

1. Weekly monitoring report 26 June-2 July 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 03, 2015 11:50:23
Subject: Weekly monitoring report 26 June-2 July 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 26 June - 2 July 2015.pdf](#)

Good morning Linda & Casey,

Please see attached this week's monitoring report.

The main issues of the week have been discussion on social media re the publishing of Southern Responses SOI and forecasting of claims settlements.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

2. Invoice INV-14446 from Thompson and Clark Investigations Ltd for Southern Response

From: [REDACTED] <admin@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jul 06, 2015 15:14:43
Subject: Invoice INV-14446 from Thompson and Clark Investigations Ltd for Southern Response
Attachment: [image001.gif](#)
[Invoice INV-14446.pdf](#)

Hi Linda

Attached is invoice 14446 for services during June 2015.

Please feel free to contact us if you require any further information.

Kind regards

[REDACTED]

Office Manager

/ MOBILE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

3. FW: While we are waiting for Southern Response

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 07, 2015 11:22:41
Subject: FW: While we are waiting for Southern Response
Attachment:

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

From: [REDACTED]
Sent: Monday, 6 July 2015 2:53 p.m.
To: Linda Falwasser; Victor Wells
Subject: FW: While we are waiting for Southern Response
Importance: High

Please see attached.

[REDACTED]
Technical Manager
Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

Mobile: [REDACTED]
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: [REDACTED] [mailto:[REDACTED]]

Sent: Monday, 6 July 2015 2:13 p.m.

To: [REDACTED]

Cc: Ross Butler; Anne Urlwin; Susan Thodey; Jenn Bestwick; Sarah Sinclair; Bevan Killick

Subject: While we are waiting for Southern Response

Importance: High

[REDACTED] and Southern Response Board,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

While we wait once again, we would like to discuss the issue of Southern Response's ongoing delays, time we have spent trying to deal with Southern Response to this point (Project Management and Administration), and a full explanation as to why Southern Response's Deputy Chairperson decided to share our private information with her CEO who then shared our personal emails to our businesses biggest customer, in an attempt to intimidate us and bully us.

Mr Rose went to great lengths, defaming us to our major customer early in the morning and late at night.

His attack was extraordinary and we believe unprecedented.

His attack on us was undertaken under direction of the Southern Response Board and with the full knowledge of your Responsible Minister and Shareholding Minister, plus as it happens, the Prime Minister.

The CEO of [REDACTED] was hired to try and dig some dirt on us and when none could be found he spend the next 1.5 trying to bury Mr Rose's attack.

Please let us know when you are free to discuss over the phone, and we will get our recorder and witness ready.

We have been very patient, but the full report of the attack is about to be made public and we will be interested to compare the report to our personal voice recordings of: 1) our hour long interrogation by [REDACTED] on behalf of Mr Rose, 2) internal meeting recordings where we were directed to discontinue participation in any public criticism of Southern Response as "you work for the Government and you can't be seen to criticise them (x3)"

Mr Rose's co-ordinated personal attack was terminal for our business, which was the sole source

of income for us and our [REDACTED] children.

Is 12pm tomorrow Tuesday 7 July suitable? please could you confirm that you will call us on [REDACTED] and we can talk through all these issues in detail?

Once again please note your conversation will be recorded and witnessed and if you want to talk without prejudice then please let us know at the start of the conference tomorrow, and I will turn off our recorder (which has been very handy over the last 3 years) and ask our witness to leave the room.

Please note there is no need for "mediation" just communication.

We urge Southern Response to stick to the facts during the conversation and we recommend your legal counsel present, we don't have any, but we want poor Mr [REDACTED] to be in a position to answer some specific questions over your companies conduct over the last three years.

Look forward to your call.

Kind Regards,

[REDACTED]
[REDACTED]

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

4. FW: While we are waiting for Southern Response - - Meeting request

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 07, 2015 11:29:53
Subject: FW: While we are waiting for Southern Response - - Meeting request
Attachment: [07072015093053.pdf](#)

Our response attached

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]

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

From: Victor Wells
Sent: Tuesday, 7 July 2015 9:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: While we are waiting for Southern Response - - Meeting request
Importance: High

Hi [REDACTED]

Letter attached.

Regards

Victor Wells
Legal Risk Manager
Southern Response
Earthquake Services Ltd

DDI 03 [REDACTED]

Ext [REDACTED]

PO Box 9052
Christchurch 8149

victor.wells@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.

----- Original Message Follows -----

> [REDACTED] and Southern Response Board,

>

[REDACTED]

>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

>

> While we wait once again, we would like to discuss the issue of
> Southern Response's ongoing delays, time we have spent trying to deal
> with Southern Response to this point (Project Management and
> Administration), and a full explanation as to why Southern Response's
> Deputy Chairperson decided to share our private information with her
> CEO who then shared our personal emails to our businesses biggest
> customer, in an attempt to intimidate us and bully us.

>

> Mr Rose went to great lengths, defaming us to our major customer early
> in the morning and late at night.

>

> His attack was extraordinary and we believe unprecedented.

>

> His attack on us was undertaken under direction of the Southern
> Response Board and with the full knowledge of your Responsible

> Minister and Shareholding Minister, plus as it happens, the Prime
> Minister.
>
> The CEO of [REDACTED] was hired to try and dig some dirt on us and
> when none could be found he spend the next 1.5 trying to bury Mr
> Rose's attack.
>
> Please let us know when you are free to discuss over the phone, and we
> will get our recorder and witness ready.
>
> We have been very patient, but the full report of the attack is about
> to be made public and we will be interested to compare the report to
> our personal voice recordings of: 1) our hour long interrogation by
> [REDACTED] on behalf of Mr Rose, 2) internal meeting recordings where
> we were directed to discontinue participation in any public criticism
> of Southern Response as "you work for the Government and you can't be
> seen to criticise them (x3)"
>
> Mr Rose's co-ordinated personal attack was terminal for our business,
> which was the sole source of income for us and our [REDACTED]
> children.
>
> Is 12pm tomorrow Tuesday 7 July suitable? please could you confirm
> that you will call us on [REDACTED] and we can talk through all
> these issues in detail?
>
> Once again please note your conversation will be recorded and
> witnessed and if you want to talk without prejudice then please let us
> know at the start of the conference tomorrow, and I will turn off our
> recorder (which has been very handy over the last 3 years) and ask our
> witness to leave the room.
>
> Please note there is no need for "mediation" just communication.
>
> We urge Southern Response to stick to the facts during the
> conversation and we recommend your legal counsel present, we don't
> have any, but we want poor [REDACTED] to be in a position to answer
> some specific questions over your companies conduct over the last
> three years.
>
> Look forward to your call.
>

> Kind Regards,

>

> [REDACTED]

>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

5. RE: While we are waiting for Southern Response - - Meeting request

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 07, 2015 12:39:01
Subject: RE: While we are waiting for Southern Response - - Meeting request
Attachment:

Thanks Linda, I'll have a look and give Ross a call after 1.30 and then come back to you.

Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 7 July 2015 11:30 a.m.
To: Gavin Clark
Subject: FW: While we are waiting for Southern Response - - Meeting request
Importance: High

Our response attached

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]

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

From: Victor Wells
Sent: Tuesday, 7 July 2015 9:39 a.m.
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: While we are waiting for Southern Response - - Meeting request
Importance: High

Hi [REDACTED]

Letter attached.

Regards

Victor Wells
Legal Risk Manager
Southern Response
Earthquake Services Ltd

DDI 03 [REDACTED]

Ext [REDACTED]

PO Box 9052
Christchurch 8149

victor.wells@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.

----- Original Message Follows -----

> [REDACTED] and Southern Response Board,

>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

>

> While we wait once again, we would like to discuss the issue of
> Southern Response's ongoing delays, time we have spent trying to deal
> with Southern Response to this point (Project Management and
> Administration), and a full explanation as to why Southern Response's

- > Deputy Chairperson decided to share our private information with her
- > CEO who then shared our personal emails to our businesses biggest
- > customer, in an attempt to intimidate us and bully us.
- >
- > Mr Rose went to great lengths, defaming us to our major customer early
- > in the morning and late at night.
- >
- > His attack was extraordinary and we believe unprecedented.
- >
- > His attack on us was undertaken under direction of the Southern
- > Response Board and with the full knowledge of your Responsible
- > Minister and Shareholding Minister, plus as it happens, the Prime
- > Minister.
- >
- > The CEO of [REDACTED] was hired to try and dig some dirt on us and
- > when none could be found he spend the next 1.5 trying to bury Mr
- > Rose's attack.
- >
- > Please let us know when you are free to discuss over the phone, and we
- > will get our recorder and witness ready.
- >
- > We have been very patient, but the full report of the attack is about
- > to be made public and we will be interested to compare the report to
- > our personal voice recordings of: 1) our hour long interrogation by
- > [REDACTED] on behalf of Mr Rose, 2) internal meeting recordings where
- > we were directed to discontinue participation in any public criticism
- > of Southern Response as "you work for the Government and you can't be
- > seen to criticise them (x3)"
- >
- > Mr Rose's co-ordinated personal attack was terminal for our business,
- > which was the sole source of income for us and our [REDACTED]
- > children.
- >
- > Is 12pm tomorrow Tuesday 7 July suitable? please could you confirm
- > that you will call us on [REDACTED] and we can talk through all
- > these issues in detail?
- >
- > Once again please note your conversation will be recorded and
- > witnessed and if you want to talk without prejudice then please let us
- > know at the start of the conference tomorrow, and I will turn off our
- > recorder (which has been very handy over the last 3 years) and ask our
- > witness to leave the room.

- >
 - > Please note there is no need for "mediation" just communication.
 - >
 - > We urge Southern Response to stick to the facts during the
 - > conversation and we recommend your legal counsel present, we don't
 - > have any, but we want poor Mr [REDACTED] to be in a position to answer
 - > some specific questions over your companies conduct over the last
 - > three years.
 - >
 - > Look forward to your call.
 - >
 - > Kind Regards,
 - >
 - > [REDACTED]
 - > [REDACTED]
 - >
-

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6. FW: Transcript of Telephone Call to be added to our file

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 08, 2015 11:37:06
Subject: FW: Transcript of Telephone Call to be added to our file
Attachment: [call_12-03-02_IN_.amr](#)

Not sure if you can open this file or your IT guys

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

From: [REDACTED]
Sent: Wednesday, 8 July 2015 9:39 a.m.
To: Support; [REDACTED] [REDACTED]
Cc: Linda Falwasser
Subject: FW: Transcript of Telephone Call to be added to our file
Importance: High

Hey Team

We have a recording here between [REDACTED] and [REDACTED] we are needing to get it to play however it seems like we don't have the appropriate software. Are you able to help with this, and get back to us at your nearest convenience? We are dealing with the Media at the moment and this could prove to be beneficial.

Many 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: [REDACTED]
Sent: Wednesday, 8 July 2015 9:24 a.m.
To: [REDACTED]
Subject: FW: Transcript of Telephone Call to be added to our file
Importance: High

Sarah,
This is the file.

Please see if you can access the audio of the recording

Thanks

[REDACTED]
Technical Manager
Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

Mobile: [REDACTED]
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: [REDACTED] [mailto:[REDACTED]]
Sent: Friday, 3 July 2015 2:05 p.m.
To: [REDACTED]

Cc: Ross Butler; Anne Urlwin; Susan Thodey; Bevan Killick; Sarah Sinclair; Jenn Bestwick
Subject: Transcript of Telephone Call to be added to our file
Importance: High

Hi [REDACTED],

Thanks for calling this afternoon.

You were made aware at the start of the conference that was being recorded and witnessed.

I attach a copy of the call in electronic form, please add it to our file.

As stated before the conference, the call may be used against Southern Response in a court of law.

We are gobsmacked by the representations made by Southern Response today that it has yet to make its election on our home.

[REDACTED]

[REDACTED]

Please could we have both these documents before close of play today as promised, we reiterate that both [REDACTED], we urge you to restrain yourself from your normal practice of interfering with your experts reports and instructions.

As directed per the following email:

From: [REDACTED] southernresponse.co.nz]
Sent: Tuesday, 16 December 2014 2:48 p.m.
To: [REDACTED]
Subject: RE: Re: [REDACTED]

Good afternoon [REDACTED]

Thank you for your emails, I apologise for the delay in responding.

[REDACTED]

[Redacted]

[Redacted]

We look forward to working with you toward the settlement of your claim.

Kind regards

[Redacted]

[Redacted]

Manager Technical Review and Resolution
Southern Response Earthquake Services Ltd

DDI ([Redacted])

PO Box 9052
Christchurch

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Arrow personnel carry no liability to us or independence from Southern Response, and we have caught one of them - [REDACTED] - personally interfering with expert instructions and opinions under the direction of your CEO - Mr Peter Rose.

Mr Rose is also the individual solely responsible for forwarding our personal emails and details onto our businesses largest customer (with the assistance of Southern Response's Deputy Chairperson) and holding phone conversations with them early in the morning and late at night specifically about us.

This resulted in defamatory statements being made and subsequently we were subjected to a formal investigation, the results of which will be made public shortly.

The damage that Mr Rose has inflicted on us and our business over the years has been enormous.

We have sort an appointment with Southern Response's Board to discuss other evidence of new interference by Mr Rose in our affairs, however we have been rejected.

Unfortunately he is the Chief of the Executive of Southern Response and hence we have no other alternatives to discuss these issues with considering Southern Response's Board's decision to reject our attempts to bring these details to their attention.

We had hoped that your phone call today would bear an offer to finally resolve our claim, unsurprisingly we were disappointed to discover that Southern Response are continuing with their bullying, intimidation, interference and delay.

[REDACTED]

[REDACTED]

[REDACTED]

Kind Regards,

[REDACTED]

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7. RE: Transcript of Telephone Call to be added to our file

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 08, 2015 14:22:43
Subject: RE: Transcript of Telephone Call to be added to our file
Attachment:

Hi Gavin

Further to this and the emails that you received from Victor - Our email archiving system has identified that [REDACTED] sent 195 emails to the Board in the last 6 months (6 Jan to 24 June), so he is running at a little better than an email a day...

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]

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

From: Linda Falwasser
Sent: Wednesday, 8 July 2015 11:37 a.m.
To: 'gavin.clark@tcil.co.nz'
Subject: FW: Transcript of Telephone Call to be added to our file
Importance: High

Not sure if you can open this file or your IT guys

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

From: [REDACTED]
Sent: Wednesday, 8 July 2015 9:39 a.m.
To: Support; [REDACTED] [REDACTED]
Cc: Linda Falwasser
Subject: FW: Transcript of Telephone Call to be added to our file

Importance: High

Hey Team

We have a recording here between [REDACTED] and [REDACTED] we are needing to get it to play however it seems like we don't have the appropriate software. Are you able to help with this, and get back to us at your nearest convenience? We are dealing with the Media at the moment and this could prove to be beneficial.

Many 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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-----Original Message-----

From: [REDACTED]
Sent: Wednesday, 8 July 2015 9:24 a.m.
To: [REDACTED]
Subject: FW: Transcript of Telephone Call to be added to our file
Importance: High

[REDACTED]
This is the file.

Please see if you can access the audio of the recording

Thanks

██████████
Technical Manager
Southern Response Earthquake Services Ltd

DDI: (03) ██████████
Ext: ██████
PO Box 9052
Christchurch

Mobile: ██████████
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: ██████████ [mailto:██████████]
Sent: Friday, 3 July 2015 2:05 p.m.
To: ██████████
Cc: Ross Butler; Anne Urlwin; Susan Thodey; Bevan Killick; Sarah Sinclair; Jenn Bestwick
Subject: Transcript of Telephone Call to be added to our file
Importance: High

Hi ██████

Thanks for calling this afternoon.

You were made aware at the start of the conference that was being recorded and witnessed.

I attach a copy of the call in electronic form, please add it to our file.

As stated before the conference, the call may be used against Southern Response in a court of law.

We are gobsmacked by the representations made by Southern Response today that it has yet to

make its election on our home.

[Redacted]

[Redacted]

Please could we have both these documents before close of play today as promised, we reiterate that both [Redacted] are required, we urge you to restrain yourself from your normal practice of interfering with your experts reports and instructions.

As directed per the following email:

From: [Redacted] southernresponse.co.nz]
Sent: Tuesday, 16 December 2014 2:48 p.m.
To: [Redacted]
Subject: RE: Re: [Redacted] Road

Good afternoon [Redacted]

Thank you for your emails, I apologise for the delay in responding.

[Redacted]

[Redacted]

We look forward to working with you toward the settlement of your claim.

Kind regards

[Redacted]

[Redacted]

Manager Technical Review and Resolution
Southern Response Earthquake Services Ltd

DDI ([REDACTED])
PO Box 9052
Christchurch

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

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[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Arrow personnel carry no liability to us or independence from Southern Response, and we have caught one of them - [REDACTED] - personally interfering with expert instructions and opinions under the direction of your CEO - Mr Peter Rose.

Mr Rose is also the individual solely responsible for forwarding our personal emails and details onto our businesses largest customer (with the assistance of Southern Response's Deputy

Chairperson) and holding phone conversations with them early in the morning and late at night specifically about us.

This resulted in defamatory statements being made and subsequently we were subjected to a formal investigation, the results of which will be made public shortly.

The damage that Mr Rose has inflicted on us and our business over the years has been enormous.

We have sort an appointment with Southern Response's Board to discuss other evidence of new interference by Mr Rose in our affairs, however we have been rejected.

Unfortunately he is the Chief of the Executive of Southern Response and hence we have no other alternatives to discuss these issues with considering Southern Response's Board's decision to reject our attempts to bring these details to their attention.

We had hoped that your phone call today would bear an offer to finally resolve our claim, unsurprisingly we were disappointed to discover that Southern Response are continuing with their bullying, intimidation, interference and delay.

[REDACTED]

Kind Regards,

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

8. SR weekly monitoring report

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>
Sent Date: Jul 10, 2015 11:37:36
Subject: SR weekly monitoring report
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 3 - 9 July 2015.pdf](#)

Good morning Linda & Casey,

Please see attached this week's monitoring report.

