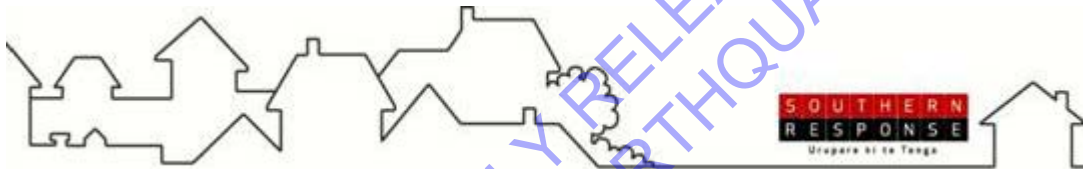
Attached is the latest checklist

Thanks

[REDACTED]

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: Security footage
Date: Wednesday, 11 October 2017 10:01:47 a.m.

Hi [REDACTED]

Could you please look at Monday 9th from 5.30 onwards to see what time the security guard left please.

I have a meeting with [REDACTED] Manager today so will be bringing this up if [REDACTED] is leaving before 6.00pm

Thanks

[REDACTED]

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From: [REDACTED]
To: [REDACTED] [Anthony Honeybone](#); [Sarah Giles](#)
Subject: Security Guard training - recommendations
Date: Tuesday, 17 November 2015 4:16:41 p.m.

Hi everyone

During the security guard training held by Gavin Clark, from Thompson and Clark, the following recommendations were suggested:

- Have a defined explanation of a security incident
- Purchase radios for the guards with our own frequency – this would mean buying a license. Stops interference on the radios the guard/reception already use.
- A buzzer for the guards that is activated when the panic alarm goes off - the panic alarm does not have a loud siren, just a blue flashing and a beep. It was suggested this could be done via Wi-Fi, and could act as a panic alarm for the guards also.
- [REDACTED] [REDACTED] – trespass notice only lasts for two years, if still valid after two years re issue, and include #10 Show Place
- If anyone is dropping off cash to the guards, guard to take a photo showing the amount of cash given. Any cash/documents dropped off should be recorded in a triplicate receipt book.

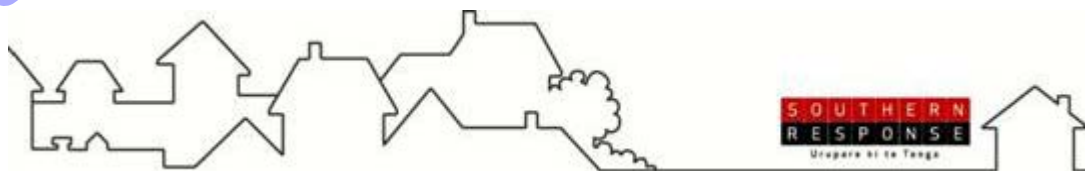
I am happy to look into any of these recommendations if you feel they are necessary. I definitely agree with the guards giving receipts for cash/documents.

Regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
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From: [REDACTED]
To: [Sarah Giles](#)
Subject: Security Guard
Date: Monday, 21 September 2015 12:01:55 p.m.

Hi there

Peter is heading back to the office now to discuss with [REDACTED] they are [REDACTED] at changing staff at #6 as it looks like [REDACTED] has disappeared also.

Peter has assured me he will get back to me in about an hour with any decision they have made.

Peter has had a discussion with [REDACTED] about [REDACTED] previously, [REDACTED] has assured him he is not [REDACTED] at work.

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: Security Guard
Date: Tuesday, 23 August 2016 1:16:02 p.m.

Hi Sarah

Just to let you know [REDACTED] has resigned with First Security, this Friday will be her last day at SR.

[REDACTED] is organising a suitable replacement, [REDACTED] offered to come back, but he has left us twice already, and there were a couple of performance issues, therefore I have told [REDACTED] I do not want him to return.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: Security guards over the xmas period
Date: Tuesday, 6 December 2016 1:58:36 p.m.

Hi Sarah

I have just had a meeting with [REDACTED] from First Security and want to confirm dates for the guards over the Christmas period.

If we do as we did last year the dates will be as below:

Friday 23 December – last day

Monday 9 January - return

Having a skeleton staff between 4th – 6th of January will require staff to be reminded not to book any meetings, as there will be no guards on site.

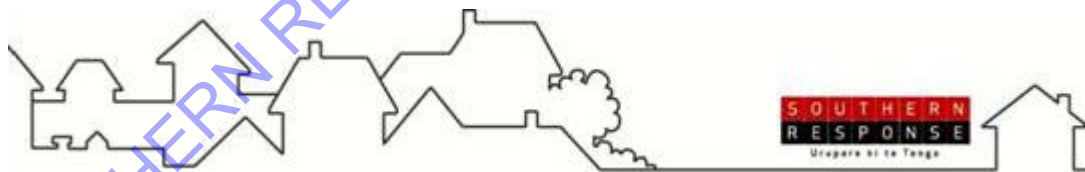
Are you happy with the proposed dates?

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Gavin Clark \(Gavin.Clark@tcil.co.nz\)](mailto:Gavin.Clark@tcil.co.nz)
Cc: [Sarah Giles](#)
Subject: Security Guards SOP's at #6/#10 Show Place
Date: Tuesday, 13 October 2015 10:42:18 a.m.
Attachments: [STANDARD OPERATIONAL PROCEDURES - security updated 1.10.2015.docx](#)

Good morning Gavin

In preparation for next week's training for our security guards, I thought it might be helpful to attach the guards standard operational procedures.

The Panic Alarm expectations of the guards is also included.

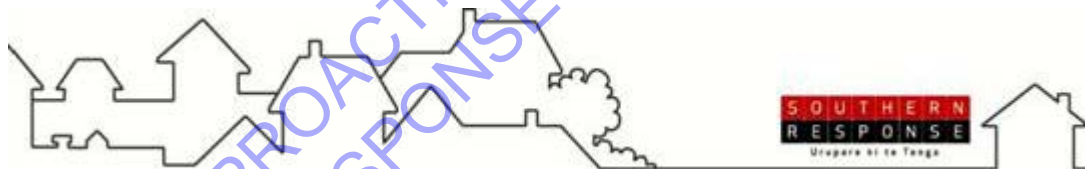
If you have any comments or suggestions, please let me know. I will be attending the training along with the guards as managing them is part of my role.

Kind regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [Sarah Giles](#); [REDACTED]
Subject: Security List - Management copy updated 14 November 2017
Date: Monday, 22 January 2018 2:47:52 p.m.
Attachments: [Management copy updated 14 November 2017.doc](#)

Hi everyone

Security list held with the guard attached.

Please note this had not been updated since November 2017, if you have any updates on status, or wish to add someone, please advise [REDACTED]

Many thanks

[REDACTED]

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From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Cc: [REDACTED]
Subject: Security List updated 10 March 2017
Date: Monday, 13 March 2017 2:32:21 p.m.
Attachments: [Management copy updated 10 March 2017.doc](#)

Hi everyone

Updated security list attached. One addition Mr [REDACTED] (waiting for photo)

Regards

[REDACTED]

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From: [REDACTED]
To: [REDACTED] <[REDACTED]@firstsecurity.co.nz>
Cc: [Sarah Giles](#)
Subject: Security List and Board photos
Date: Monday, 12 October 2015 4:26:53 p.m.
Attachments: [SECURITY LIST.pdf](#)
[SR Board.pdf](#)

Hi Peter

As per our conversation today, I have attached a copy of the security list photos for #6/10 Show Place, and also a copy of the Board photos.

I have laminated both of these, and given to [REDACTED]

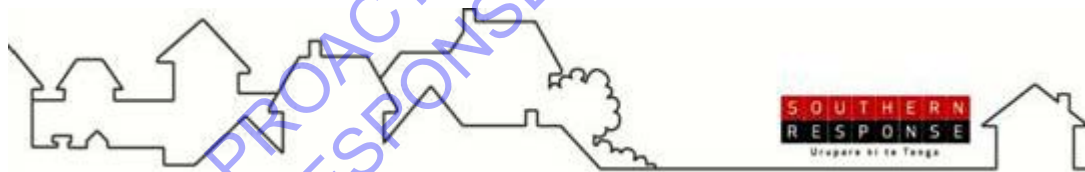
Please confirm that recognising the people in the photos (both security and Board) will be part of the KPI checklist going forward.

Kind regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED] [Sarah Giles](#)
Subject: SECURITY List UPDATED 7.12.2016
Date: Wednesday, 7 December 2016 1:44:38 p.m.
Attachments: [SECURITY List UPDATED 7.12.2016.doc](#)

Hi everyone

Please find attached the updated security list, held with the guards at #6 Show Place.

These are customers/people our guards are asked to be aware of, and take appropriate action if required.

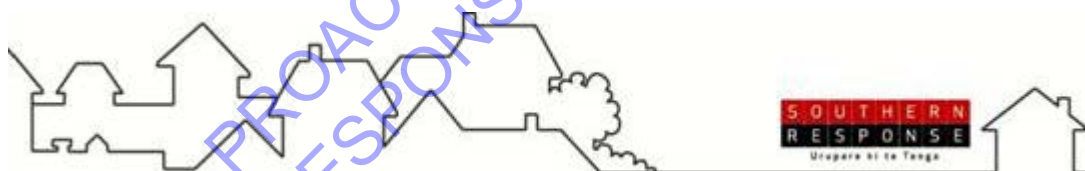
Could you have a look through and let me know if anyone can come off, or if you think needs to be added please?

Many thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: SECURITY List UPDATED 15.12.2016
Date: Thursday, 15 December 2016 3:51:44 p.m.
Attachments: [SECURITY List UPDATED 15.12.2016.doc](#)

Here is the updated security list, there are a couple there with no colour coding, I will do some investigating.

Thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: SECURITY List UPDATED 15.12.2016
Date: Monday, 19 December 2016 10:09:35 a.m.
Attachments: [Management copy updated 19 Dec 16.doc](#)
[image001.png](#)

Hi there

List now updated with when customer was put on list and by whom.

I am still waiting on the status of [REDACTED] have left a message with [REDACTED]

I am going to have two copies of the list, this full one for management, and a cut down version for the guards which I will keep in the same folder:

Computer ► Shared (S:) ► Health & Safety ► Management - H&S ► Security List ►

Thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: Security list
Date: Monday, 28 August 2017 4:09:13 p.m.
Attachments: [Management copy updated 9 May 2017.doc](#)

Hi everyone

Please find attached the security watch list as it stands presently.