A quiet week of news.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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9. FW: Fwd: [REDACTED] [REDACTED] Rd [REDACTED] letter July

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: 'gavin.clark@tcil.co.nz' <gavin.clark@tcil.co.nz>
Sent Date: Jul 10, 2015 14:28:32
Subject: FW: Fwd: [REDACTED] [REDACTED] Rd [REDACTED] letter July
Attachment: [call_12-02-46_IN.amr](#)
[\[REDACTED\].letter](#) [\[REDACTED\] July 2015 with signature.pdf](#)

Update of letter and phone call today

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

From: [REDACTED]
Sent: Friday, 10 July 2015 2:04 p.m.
To: Linda Falwasser; Victor Wells
Subject: FW: Fwd: [REDACTED] [REDACTED] [REDACTED] letter July
Importance: High

[REDACTED]
Technical Manager
Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

Mobile: [REDACTED]
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: [REDACTED] [mailto:[REDACTED]]

Sent: Friday, 10 July 2015 1:56 p.m.

To: [REDACTED]; Kent France

Cc: Ross Butler; Anne Urlwin; Sarah Sinclair; Bevan Killick; Jenn Bestwick; Susan Thodey

Subject: Fwd: Fwd: [REDACTED] [REDACTED] Rd [REDACTED] letter July

Importance: High

Hi [REDACTED] and Kent,

Thanks for the call this afternoon.

As promised here is the official transcript as promised.

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Look forward to your call at 10:30am sharp on Monday ([REDACTED])
[REDACTED] and we urge you to book this time out on your calendar every working day until we sort
[REDACTED]

We are pleased that Southern Response have decided to re-engage with us after so many years of bullying and intimidation (especially the extraordinary actions of Mr Rose), however after your

letter today we still have concerns that Southern Response are attempting to interfere with experts.

If we don't hear from you before 5pm, have a great weekend and speak again 10:30am Monday (recorded as always).

Kind Regards,

[Redacted]

----- Message Forwarded on Fri 10/7/2015 -----

From: "[Redacted]" <[Redacted]>

To: [Redacted]@southernresponse.co.nz, kent.france@southernresponse.co.nz

Cc: ross.butler@southernresponse.co.nz, anne.urlwin@southernresponse.co.nz, susan.thodey@southernresponse.co.nz, sarah.sinclair@southernresponse.co.nz, jenn.bestwick@southernresponse.co.nz, bevan.killcik@southernresponse.co.nz

Subject: Fwd: [Redacted] [Redacted] Rd [Redacted] letter July

Date: Fri, 10 Jul 2015 11:44:24 +1200

Dear [Redacted] and Kent.

Thanks for your letter.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[REDACTED]
[REDACTED]
In addition [REDACTED]
[REDACTED]

[REDACTED], we look forward to addressing with you in detail the tactics that have been employed by Southern Response's CEO, Executive and Board for the last 3+ years.

We remind you that the call at 12pm sharp will be recorded and a transcript will be provided following the call.

We also wish to ensure that constructive dialogue with Southern Response continues next week and beyond and seek confirmation that Southern Response is able to dial into a phone conference, daily from Monday at 10:30am until this matter is fully resolved.

We are 100% committed to working with Southern Response on the settlement of our claim [REDACTED]
[REDACTED].

Kind Regards,

[REDACTED]
----- Message Forwarded on Fri 10/7/2015 -----

[REDACTED]@southernresponse.co.nz>

To: "[REDACTED]" <[REDACTED]>
Subject: [REDACTED] Rd [REDACTED] letter July
Date: Thu, 09 Jul 2015 23:24:09 +0000

[Attachment: image001.jpg]

[Attachment: [REDACTED] letter [REDACTED] July 2015 with signature.pdf]

[Attachment: image001.jpg]

[Attachment: [REDACTED] letter [REDACTED] July 2015 with signature.pdf]

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10. RE: Transcript of Telephone Call to be added to our file

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: 'gavin.clark@tcil.co.nz' <gavin.clark@tcil.co.nz>
Sent Date: Jul 12, 2015 13:31:42
Subject: RE: Transcript of Telephone Call to be added to our file
Attachment:

Hi Gavin

I've been thinking about our conversation Friday and Ross's conversation around office security - the more I think about it, the more I think we do need a review of all security initiatives across both 6 & 10 Show Place - that have taken place since you conducted the review earlier last year - and identify the gaps.

Even though we don't have customer meetings at #10, it wouldn't take much for someone to watch from outside and see that we are here (esp. Peter going in and out). We potentially should have a guard on Level 2, 10 Show Place in the foyer by the door (even for a temporary period of time to trial it while there are a few issues happening) - thoughts?

Thanks Linda

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

From: Linda Falwasser
Sent: Wednesday, 8 July 2015 2:23 p.m.
To: gavin.clark@tcil.co.nz
Subject: RE: Transcript of Telephone Call to be added to our file

Hi Gavin

Further to this and the emails that you received from Victor - Our email archiving system has identified that Mr [REDACTED] sent 195 emails to the Board in the last 6 months (6 Jan to 24 June), so he is running at a little better than an email a day...

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]

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

From: Linda Falwasser

Sent: Wednesday, 8 July 2015 11:37 a.m.

To: 'gavin.clark@tcil.co.nz'

Subject: FW: Transcript of Telephone Call to be added to our file

Importance: High

Not sure if you can open this file or your IT guys

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

From: [REDACTED]

Sent: Wednesday, 8 July 2015 9:39 a.m.

To: Support; [REDACTED] [REDACTED]

Cc: Linda Falwasser

Subject: FW: Transcript of Telephone Call to be added to our file

Importance: High

Hey Team

We have a recording here between [REDACTED] and [REDACTED] we are needing to get it to play however it seems like we don't have the appropriate software. Are you able to help with this, and get back to us at your nearest convenience? We are dealing with the Media at the moment and this could prove to be beneficial.

Many 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: [REDACTED]
Sent: Wednesday, 8 July 2015 9:24 a.m.
To: [REDACTED]
Subject: FW: Transcript of Telephone Call to be added to our file
Importance: High

Sarah,
This is the file.

Please see if you can access the audio of the recording

Thanks

[REDACTED]
Technical Manager
Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]
Ext: [REDACTED]
PO Box 9052
Christchurch

Mobile: [REDACTED]
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: [REDACTED] [mailto:[REDACTED]]

Sent: Friday, 3 July 2015 2:05 p.m.

To: [REDACTED]

Cc: Ross Butler; Anne Urlwin; Susan Thodey; Bevan Killick; Sarah Sinclair; Jenn Bestwick

Subject: Transcript of Telephone Call to be added to our file

Importance: High

Hi [REDACTED],

Thanks for calling this afternoon.

You were made aware at the start of the conference that was being recorded and witnessed.

I attach a copy of the call in electronic form, please add it to our file.

As stated before the conference, the call may be used against Southern Response in a court of law.

We are gobsmacked by the representations made by Southern Response today that it has yet to make its election on our home.

[REDACTED]

[REDACTED]

Please could we have both these documents before close of play today as promised, we reiterate that both [REDACTED] are required, we urge you to restrain yourself from your normal practice of interfering with your experts reports and instructions.

As directed per the following email:

From: [REDACTED] southernresponse.co.nz]

Sent: Tuesday, 16 December 2014 2:48 p.m.

To: [REDACTED]

Subject: RE: Re: [REDACTED] Road

Good afternoon [REDACTED]

Thank you for your emails, I apologise for the delay in responding.

[REDACTED]

[REDACTED]

We look forward to working with you toward the settlement of your claim.

Kind regards

[REDACTED]

[REDACTED]

Manager Technical Review and Resolution
Southern Response Earthquake Services Ltd

DDI ([REDACTED])

PO Box 9052

Christchurch

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Arrow personnel carry no liability to us or independence from Southern Response, and we have caught one of them - Mr [REDACTED] - personally interfering with expert instructions and opinions under the direction of your CEO - Mr Peter Rose.

Mr Rose is also the individual solely responsible for forwarding our personal emails and details onto our businesses largest customer (with the assistance of Southern Response's Deputy Chairperson) and holding phone conversations with them early in the morning and late at night specifically about us.

This resulted in defamatory statements being made and subsequently we were subjected to a formal investigation, the results of which will be made public shortly.

The damage that Mr Rose has inflicted on us and our business over the years has been enormous.

We have sort an appointment with Southern Response's Board to discuss other evidence of new interference by Mr Rose in our affairs, however we have been rejected.

Unfortunately he is the Chief of the Executive of Southern Response and hence we have no other alternatives to discuss these issues with considering Southern Response's Board's decision to reject our attempts to bring these details to their attention.

We had hoped that your phone call today would bear an offer to finally resolve our claim, unsurprisingly we were disappointed to discover that Southern Response are continuing with their bullying, intimidation, interference and delay.

[REDACTED]

[REDACTED]

Kind Regards,

[REDACTED]

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11. RE: Transcript of Telephone Call to be added to our file

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 12, 2015 23:06:10
Subject: RE: Transcript of Telephone Call to be added to our file
Attachment:

Thanks Linda I agree, have completed the report just getting it proofed then will send through to you.

Kind Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Sunday, 12 July 2015 1:32 p.m.
To: Gavin Clark
Subject: RE: Transcript of Telephone Call to be added to our file

Hi Gavin

I've been thinking about our conversation Friday and Ross's conversation around office security - the more I think about it, the more I think we do need a review of all security initiatives across both 6 & 10 Show Place - that have taken place since you conducted the review earlier last year - and identify the gaps.

Even though we don't have customer meetings at #10, it wouldn't take much for someone to watch from outside and see that we are here (esp. Peter going in and out). We potentially should have a guard on Level 2, 10 Show Place in the foyer by the door (even for a temporary period of time to trial it while there are a few issues happening) - thoughts?

Thanks Linda

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

From: Linda Falwasser
Sent: Wednesday, 8 July 2015 2:23 p.m.
To: gavin.clark@tcil.co.nz
Subject: RE: Transcript of Telephone Call to be added to our file

Hi Gavin

Further to this and the emails that you received from Victor - Our email archiving system has

identified that [REDACTED] sent 195 emails to the Board in the last 6 months (6 Jan to 24 June), so he is running at a little better than an email a day...

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]

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

From: Linda Falwasser
Sent: Wednesday, 8 July 2015 11:37 a.m.
To: 'gavin.clark@tcil.co.nz'
Subject: FW: Transcript of Telephone Call to be added to our file
Importance: High

Not sure if you can open this file or your IT guys

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

From: [REDACTED]
Sent: Wednesday, 8 July 2015 9:39 a.m.
To: Support; [REDACTED]
Cc: Linda Falwasser
Subject: FW: Transcript of Telephone Call to be added to our file
Importance: High

Hey Team

We have a recording here between [REDACTED] and [REDACTED] we are needing to get it to play however it seems like we don't have the appropriate software. Are you able to help with this, and get back to us at your nearest convenience? We are dealing with the Media at the moment and this could prove to be beneficial.

Many Thanks

██████████
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

Mob: ██████████

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

From: ██████████

Sent: Wednesday, 8 July 2015 9:24 a.m.

To: ██████████

Subject: FW: Transcript of Telephone Call to be added to our file

Importance: High

██████████
This is the file.

Please see if you can access the audio of the recording

Thanks

██████████
Technical Manager
Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

PO Box 9052

Christchurch

Mobile: [REDACTED]

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: [REDACTED] [mailto:[REDACTED]]

Sent: Friday, 3 July 2015 2:05 p.m.

To: [REDACTED]

Cc: Ross Butler; Anne Urlwin; Susan Thodey; Bevan Killick; Sarah Sinclair; Jenn Bestwick

Subject: Transcript of Telephone Call to be added to our file

Importance: High

Hi [REDACTED],

Thanks for calling this afternoon.

You were made aware at the start of the conference that was being recorded and witnessed.

I attach a copy of the call in electronic form, please add it to our file.

As stated before the conference, the call may be used against Southern Response in a court of law.

We are gobsmacked by the representations made by Southern Response today that it has yet to make its election on our home.

[REDACTED]

[REDACTED]

Please could we have both these documents before close of play today as promised, we reiterate that both the [REDACTED], we urge you to restrain yourself from your

normal practice of interfering with your experts reports and instructions.

As directed per the following email:

From: [REDACTED]@southernresponse.co.nz]

Sent: Tuesday, 16 December 2014 2:48 p.m.

To: [REDACTED]

Subject: RE: Re: [REDACTED] [REDACTED]

Good afternoon [REDACTED]

Thank you for your emails, I apologise for the delay in responding.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

We look forward to working with you toward the settlement of your claim.

Kind regards

[REDACTED]

[REDACTED]

Manager Technical Review and Resolution
Southern Response Earthquake Services Ltd

DDI ([REDACTED])

PO Box 9052

Christchurch

[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

Unfortunately he is the Chief of the Executive of Southern Response and hence we have no other alternatives to discuss these issues with considering Southern Response's Board's decision to reject our attempts to bring these details to their attention.

We had hoped that your phone call today would bear an offer to finally resolve our claim, unsurprisingly we were disappointed to discover that Southern Response are continuing with their bullying, intimidation, interference and delay.

[REDACTED]

Kind Regards,

[REDACTED]

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12. Report re current risk

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 13, 2015 12:42:08
Subject: Report re current risk
Attachment: [image003.jpg](#)
[Report re current risk to Southern Response.pdf](#)

Hi Linda,

Please find attached my report regarding the situation with [REDACTED]

Feel free to contact me if you have any queries.

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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13. Report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 14, 2015 14:07:08
Subject: Report
Attachment: [image001.jpg](#)
[Report re current risk to Southern Response.pdf](#)

Hi Linda,

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

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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14. Reports regarding the current issue and next steps [In Confidence]

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@wynnwilliams.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>
Sent Date: Jul 16, 2015 10:03:43
Subject: Reports regarding the current issue and next steps [In Confidence]
Attachment: [image001.jpg](#)
[Report re current risk to Southern Response.pdf](#)
[Ltr P Rose and V Wells re harassment advice.pdf](#)
[SR letter to \[REDACTED\] draft 150715 v2.doc](#)

Hi Victor, [REDACTED], Gavin and [REDACTED]

[In Confidence]

The Board Chair suggests - one change to the note to [REDACTED] where we refer to his right to take legal advice, so that recommend that he does so. Sarah – can you consider and amend today please?

The next steps are:

1. We will table these documents at a board only session on Monday
2. After discussion, the Chair will be advising the actions that will be triggered later that day
3. Monday - blocking incoming emails from [REDACTED] and in relation to phone calls etc to be implemented. [REDACTED] to test prior and provide any other instructions
4. WW to confirm to Linda today - [REDACTED]

Thanks for all your help everyone. Will keep you posted on the outcome on Monday.
Linda

From: Linda Falwasser
Sent: Wednesday, 15 July 2015 2:20 p.m.
To: [REDACTED]
Subject: Reports regarding the current issue [In Confidence]
Importance: High

Hi Ross

[In Confidence]

Please find attached for your review:

- Letter of advice from Wynn Williams
- Thompson and Clark report with recommendations for considerations
- Proposed letter to [REDACTED] (as advised by WW) regarding ongoing correspondence restrictions

Please do not hesitate to call if you would like to discuss [REDACTED]

Thanks 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

15. RE: Reports regarding the current issue and next steps [In Confidence]

From: [REDACTED] <[REDACTED]wynnwilliams.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED] <[REDACTED]southernresponse.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>
Sent Date: Jul 16, 2015 12:18:24
Subject: RE: Reports regarding the current issue and next steps [In Confidence]
Attachment: [image002.jpg](#)
[image003.jpg](#)
[SR letter to \[REDACTED\].doc](#)

Hi Linda,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Please let me know if we can be of any further assistance.

Kind regards,

[REDACTED]
WYNNWILLIAMS
Associate

P [REDACTED]
M [REDACTED]
F [REDACTED]
E [REDACTED]wynnwilliams.co.nz

Christchurch:

Level 5, Wynn Williams House, 47 Hereford Street, Christchurch 8013
PO Box 4341, Christchurch 8140, New Zealand

Auckland:

Level 11, AIG Building, 41 Shortland Street, Auckland 1010
PO Box 2401, Shortland Street, Auckland 1140, New Zealand

<http://www.wynnwilliams.co.nz>

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Thursday, 16 July 2015 10:04 AM
To: Victor Wells; [REDACTED] Gavin Clark
Cc: Anna Gruczynska
Subject: Reports regarding the current issue and next steps [In Confidence]
Importance: High

Hi Victor, [REDACTED] Gavin and [REDACTED]

[In Confidence]

The Board Chair suggests - one change to the note to [REDACTED] where we refer to his right to take legal advice, so that recommend that he does so. [REDACTED] – can you consider and amend today please?

The next steps are:

1. We will table these documents at a board only session on Monday
2. After discussion, the Chair will be advising the actions that will be triggered later that day
3. Monday - blocking incoming emails from [REDACTED] and in relation to phone calls etc to be implemented. [REDACTED] to test prior and provide any other instructions
4. WW to confirm to Linda today - [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

Thanks for all your help everyone. Will keep you posted on the outcome on Monday.
Linda

From: Linda Falwasser

Sent: Wednesday, 15 July 2015 2:20 p.m.

To: [REDACTED]

Subject: Reports regarding the current issue [In Confidence]

Importance: High

Hi Ross

[In Confidence]

Please find attached for your review:

- Letter of advice from Wynn Williams
- Thompson and Clark report with recommendations for considerations
- Proposed letter to [REDACTED] (as advised by WW) regarding ongoing correspondence restrictions

Please do not hesitate to call if you would like to discuss [REDACTED]

Thanks 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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16. Weekly monitoring report

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 17, 2015 11:17:23
Subject: Weekly monitoring report
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 10-16 July 2015.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report.

Hope all is well.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

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17. ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice
Attached

From: [REDACTED]@southernresponse.co.nz
To: 'admin@tcil.co.nz' <admin@tcil.co.nz>
Sent Date: Jul 17, 2015 13:36:28
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd -
Remittance Advice Attached
Attachment:

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

18. [In Confidence] - Memo to Board, recommended actions

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 20, 2015 16:46:32
Subject: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)
[Memorandum to Board 200715.docx](#)

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow
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

19. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 20, 2015 17:16:11
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Thanks Linda I'll come back to you.

Regards

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Monday, 20 July 2015 4:47 p.m.
To: Gavin Clark
Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow
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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20. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz
Sent Date: Jul 21, 2015 11:24:14
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Hi Linda,

I will be available to come down this Thursday and Friday.

Rough timetable:

Thursday AM

- Security review on offices (Start).
- o Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, Commarc etc)

Thursday mid-afternoon (2.30pm?)

- Scenario training with First security and key staff.
- o I will prepare these scenarios and liaise with you as to what the official level of response is before implementing.
- o Can you identify who the key staff would be?

§ Reception

§ someone who opens the building in the morning and someone who closes

§ someone who is always around in the morning before the guards are on duty

§ any member of management who would be expected to respond to a panic button or incident.

- Meeting with police. I have spoken with someone from police already.

Thursday evening

- Bug Sweep
 - o our bug man arrives in town.
 - o We will need access to the offices without anyone else around so you might volunteer to be present for this?
- Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
 - o Will need a resident to be present.
 - o Will need to firm up this list asap

Let me know if this suits and I'll arrange travel.

Also if you can find out from Bevan what he was referring to re the code, I think this relates to a monitored alarm response where the security company calls after a panic button has been activated.

Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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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21. RE: [In Confidence] - Memo to Board, recommended actions

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 21, 2015 11:32:47
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 11:24 a.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

I will be available to come down this Thursday and Friday.

Rough timetable:

Thursday AM

- Security review on offices (Start).
- o Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, Commarc etc)

Thursday mid-afternoon (2.30pm?)

- Scenario training with First security and key staff.

o I will prepare these scenarios and liaise with you as to what the official level of response is before implementing.

o Can you identify who the key staff would be?

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§ someone who opens the building in the morning and someone who closes

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· Meeting with police. I have spoken with someone from police already.

Thursday evening

· Bug Sweep

o our bug man arrives in town.

o We will need access to the offices without anyone else around so you might volunteer to be present for this?

· Also night visit for security review

Friday

· Complete office review (site time)

· Conduct any residential security reviews and security response plans.

o Will need a resident to be present.

o Will need to firm up this list asap

Let me know if this suits and I'll arrange travel.

Also if you can find out from Bevan what he was referring to re the code, I think this relates to a monitored alarm response where the security company calls after a panic button has been activated.

Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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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22. RE: [In Confidence] - Memo to Board, recommended actions

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz
Sent Date: Jul 21, 2015 11:38:09
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Even just a rough ball park quote?

From: Linda Falwasser
Sent: Tuesday, 21 July 2015 11:33 a.m.
To: 'Gavin Clark'
Cc: [REDACTED]@t60.co.nz; [REDACTED]
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 11:24 a.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

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Let me know if this suits and I'll arrange travel.

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Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow
Linda

Linda Falwasser

Strategic Communications Manager
Southern Response Earthquake Services Ltd

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PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand

Mob: [REDACTED]

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23. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 21, 2015 11:46:08
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

I'll come back to you on pricing.

What time do you think we could get access to the building to start the bug sweep Thursday night?

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 11:38 a.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Even just a rough ball park quote?

From: Linda Falwasser
Sent: Tuesday, 21 July 2015 11:33 a.m.
To: 'Gavin Clark'
Cc: [REDACTED]@t60.co.nz; [REDACTED]
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 11:24 a.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

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- o Can you identify who the key staff would be?

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§ someone who is always around in the morning before the guards are on duty

§ any member of management who would be expected to respond to a panic button or incident.

- Meeting with police. I have spoken with someone from police already.

Thursday evening

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Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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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24. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 21, 2015 11:56:47
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Many thanks,

Hi Sarah can you tell me when your cleaner starts and finishes work at your site on Thursday night, we will need access to both buildings to conduct a bug sweep (confidential please).

Preferably there would be no one on site when we conduct our sweep so it would need to be after the cleaners have left the building.

Also I will need to speak with the cleaner whilst they are on site to discuss how they dispose of rubbish etc so these timings would be useful.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 11:33 a.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz; [REDACTED]
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 11:24 a.m.
To: Linda Falwasser

Cc: [REDACTED]t60.co.nz

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

I will be available to come down this Thursday and Friday.

Rough timetable:

Thursday AM

- Security review on offices (Start).
- o Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, Commarc etc)

Thursday mid-afternoon (2.30pm?)

- Scenario training with First security and key staff.
- o I will prepare these scenarios and liaise with you as to what the official level of response is before implementing.
- o Can you identify who the key staff would be?

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§ someone who opens the building in the morning and someone who closes

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- Meeting with police. I have spoken with someone from police already.

Thursday evening

- Bug Sweep

o our bug man arrives in town.

o We will need access to the offices without anyone else around so you might volunteer to be present for this?

· Also night visit for security review

Friday

· Complete office review (site time)

· Conduct any residential security reviews and security response plans.

o Will need a resident to be present.

o Will need to firm up this list asap

Let me know if this suits and I'll arrange travel.

Also if you can find out from Bevan what he was referring to re the code, I think this relates to a monitored alarm response where the security company calls after a panic button has been activated.

Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow
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

25. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 21, 2015 12:43:31
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Hi Linda,

Estimate of costs ex GST:

- Bug Sweep including physical search in key areas-[REDACTED]
- Security Review two sites, 1 day on site 2 days report writing, half day delivery-[REDACTED]
- Residential Security Reviews including security response plans [REDACTED] per site
- Response plans (no security review) [REDACTED] per plan.
- Develop scenario training [REDACTED]
- Disbursements, travel, parking, vehicle, accommodation [REDACTED]

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 11:38 a.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Even just a rough ball park quote?

From: Linda Falwasser
Sent: Tuesday, 21 July 2015 11:33 a.m.
To: 'Gavin Clark'
Cc: [REDACTED]@t60.co.nz; [REDACTED]
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

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

Sent: Tuesday, 21 July 2015 11:24 a.m.

To: Linda Falwasser

Cc: [REDACTED]@t60.co.nz

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

I will be available to come down this Thursday and Friday.

Rough timetable:

Thursday AM

- Security review on offices (Start).
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- Meeting with police. I have spoken with someone from police already.

Thursday evening

- Bug Sweep
 - o our bug man arrives in town.
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 - o Will need a resident to be present.
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Let me know if this suits and I'll arrange travel.

Also if you can find out from Bevan what he was referring to re the code, I think this relates to a monitored alarm response where the security company calls after a panic button has been activated.

Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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

26. RE: [In Confidence] - Memo to Board, recommended actions

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 21, 2015 13:08:06
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Approved – all good to go

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 12:43 p.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

Estimate of costs ex GST:

- Bug Sweep including physical search in key areas- [REDACTED]
- Security Review two sites, 1 day on site 2 days report writing, half day delivery- [REDACTED]
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- Response plans (no security review) [REDACTED] per plan.
- Develop scenario training [REDACTED]
- Disbursements, travel, parking, vehicle, accommodation [REDACTED]

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 11:38 a.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Even just a rough ball park quote?

From: Linda Falwasser

Sent: Tuesday, 21 July 2015 11:33 a.m.

To: 'Gavin Clark'

Cc: [REDACTED]@t60.co.nz; [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

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

Sent: Tuesday, 21 July 2015 11:24 a.m.

To: Linda Falwasser

Cc: [REDACTED]@t60.co.nz

Subject: RE: [In Confidence] - Memo to Board, recommended actions

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Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

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We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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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27. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 21, 2015 13:30:09
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)

Thanks I'll let you know my ETA.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 1:08 p.m.
To: Gavin Clark
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Approved – all good to go

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 12:43 p.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

Estimate of costs ex GST:

- Bug Sweep including physical search in key areas- [REDACTED]
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Regards Gavin

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To: 'Gavin Clark'
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Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 11:24 a.m.
To: Linda Falwasser
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- Conduct any residential security reviews and security response plans.
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Let me know if this suits and I'll arrange travel.

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Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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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28. RE: [In Confidence] - Memo to Board, recommended actions

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 21, 2015 14:20:01
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image002.jpg](#)
[image003.jpg](#)

Good Afternoon Gavin

I have been charged with coordinating the security sweep on Thursday/ Friday. I am about to call the security company so I will email you as soon as that is done. Please are you able to let me know what time you will be here on Thursday, based on your email to Linda I will draw up an itinerary and ensure the relevant people are booked in for training etc.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [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: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 11:57 a.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz; [REDACTED]
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Many thanks,

Hi Sarah can you tell me when your cleaner starts and finishes work at your site on Thursday night, we will need access to both buildings to conduct a bug sweep (confidential please).

Preferably there would be no one on site when we conduct our sweep so it would need to be after the cleaners have left the building.

Also I will need to speak with the cleaner whilst they are on site to discuss how they dispose of rubbish etc so these timings would be useful.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 11:33 a.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz; [REDACTED]
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 21 July 2015 11:24 a.m.
To: Linda Falwasser
Cc: [REDACTED]@t60.co.nz
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

I will be available to come down this Thursday and Friday.

Rough timetable:

Thursday AM

- Security review on offices (Start).
- o Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, Commarc etc)

Thursday mid-afternoon (2.30pm?)

- Scenario training with First security and key staff.
- o I will prepare these scenarios and liaise with you as to what the official level of response is before implementing.
- o Can you identify who the key staff would be?

§ Reception

§ someone who opens the building in the morning and someone who closes

§ someone who is always around in the morning before the guards are on duty

§ any member of management who would be expected to respond to a panic button or incident.

- Meeting with police. I have spoken with someone from police already.

Thursday evening

- Bug Sweep
 - o our bug man arrives in town.
 - o We will need access to the offices without anyone else around so you might volunteer to be present for this?
- Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
 - o Will need a resident to be present.
 - o Will need to firm up this list asap

Let me know if this suits and I'll arrange travel.

Also if you can find out from Bevan what he was referring to re the code, I think this relates to a monitored alarm response where the security company calls after a panic button has been activated.

Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow
Linda

Linda Falwasser

Strategic Communications Manager
Southern Response Earthquake Services Ltd

6 Show Place, Addington
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Mob: [REDACTED]

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29. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 21, 2015 14:47:42
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)
[image002.jpg](#)

Thanks Sarah,

My rough time table is as follows:

Thursday AM

- Security review on offices (Start).
 - o Will need access and contact details for key people (Sarah, someone in HR, cleaning company, ECL, Goodmans, Commarc, fire safety personnel, anyone in charge of information security and emergency crisis management, Hazardous Materials etc)
 - o Site plans for #6

Thursday mid-afternoon (2.30 or 3pm?)

- Scenario training with First security and key staff.
 - o I will prepare these scenarios and liaise with Linda as to what the official level of response is before implementing.
 - o Can you identify who the key staff would be?

§ Reception

§ someone who opens the building in the morning and someone who closes

§ someone who is always around in the morning before the guards are on duty

§ any member of management who would be expected to respond to a panic button or incident.

- o Would need a room to present and discuss before doing scenarios.
- o Expect to take 1 hour.
- Meeting with police. I have spoken with someone from police already and will arrange a meeting with Management.

Thursday evening

- Bug Sweep
- o our bug man arrives in town late afternoon, I will pick him up from the airport.
- o We will need access to the offices without anyone else around **so you might volunteer to be present for this?**
- Also night visit for security review, could speak to cleaners re their role before they leave for the evening.

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans as required by Linda.
- o Will need a resident at each address to be present.
- o Will need to firm up this list asap

Things that I will need before Thursday:

- Understanding of the cleaning company hours, especially what time they vacate on Thursday evening. As above require clear site before conducting bug sweep.
- Key people booked for Thursday afternoon scenario training.
- Access to key people on Thursday morning when start security review. Probably start with a meeting with you around 9am and then I can contact relevant parties after that.
- Friday morning will be tidy up re information for site security review.
- Also on Friday I will be conducting Residential Security Reviews as required in consultation with Linda.

Hope that helps.

Regards Gavin

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Tuesday, 21 July 2015 2:20 p.m.
To: Gavin Clark
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Good Afternoon Gavin

I have been charged with coordinating the security sweep on Thursday/ Friday. I am about to call the security company so I will email you as soon as that is done. Please are you able to let me know what time you will be here on Thursday, based on your email to Linda I will draw up an itinerary and ensure the relevant people are booked in for training etc.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Tuesday, 21 July 2015 11:57 a.m.

To: Linda Falwasser

Cc: [REDACTED]@t60.co.nz; [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Many thanks,

Hi Sarah can you tell me when your cleaner starts and finishes work at your site on Thursday night, we will need access to both buildings to conduct a bug sweep (confidential please).

Preferably there would be no one on site when we conduct our sweep so it would need to be after the cleaners have left the building.

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Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Tuesday, 21 July 2015 11:33 a.m.

To: Gavin Clark

Cc: [REDACTED]@t60.co.nz; [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

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Sent: Tuesday, 21 July 2015 11:24 a.m.

To: Linda Falwasser

Cc: [REDACTED]@t60.co.nz

Subject: RE: [In Confidence] - Memo to Board, recommended actions

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 - o our bug man arrives in town.
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- Complete office review (site time)
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 - o Will need a resident to be present.
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Let me know if this suits and I'll arrange travel.

Also if you can find out from Bevan what he was referring to re the code, I think this relates to a monitored alarm response where the security company calls after a panic button has been activated.

Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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

30. RE: [In Confidence] - Memo to Board, recommended actions

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 21, 2015 16:11:55
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)
[image002.jpg](#)

Good Afternoon Gavin

I will have all information to you tomorrow. First security had asked if you are going to be putting either of the buildings into lockdown?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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April 2012 (the date AMI was sold to IAG).

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

Sent: Tuesday, 21 July 2015 2:48 p.m.

To: [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Thanks Sarah,

My rough time table is as follows:

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 - o Site plans for #6

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- Friday morning will be tidy up re information for site security review.
- Also on Friday I will be conducting Residential Security Reviews as required in consultation with Linda.

Hope that helps.

Regards Gavin

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To: Gavin Clark
Subject: RE: [In Confidence] - Memo to Board, recommended actions

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Thanks

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

Sent: Tuesday, 21 July 2015 11:57 a.m.

To: Linda Falwasser

Cc: [REDACTED]@t60.co.nz; [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Many thanks,

Hi Sarah can you tell me when your cleaner starts and finishes work at your site on Thursday night, we will need access to both buildings to conduct a bug sweep (confidential please).

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Cc: [REDACTED]@t60.co.nz; [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

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Subject: RE: [In Confidence] - Memo to Board, recommended actions

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

31. RE: [In Confidence] - Memo to Board, recommended actions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 21, 2015 16:16:40
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)
[image002.jpg](#)

Not for the purposes of the scenario just theoretical lockdown.

Do you have a SOP guideline for lockdown procedures as I will need to consider that that in the review.

Regards

Sent from my [REDACTED]

---- [REDACTED] wrote ----

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Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

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To: [REDACTED]

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32. RE: [In Confidence] - Memo to Board, recommended actions

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 21, 2015 16:29:31
Subject: RE: [In Confidence] - Memo to Board, recommended actions
Attachment: [image001.jpg](#)
[image002.jpg](#)

Hi Gavin

I have just spoken to Sarah Giles our support service manager, and we thought that it may be a good idea for both Arrow and SR Executive teams attend the scenario training, is this something you think would be beneficial?

We will have quite a large group for this session, is that alright with you?
I will see what the procedure is for lockdown, and be sure you get this.

Thanks

[REDACTED]
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Tuesday, 21 July 2015 4:16 p.m.

To: [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Not for the purposes of the scenario just theoretical lockdown.

Do you have a SOP guideline for lockdown procedures as I will need to consider that that in the review.

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Southern Response Earthquake Services Ltd

6 Show Place, Addington

PO Box 9123, Tower Junction

Christchurch, 8149, New Zealand

Mob: [REDACTED]

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35. Security Scenario Training

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>, Peter Rose
<Peter.Rose@southernresponse.co.nz>, Linda Falwasser
<Linda.Falwasser@southernresponse.co.nz>, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED], Tony Feaver
<Tony.Feaver@southernresponse.co.nz>, [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, Victor Wells
<Victor.Wells@southernresponse.co.nz>, Anthony Honeybone
<Anthony.Honeybone@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
<[REDACTED]@southernresponse.co.nz>
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, Eric Bird
[REDACTED]@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]

SOUTHERN RESPONSE PROACTIVELY RELEASED BY EARTHQUAKE SERVICES LTD

<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@firstsecurity.co.nz>,
[REDACTED]@arrowinternational.xo.nz
<[REDACTED]@arrowinternational.xo.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]@arrowinternational.co.nz
<[REDACTED]@arrowinternational.co.nz>

Cc: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 12:21:17
Subject: Security Scenario Training
Attachment: [image001.jpg](#)

Good Afternoon

Southern Response have engaged an external company to conduct urgent security training. Shortly I will be sending a calendar invite for tomorrow afternoon, it would be appreciated if you are able to re-arrange your day as your presence is required.

Any questions regarding tomorrow please direct them to Sarah Giles or Linda Falwasser.

Regards

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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36. Security Scenarion Training

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>, Peter Rose
<Peter.Rose@southernresponse.co.nz>, Linda Falwasser
<Linda.Falwasser@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
<[REDACTED]@southernresponse.co.nz> Tony Feaver
<Tony.Feaver@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, Victor Wells
<Victor.Wells@southernresponse.co.nz>, Anthony Honeybone
<Anthony.Honeybone@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@arrowinternational.co.nz, [REDACTED]
[REDACTED]@arrowinternational.co.nz, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@arrowinternational.co.nz, [REDACTED]
[REDACTED]@arrowinternational.co.nz, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]

SOUTHERN RESPONSE PROACTIVELY RELEASED BY PRODUK SERVICES LTD

<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@firstsecurity.co.nz>,
[REDACTED]@arrowinternational.xo.nz
<[REDACTED]@arrowinternational.xo.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]@arrowinternational.co.nz
<[REDACTED]@arrowinternational.co.nz>, Gavin.Clark@tcil.co.nz
<Gavin.Clark@tcil.co.nz>

Sent Date: Jul 22, 2015 12:27:54
Subject: Security Scenarion Training
Attachment: [meeting.ics](#)

Good Afternoon

As per my previous email your presence is requested for this training if you are able to re-arrange your calendar to fit this in.

Regards
Sarah

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

37. Documentation 23/24th July

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 22, 2015 13:18:31
Subject: Documentation 23/24th July
Attachment: [image001.jpg](#)
[Itinerary.doc](#)
[Final seating July 2015.xlsx](#)
[Security Contact Details.xls](#)

Hello Gavin

Please find attached the proposed itinerary for the 23rd/24th July. [REDACTED] has confirmed 12.30- 3pm will be fine for his residence to be checked on the 24th July and he will be present. He will take work home with him.