If you require any updates on people currently on the list please let me know and I will re circulate.

If you wish to add someone to the list, please discuss with [REDACTED]

Many thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: Security list
Date: Monday, 8 May 2017 10:38:40 a.m.

Hi [REDACTED] and [REDACTED]

Due to recent developments with [REDACTED] is there a need to upade his status on the security list?

Presently he is marked as dormant, however has the following instruction to security guards highlighted in yellow:

[REDACTED] was put on the list following an aggressive mediation, where both [REDACTED] and I [REDACTED] feared for our safety [REDACTED] manipulates situations and tells untruths believing he will get his way He is currently under strict court timetable instructions and has been advised he is not to contact SR directly

IF HE COMES TO THE BUILDING HE IS TO BE TURNED AWAY, RING POLICE IF NECESSARY, NO ONE FROM SR TO ENGAGE WITH HIM 1/4/2016

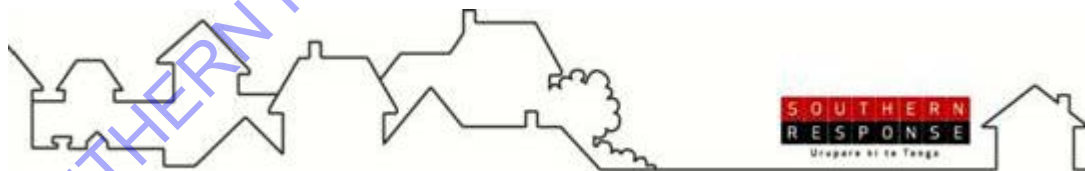
If he does come in with his partner for a meeting, as long as I am aware when he is coming, I can advise security on any updated instructions. Once the meeting has been completed, the instructions on the security list could be reviewed?

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [Sarah Giles](#)
Cc: [REDACTED]
Subject: Security list
Date: Tuesday, 14 November 2017 8:10:12 a.m.
Attachments: [Management copy updated 11 Oct 2017.doc](#)

Hi everyone

Please refer to the attached security list and advise [REDACTED] of any changes in status etc. that may be required.

Regards

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Security over xmas
Date: Thursday, 9 November 2017 3:31:42 p.m.

Hi Sarah

Just sorting out xmas for First Security. Can you confirm I have the correct dates below please before I pass on to [REDACTED]

Last day Friday 22 Dec

Skeleton team 3rd to the 5th January – no security required

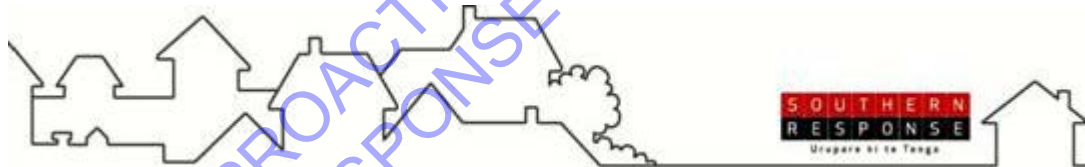
Back on board 8 January

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: Security Review - Bag inspections
Date: Friday, 18 September 2015 3:41:15 p.m.

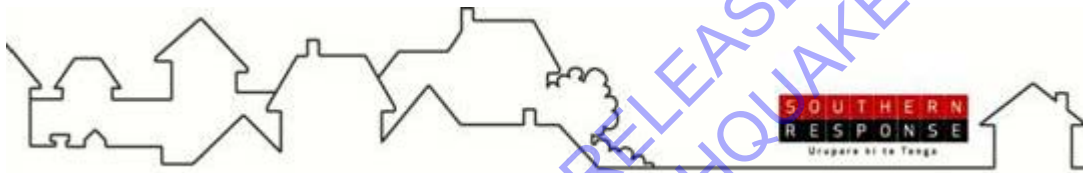
Hi Sarah

I have spoken with [REDACTED] you were right, we are not legally allowed to search bags.

Thanks

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Security Sweep - Thursday 23/07/2015
Date: Tuesday, 21 July 2015 4:09:03 p.m.

Hi Sarah

Please let me know who you wanted to attend the security scenario training on Thursday so I can get this into people's calendars.

Also is Arrow going to be involved in this? Or are we just going to keep it to Southern Response? The reason I ask was I just wanted to ensure I passed on all the relevant peoples contact details. Also who would you like to attend the security scenario training that will be held on Thursday?

We should touch base tomorrow to go over things

Thanks

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: Security Watchlist - Management copy updated 9 May 2017
Date: Tuesday, 9 May 2017 12:08:33 p.m.
Attachments: [Management copy updated 9 May 2017.doc](#)

Hi everyone

Recently updated: [REDACTED] - status has been upgraded to active. Guards have been informed.

If anyone has any updates or additions please let [REDACTED] know.

Many thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Peter Rose](#)
To: [Sarah Giles](#)
Subject: Security
Date: Thursday, 30 April 2015 8:05:01 a.m.