Also attached is a key contacts list and a seating plan for 6 & 10 Show Place, I can talk these through better with you tomorrow. I have a pack I am putting together for your visit.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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38. Documentation for 23rd/24th

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.clark@tcil.co.nz <Gavin.clark@tcil.co.nz>
Sent Date: Jul 22, 2015 13:23:20
Subject: Documentation for 23rd/24th
Attachment: [image001.jpg](#)
[Itinerary.doc](#)
[Security Contact Details.xlsx](#)
[Copy of Final seating July 2015.xlsx](#)

Hello Gavin

Please find attached the proposed itinerary for the 23rd/24th July. [REDACTED] has confirmed 12.30- 3pm will be fine for his residence to be checked on the 24th July and he will be present. He will take work home with him.

Also attached is a key contacts list and a seating plan for 6 & 10 Show Place, I can talk these through better with you tomorrow. I have a pack I am putting together for your visit.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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39. RE: Documentation for 23rd/24th

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 22, 2015 13:48:45
Subject: RE: Documentation for 23rd/24th
Attachment: [image001.jpg](#)

Thanks Sarah

Documents are password protected can you give me the password please.

Also do you know if the cleaner for number 6 is the same person as the late shift cleaner?

Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 1:23 p.m.
To: Gavin Clark
Subject: [Unscanned Email] Documentation for 23rd/24th

WARNING: Unable to Scan Message for Viruses

#####

Hello Gavin

Please find attached the proposed itinerary for the 23rd/24th July. Peter Rose has confirmed 12.30- 3pm will be fine for his residence to be checked on the 24th July and he will be present. He will take work home with him.

Also attached is a key contacts list and a seating plan for 6 & 10 Show Place, I can talk these through better with you tomorrow. I have a pack I am putting together for your visit.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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40. Residential Security Review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@southernresponse.co.nz, Gavin.Clark@tcil.co.nz
<Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 13:53:15
Subject: Residential Security Review
Attachment:

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

41. RE: Documentation for 23rd/24th

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 22, 2015 13:56:01
Subject: RE: Documentation for 23rd/24th
Attachment: [image001.jpg](#)

Thanks

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 1:54 p.m.
To: Gavin Clark
Subject: RE: Documentation for 23rd/24th

Afternoon Gavin,

I tried calling with the password, it is – [REDACTED]. Also I believe the night cleaner is the same as the daytime one but I will confirm.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 22 July 2015 1:49 p.m.
To: [REDACTED]
Subject: RE: Documentation for 23rd/24th

Thanks Sarah

Documents are password protected can you give me the password please.

Also do you know if the cleaner for number 6 is the same person as the late shift cleaner?

Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 1:23 p.m.
To: Gavin Clark
Subject: [Unscanned Email] Documentation for 23rd/24th

WARNING: Unable to Scan Message for Viruses

#####

Hello Gavin

Please find attached the proposed itinerary for the 23rd/24th July. [REDACTED] has confirmed 12.30- 3pm will be fine for his residence to be checked on the 24th July and he will be present. He will take work home with him.

Also attached is a key contacts list and a seating plan for 6 &10 Show Place, I can talk these through better with you tomorrow. I have a pack I am putting together for your visit.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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42. Police Meeting

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 14:07:18
Subject: Police Meeting
Attachment: [image001.jpg](#)

Good Afternoon

Gavin will be having a meeting with the police, at this stage we have it pencilled in for 10 a.m. Friday so please try not to book anything in your calendar for this time.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

43. Procedure & a couple of questions

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 15:13:50
Subject: Procedure & a couple of questions
Attachment: [image001.jpg](#)
[panic_alarm_procedurev2.pdf](#)

Hello Gavin

Neither Southern Response or Arrow have a documented procedure for lockdown. However there are panic alarms in the meeting rooms on Level 2 at 6 Show Place.

However attached is the procedure for the panic alarms and loosely what would be used in a lockdown situation.

Once again you will have everything in hardcopy tomorrow.

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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44. RE: Procedure & a couple of questions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 22, 2015 15:23:24
Subject: RE: Procedure & a couple of questions
Attachment: [image001.jpg](#)

Thanks [REDACTED] that's helpful.

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 3:14 p.m.
To: Gavin Clark
Subject: Procedure &a couple of questions

Hello Gavin

Neither Southern Response or Arrow have a documented procedure for lockdown. However there are panic alarms in the meeting rooms on Level 2 at 6 Show Place.

However attached is the procedure for the panic alarms and loosely what would be used in a lockdown situation.

Once again you will have everything in hardcopy tomorrow.

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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45. RE: Procedure & a couple of questions

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 15:24:38
Subject: RE: Procedure & a couple of questions
Attachment: [image001.jpg](#)

No worries Gavin, just wondering if you had any info for me for the below questions?

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [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: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 22 July 2015 3:23 p.m.
To: [REDACTED]
Subject: RE: Procedure &a couple of questions

Thanks [REDACTED] that's helpful.

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Wednesday, 22 July 2015 3:14 p.m.
To: Gavin Clark
Subject: Procedure &a couple of questions

Hello Gavin

Neither Southern Response or Arrow have a documented procedure for lockdown. However there are panic alarms in the meeting rooms on Level 2 at 6 Show Place.

However attached is the procedure for the panic alarms and loosely what would be used in a lockdown situation.

Once again you will have everything in hardcopy tomorrow.

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

██████████
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

Mob: ██████████

PO Box 9052

Christchurch

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46. Residential Security Review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@southernresponse.co.nz, Gavin.Clark@tcil.co.nz
<Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 15:27:27
Subject: Residential Security Review
Attachment:

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

47. RE: [In Confidence] - Memo to Board, recommended actions folder=

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 22, 2015 15:32:32
Subject: RE: [In Confidence] - Memo to Board, recommended actions folder=
Attachment: [image001.jpg](#)
[image002.jpg](#)
[Lesson Plan.pdf](#)
[Role Plays.pdf](#)

Hi Linda and [REDACTED]

Please find attached the first responders training lesson plan and role play scenarios, I am working on the presentation now and will have this ready for tomorrow.

Linda I will need some input as to your communications strategy, basically who is allowed to speak with media or make comments on behalf of the organisation. Do you have a policy on this.

Also I will need some guidance from you as to what the company's expectation is upon employees in respect to trespass, enforcing trespass and dealing with difficult people, walk away or engage etc. Just wanting to make sure that my messages to your people are in line with your organisation. Do you have a policy on trespass?

Have a look at the scenarios that I have designed, let me know if these are suitable to you or whether you have any alternative suggestions or preferences. I wouldn't do more than 7 scenarios and two of them are just discussion only no role playing just to mix it up a bit.

Cheers Gavin

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 4:30 p.m.
To: Gavin Clark
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

I have just spoken to Sarah Giles our support service manager, and we thought that it may be a good idea for both Arrow and SR Executive teams attend the scenario training, is this something you think would be beneficial?

We will have quite a large group for this session, is that alright with you?
I will see what the procedure is for lockdown, and be sure you get this.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

Sent: Tuesday, 21 July 2015 4:16 p.m.

To: [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Not for the purposes of the scenario just theoretical lockdown.

Do you have a SOP guideline for lockdown procedures as I will need to consider that that in the review.

Regards

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Good Afternoon Gavin

I will have all information to you tomorrow. First security had asked if you are going to be putting either of the buildings into lockdown?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

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PO Box 9052

Christchurch

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

Sent: Tuesday, 21 July 2015 2:48 p.m.

To: [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Thanks [REDACTED]

My rough time table is as follows:

Thursday AM

- Security review on offices (Start).
 - o Will need access and contact details for key people [REDACTED] someone in HR, cleaning company, ECL, Goodmans, Commarc, fire safety personnel, anyone in charge of information security and emergency crisis management, Hazardous Materials etc)
 - o Site plans for #6

Thursday mid-afternoon (2.30 or 3pm?)

- Scenario training with First security and key staff.
 - o I will prepare these scenarios and liaise with Linda as to what the official level of response is before implementing.

- o Can you identify who the key staff would be?

§ Reception

§ someone who opens the building in the morning and someone who closes

§ someone who is always around in the morning before the guards are on duty

§ any member of management who would be expected to respond to a panic button or incident.

- o Would need a room to present and discuss before doing scenarios.

- o Expect to take 1 hour.

· Meeting with police. I have spoken with someone from police already and will arrange a meeting with Management.

Thursday evening

· Bug Sweep

- o our bug man arrives in town late afternoon, I will pick him up from the airport.

o We will need access to the offices without anyone else around **so you might volunteer to be present for this?**

· Also night visit for security review, could speak to cleaners re their role before they leave for the evening.

Friday

· Complete office review (site time)

· Conduct any residential security reviews and security response plans as required by Linda.

- o Will need a resident at each address to be present.

- o Will need to firm up this list asap

Things that I will need before Thursday:

- Understanding of the cleaning company hours, especially what time they vacate on Thursday evening. As above require clear site before conducting bug sweep.
- Key people booked for Thursday afternoon scenario training.
- Access to key people on Thursday morning when start security review. Probably start with a meeting with you around 9am and then I can contact relevant parties after that.
- Friday morning will be tidy up re information for site security review.
- Also on Friday I will be conducting Residential Security Reviews as required in consultation with Linda.

Hope that helps.

Regards Gavin

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Tuesday, 21 July 2015 2:20 p.m.
To: Gavin Clark
Subject: RE: [In Confidence] - Memo to Board, recommended actions

Good Afternoon Gavin

I have been charged with coordinating the security sweep on Thursday/ Friday. I am about to call the security company so I will email you as soon as that is done. Please are you able to let me know what time you will be here on Thursday, based on your email to Linda I will draw up an itinerary and ensure the relevant people are booked in for training etc.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Tuesday, 21 July 2015 11:57 a.m.

To: Linda Falwasser

Cc: [REDACTED]@t60.co.nz; [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Many thanks,

Hi [REDACTED] can you tell me when your cleaner starts and finishes work at your site on Thursday night, we will need access to both buildings to conduct a bug sweep (confidential please).

Preferably there would be no one on site when we conduct our sweep so it would need to be after the cleaners have left the building.

Also I will need to speak with the cleaner whilst they are on site to discuss how they dispose of rubbish etc so these timings would be useful.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Tuesday, 21 July 2015 11:33 a.m.

To: Gavin Clark

Cc: [REDACTED]@t60.co.nz; [REDACTED]

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in [REDACTED] from my team who will assist with helping pull this together with contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the ground when you are here.

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

Sent: Tuesday, 21 July 2015 11:24 a.m.

To: Linda Falwasser

Cc: [REDACTED]@t60.co.nz

Subject: RE: [In Confidence] - Memo to Board, recommended actions

Hi Linda,

I will be available to come down this Thursday and Friday.

Rough timetable:

Thursday AM

- Security review on offices (Start).
- o Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, Commarc etc)

Thursday mid-afternoon (2.30pm?)

- Scenario training with First security and key staff.

- o I will prepare these scenarios and liaise with you as to what the official level of response is before implementing.
- o Can you identify who the key staff would be?

§ Reception

§ someone who opens the building in the morning and someone who closes

§ someone who is always around in the morning before the guards are on duty

§ any member of management who would be expected to respond to a panic button or incident.

- Meeting with police. I have spoken with someone from police already.

Thursday evening

- Bug Sweep
- o our bug man arrives in town.
- o We will need access to the offices without anyone else around so you might volunteer to be present for this?
- Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- o Will need a resident to be present.
- o Will need to firm up this list asap

Let me know if this suits and I'll arrange travel.

Also if you can find out from Bevan what he was referring to re the code, I think this relates to a monitored alarm response where the security company calls after a panic button has been activated.

Do you need me to do cost estimates for this above work?

See you Thursday.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Monday, 20 July 2015 4:47 p.m.

To: Gavin Clark

Subject: [In Confidence] - Memo to Board, recommended actions

Hi Gavin

As discussed, our Board reviewed your report in detail and the attached is the recommended actions that they have accepted.

We now look to undertake the security review and scenario training this week – can you let me know what day or days you are able to come down, so we can link you in with First Security etc.

Speak tomorrow

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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48. RE: Procedure & a couple of questions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 22, 2015 15:38:40
Subject: RE: Procedure & a couple of questions
Attachment: [image001.jpg](#)

Sorry my oversight.

I arrive at 8am, I will have a car so should be at your office by 9 at the latest.

I have the presentation on my tablet so will need to plug into HDMI or VGA no sound required.

Cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 3:25 p.m.
To: Gavin Clark
Subject: RE: Procedure & a couple of questions

No worries Gavin, just wondering if you had any info for me for the below questions?

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Wednesday, 22 July 2015 3:23 p.m.

To: [REDACTED]

Subject: RE: Procedure &a couple of questions

Thanks [REDACTED] that's helpful.

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

Sent: Wednesday, 22 July 2015 3:14 p.m.

To: Gavin Clark

Subject: Procedure &a couple of questions

Hello Gavin

Neither Southern Response or Arrow have a documented procedure for lockdown. However there are panic alarms in the meeting rooms on Level 2 at 6 Show Place.

However attached is the procedure for the panic alarms and loosely what would be used in a lockdown situation.

Once again you will have everything in hardcopy tomorrow.

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

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49. RE: Procedure & a couple of questions

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 15:56:20
Subject: RE: Procedure & a couple of questions
Attachment: [image001.jpg](#)

Great Gavin,

I am just updating your itinerary. Once you have compiled the power point I am happy to print it off for you. At this point we are going to have roughly 40 people in attendance.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 22 July 2015 3:39 p.m.
To: [REDACTED]
Subject: RE: Procedure &a couple of questions

Sorry my oversight.

I arrive at 8am, I will have a car so should be at your office by 9 at the latest.

I have the presentation on my tablet so will need to plug into HDMI or VGA no sound required.

Cheers

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Wednesday, 22 July 2015 3:25 p.m.
To: Gavin Clark
Subject: RE: Procedure &a couple of questions

No worries Gavin, just wondering if you had any info for me for the below questions?

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Wednesday, 22 July 2015 3:23 p.m.

To: [REDACTED]

Subject: RE: Procedure &a couple of questions

Thanks [REDACTED] that's helpful.

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

Sent: Wednesday, 22 July 2015 3:14 p.m.

To: Gavin Clark

Subject: Procedure &a couple of questions

Hello Gavin

Neither Southern Response or Arrow have a documented procedure for lockdown. However there are panic alarms in the meeting rooms on Level 2 at 6 Show Place.

However attached is the procedure for the panic alarms and loosely what would be used in a lockdown situation.

Once again you will have everything in hardcopy tomorrow.

Also the presentation for the training tomorrow – do you have a file you need to send me or are you bringing it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

██████████

Communications Coordinator

Southern Response Earthquake Services Ltd

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Ext: ██████

Mob: ██████████

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50. Cleaner for 6 Show Place

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 16:07:30
Subject: Cleaner for 6 Show Place
Attachment: [image001.jpg](#)

Hi Gavin

I am just conforming that the cleaner at #6 is the same during the day as at night.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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51. New Itinerary

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 16:08:43
Subject: New Itinerary
Attachment: [image001.jpg](#)
[Itinerary.doc](#)

Please find attached an updated itinerary

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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52. RE: Cleaner for 6 Show Place

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 22, 2015 16:08:46
Subject: RE: Cleaner for 6 Show Place
Attachment: [image001.jpg](#)

Many thanks

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 4:08 p.m.
To: Gavin Clark
Subject: Cleaner for 6 Show Place

Hi Gavin

I am just conforming that the cleaner at #6 is the same during the day as at night.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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53. Trespass Procedures for Southern Response staff members

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 22, 2015 16:30:22
Subject: Trespass Procedures for Southern Response staff members
Attachment: [image001.jpg](#)

Good Afternoon Gavin

I can answer your queries in regards to trespassing.

Basically we only have one member of the public that has been served with a trespass notice. The majority of the staff are unaware of this, our security guards have knowledge of this person. Therefore this is something we do not have any set policies or procedures on. As both buildings are essentially locked down we have no set expectations in respect to how a staff member should approach or engage with such person, we would be reliant on our security team.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Wednesday, 22 July 2015 4:09 p.m.

To: [REDACTED]

Subject: RE: Cleaner for 6 Show Place

Many thanks

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

Sent: Wednesday, 22 July 2015 4:08 p.m.

To: Gavin Clark

Subject: Cleaner for 6 Show Place

Hi Gavin

I am just conforming that the cleaner at #6 is the same during the day as at night.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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54. RE: New Itinerary

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 22, 2015 16:37:55
Subject: RE: New Itinerary
Attachment: [image001.jpg](#)

Thanks [REDACTED] my departure flight on Friday is at 5.30pm.

If possible could I do the third residential security review Friday morning.

regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 4:09 p.m.
To: Gavin Clark
Subject: New Itinerary

Please find attached an updated itinerary

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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55. RE: New Itinerary

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 16:41:31
Subject: RE: New Itinerary
Attachment: [image001.jpg](#)

Hi Gavin

At this point there will only be 2 residential reviews last one being [REDACTED] that finishes around 3.30

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [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: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

Sent: Wednesday, 22 July 2015 4:38 p.m.

To: [REDACTED]

Subject: RE: New Itinerary

Thanks [REDACTED] my departure flight on Friday is at 5.30pm.

If possible could I do the third residential security review Friday morning.

regards

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

Sent: Wednesday, 22 July 2015 4:09 p.m.

To: Gavin Clark

Subject: New Itinerary

Please find attached an updated itinerary

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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56. RE: New Itinerary

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 22, 2015 16:43:09
Subject: RE: New Itinerary
Attachment: [image001.jpg](#)

Cool

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 4:42 p.m.
To: Gavin Clark
Subject: RE: New Itinerary

Hi Gavin

At this point there will only be 2 residential reviews last one being peters that finishes around 3.30

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Wednesday, 22 July 2015 4:38 p.m.

To: [REDACTED]

Subject: RE: New Itinerary

Thanks [REDACTED] my departure flight on Friday is at 5.30pm.

If possible could I do the third residential security review Friday morning.

regards

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

Sent: Wednesday, 22 July 2015 4:09 p.m.

To: Gavin Clark

Subject: New Itinerary

Please find attached an updated itinerary

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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57. RE: Trespass Procedures for Southern Response staff members

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 22, 2015 16:47:49
Subject: RE: Trespass Procedures for Southern Response staff members
Attachment: [image001.jpg](#)

All good

Im aware of [REDACTED] do you know what date he was trespassed as it is only valid for two years.

No problem with not having a trespass policy, some of the scenarios are based upon people tail gating in an once on site how do you respond, I can discuss this with Linda when I see her tomorrow. Just want to make sure that staff don't man handle intruders etc.

Cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 4:30 p.m.
To: Gavin Clark
Cc: Linda Falwasser
Subject: Trespass Procedures for Southern Response staff members

Good Afternoon Gavin

I can answer your queries in regards to trespassing.

Basically we only have one member of the public that has been served with a trespass notice. The majority of the staff are unaware of this, our security guards have knowledge of this person. Therefore this is something we do not have any set policies or procedures on. As both buildings are essentially locked down we have no set expectations in respect to how a staff member should approach or engage with such person, we would be reliant on our security team.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

Sent: Wednesday, 22 July 2015 4:09 p.m.

To: [REDACTED]

Subject: RE: Cleaner for 6 Show Place

Many thanks

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

Sent: Wednesday, 22 July 2015 4:08 p.m.

To: Gavin Clark

Subject: Cleaner for 6 Show Place

Hi Gavin

I am just conforming that the cleaner at #6 is the same during the day as at night.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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58. RE: Trespass Procedures for Southern Response staff members

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 16:53:21
Subject: RE: Trespass Procedures for Southern Response staff members
Attachment: [image001.jpg](#)

Hi Gavin

I will get hold of the dates etc tomorrow thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 22 July 2015 4:48 p.m.
To: [REDACTED]
Cc: Linda Falwasser
Subject: RE: Trespass Procedures for Southern Response staff members

All good

Im aware of [REDACTED] do you know what date he was trespassed as it is only valid for two years.

No problem with not having a trespass policy, some of the scenarios are based upon people tail gating in an once on site how do you respond, I can discuss this with Linda when I see her tomorrow. Just want to make sure that staff don't man handle intruders etc.

Cheers

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Wednesday, 22 July 2015 4:30 p.m.
To: Gavin Clark
Cc: Linda Falwasser
Subject: Trespass Procedures for Southern Response staff members

Good Afternoon Gavin

I can answer your queries in regards to trespassing.

Basically we only have one member of the public that has been served with a trespass notice. The majority of the staff are unaware of this, our security guards have knowledge of this person. Therefore this is something we do not have any set policies or procedures on. As both buildings are essentially locked down we have no set expectations in respect to how a staff member should approach or engage with such person, we would be reliant on our security team.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Wednesday, 22 July 2015 4:09 p.m.

To: [REDACTED]

Subject: RE: Cleaner for 6 Show Place

Many thanks

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

Sent: Wednesday, 22 July 2015 4:08 p.m.

To: Gavin Clark

Subject: Cleaner for 6 Show Place

Hi Gavin

I am just conforming that the cleaner at #6 is the same during the day as at night.

Thanks

[REDACTED]

Communications Coordinator

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DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

59. RE: Police Meeting

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jul 22, 2015 17:13:07
Subject: RE: Police Meeting
Attachment: [image001.jpg](#)

Hi All,

I have had a discussion with Christchurch police regarding what involvement police could have in the latest developments around risk towards Southern Response as a company and its personnel.

Police are of the view that recent developments should be documented and forwarded to police by way of email which would result in a file being created and then filed but held on record. This would enable police to build further understanding and knowledge of potential threats such as the [REDACTED] developments, the information would be tagged in the police NIA (intelligence) system.

If further developments evolve then that would help build the overall picture for police.

The police officer that will coordinate this is Sgt [REDACTED] who is in charge of central community policing.

This means that we don't need a face to face with police but we should still use the opportunity to meet together **at 10am tomorrow** to discuss what we should present to police.

I would be happy to communicate this to police on behalf of Southern Response.

Regards Gavin

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 2:07 p.m.

To: Linda Falwasser; Victor Wells

Cc: Gavin Clark

Subject: Police Meeting

Good Afternoon

Gavin will be having a meeting with the police, at this stage we have it pencilled in for 10 a.m. Friday so please try not to book anything in your calendar for this time.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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60. RE: Police Meeting

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 17:16:31
Subject: RE: Police Meeting
Attachment: [image001.jpg](#)

Thanks Gavin for the update, at this stage the security review for Friday will be the residential security checks, [REDACTED] at 2pm and I will work with [REDACTED] to get her approval and a time for this to be conducted.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 22 July 2015 5:13 p.m.
To: [REDACTED] Linda Falwasser; Victor Wells
Subject: RE: Police Meeting

Hi All,

I have had a discussion with Christchurch police regarding what involvement police could have in the latest developments around risk towards Southern Response as a company and its personnel.

Police are of the view that recent developments should be documented and forwarded to police by way of email which would result in a file being created and then filed but held on record. This would enable police to build further understanding and knowledge of potential threats such as the [REDACTED] developments, the information would be tagged in the police NIA (intelligence) system.

If further developments evolve then that would help build the overall picture for police.

The police officer that will coordinate this is Sgt [REDACTED] who is in charge of central community policing.

This means that we don't need a face to face with police but we should still use the opportunity to meet together **at 10am tomorrow** to discuss what we should present to police.

I would be happy to communicate this to police on behalf of Southern Response.

Regards Gavin

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Wednesday, 22 July 2015 2:07 p.m.
To: Linda Falwasser; Victor Wells
Cc: Gavin Clark

Subject: Police Meeting

Good Afternoon

Gavin will be having a meeting with the police, at this stage we have it pencilled in for 10 a.m. Friday so please try not to book anything in your calendar for this time.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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61. Police discussion

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>, Victor Wells
<Victor.Wells@southernresponse.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>
Sent Date: Jul 22, 2015 17:24:39
Subject: Police discussion
Attachment: [meeting.ics](#)

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62. FW: This is slightly better quality

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 23, 2015 11:21:38
Subject: FW: This is slightly better quality
Attachment: [image001.jpg](#)
[image002.jpg](#)

Hi [REDACTED]
Could you replace the picture in the presentation with this one and give me the updated copy.

Regards Gavin
Sent from my [REDACTED]

----- Original Message -----
Subject: This is slightly better quality
Sent: 23/07/2015 10:01 am
From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc:

[REDACTED]
[REDACTED]
/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE
+64 [REDACTED]
+64 9 [REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
www.tcil.co.nz

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63. Southern Response Briefing

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: [REDACTED]@police.govt.nz <[REDACTED]@police.govt.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 23, 2015 11:43:19
Subject: Southern Response Briefing
Attachment: [meeting.ics](#)

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64. Presentation Updated

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 23, 2015 11:58:43
Subject: Presentation Updated
Attachment: [image001.jpg](#)
[First Responders Presentation Updated.ppt](#)

As requested

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

65. FW: RE: Police code

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser Southern Response
<linda.falwasser@arrowinternational.co.nz>
Hidden recipients: Linda.Falwasser@southernresponse.co.nz
Sent Date: Jul 23, 2015 12:11:29
Subject: FW: RE: Police code
Attachment:

FYI

Sent from my [REDACTED]

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

Subject: RE: Police code

Sent: 23/07/2015 11:25 am

From: [REDACTED] " [REDACTED] <[REDACTED]@police.govt.nz>

To: Gavin Clark <Gavin.Clark@tcil.co.nz>

Cc:

Morning Gavin,

With respect to your request.

File number [REDACTED] relates to a complaint lodged by Peter Rose at Christchurch Central Police Station on 13.3.2014 on behalf of Ross Butler who was Chair, Southern Response at the time.

The complaint centres on a couple of incidents concerning vague threats (criminal threshold not met) directed at Butler.

The incident was noted and file filed on the 17.3.14.

Regards

Sergeant [REDACTED]

Operation Planning Group | Canterbury Police | Cnr St Asaph and Antigua Streets

[REDACTED] | 64 3 [REDACTED] | [REDACTED] police.govt.nz

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

Sent: Wednesday, 22 July 2015 10:29

To: [REDACTED]

Subject: FW: Police code

Hi [REDACTED]

As discussed I am the security consultant for Southern Response and report to Linda Falwasser the Strategic Communications Manager.

[REDACTED] Part of my role will be to conduct residential security reviews for key staff and board members and also implement security response plans.

[REDACTED]

[REDACTED]

Are you able to provide some clarity around this so that I can inform [REDACTED]

Regards Gavin Clark

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Wednesday, 22 July 2015 9:35 a.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: FW: Police code

From: [REDACTED] [mailto:[REDACTED]]
Sent: Wednesday, 22 July 2015 9:30 a.m.
To: Linda Falwasser
Subject: Re: Police code

Hi Linda,

The Police Reference is [REDACTED]

Also if you are after a top psychologist to review correspondence and provide a professional opinion, [REDACTED] may be a good option. [REDACTED] is the CEO of [REDACTED]

[REDACTED] also has a private practice and formerly had a senior role with the [REDACTED]
[REDACTED]

Look forward to hearing from you.

Cheers,

[REDACTED]

Sent from iPad.

On 22/07/2015, at 9:23, "Linda Falwasser" <Linda.Falwasser@southernresponse.co.nz> wrote:

Hi [REDACTED]

We are looking to meet with the police tomorrow or Friday. [REDACTED]
[REDACTED]

Thanks 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]

<image001.jpg>

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Also note, the views expressed in this message may not necessarily reflect those of the New Zealand Police. If you have received this message in error, please email or telephone the sender

immediately

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

66. Accepted: Southern Response Briefing

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda.Falwasser@southernresponse.co.nz
<Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jul 23, 2015 12:12:01
Subject: Accepted: Southern Response Briefing
Attachment:

When: 24/07/2015 10:00:00 am

Where: 6 Show Place, L2, Meeting Room 5

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

67. Security Catch Up

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@southernresponse.co.nz>, gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 23, 2015 16:31:01
Subject: Security Catch Up
Attachment: [meeting.ics](#)

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68. Security Catch Up

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@southernresponse.co.nz, Gavin.Clark@tcil.co.nz
<Gavin.Clark@tcil.co.nz>
Sent Date: Jul 23, 2015 16:32:03
Subject: Security Catch Up
Attachment: [meeting.ics](#)

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

69. Swipe Card Audit

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 23, 2015 16:38:36
Subject: Swipe Card Audit
Attachment: [image001.jpg](#)

Hi Gavin,

Just following up in regards to the swipe card audit we spoke about earlier.

Checked in with Sarah Giles, and as far as she knows we have never carried out an audit on this.

Definitely some to look into.

Let me know if you need anything else.

Thanks,

[REDACTED]

HR Administrator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

PO Box 9052

Christchurch

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70. Residential Security Review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@southernresponse.co.nz>
Sent Date: Jul 23, 2015 16:40:15
Subject: Residential Security Review
Attachment: [image001.jpg](#)
[image002.jpg](#)

Good Afternoon Gavin

Just a quick email to give you the address of [REDACTED] for the residential review tomorrow at 2pm

[REDACTED]

Merivale

It's not too far from the offices in Addington.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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[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>, 'Gavin.Clark@tcil.co.nz'
<Gavin.Clark@tcil.co.nz>, [REDACTED]
[REDACTED] southernresponse.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]
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[REDACTED] @arrowinternational.co.nz>, [REDACTED]
[REDACTED] @arrowinternational.co.nz>, [REDACTED]
[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>

Sent Date: Jul 23, 2015 16:55:39
Subject: Security Training
Attachment: [image001.jpg](#)
[First Responders Presentation Updated.ppt](#)

Good Afternoon

Thank you all for taking 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.

██████████
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

Mob: ██████████

PO Box 9052

Christchurch

www.southernresponse.co.nz

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[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>, 'Gavin.Clark@tcil.co.nz'
<Gavin.Clark@tcil.co.nz>, [REDACTED]
[REDACTED]southernresponse.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]
[REDACTED]@arrowinternational.co.nz>,
[REDACTED]@arrowinternational.co.nz
[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@arrowinternational.co.nz> [REDACTED]
[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>

Sent Date: Jul 23, 2015 16:59:53
Subject: RE: Security Training
Attachment: [image001.jpg](#)

Hi All

Please **do not** circulate this to your team as there is sensitive information held in here.

Sonya will be organising training for the wider team soon.

Thanks

[REDACTED]

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] Victor Wells; Anthony Honeybone; [REDACTED]
[REDACTED]; [REDACTED]; [REDACTED]; [REDACTED];
[REDACTED]; [REDACTED]; [REDACTED]; [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];
[REDACTED]@arrowinternational.co.nz; [REDACTED]; [REDACTED]
[REDACTED]arrowinternational.co.nz'; [REDACTED]
[REDACTED]arrowinternational.co.nz

Subject: Security Training

Good Afternoon

Thank you all for taking 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: (03) [REDACTED]
Ext: [REDACTED]
Mob: [REDACTED]
PO Box 9052
Christchurch
www.southernresponse.co.nz

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73. RE: Residential Security Review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 23, 2015 18:13:57
Subject: RE: Residential Security Review
Attachment: [image001.jpg](#)
[image002.jpg](#)

Thanks

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Good Afternoon Gavin

Just a quick email to give you the address of [REDACTED] for the residential review tomorrow at 2pm

[REDACTED]

[REDACTED]

It's not too far from the offices in Addington.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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74. Accepted: Security Catch Up

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz
<[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 23, 2015 18:14:19
Subject: Accepted: Security Catch Up
Attachment:

When: 24/07/2015 11:30:00 am

Where: 10 Show Place

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75. Weekly monitoring stats

From: [REDACTED] <Analyst@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 24, 2015 12:31:23
Subject: Weekly monitoring stats
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 17-23 July 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached weekly monitoring report for 17-23 July 2015.

A very busy week of both news and social media, as I'm sure you will attest to!

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

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76. Swipe Card Audit

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 27, 2015 09:11:54
Subject: Swipe Card Audit
Attachment: [image001.jpg](#)

Hi Gavin,

I caught up with the lady that used to handle the swipe cards this morning and she mentioned that there was an audit carried out in February this year to cancel any old swipe cards and to ensure swipe cards were assigned to the correct employees/they had the correct access.

There hasn't been an audit around after hours/unusual activity.

Thanks,

[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]
Sent: Thursday, 23 July 2015 4:39 p.m.
To: 'gavin.clark@tcil.co.nz'
Subject: Swipe Card Audit

Hi Gavin,

Just following up in regards to the swipe card audit we spoke about earlier.

Checked in with Sarah Giles, and as far as she knows we have never carried out an audit on this.

Definitely some to look into.

Let me know if you need anything else.

Thanks,

[REDACTED]

HR Administrator

Southern Response Earthquake Services Ltd

DDI: ([REDACTED])

Ext: [REDACTED]

PO Box 9052

Christchurch

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77. RE: Swipe Card Audit

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz
Sent Date: Jul 27, 2015 09:45:39
Subject: RE: Swipe Card Audit
Attachment: [image001.jpg](#)

Thanks [REDACTED] that's helpful.

Regards

From: [REDACTED]@southernresponse.co.nz]
Sent: Monday, 27 July 2015 9:12 a.m.
To: Gavin Clark
Subject: Swipe Card Audit

Hi Gavin,

I caught up with the lady that used to handle the swipe cards this morning and she mentioned that there was an audit carried out in February this year to cancel any old swipe cards and to ensure swipe cards were assigned to the correct employees/they had the correct access.

There hasn't been an audit around after hours/unusual activity.

Thanks,

[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]

Sent: Thursday, 23 July 2015 4:39 p.m.

To: 'gavin.clark@tcil.co.nz'

Subject: Swipe Card Audit

Hi Gavin,

Just following up in regards to the swipe card audit we spoke about earlier.

Checked in with Sarah Giles, and as far as she knows we have never carried out an audit on this.

Definitely some to look into.

Let me know if you need anything else.

Thanks,

██████████

HR Administrator

Southern Response Earthquake Services Ltd

DDI: (██████████)

Ext: ██████

PO Box 9052

Christchurch

www.southernresponse.co.nz

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86. Southern Response - cameras

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Jul 27, 2015 16:05:52
Subject: Southern Response - cameras
Attachment: [image001.jpg](#)

Gavin,

I've sent you a link (via our Sharefile secure "dropbox") to access the screenshots of the cameras from 6 and 10 Show Place. I included all cameras at each site.

Please advise if you need further details about the specific locations or the models. As discussed, these were installed by [REDACTED] team at Sub5 who we could authorise you to contact if needed.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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87. RE: Southern Response - cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:07:45
Subject: RE: Southern Response - cameras
Attachment: [image001.jpg](#)

Thanks [REDACTED]

I've downloaded the screenshots, if you could drop me an email cc'ing me in I'll contact him.

Many thanks

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 27 July 2015 4:06 p.m.
To: Gavin Clark
Subject: Southern Response - cameras

Gavin,

I've sent you a link (via our Sharefile secure "dropbox") to access the screenshots of the cameras from 6 and 10 Show Place. I included all cameras at each site.

Please advise if you need further details about the specific locations or the models. As discussed, these were installed by [REDACTED] team at Sub5 who we could authorise you to contact if needed.

[REDACTED]
IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.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.

88. RE: Southern Response - cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:09:28
Subject: RE: Southern Response - cameras
Attachment: [image001.jpg](#)

Hi [REDACTED]

Also would it be possible to have night shots of the two outdoor cameras at #6 please.

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 27 July 2015 4:06 p.m.
To: Gavin Clark
Subject: Southern Response - cameras

Gavin,

I've sent you a link (via our Sharefile secure "dropbox") to access the screenshots of the cameras from 6 and 10 Show Place. I included all cameras at each site.

Please advise if you need further details about the specific locations or the models. As discussed, these were installed by [REDACTED] team at Sub5 who we could authorise you to contact if needed.

[REDACTED]
IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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89. RE: Southern Response - cameras

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 27, 2015 16:10:12
Subject: RE: Southern Response - cameras
Attachment: [image001.jpg](#)

I'll drag some historical footage for you and send them shortly.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 27 July 2015 4:09 p.m.
To: [REDACTED]
Subject: RE: Southern Response - cameras

Hi [REDACTED]

Also would it be possible to have night shots of the two outdoor cameras at #6 please.

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 27 July 2015 4:06 p.m.
To: Gavin Clark
Subject: Southern Response - cameras

Gavin,

I've sent you a link (via our Sharefile secure "dropbox") to access the screenshots of the cameras from 6 and 10 Show Place. I included all cameras at each site.