Sarah,

Can you keep [REDACTED] in mind for security when you move forward. [REDACTED] came up to me a while back (and then left me a note) saying that she had such experience in EQC, I believe

Peter Rose

Chief Executive

Southern Response Earthquake Services Ltd

peter.rose@southernresponse.co.nz

www.southernresponse.co.nz



Southern Response is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [REDACTED] <[REDACTED]@firstsecurity.co.nz>
Cc: [Sarah Giles](#)
Subject: Signed Contract 17 May 2017
Date: Monday, 26 June 2017 9:46:28 a.m.
Attachments: [19062017133545-0001.pdf](#)

Hi [REDACTED]

Signed contract attached.

Regards

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: Social Media Guidelines 220616
Date: Wednesday, 22 June 2016 12:16:27 p.m.
Attachments: [Social Media Guidelines 220616.docx](#)

Hi Sarah,

Draft social media guidelines attached – please note it is not on the correct SR template for south site and still needs a legal review.

Thought I would check in with you to see what you think before we go any further.

Thanks Linda

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: Southern Response - Show Place cameras
Date: Monday, 17 August 2015 12:08:02 p.m.
Attachments: [10 Show Place - site plan - 200dpi.pdf](#)

Ike, cc Sarah,

As discussed, here is an overview site plan for 6 and 10 Show Place. If you need more detail, I can probably get a higher res image across, but I think this one should be okay.

I'll get you contact details for our landlord from Goodman shortly to discuss the possibility of broader coverage and the locations for other external cameras.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])
PO Box 9052
Christchurch
www.southernresponse.co.nz



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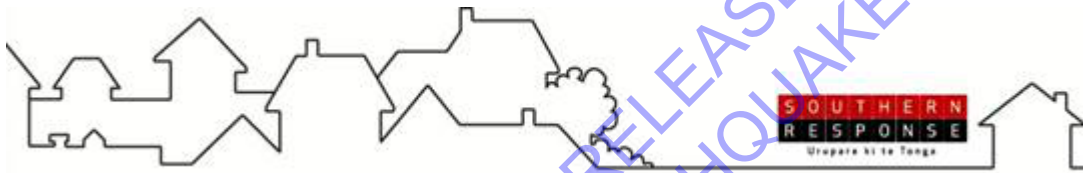
From: [REDACTED]
To: [REDACTED]
Cc: gavin.clark@tcil.co.nz; Sarah Giles
Subject: Southern Response - Show Place security cameras
Date: Monday, 27 July 2015 4:14:30 p.m.

Ike,

Gavin Clark from Thompson and Clark is currently engaged in some work for Southern Response, and may have some questions relating to the cameras installed at our sites. It is acceptable to us for you to provide him with answers to any information requests.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [Sarah Giles](#)
To: [Gavin Clark](#)
Subject: SR assessment
Date: Friday, 18 March 2016 12:04:00 p.m.

Hi Gavin

Are we able to arrange another assessment of the environment and specifically the SR situation? We want to look at our company buildings as well as Christchurch based directors homes and some of our senior staff homes.

What we are wanting to assess are:

1. where we stand
2. what are our key risks
3. our gaps and recommendations to remedy

When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks
Sarah

Sarah Giles
General Manager Corporate Services
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: STANDARD OPERATIONAL PROCEDURES - security updated 1.10.2015
Date: Friday, 2 October 2015 10:14:53 a.m.
Attachments: [STANDARD OPERATIONAL PROCEDURES - security updated 1.10.2015.docx](#)

Hi there

Could you please review the attached SOP's for the security guards.

Any suggestions welcome.

Thanks

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Anthony Honeybone](#); [Sarah Giles](#)
Subject: [REDACTED]
Date: Tuesday, 5 July 2016 9:33:24 a.m.
Attachments: [REDACTED]

Hi Anthony/Sarah,

[REDACTED] works for the [REDACTED] as a [REDACTED] and has a high profile within the [REDACTED] in Christchurch. We use the services of the [REDACTED] on occasion with [REDACTED] [REDACTED] providing training to H&S Committee members and she also reviewed our ACC audit materials a couple of years back.

Do we have a duty/obligation to advise this organisation that one of their employees appears to be having serious wellbeing issues at the moment, which they may not be aware of, and has threatened to shoot staff from an organisation they occasionally do work for?

Also, Mr [REDACTED] is on the list for the [REDACTED] that [REDACTED] and [REDACTED] attend and also is presenting at the [REDACTED]. Both [REDACTED] and [REDACTED] are members of the [REDACTED] and are naturally uncomfortable given the threats Mr [REDACTED] has made.

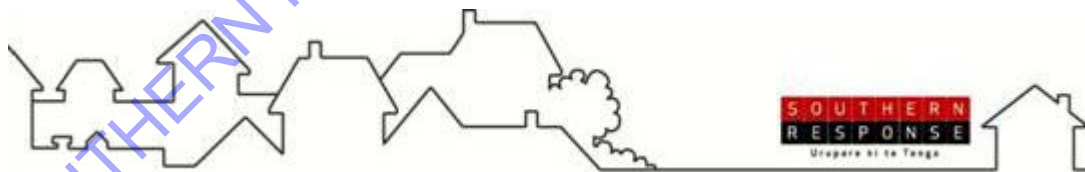
Regards

[REDACTED]
Health and Safety Manager
Southern Response
Earthquake Services Ltd

DDI [REDACTED]
Ext [REDACTED]

PO Box 9052
Christchurch 8149

[REDACTED] southernresponse.co.nz
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the Crown-owned company responsible for AMI customers' claims for the Canterbury earthquake damage.

From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: Swipe Card audit
Date: Thursday, 23 July 2015 4:34:53 p.m.

Hi Sarah,

Just [REDACTED] with Gavin - Security audit - around swipe cards and if we have ever done an audit, or if we ever have monitored the swipe card system to see if there is any unusual activity/employees coming in at random times and the like.

Do you know if this has ever been carried out? Or if we have a process in place to monitor this?

Cheers,

[REDACTED]

[REDACTED]
HR Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED]
Cc: [Sarah Giles](#)
Subject: Swipe card system install
Date: Monday, 7 March 2016 3:05:47 p.m.

Hi [REDACTED]

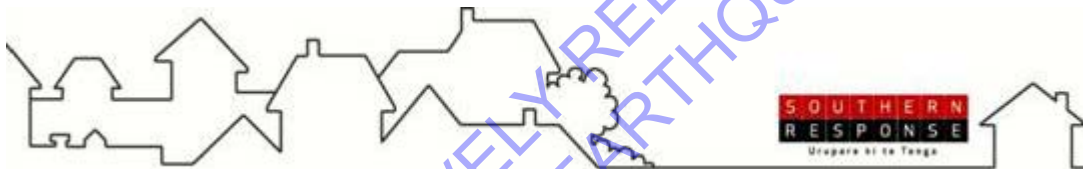
[REDACTED] is booked in at 9am this Friday morning, he is unsure whether he will be able to include training that day but will definitely get the system installed.

Thanks

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Cc: [REDACTED]
Subject: Tailgate
Date: Friday, 10 November 2017 4:36:47 p.m.

Sarah,

I have found the camera footage that shows some of the tailgate incident from earlier today.

Background:

- [REDACTED] has confirmed the customer as [REDACTED] of [REDACTED] Street
- The sign-in book entry shows a visit from 11:45am until 12:05pm
- [REDACTED] and [REDACTED] told me the customer was at [REDACTED] desk at approximately 11:50am
- [REDACTED] and [REDACTED] told me that [REDACTED] let the customer in
- [REDACTED] and others have said (second hand) that the customer did not want to take a visitor lanyard from the guard

Camera(s):

- 11:53:32 - Foyer – customer signed in with guard. Did not take a visitor lanyard. The guard may have offered but this is unclear.
- 11:54:10 – Foyer – customer walks up stairs
- 11:54:30 – L2 – customer pauses on level 2 and looks around before continuing to L3
- 11:54:50 – L3 – customer walks to door and is let in. Unable to see the door itself from the camera.
- 12:06:42 – L3 – customer exits L3 and walks down stairs
- 12:07:49 – Foyer – customer signs out. Customer was [REDACTED] to guard, possibly about floor numbering scheme, as he (guard) went to lift and pointed at it. Customer left the building.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: Gavin Clark
To: [Sarah Giles](#)
Cc: [REDACTED] [t60.co.nz](#)
Subject: Threat assessment and security review gap analysis
Date: Tuesday, 12 April 2016 6:23:49 p.m.
Attachments: [REDACTED] [Site Security Assessment Gap Analysis March 2016.pdf](#)
[Southern Response TA April 2016.pdf](#)

Dear Sarah,

Please find attached the two reports for your review and consideration.

I still have yet to complete the individual residential security reviews for personnel but will endeavour to have these with you as soon as possible.

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



PO Box 301775, Albany, NSMC 0752, New Zealand
[www.tcil.co.nz](#)

THOMPSON+CLARK
INVESTIGATIONS™ / DETECTION / PROTECTION / SECURITY

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED]
Subject: Threat to our staff member
Date: Tuesday, 21 April 2015 4:02:00 p.m.

Hi [REDACTED]

Sorry to contact you out of the blue however I was hoping you could direct me as to what to do. You were extremely helpful with our last customer issue. Southern Response has had another customer threaten one of our staff can you please tell me who we go to about these [REDACTED]

The Customer a couple of weeks ago whilst [REDACTED] to the staff member used her full name (including middle name) and when questioned he said he knew a lot more about her. The staff member was concerned however did not feel overly concerned. Since then the Customer has gone into an AMI office and spoken to the Manager of the branch and indicated that he knew our staff members – name, address, children and parents details. He indicated that he was not happy with his claim settlement and had every intention of [REDACTED] this personal.

Any assistance on this would be appreciated.

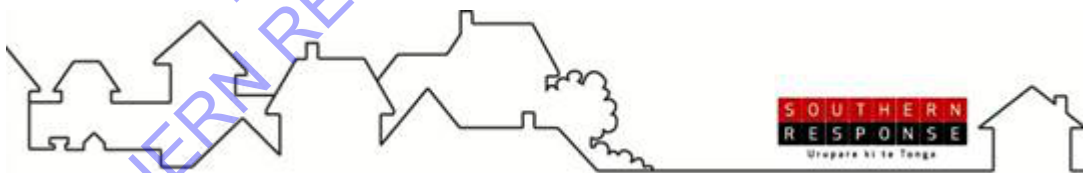
Thank you

Sarah

Sarah Giles

Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



Southern Response Earthquake Services Ltd is the government-owned company responsible for settling claims by AMI policyholders for Canterbury earthquake damage which occurred before 5 April 2012 (the date AMI was sold to IAG).