Please advise if you need further details about the specific locations or the models. As discussed, these were installed by [REDACTED] team at Sub5 who we could authorise you to contact if needed.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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90. Residential Review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz
Sent Date: Jul 27, 2015 16:13:04
Subject: Residential Review
Attachment:

Hello

Gavin please note that [REDACTED] is a little bit out of town you may want to allow a little bit more time to get there.

Thanks
Sarah

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

91. Residential Review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>, [REDACTED]
[REDACTED]y@southernresponse.co.nz
Sent Date: Jul 27, 2015 16:13:04
Subject: Residential Review
Attachment: [meeting.ics](#)

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

92. Southern Response - Show Place security cameras

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED] [REDACTED]@sub5.co.nz
Cc: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>, Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:14:29
Subject: Southern Response - Show Place security cameras
Attachment: [image001.jpg](#)

[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: (03) [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).

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

93. Accepted: Residential Review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:14:29
Subject: Accepted: Residential Review
Attachment:

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

94. Residential Review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz
Sent Date: Jul 27, 2015 16:16:02
Subject: Residential Review
Attachment: [meeting.ics](#)

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

95. Residential Review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz
Sent Date: Jul 27, 2015 16:16:02
Subject: Residential Review
Attachment:

Hello

[REDACTED] to provide address, I will let you know as soon as possible.

Thanks
Sarah

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

96. RE: Southern Response - cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:21:03
Subject: RE: Southern Response - cameras
Attachment: [image001.jpg](#)

cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 27 July 2015 4:10 p.m.
To: Gavin Clark
Subject: RE: Southern Response - cameras

I'll drag some historical footage for you and send them shortly.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 27 July 2015 4:09 p.m.
To: [REDACTED]
Subject: RE: Southern Response - cameras

Hi [REDACTED]

Also would it be possible to have night shots of the two outdoor cameras at #6 please.

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

Sent: Monday, 27 July 2015 4:06 p.m.

To: Gavin Clark

Subject: Southern Response - cameras

Gavin,

I've sent you a link (via our Sharefile secure "dropbox") to access the screenshots of the cameras from 6 and 10 Show Place. I included all cameras at each site.

Please advise if you need further details about the specific locations or the models. As discussed, these were installed by [REDACTED] team at Sub5 who we could authorise you to contact if needed.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

97. Re: Southern Response - Show Place security cameras

From: [REDACTED]@sub5.co.nz
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>, Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:29:24
Subject: Re: Southern Response - Show Place security cameras
Attachment: [image001.jpg](#)
[image001.jpg](#)

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: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image001.jpg>

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98. RE: Southern Response - Show Place security cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@sub5.co.nz, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:32:51
Subject: RE: Southern Response - Show Place security cameras
Attachment:

Thanks [REDACTED] will do.

PS I'm also a mate of [REDACTED] we have met before.

Regards

From: [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] 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: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image001.jpg>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

99. RE: Southern Response - cameras

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 27, 2015 16:40:25
Subject: RE: Southern Response - cameras
Attachment: [image001.jpg](#)

Just sent you the evening shots. The ones at the front are when the two of you arrived on Thursday evening, so will leave to your judgement as to whether these need more clarity.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 27 July 2015 4:13 p.m.
To: [REDACTED]
Subject: RE: Southern Response - cameras

cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 27 July 2015 4:10 p.m.
To: Gavin Clark
Subject: RE: Southern Response - cameras

I'll drag some historical footage for you and send them shortly.

[REDACTED]
IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

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

Sent: Monday, 27 July 2015 4:09 p.m.

To: [REDACTED]

Subject: RE: Southern Response - cameras

Hi [REDACTED]

Also would it be possible to have night shots of the two outdoor cameras at #6 please.

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

Sent: Monday, 27 July 2015 4:06 p.m.

To: Gavin Clark

Subject: Southern Response - cameras

Gavin,

I've sent you a link (via our Sharefile secure "dropbox") to access the screenshots of the cameras from 6 and 10 Show Place. I included all cameras at each site.

Please advise if you need further details about the specific locations or the models. As discussed, these were installed by [REDACTED] team at Sub5 who we could authorise you to contact if needed.

[REDACTED]
IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

100. RE: Southern Response - cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 27, 2015 16:41:36
Subject: RE: Southern Response - cameras
Attachment: [image001.jpg](#)

Thanks got them, thought I recognised gentlemen of distinction.

Cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Monday, 27 July 2015 4:40 p.m.
To: Gavin Clark
Subject: RE: Southern Response - cameras

Just sent you the evening shots. The ones at the front are when the two of you arrived on Thursday evening, so will leave to your judgement as to whether these need more clarity.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 27 July 2015 4:13 p.m.
To: [REDACTED]
Subject: RE: Southern Response - cameras

cheers

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Monday, 27 July 2015 4:10 p.m.
To: Gavin Clark
Subject: RE: Southern Response - cameras

I'll drag some historical footage for you and send them shortly.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 27 July 2015 4:09 p.m.
To: [REDACTED]
Subject: RE: Southern Response - cameras

Hi [REDACTED]

Also would it be possible to have night shots of the two outdoor cameras at #6 please.

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Monday, 27 July 2015 4:06 p.m.
To: Gavin Clark
Subject: Southern Response - cameras

Gavin,

I've sent you a link (via our Sharefile secure "dropbox") to access the screenshots of the cameras from 6 and 10 Show Place. I included all cameras at each site.

Please advise if you need further details about the specific locations or the models. As discussed, these were installed by [REDACTED] team at Sub5 who we could authorise you to contact if needed.

[REDACTED]
IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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101. [REDACTED] Address

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 28, 2015 09:55:52
Subject: [REDACTED] Address
Attachment: [image001.jpg](#)

Morning Gavin

[REDACTED] address is [REDACTED]

This is at the other end of town from [REDACTED] and I would recommend you go straight from [REDACTED] to [REDACTED].

See you tomorrow!

[REDACTED]
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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102. RE: [REDACTED] Address

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 28, 2015 09:59:58
Subject: RE: [REDACTED]
Attachment: [image001.jpg](#)

Thanks [REDACTED] yes see you then.

Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Tuesday, 28 July 2015 9:56 a.m.
To: Gavin Clark
Subject: [REDACTED]

Morning Gavin

[REDACTED] address is [REDACTED]

This is at the other end of town from [REDACTED] and I would recommend you go straight from [REDACTED] to [REDACTED].

See you tomorrow!

[REDACTED]
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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103. RE: [REDACTED] Address

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 28, 2015 10:00:44
Subject: RE: [REDACTED] Address
Attachment: [image001.jpg](#)

Great, do you need me to do anything before you get here? Do you need me to come out with you?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

Sent: Tuesday, 28 July 2015 10:00 a.m.

To: [REDACTED]

Subject: RE: [REDACTED]

Thanks [REDACTED] yes see you then.

Regards

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

Sent: Tuesday, 28 July 2015 9:56 a.m.

To: Gavin Clark

Subject: [REDACTED] Address

Morning Gavin

[REDACTED] address is [REDACTED]

This is at the other end of town from [REDACTED] and I would recommend you go straight from [REDACTED] to [REDACTED].

See you tomorrow!

[REDACTED]
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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104. RE: [REDACTED] Address

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Jul 28, 2015 10:03:48
Subject: RE: [REDACTED] Address
Attachment: [image001.jpg](#)

Don't need anything but if you want to get out of the office you're more than welcome to come for a ride along.

Cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Tuesday, 28 July 2015 10:01 a.m.
To: Gavin Clark
Subject: RE: [REDACTED] Address

Great, do you need me to do anything before you get here? Do you need me to come out with you?

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [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: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

Sent: Tuesday, 28 July 2015 10:00 a.m.

To: [REDACTED]

Subject: RE: [REDACTED] Address

Thanks [REDACTED] yes see you then.

Regards

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

Sent: Tuesday, 28 July 2015 9:56 a.m.

To: Gavin Clark

Subject: [REDACTED] Address

Morning Gavin

[REDACTED] address is [REDACTED]

This is at the other end of town from [REDACTED] and I would recommend you go straight from [REDACTED] to [REDACTED]

See you tomorrow!

██████████
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

Mob: ██████████

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

105. Residential Review - Auckland Property

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@southernresponse.co.nz>
Sent Date: Jul 28, 2015 10:38:35
Subject: Residential Review - [REDACTED] Property
Attachment: [image001.jpg](#)

Hello Gavin

It has been requested that a residential review be carried out at [REDACTED] residence, [REDACTED] is part of our board of directors. [REDACTED] lives in [REDACTED] the logistics should be better for you. Please are you able to liaise with [REDACTED] to arrange a suitable time to conduct the review.

Kind Regards

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

106. RE: Residential Review - Auckland Property

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED]@southernresponse.co.nz>
Sent Date: Jul 28, 2015 12:57:36
Subject: RE: Residential Review - [REDACTED] Property
Attachment: [image002.jpg](#)
[image003.jpg](#)

Hi [REDACTED]

How are you looking for next week some time?

I am based in [REDACTED] and would need between 1 to 1.5 hours on site (in daylight) with a resident present to obtain information about the property and the occupants as well as look at physical aspects of your home security.

Can you please supply your address?

Also let me know if you would like more information on the review process.

Kind Regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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

Sent: Tuesday, 28 July 2015 10:39 a.m.

To: Gavin Clark

Cc: [REDACTED]

Subject: Residential Review - [REDACTED] Property

Hello Gavin

It has been requested that a residential review be carried out at [REDACTED] residence, [REDACTED] is part of our board of directors. [REDACTED] lives in Auckland, the logistics should be better for you. Please are you able to liaise with [REDACTED] to arrange a suitable time to conduct the review.

Kind Regards

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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107. Documents from bins

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz
Sent Date: Jul 28, 2015 15:32:01
Subject: Documents from bins
Attachment: [image003.jpg](#)
[Documents recovered from bins.pdf](#)

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

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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108. Re: Residential Review - [REDACTED] Property

From: [REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 28, 2015 19:22:04
Subject: Re: Residential Review - [REDACTED] Property
Attachment: [image002.jpg](#)
[image003.jpg](#)

Hi Gavin
Thanks for your email

My address is [REDACTED]

I am around on the Wednesday and Friday afternoons next week at home. If either of those would suit please let me know an approximate time to expect you.

Kind regards

[REDACTED]

Sent from my iPad

On 28/07/2015, at 12:57 pm, "Gavin Clark" <Gavin.Clark@tcil.co.nz> wrote:

Hi [REDACTED]

How are you looking for next week some time?

I am based in Auckland and would need between 1 to 1.5 hours on site (in daylight) with a resident present to obtain information about the property and the occupants as well as look at physical aspects of your home security.

Can you please supply your address?

Also let me know if you would like more information on the review process.

Kind Regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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<image002.jpg>

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

Sent: Tuesday, 28 July 2015 10:39 a.m.

To: Gavin Clark

Cc: [REDACTED]

Subject: Residential Review - [REDACTED] Property

Hello Gavin

It has been requested that a residential review be carried out at [REDACTED] residence, [REDACTED] is part of our board of directors. [REDACTED] lives in [REDACTED] the logistics should be better for you.

Please are you able to liaise with Sarah to arrange a suitable time to conduct the review.

Kind Regards

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image003.jpg>

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109. Re: Residential Review - [REDACTED] Property

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz>
Sent Date: Jul 28, 2015 20:04:24
Subject: Re: Residential Review - [REDACTED] Property
Attachment:

Great how does 3pm next Wednesday 5th August sound

Sent from my [REDACTED]

---- [REDACTED] wrote ----

Hi Gavin
Thanks for your email

My address is [REDACTED]

I am around on the Wednesday and Friday afternoons next week at home. If either of those would suit please let me know an approximate time to expect you.

Kind regards

[REDACTED]

Sent from my iPad

On 28/07/2015, at 12:57 pm, "Gavin Clark" <Gavin.Clark@tcil.co.nz> wrote:

Hi [REDACTED]

How are you looking for next week some time?

I am based in Auckland and would need between 1 to 1.5 hours on site (in daylight) with a resident present to obtain information about the property and the occupants as well as look at physical aspects of your home security.

Can you please supply your address?

Also let me know if you would like more information on the review process.

Kind Regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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

Sent: Tuesday, 28 July 2015 10:39 a.m.

To: Gavin Clark

Cc: [REDACTED]

Subject: Residential Review - [REDACTED] Property

Hello Gavin

It has been requested that a residential review be carried out at [REDACTED] residence, [REDACTED] is part of our board of directors. [REDACTED] lives in [REDACTED] the logistics should be better for you. Please are you able to liaise with Sarah to arrange a suitable time to conduct the review.

Kind Regards

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image003.jpg>

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110. Documents from bins

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz
Sent Date: Jul 28, 2015 21:45:02
Subject: Documents from bins
Attachment: [image001.jpg](#)
[Documents recovered from bins- draft.pdf](#)

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.

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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

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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111. RE: Documents from bins

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 29, 2015 07:58:18
Subject: RE: Documents from bins
Attachment: [image001.jpg](#)

Thanks Gavin

Yes definitely a major issue. We will be addressing.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 28 July 2015 9:45 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.

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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

+64 [REDACTED]

+64 9 [REDACTED]

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115. Re: Residential Review - Auckland Property

From: [REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 29, 2015 20:18:44
Subject: Re: Residential Review - [REDACTED] Property
Attachment:

Hi Gavin

That's fine with me, see you then

Cheers

[REDACTED]

Sent from my iPad

On 28/07/2015, at 8:04 pm, "Gavin Clark" <Gavin.Clark@tcil.co.nz> wrote:

Great how does 3pm next Wednesday 5th August sound

Sent from my [REDACTED]

----- [REDACTED] wrote -----

Hi Gavin

Thanks for your email

My address is [REDACTED]

I am around on the Wednesday and Friday afternoons next week at home. If either of those would suit please let me know an approximate time to expect you.

Kind regards

[REDACTED]

Sent from my iPad

On 28/07/2015, at 12:57 pm, "Gavin Clark" <Gavin.Clark@tcil.co.nz> wrote:

Hi [REDACTED]

How are you looking for next week some time?

I am based in Auckland and would need between 1 to 1.5 hours on site (in daylight) with a resident present to obtain information about the property and the occupants as well as look at physical aspects of your home security.

Can you please supply your address?

Also let me know if you would like more information on the review process.

Kind Regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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

Sent: Tuesday, 28 July 2015 10:39 a.m.

To: Gavin Clark

Cc: [REDACTED]

Subject: Residential Review - [REDACTED] Property

Hello Gavin

It has been requested that a residential review be carried out at [REDACTED] residence, [REDACTED] is part of our board of directors. [REDACTED] lives in [REDACTED] the logistics should be better for you. Please are you able to liaise with [REDACTED] to arrange a suitable time to conduct the review.

Kind Regards

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image003.jpg>

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116. Weekly monitoring report 24-30 July 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jul 31, 2015 12:02:24
Subject: Weekly monitoring report 24-30 July 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 24-30 July 2015.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report.

Main news story of the week being the additional \$25M.

Mr [REDACTED] continues to post his communications with officials on social media on a daily basis.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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117. Arrow computers

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jul 31, 2015 14:17:21
Subject: Arrow computers
Attachment: [image003.jpg](#)

Hi Gavin

Arrow have had their IT department look into the reason that all computers were not automatically locking. They have rolled out a new patch but are concerned that staff may not be applying the patch. Would it be possible for you to check the photos you took and give me a couple of names of unlocked computers so the IT manager can check what has gone wrong please?

Thanks

████████

Sarah Giles

Support Services Manager

Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

Mobile: ██████████

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

118. RE: Arrow computers

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 03, 2015 10:04:01
Subject: RE: Arrow computers
Attachment: [image001.jpg](#)
[image002.jpg](#)

Hi Sarah,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] Had a password on his laptop

Regards

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

Sent: Friday, 31 July 2015 2:17 p.m.

To: Gavin Clark

Subject: Arrow computers

Hi Gavin

Arrow have had their IT department look into the reason that all computers were not automatically locking. They have rolled out a new patch but are concerned that staff may not be applying the patch. Would it be possible for you to check the photos you took and give me a couple of names of unlocked computers so the IT manager can check what has gone wrong please?

Thanks

Sarah

Sarah Giles

Support Services Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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119. FW: Trespass notice instructions for staff

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED] <[REDACTED]@firstsecurity.co.nz>, Gavin.Clark@tcil.co.nz
<Gavin.Clark@tcil.co.nz>
Sent Date: Aug 03, 2015 11:28:30
Subject: FW: Trespass notice instructions for staff
Attachment: [Trespass Notices FINAL.pdf](#)
[Trespass Notice.pdf](#)

Morning Gavin & [REDACTED]

Please find attached information regarding trespass notices as well as template. Any questions please refer to Sarah Giles.

Regards

[REDACTED]
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: (03) [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: Monday, 3 August 2015 11:20 a.m.
To: [REDACTED]
Subject: FW: Trespass notice instructions for staff

Hi Sonya

Can you please put these up on SS

Sarah - can you please share with Gavin and also [REDACTED]

Thanks

Sarah

-----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]

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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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

120. Weekly monitoring report

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 07, 2015 10:24:22
Subject: Weekly monitoring report
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 31 July - 6 Aug 2015.pdf](#)

Good morning Linda & Casey,

Please find attached your weekly monitoring summary for 31 July – 6 August.

A quiet news week and social media results are dominated by emailed complaints from [REDACTED] to numerous authorities to get his story heard.

I can get these to you if they are of interest, though they are very repetitive.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

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121. Report

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 07, 2015 13:24:29
Subject: Report
Attachment: [image001.jpg](#)

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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122. RE: Report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 07, 2015 17:10:06
Subject: RE: Report
Attachment: [image001.jpg](#)

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 matters 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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123. RE: Report

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 09, 2015 16:57:45
Subject: RE: Report
Attachment: [image001.jpg](#)

Great – thanks.

No more contact from him.

Yes – happy for you to part invoice.

Speak soon

Linda

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

Sent: Friday, 7 August 2015 5:10 p.m.