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Trespass Advice
Date: Tuesday, 28 July 2015 8:57:20 a.m.
Attachments: [Letter-Instructions.pdf](#)

Dear Sarah,

Please see attached letter.

Kind regards,

[REDACTED] Secretary

BELL GULLY

DDI + [REDACTED]
Vero Centre, 48 Shortland Street, Auckland, New Zealand

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [Sarah Giles](#)
To: [REDACTED] firstsecurity.co.nz
Cc: [Linda Falwasser](#); [Peter Rose](#)
Subject: Trespass authority
Date: Tuesday, 28 July 2015 2:22:00 p.m.
Attachments: [Trespass Notice template.pdf](#)

Hi Peter

Following the presentation by Thompson and Clark onsite last week, Southern Response Earthquake Services Limited and Arrow International (NZ) Limited, being the parties in lawful occupation of 6 and 10 Show Place, Addington, Christchurch, authorise First Security to act on their behalf for the purposes of section 4 of the Trespass Act 1980.

Our intention is to provide you and your guards with the full authority to act on our behalf to protect the safety of staff employed by Southern Response and Arrow.

Please find attached the trespass template for your staff to use. Should they feel the need to issue a trespass notice our preference is that this is done in writing and a copy be retained for our records.

If you or your guards are unsure please do not hesitate to contact me or Linda.

Thanks
Sarah

Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#)
Subject: Trespass issues
Date: Friday, 24 July 2015 5:04:12 p.m.
Attachments: [image001.png](#)

Hi Sarah,

Sorry, I couldn't get advice from our litigation team about the trespass issues you raised today but will keep on them Monday. I did my best!

Have a great weekend.

[REDACTED]
Associate

Lane Neave

179 [REDACTED] Street, Christchurch 8013
PO Box 2331, Christchurch 8140

Tel: + [REDACTED] | Fax: + [REDACTED]
DDI: [REDACTED] | Mobile: [REDACTED]

Email: [REDACTED]@laneneave.co.nz
Web: www.laneneave.co.nz

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From: [Linda Falwasser](#)
To: [Sarah Giles](#)
Subject: Trespass Notices 300715
Date: Thursday, 30 July 2015 8:01:01 a.m.
Attachments: [Trespass Notices 300715.doc](#)

Have added and revised – this one should be all good to go for you

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: Unidentified customers on security list
Date: Friday, 18 September 2015 3:52:48 p.m.

Hi Sarah
Hi Sarah

These are the customers I am unable to find a photo of.

Name	DOB	Address	Phone Number
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED]
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	[REDACTED] [REDACTED]
[REDACTED] [REDACTED] [REDACTED]	[REDACTED]	[REDACTED] [REDACTED]	Ph H [REDACTED] Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator
Southern Response Earthquake Services Ltd

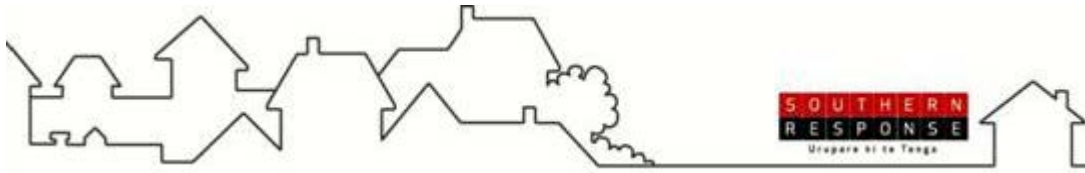
DDI: [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz



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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [REDACTED] [Sarah Giles](#)
Cc: [REDACTED]
Subject: Update from First Security
Date: Monday, 13 November 2017 11:35:45 a.m.

[REDACTED] from First Security will be addressing this with the guard today. She agrees he has worked here long enough to know the procedure.

Regards

[REDACTED]

From: [REDACTED]
Sent: Monday, 13 November 2017 9:16 a.m.
To: [REDACTED] Sarah Giles
Cc: [REDACTED]
Subject: RE: Tailgate

Good morning Sarah and [REDACTED]

I will be [REDACTED] with [REDACTED] today (Operations Manager) regarding the incident with [REDACTED] on Friday.

This should not have happened, he has been trained, and has access to the standard operating procedures which clearly state that a customer must have an appointment, if unsure to contact reception.

I will update you once I have contacted [REDACTED]

Thanks

[REDACTED]

From: [REDACTED]
Sent: Friday, 10 November 2017 4:37 p.m.
To: Sarah Giles
Cc: [REDACTED]
Subject: Tailgate

Sarah,

I have found the camera footage that shows some of the tailgate incident from earlier today.

Background:

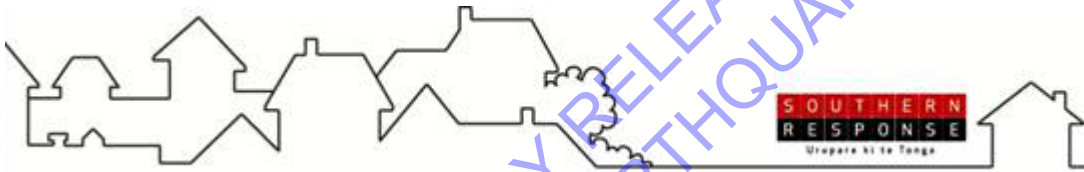
- [REDACTED] has confirmed the customer as [REDACTED] of [REDACTED] Street
- The sign-in book entry shows a visit from 11:45am until 12:05pm
- [REDACTED] F and [REDACTED] told me the customer was at [REDACTED] desk at approximately 11:50am
- [REDACTED] and [REDACTED] told me that [REDACTED] let the customer in
- [REDACTED] and others have said (second hand) that the customer did not want to take a visitor lanyard from the guard

Camera(s):

- 11:53:32 - Foyer – customer signed in with guard. Did not take a visitor lanyard. The guard may have offered but this is unclear.
- 11:54:10 – Foyer – customer walks up stairs
- 11:54:30 – L2 – customer pauses on level 2 and looks around before continuing to L3
- 11:54:50 – L3 – customer walks to door and is let in. Unable to see the door itself from the camera.
- 12:06:42 – L3 – customer exits L3 and walks down stairs
- 12:07:49 – Foyer – customer signs out. Customer was [REDACTED] to guard, possibly about floor numbering scheme, as he (guard) went to lift and pointed at it . Customer left the building.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Mob: ([REDACTED])
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED] firstsecurity.co.nz ([REDACTED] firstsecurity.co.nz)
Cc: [REDACTED] firstsecurity.co.nz; Sarah Giles
Subject: Update to guards SOP"s
Date: Thursday, 5 May 2016 1:53:57 p.m.

Good afternoon [REDACTED]

Please find attached an updated copy of the guards standard operating procedures for #6 Show Place.

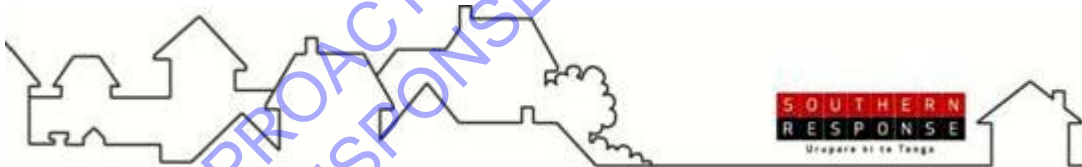
I refer to the highlighted paragraph on page 3, stating that during periods of heightened security levels, staff will be informed to use only the front entrance to access and exit the building. Rear doors will not be used.

I have given our guards on site a copy of this update.

Regards

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

DDI: ([REDACTED])
Ext: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz



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From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: Updated ADT contact list
Date: Monday, 4 April 2016 9:46:20 a.m.
Attachments: [#10 INSTRUCTIONS FOR ALARM ACTIVATION 4.4.16.pdf](#)

Hi everyone

Please find attached an updated contact list and alarm instructions for #10 Show Place.

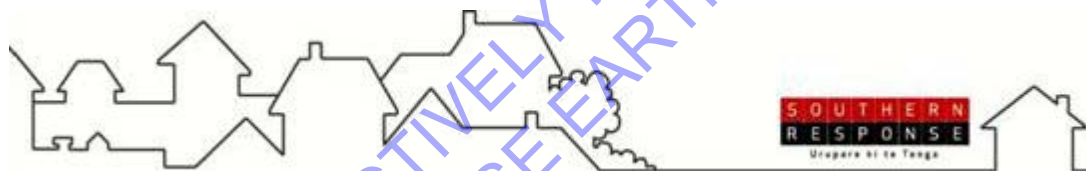
[REDACTED] – could you let me know when the alarm is planned to be in use at #10 and I will advise the cleaners and First Security.

Regards

[REDACTED]

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd

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From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]; [REDACTED]; [REDACTED]
Cc: [REDACTED]
Subject: Updated Security List - Management copy updated 17 Feb 2017
Date: Friday, 17 February 2017 1:24:43 p.m.
Attachments: [Management copy updated 17 Feb 2017.doc](#)

Hi everyone

Updated copy of the security list, wording changed around [REDACTED] [REDACTED]

Regards

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Subject: Updated security list 10 April 2014
Date: Monday, 10 April 2017 1:11:42 p.m.
Attachments: [Management copy updated 10 April 2017.doc](#)

Please note today's changes to the list on Page 3, as per [REDACTED] email below:

From: [REDACTED]
Sent: Monday, 10 April 2017 11:14 a.m.
To: [REDACTED]
Subject: Management copy updated 5 April 2017 (3)

Hi [REDACTED]

I have upgraded [REDACTED] to **active**, we have a JSC coming and trial coming up soon

Newly added

[REDACTED] – **active**, violent threatening behaviour on site to both SRES staff and our legal panel

Thanks

[REDACTED]

[REDACTED]
Litigation Manager
Southern Response
Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]

PO Box 9052
Christchurch 8149

[REDACTED] Southernresponse.co.nz

www.southernresponse.co.nz

Did you know information and answers to common questions are available on our website?