To: Linda Falwasser

Cc: Sarah Giles

Subject: RE: Report

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 matters 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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124. Invoice INV-14481 from Thompson and Clark Investigations Ltd for Foodstuffs (Auckland) Ltd

From: [REDACTED] <admin@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 10, 2015 09:50:49
Subject: Invoice INV-14481 from Thompson and Clark Investigations Ltd for [REDACTED]
[REDACTED]
Attachment: [image001.gif](#)
[Invoice INV-14478.pdf](#)

Hi Linda

Attached is invoice 14478 for site visits carried out during July.

(f.y.i. – TCSM is an abbreviation for “bug sweep”).

Please feel free to contact me if you require any further information.

Kind regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE
[REDACTED]

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125. FW: The Press - [REDACTED]

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 11, 2015 07:45:29
Subject: FW: The Press - [REDACTED]
Attachment: [image001.jpg](#)

A bit of an email thread for you as FYI below.

From: Linda Falwasser
Sent: Tuesday, 11 August 2015 7:42 a.m.
To: 'Anne Urlwin'
Cc: Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey; Anna Gruczynska
Subject: RE: The Press - [REDACTED]

<http://www.stuff.co.nz/business/70984990/cop-visit-for-sending-daily-emails-to-insurer>

The newspaper headline reads: Insurance critic visited by police

Regards,
Linda

From: Anne Urlwin [mailto:[REDACTED]]
Sent: Monday, 10 August 2015 10:17 p.m.
To: Linda Falwasser
Cc: Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey; Anna Gruczynska
Subject: Re: The Press - Mr [REDACTED]

Thanks Linda

Appreciate the update on this matter, and your very professional responses to the Press across today.

We will await tomorrow's article with interest (could you please arrange for the article to be emailed to those of us outside of Christchurch - thanks !).

Regards

Anne

Anne Urlwin

On 10/08/2015, at 18:56, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz> wrote:

Evening all,

This morning we were approached by The Press for comments in relation to questions regarding [REDACTED] please see thread below (email from [REDACTED] 8.24am)

Legal advice was sought and given we didn't have a privacy waiver we issued a statement (email 2.29pm)

After receiving our statement a privacy waiver was produced by The Press from [REDACTED]

[REDACTED] The Press also outlined that they had received a copy of our letter from [REDACTED]

Given the privacy waiver, I provided further comment (email 4.19pm) by email and phone

A call was also made to the news editor [REDACTED] to stress our concerns regarding this story, the reporter and presenting a balanced perspective

[REDACTED] has also been updated regarding our statement

The Ministers office has also been briefed

We are expecting the story to be published tomorrow.

Any questions, please let me know.

Regards,

Linda

From: Linda Falwasser

Sent: Monday, 10 August 2015 4:19 p.m.

To: [REDACTED]@fairfaxmedia.co.nz'

Cc: [REDACTED]

Subject: FW: [REDACTED]

[REDACTED]

Thank you for sending through the privacy waiver from [REDACTED]

Further to our statement and as per our phone conversation please note below.

To give context, in relation to our approximately 50,000 claims, this is the only one where we have sought to implement an alternative correspondence arrangement. In relation to those 50,000 claims, this is one of only a handful of situations where Police have been briefed. We have not laid an official complaint with the Police, nor have we asked them to act on our behalf. We were simply advised to brief the Police based on the concerns raised in our letter. The Police are an autonomous organisation and you would need to speak with them directly regarding their actions.

Please find attached our letter to [REDACTED] outlining our concerns and reasons for the new arrangement. I would hope that, in your aim to present a balanced story, you print the letter in its entirety to reflect the context, as it was intended.

On the advice of other Crown entities we take any warning signals of intimidating and threatening behaviour seriously.

It's unfortunate that [REDACTED] has found it necessary to raise this in the public domain, as our new arrangements with him are specific to his situation and have only been implemented after careful consideration.

We are committed to working with all of our customers to move their claims forward.

Regards,
Linda

From: Linda Falwasser

Sent: Monday, 10 August 2015 2:29 p.m.

To: [REDACTED]

Subject: RE: [REDACTED]

10 August 2015

For immediate release

MEDIA STATEMENT THE PRESS

A spokesperson for Southern Response said:

Why did SR feel it was necessary to involve the police with this matter?

Why did SR not try to share their concerns with [REDACTED] directly before sending the police?

“We are unable to discuss individual customer claims or concerns without a privacy waiver, as that could breach the privacy of customers and our privacy obligations”.

How often has SR involved police with customers they felt were threatening or harassing them, or for self harm concerns in the past four and a half years? Can you give other examples of cases where SR had to involve police?

“As a general matter, we are dedicated to treating our customers with respect, compassion and integrity at all times, while also ensuring the safety and wellbeing of our people. We have a zero tolerance policy on threatening behaviour towards our staff and Board”.

- ENDS -

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] [REDACTED]@fairfaxmedia.co.nz]

Sent: Monday, 10 August 2015 8:24 a.m.

To: Linda Falwasser

Subject: [REDACTED]

Hi Linda,

[REDACTED] told me he recently had a visit from police after Southern Response complained he was harassing them with daily emails.

He was quite disturbed to have police knock on his door. He admits he has been sending daily emails to SR, but says he has always been polite and does not understand why the police needed to be involved.

He was also disappointed SR contacted him about their concerns on harassment and "threatening tone" after the visit from the police.

- Why did SR feel it was necessary to involve the police with this matter?

- Why did SR not try to share their concerns with [REDACTED] directly before sending the police?

- How often has SR involved police with customers they felt were threatening or harassing them, or for self harm concerns in the past four and a half years? Can you give other examples of cases where SR had to involve police?

I would be grateful for a response before 1pm today.

Kind regards,

[REDACTED]

--

██████████

Reporter

P: (██████████) M: ██████████

E: ██████████@fairfaxmedia.co.nz

Twitter: @██████████

Private Bag 4722, Christchurch 8140

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<Media Statement - The Press 100815.pdf>

<Letter to ██████████ 290715.pdf>

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126. RE: The Press - [REDACTED]

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 11, 2015 09:18:37
Subject: RE: The Press - Mr [REDACTED]
Attachment: [image001.jpg](#)

Thanks Linda,

Very well handled, I think any reasonable person reading that article would read between the lines and see [REDACTED] daily requests for information as harassment.

I think that [REDACTED] is robust enough to withstand a frivolous complaint to the PCA he was merely doing his job and making the visit to make his own assessment.

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 11 August 2015 7:45 a.m.
To: Gavin Clark
Subject: FW: The Press - [REDACTED]

A bit of an email thread for you as FYI below.

From: Linda Falwasser
Sent: Tuesday, 11 August 2015 7:42 a.m.
To: 'Anne Urlwin'
Cc: Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey; Anna Gruczynska
Subject: RE: The Press - [REDACTED]

<http://www.stuff.co.nz/business/70984990/cop-visit-for-sending-daily-emails-to-insurer>

The newspaper headline reads: Insurance critic visited by police

Regards,
Linda

From: Anne Urlwin [mailto:████████████████████]
Sent: Monday, 10 August 2015 10:17 p.m.
To: Linda Falwasser
Cc: Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey; Anna Gruczynska
Subject: Re: The Press - ██████████

Thanks Linda

Appreciate the update on this matter, and your very professional responses to the Press across today.

We will await tomorrow's article with interest (could you please arrange for the article to be emailed to those of us outside of Christchurch - thanks !).

Regards

Anne

Anne Urlwin

On 10/08/2015, at 18:56, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz> wrote:

Evening all,

- This morning we were approached by The Press for comments in relation to questions regarding ██████████ – please see thread below (email from ██████████ 8.24am)
- Legal advice was sought and given we didn't have a privacy waiver – we issued a statement (email 2.29pm)
- After receiving our statement – a privacy waiver was produced by The Press from ██████████
██████████ The Press also outlined that they had received a copy of our letter from ██████████

- Given the privacy waiver, I provided further comment (email 4.19pm) by email and phone
- A call was also made to the news editor [REDACTED] to stress our concerns regarding this story, the reporter and presenting a balanced perspective
- [REDACTED] has also been updated regarding our statement
- The Ministers office has also been briefed

We are expecting the story to be published tomorrow.

Any questions, please let me know.

Regards,
Linda

From: Linda Falwasser
Sent: Monday, 10 August 2015 4:19 p.m.
To: [REDACTED]@fairfaxmedia.co.nz'
Cc: [REDACTED]
Subject: FW: [REDACTED]

[REDACTED]

Thank you for sending through the privacy waiver from [REDACTED]

Further to our statement and as per our phone conversation – please note below.

To give context, in relation to our approximately 50,000 claims, this is the only one where we have sought to implement an alternative correspondence arrangement. In relation to those 50,000 claims, this is one of only a handful of situations where Police have been briefed. We have not laid an official complaint with the Police, nor have we asked them to act on our behalf. We were simply advised to brief the Police based on the concerns raised in our letter. The Police are an autonomous organisation and you would need to speak with them directly regarding their actions.

Please find attached our letter to [REDACTED] outlining our concerns and reasons for the new arrangement. I would hope that, in your aim to present a balanced story, you print the letter in its entirety to reflect the context, as it was intended.

On the advice of other Crown entities we take any warning signals of intimidating and threatening behaviour seriously.

It's unfortunate that [REDACTED] has found it necessary to raise this in the public domain, as our new arrangements with him are specific to his situation and have only been implemented after careful consideration.

We are committed to working with all of our customers to move their claims forward.

Regards,
Linda

From: Linda Falwasser
Sent: Monday, 10 August 2015 2:29 p.m.
To: [REDACTED]
Subject: RE: [REDACTED]

10 August 2015

For immediate release

MEDIA STATEMENT – THE PRESS

A spokesperson for Southern Response said:

Why did SR feel it was necessary to involve the police with this matter?

Why did SR not try to share their concerns with [REDACTED] directly before sending the police?

“We are unable to discuss individual customer claims or concerns without a privacy waiver, as that could breach the privacy of customers and our privacy obligations”.

How often has SR involved police with customers they felt were threatening or harassing them, or for self harm concerns in the past four and a half years? Can you give other examples of cases where SR had to involve police?

“As a general matter, we are dedicated to treating our customers with respect, compassion and integrity at all times, while also ensuring the safety and wellbeing of our people. We have a zero

tolerance policy on threatening behaviour towards our staff and Board”.

- ENDS -

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] [mailto:[REDACTED]@fairfaxmedia.co.nz]

Sent: Monday, 10 August 2015 8:24 a.m.

To: Linda Falwasser

Subject: [REDACTED]

Hi Linda,

[REDACTED] told me he recently had a visit from police after Southern Response complained he was harassing them with daily emails.

He was quite disturbed to have police knock on his door. He admits he has been sending daily emails to SR, but says he has always been polite and does not understand why the police needed to be involved.

He was also disappointed SR contacted him about their concerns on harassment and "threatening tone" after the visit from the police.

- Why did SR feel it was necessary to involve the police with this matter?

- Why did SR not try to share their concerns with [REDACTED] directly before sending the police?

- How often has SR involved police with customers they felt were threatening or harassing them, or for self harm concerns in the past four and a half years? Can you give other examples of cases where SR had to involve police?

I would be grateful for a response before 1pm today.

Kind regards,

[REDACTED]

--

[REDACTED]

Reporter

P: [REDACTED] M: [REDACTED]

E: [REDACTED]@fairfaxmedia.co.nz

Twitter: @[REDACTED]

Private Bag 4722, Christchurch 8140

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<Media Statement - The Press 100815.pdf>

<Letter to Mr [REDACTED] 290715.pdf>

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

127. RSR and SRP for [REDACTED] folder=

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 11, 2015 10:25:11
Subject: RSR and SRP for [REDACTED] folder=
Attachment: [image001.jpg](#)
[Residential Security Review - \[REDACTED\].pdf](#)
[Security Response Plan - \[REDACTED\].pdf](#)

Hi Linda,

Please find attached the Residential Security Review and Security Response plan for [REDACTED].

Please advise if you require any assistance in technical specifications or commissioning of works in respect to any of the recommendations suggested in the report.

Kind Regards Gavin

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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128. RSR and SRP for [REDACTED] folder=

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 11, 2015 11:26:48
Subject: RSR and SRP for [REDACTED] folder=
Attachment: [image001.jpg](#)
[Residential Security Review - \[REDACTED\].pdf](#)
[Security Response Plan - \[REDACTED\].pdf](#)

Hi Linda,

Please find attached the residential security review and security response plan for [REDACTED]

Once she has reviewed this and is happy with it I will implement the response plan with Sub 5 Security.

Kind Regards Gavin

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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129. Follow Up

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.clark@tcil.co.nz <Gavin.clark@tcil.co.nz>
Sent Date: Aug 12, 2015 09:18:43
Subject: Follow Up
Attachment:

Morning Gavin

I hope you are well. Just following up on [REDACTED] residential review and making sure that it all went smoothly. Keep me posted if you are going to be coming down to deliver your findings of the review and I will do what I can to make sure you have what you need.

Thanks
[REDACTED]

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130. RE: Follow Up

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Aug 12, 2015 12:54:24
Subject: RE: Follow Up
Attachment:

Hi [REDACTED]

Yes all well thanks, I should have her report done hopefully by the end of today.

Will keep you posted.

Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 12 August 2015 9:19 a.m.
To: Gavin Clark
Subject: Follow Up

Morning Gavin

I hope you are well. Just following up on [REDACTED] residential review and making sure that it all went smoothly. Keep me posted if you are going to be coming down to deliver your findings of the review and I will do what I can to make sure you have what you need.

Thanks
[REDACTED]

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131. RSR and SRP for [REDACTED] folder=

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 12, 2015 16:43:30
Subject: RSR and SRP for [REDACTED] folder=
Attachment: [image001.jpg](#)
[Residential Security Review - \[REDACTED\].pdf](#)
[Security Response Plan - \[REDACTED\].pdf](#)

Hi Linda,

Please find attached the Residential Security Review and Security Response plan for [REDACTED]
[REDACTED]

Kind Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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132. Weekly monitoring report 7-13 August 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 14, 2015 16:20:30
Subject: Weekly monitoring report 7-13 August 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 7-13 Aug 2015.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report.

The main issue of the week has been [REDACTED] visit from Police and mixed reaction to that story.

There was also the meeting last night and reporting of that will be included in next week's monitoring but will be posted to the blog over the weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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133. report - cameras

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 17, 2015 10:02:52
Subject: report - cameras
Attachment: [image001.jpg](#)

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 looking 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: (03) [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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134. RE: report - cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 18, 2015 07:39:02
Subject: RE: report - cameras
Attachment: [image001.jpg](#)

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 looking 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: (03) [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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135. Report

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 19, 2015 08:45:47
Subject: Report
Attachment: [image001.jpg](#)

Hi Gavin

Just checking we are still on track with the report due this week? I have pressure at me from all angles.

Thanks 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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136. RE: Report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 19, 2015 09:19:44
Subject: RE: Report
Attachment: [image001.jpg](#)

Yes will be end of week.

Regards

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Wednesday, 19 August 2015 8:46 a.m.
To: Gavin Clark
Subject: Report

Hi Gavin

Just checking we are still on track with the report due this week? I have pressure at me from all angles.

Thanks 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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137. Job description and responsibility for security

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 19, 2015 10:57:36
Subject: Job description and responsibility for security
Attachment: [image003.jpg](#)

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

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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138. Security Review question re new employees

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Aug 19, 2015 11:39:05
Subject: Security Review question re new employees
Attachment: [image003.jpg](#)

Hi [REDACTED]

Hope you are well?

I'm just finalising my report on the security review for Southern Response.

As far as I can ascertain there are a number of guidelines and procedures that exist within the organisation, can you advise when a new employee is employed by SR are these guidelines and policies brought to their attention and do they sign any acknowledgement as to their existence, if so do have a template that I can refer to in my report?

Appreciate your assistance, based upon what they receive I would be making a recommendation that this is done if not already.

Note report reads like this...

Office Security Plan

The company does not have a site-specific security plan but does have a number of guidelines for specific events. Physical security requirements, policies and procedures for both routine and emergency activities, and be in compliance with all applicable laws and/or regulations should be incorporated into a site-specific security plan. It should include the identification of key/critical areas, and address the level of protection required for each as determined by the Security Risk Assessment Process. It should include procedures for reporting security incidents in accordance with Health and Safety requirements, and have provision for ongoing employee and contractor security awareness training programmes. There is also a requirement for drills and exercises annually or as may be required by applicable laws or regulations, and this should be reviewed annually and updated as required.

Currently the company has guidelines for dealing with the following situations:

- Aggressive behaviour
- Armed Hold Up
- Bomb threat
- Hostages
- Sexual Assault
- Suspect Parcel
- Suspicious Activity
- Panic Alarm Procedures and Response
- Signing in procedures
- Alarm setting procedures
- Fire Evacuation plans and procedures
- Health and Safety Information for visitors
-

Recommendation 3: Develop a site specific security plan and include it with new employee induction forms.

Kind Regards.

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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139. Security Review for Southern Response

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Aug 19, 2015 11:42:26
Subject: Security Review for Southern Response
Attachment: [image001.jpg](#)

Hi [REDACTED]

Hope you are well?

I'm just finalising the security review report and need to know if SR have any information security policy or guidelines?

Is this your area, can you advise and if so send me a copy?

Kind Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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140. FW: Security Review question re new employees

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz [REDACTED]@southernresponse.co.nz
Sent Date: Aug 19, 2015 11:45:57
Subject: FW: Security Review question re new employees
Attachment: [image003.jpg](#)

Hi [REDACTED]

I was dealing with [REDACTED] when I was last in Christchurch, are you able to assist with my query below?

Kind Regards Gavin Clark

From: Gavin Clark
Sent: Wednesday, 19 August 2015 11:39 a.m.
To: [REDACTED]
Subject: Security Review question re new employees

Hi [REDACTED]

Hope you are well?

I'm just finalising my report on the security review for Southern Response.

As far as I can ascertain there are a number of guidelines and procedures that exist within the organisation, can you advise when a new employee is employed by SR are these guidelines and policies brought to their attention and do they sign any acknowledgement as to their existence, if so do have a template that I can refer to in my report?

Appreciate your assistance, based upon what they receive I would be making a recommendation that this is done if not already.

Note report reads like this...