Visit www.southernresponse.co.nz



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From: [REDACTED]
To: [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [Sarah Giles](#); [REDACTED]
Subject: Updated security list as from 14 Nov 17
Date: Tuesday, 14 November 2017 11:10:29 a.m.
Attachments: [Management copy updated 14 November 2017.doc](#)

Hi again everyone

Updated security list attached.

Regards

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#); [REDACTED]
Cc: [REDACTED]
Subject: Updated Security list
Date: Wednesday, 11 October 2017 9:51:17 a.m.
Attachments: [Management copy updated 11 Oct 2017.doc](#)

Hi everyone

Updated security list attached – one new customer added today, at top of list.

Please use the new password to open.

Thanks

[REDACTED]

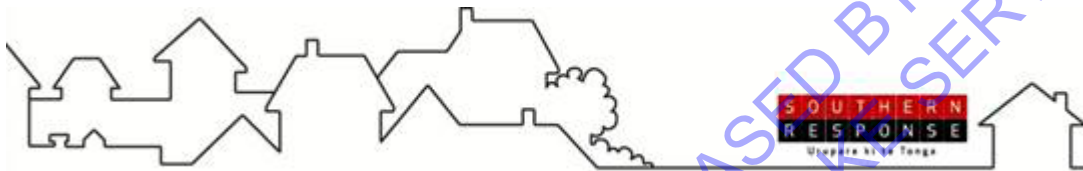
PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

From: [REDACTED]
To: [Sarah Giles](#)
Subject: updated security presentation
Date: Friday, 14 August 2015 3:22:18 p.m.
Attachments: [Security training Aug 2015.ppt](#)

Thanks ☺

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
Mobile: [REDACTED]
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Christchurch
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From: [REDACTED]
To: [REDACTED]; [Linda Falwasser](#); [REDACTED]; [Graeme Nicholas](#); [REDACTED]; [Tony Feaver](#); [Sarah Giles](#); [REDACTED]
Cc: [REDACTED]
Subject: Urgent Training for your teams - please confirm info by end of today.
Date: Tuesday, 4 August 2015 11:34:36 a.m.
Importance: High

Hi all

There has been a directive from Ross Butler regarding the importance regarding the Safety and Security of all of our team members.

We, [REDACTED] and I, would like to attend your team meeting times over the next 2 weeks to deliver the following training

- Security
- Earthquake Safety and Evacuation
- Abusive and Threatening calls

We believe to cover the above will take a full hour and would appreciate using your team meeting times. Currently I have the following times for team meetings scheduled, if these have changed please let me know.

If you do not have a time listed below but have a regular team meeting please advise me of the day, time and location so we can schedule this in.

We will be combining some of the smaller teams together and will let you know a day and time.
i.e. [REDACTED], [REDACTED], [REDACTED] Tony, Sarah, Linda

Team	Manager	Day	Time	Location
Repairs	[REDACTED]	Monday	9am	
Repairs	[REDACTED]			
Repairs	[REDACTED]			
OOS	[REDACTED]	Tuesday	10am	Large meeting room
Rebuild	[REDACTED]	Tuesday	11am	Board Room
TRR	[REDACTED]	Wednesday	9am	Large meeting room
Admin	[REDACTED]	Thursday	9am	Small meeting room
Customer Support	[REDACTED]	Thursday	10.30am	Small meeting room
Shared Property	[REDACTED]			
Temp Accom	[REDACTED]			

Many thanks for your help on this, I require this information back and confirmation of us

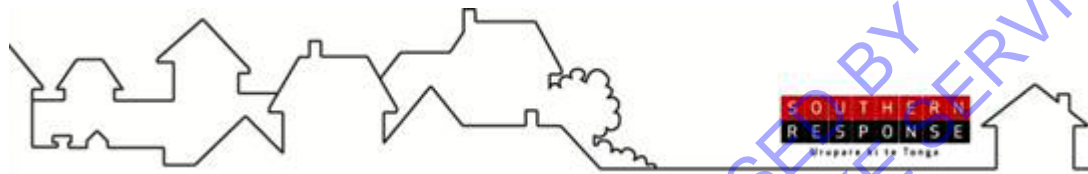
attending your meeting by the end of today if possible.

Thanks

[REDACTED]

[REDACTED]
Learning and Development Manager
Southern Response Earthquake Services Ltd

DDI: [REDACTED]
Ext: [REDACTED]
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From: [REDACTED]
To: [10Show Place SR and Arrow](#)
Cc: [REDACTED]
Subject: Work on rear service area doors at #10 Show Place
Date: Wednesday, 30 March 2016 10:27:49 a.m.

Please note that contractors from ECL will be [REDACTED] on the two internal doors at the back service area of 10 Show Place today. These are the doors to the toilets and rear building exit.

While each door is being worked on, it will be blocked off with clearly marked barriers and not available for use by staff. Please use the other door for access to toilets. Only one door will be out of action at any time. Apologies for any disruption.

They will be installing magnetic locks and access control mechanisms to these two doors as part of our overall building security enhancements. Once complete, it is intended that these doors will remain deactivated during [REDACTED] hours so as not to present any inconvenience to staff.

In the unlikely event of an emergency evacuation, please modify your exit using the two remaining doors (one front, one rear), unless instructed otherwise by wardens.

[REDACTED]
IT Manager
Southern Response Earthquake Services Ltd

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Mob: ([REDACTED])
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