Office Security Plan

The company does not have a site-specific security plan but does have a number of guidelines for specific events. Physical security requirements, policies and procedures for both routine and emergency activities, and be in compliance with all applicable laws and/or regulations should be incorporated into a site-specific security plan. It should include the identification of key/critical areas, and address the level of protection required for each as determined by the Security Risk Assessment Process. It should include procedures for reporting security incidents in accordance with Health and Safety requirements, and have provision for ongoing employee and contractor security awareness training programmes. There is also a requirement for drills and exercises annually or as may be required by applicable laws or regulations, and this should be reviewed annually and updated as required.

Currently the company has guidelines for dealing with the following situations:

- *Aggressive behaviour*
- *Armed Hold Up*
- *Bomb threat*
- *Hostages*
- *Sexual Assault*
- *Suspect Parcel*
- *Suspicious Activity*
- *Panic Alarm Procedures and Response*
- *Signing in procedures*
- *Alarm setting procedures*
- *Fire Evacuation plans and procedures*
- *Health and Safety Information for visitors*
-

Recommendation 3: *Develop a site specific security plan and include it with new employee induction forms.*

Kind Regards.

Gavin Clark

/ MOBILE
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/ WEBSITE

+64 [REDACTED]

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141. RE: Security Review for Southern Response

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 19, 2015 12:01:48
Subject: RE: Security Review for Southern Response
Attachment: [image001.jpg](#)
[15_use_of_information_resources_and_security_policy2.pdf](#)
[IT Standard - Acceptable Use.pdf](#)
[IT Guideline - Workstation.pdf](#)
[IT Guideline - Wireless.pdf](#)
[IT Guideline - Virus Protection.pdf](#)
[IT Guideline - User Administration.pdf](#)
[IT Guideline - Remote Access.pdf](#)
[IT Guideline - Network Security.pdf](#)
[IT Guideline - Internet Security.pdf](#)
[IT Guideline - Email Security.pdf](#)

Gavin,

I've attached our published **Use of Information and Security Policy**, as well as our published standards and guidelines documents which are referred. These are all on our Southsite intranet.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 19 August 2015 11:42 a.m.
To: [REDACTED]
Subject: Security Review for Southern Response

Hi [REDACTED]

Hope you are well?

I'm just finalising the security review report and need to know if SR have any information security policy or guidelines?

Is this your area, can you advise and if so send me a copy?

Kind Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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142. RE: Security Review for Southern Response

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Aug 19, 2015 13:12:14
Subject: RE: Security Review for Southern Response
Attachment: [image001.jpg](#)

Many thanks

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 19 August 2015 12:02 p.m.
To: Gavin Clark
Subject: RE: Security Review for Southern Response

Gavin,

I've attached our published **Use of Information and Security Policy**, as well as our published standards and guidelines documents which are referred. These are all on our Southsite intranet.

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 19 August 2015 11:42 a.m.
To: [REDACTED]
Subject: Security Review for Southern Response

Hi [REDACTED]

Hope you are well?

I'm just finalising the security review report and need to know if SR have any information security policy or guidelines?

Is this your area, can you advise and if so send me a copy?

Kind Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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143. RE: Job description and responsibility for security

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 19, 2015 15:52:44
Subject: RE: Job description and responsibility for security
Attachment: [image001.jpg](#)

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

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

144. RE: Job description and responsibility for security

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 19, 2015 16:23:11
Subject: RE: Job description and responsibility for security
Attachment: [image001.jpg](#)

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.

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Gavin Clark

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145. RE: Job description and responsibility for security

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 19, 2015 16:33:50
Subject: RE: Job description and responsibility for security
Attachment: [image001.jpg](#)

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 is a defacto position intend to make a recommendation that it is formalised.

Regards Gavin

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Office Security Management

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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

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146. RE: Job description and responsibility for security

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 19, 2015 17:35:30
Subject: RE: Job description and responsibility for security
Attachment: [image001.jpg](#)

Sorry misunderstood you there, so you for number 10 but LRM number 6?

Is that [REDACTED]?

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

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Gavin Clark

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147. RE: Job description and responsibility for security

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 20, 2015 09:31:38
Subject: RE: Job description and responsibility for security
Attachment: [image001.jpg](#)

No sorry I wasn't clear – I am responsible for the security of staff here at work, either 6 or 10 but Victor Wells (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

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Gavin Clark

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148. RE: Job description and responsibility for security

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 09:35:09
Subject: RE: Job description and responsibility for security
Attachment: [image001.jpg](#)

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 Victor Wells (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

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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,

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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

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Hope this helps

Thanks

Sarah

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

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149. HR enquiries

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 12:38:34
Subject: HR enquiries
Attachment: [image001.jpg](#)

Hi Sarah,

I had a couple of HR queries and as [REDACTED] has moved on I directed them to [REDACTED] is she the right person?

I haven't heard back from her is she working this week?

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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150. RE: HR enquiries

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 20, 2015 12:39:48
Subject: RE: HR enquiries
Attachment: [image001.jpg](#)

Hi Gavin

██████ is the correct person and was away on Friday but here this week. She is probably a little behind as ██████ replacement only started this week. What were the questions as I might be able to help?

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 20 August 2015 12:38 p.m.
To: Sarah Giles
Subject: HR enquiries

Hi Sarah,

I had a couple of HR queries and as ██████ has moved on I directed them to ██████ is she the right person?

I haven't heard back from her is she working this week?

Regards

Gavin Clark
/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

+64 [REDACTED]

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+64 [REDACTED]

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151. Security Review HR query

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz [REDACTED]@southernresponse.co.nz
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 12:49:21
Subject: Security Review HR query
Attachment: [image002.jpg](#)

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?

Do you know whether this is covered in any contractor agreements?

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.

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

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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152. FW: Security Review question re new employees

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 12:50:15
Subject: FW: Security Review question re new employees
Attachment: [image003.jpg](#)

This was the other request I sent to [REDACTED]

Regards

From: Gavin Clark
Sent: Wednesday, 19 August 2015 11:46 a.m.
To: [REDACTED]@southernresponse.co.nz'
Subject: FW: Security Review question re new employees

Hi [REDACTED]

I was dealing with [REDACTED] when I was last in Christchurch, are you able to assist with my query below?

Kind Regards Gavin Clark

From: Gavin Clark
Sent: Wednesday, 19 August 2015 11:39 a.m.
To: [REDACTED]
Subject: Security Review question re new employees

Hi [REDACTED]

Hope you are well?

I'm just finalising my report on the security review for Southern Response.

As far as I can ascertain there are a number of guidelines and procedures that exist within the organisation, can you advise when a new employee is employed by SR are these guidelines and policies brought to their attention and do they sign any acknowledgement as to their existence, if so do have a template that I can refer to in my report?

Appreciate your assistance, based upon what they receive I would be making a recommendation that this is done if not already.

Note report reads like this...

Office Security Plan

The company does not have a site-specific security plan but does have a number of guidelines for specific events. Physical security requirements, policies and procedures for both routine and emergency activities, and be in compliance with all applicable laws and/or regulations should be incorporated into a site-specific security plan. It should include the identification of key/critical areas, and address the level of protection required for each as determined by the Security Risk Assessment Process. It should include procedures for reporting security incidents in accordance with Health and Safety requirements, and have provision for ongoing employee and contractor security awareness training programmes. There is also a requirement for drills and exercises annually or as may be required by applicable laws or regulations, and this should be reviewed annually and updated as required.

Currently the company has guidelines for dealing with the following situations:

- Aggressive behaviour
- Armed Hold Up
- Bomb threat
- Hostages
- Sexual Assault
- Suspect Parcel
- Suspicious Activity
- Panic Alarm Procedures and Response
- Signing in procedures

- Alarm setting procedures
- Fire Evacuation plans and procedures
- Health and Safety Information for visitors
-

Recommendation 3: Develop a site specific security plan and include it with new employee induction forms.

Kind Regards.

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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153. RE: Security Review question re new employees

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@southernresponse.co.nz
Sent Date: Aug 20, 2015 12:55:52
Subject: RE: Security Review question re new employees
Attachment: [image001.jpg](#)
[Code of conduct - State Services.pdf](#)
[First Day Sign Off HR.docx](#)
[Welcome to Southern Response - cover page.doc](#)

Hi Gavin

Attached are the key documents used at induction, I think this covers off your question below however if not let us know

Thanks
Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 20 August 2015 12:50 p.m.
To: Sarah Giles
Subject: FW: Security Review question re new employees

This was the other request I sent to [REDACTED]

Regards

From: Gavin Clark
Sent: Wednesday, 19 August 2015 11:46 a.m.
To: [REDACTED]@southernresponse.co.nz
Subject: FW: Security Review question re new employees

Hi [REDACTED]

I was dealing with [REDACTED] when I was last in Christchurch, are you able to assist with my query below?

Kind Regards Gavin Clark

From: Gavin Clark

Sent: Wednesday, 19 August 2015 11:39 a.m.

To: [REDACTED]

Subject: Security Review question re new employees

Hi [REDACTED]

Hope you are well?

I'm just finalising my report on the security review for Southern Response.

As far as I can ascertain there are a number of guidelines and procedures that exist within the organisation, can you advise when a new employee is employed by SR are these guidelines and policies brought to their attention and do they sign any acknowledgement as to their existence, if so do have a template that I can refer to in my report?

Appreciate your assistance, based upon what they receive I would be making a recommendation that this is done if not already.

Note report reads like this...

Office Security Plan

The company does not have a site-specific security plan but does have a number of guidelines for specific events. Physical security requirements, policies and procedures for both routine and emergency activities, and be in compliance with all applicable laws and/or regulations should be incorporated into a site-specific security plan. It should include the identification of key/critical areas, and address the level of protection required for each as determined by the Security Risk Assessment Process. It should include procedures for reporting security incidents in accordance

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- Sexual Assault
- Suspect Parcel
- Suspicious Activity
- Panic Alarm Procedures and Response
- Signing in procedures
- Alarm setting procedures
- Fire Evacuation plans and procedures
- Health and Safety Information for visitors
-

Recommendation 3: Develop a site specific security plan and include it with new employee induction forms.

Kind Regards.

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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154. RE: Security Review HR query

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@southernresponse.co.nz
Sent Date: Aug 20, 2015 12:58:31
Subject: RE: Security Review HR query
Attachment: [image001.jpg](#)

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

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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155. RE: Security Review question re new employees

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 13:36:29
Subject: RE: Security Review question re new employees
Attachment: [image001.jpg](#)

Thanks

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Thursday, 20 August 2015 12:56 p.m.
To: Gavin Clark
Cc: [REDACTED]
Subject: RE: Security Review question re new employees

Hi Gavin

Attached are the key documents used at induction, I think this covers off your question below however if not let us know

Thanks
Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 20 August 2015 12:50 p.m.
To: Sarah Giles
Subject: FW: Security Review question re new employees

This was the other request I sent to [REDACTED]

Regards

From: Gavin Clark
Sent: Wednesday, 19 August 2015 11:46 a.m.
To: [REDACTED]@southernresponse.co.nz'
Subject: FW: Security Review question re new employees

Hi [REDACTED]

I was dealing with [REDACTED] when I was last in Christchurch, are you able to assist with my query below?

Kind Regards Gavin Clark

From: Gavin Clark

Sent: Wednesday, 19 August 2015 11:39 a.m.

To: [REDACTED]

Subject: Security Review question re new employees

Hi [REDACTED]

Hope you are well?

I'm just finalising my report on the security review for Southern Response.

As far as I can ascertain there are a number of guidelines and procedures that exist within the organisation, can you advise when a new employee is employed by SR are these guidelines and policies brought to their attention and do they sign any acknowledgement as to their existence, if so do have a template that I can refer to in my report?

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Note report reads like this...

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The company does not have a site-specific security plan but does have a number of guidelines for specific events. Physical security requirements, policies and procedures for both routine and emergency activities, and be in compliance with all applicable laws and/or regulations should be incorporated into a site-specific security plan. It should include the identification of key/critical areas, and address the level of protection required for each as determined by the Security Risk Assessment Process. It should include procedures for reporting security incidents in accordance with Health and Safety requirements, and have provision for ongoing employee and contractor security awareness training programmes. There is also a requirement for drills and exercises annually or as may be required by applicable laws or regulations, and this should be reviewed annually and updated as required.

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- Hostages
- Sexual Assault
- Suspect Parcel
- Suspicious Activity
- Panic Alarm Procedures and Response
- Signing in procedures
- Alarm setting procedures
- Fire Evacuation plans and procedures
- Health and Safety Information for visitors
-

Recommendation 3: Develop a site specific security plan and include it with new employee induction forms.

Kind Regards.

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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156. vistor induction

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@southernresponse.co.nz
Sent Date: Aug 20, 2015 14:24:38
Subject: vistor induction
Attachment: [20082015142351-0001.pdf](#)

Look what I just found

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

157. RE: vistor induction

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Aug 20, 2015 14:32:04
Subject: RE: vistor induction
Attachment:

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

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158. RE: vistor induction

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@southernresponse.co.nz
Sent Date: Aug 20, 2015 14:35:57
Subject: RE: vistor induction
Attachment:

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?

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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

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159. RE: vistor induction

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 14:48:42
Subject: RE: vistor induction
Attachment:

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

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160. FW: vistor induction

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 14:56:13
Subject: FW: vistor induction
Attachment:

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 the courier delivers to the security guard positioned at the main entrance of number 6 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 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,

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Regards

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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

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161. RE: vistor induction

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 20, 2015 14:59:11
Subject: RE: vistor induction
Attachment:

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

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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?

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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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162. RE: vistor induction

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Aug 20, 2015 15:00:05
Subject: RE: vistor induction
Attachment:

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: vistor induction

Look what I just found

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

163. ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached

From: [REDACTED]@southernresponse.co.nz
To: 'admin@tcil.co.nz' <admin@tcil.co.nz>
Sent Date: Aug 20, 2015 15:51:02
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached
Attachment:

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON
Payment Number: 00000000000071941
Payment Date: 20/08/2015

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
0000000000009008	INV-[REDACTED]	30/07/2015	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt pac
						Risk Mngt package-July2015
0000000000009090	INV-14478	31/07/2015	\$20,398.70	\$20,398.70		Res.Security
						Res.Security Review & plans
Total Amount:			[REDACTED]			

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164. RE: report - cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 21, 2015 07:42:48
Subject: RE: report - cameras
Attachment: [image001.jpg](#)
[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 looking 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: (03) [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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165. RE: report - cameras

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 21, 2015 08:02:23
Subject: RE: report - cameras
Attachment: [image002.png](#)
[image003.jpg](#)

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]

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]

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 looking 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: (03) [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

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166. RE: report - cameras

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 21, 2015 08:16:43
Subject: RE: report - cameras
Attachment: [image001.png](#)
[image002.jpg](#)

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. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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]

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 looking 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: (03) [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

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167. Weekly monitoring report

From: [REDACTED] <Analyst@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Aug 21, 2015 10:37:37
Subject: Weekly monitoring report
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 14 - 20 Aug 2015.pdf](#)

Good morning Linda & Casey,

Please find attached weekly monitoring report for 14-20 August 2015.

Main news has, of course, been around the MBIE survey report released this week.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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168. Any progress on the report

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 24, 2015 12:23:03
Subject: Any progress on the report
Attachment: [image001.jpg](#)

Linda Falwasser

██████ Manager Strategic Communications
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand

Mob: ██████████

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169. RE: Any progress on the report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 24, 2015 12:42:58
Subject: RE: Any progress on the report
Attachment: [image001.jpg](#)

Just proof reading now, should be to you shortly, I'll send in draft format so you can review and we can discuss any alterations.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Monday, 24 August 2015 12:23 p.m.
To: Gavin Clark
Subject: Any progress on the report

Linda Falwasser

██████ Manager Strategic Communications
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand

Mob: ██████████

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170. RE: Any progress on the report

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 24, 2015 12:44:00
Subject: RE: Any progress on the report
Attachment: [image001.jpg](#)

Perfect

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 24 August 2015 12:43 p.m.
To: Linda Falwasser
Subject: RE: Any progress on the report

Just proof reading now, should be to you shortly, I'll send in draft format so you can review and we can discuss any alterations.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Monday, 24 August 2015 12:23 p.m.
To: Gavin Clark
Subject: Any progress on the report

Linda Falwasser

██████████ Manager Strategic Communications
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9123, Tower Junction
Christchurch, 8149, New Zealand

Mob: ██████████

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171. Security Risk Assessment- Draft folder=

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 24, 2015 13:23:33
Subject: Security Risk Assessment- Draft folder=
Attachment: [image003.jpg](#)
[REDACTED] [Southern Response Security Review 2015- Draft.pdf](#)

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

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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172. FW: Southern No Response - comment

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 25, 2015 16:54:02
Subject: FW: Southern No Response - comment
Attachment: [image001.jpg](#)

Gavin - can you please review and advise.

Thanks Linda

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

From: Ross Butler [mailto:████████████████████]
Sent: Tuesday, 25 August 2015 4:48 p.m.
To: Anne Urlwin; Linda Falwasser; Bevan Killick; Jenn; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
Subject: RE: Southern No Response - comment

Linda

Would you mind passing this on to our security advisers. While I appreciate that this is publicly available information, I am concerned.

Thanks

Ross

From: Anne Urlwin [mailto:████████████████████]
Sent: Tuesday, 25 August 2015 9:17 a.m.
To: Linda Falwasser; Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
Subject: RE: Southern No Response - comment

Thanks Linda

Anne Urlwin
████████████████████
████████████████████

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pertaining to this email. Thank you.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: 25 August 2015 8:52 a.m.

To: Anne Urlwin [REDACTED]; Bevan Killick [REDACTED] Jenn
[REDACTED] Ross Butler [REDACTED] Sarah Sinclair
<Sarah.Sinclair@southernresponse.co.nz>; Susan Thodey
[REDACTED]

Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>

Subject: Southern No Response - comment

Morning all,

[REDACTED] has made a comment last night on the Southern No Response facebook page (below). Although this is publically available information, we thought it appropriate to let you know that this information has been circulated.

Any concerns, please let me know.

Regards,

Linda

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The shares are owned by the two ministers:

Minister of Finance

Minister for Canterbury Earthquake Recovery

<https://www.business.govt.nz/.../com.../139179/shareholdings><<https://www.business.govt.nz/companies/app/ui/pages/companies/139179/shareholdings>>

There are six directors.

Jenny Elizabeth BESTWICK

Residential Address: [REDACTED], New Zealand

Ross Gregory BUTLER

Residential Address: [REDACTED]

Bevan Edward KILLICK

Residential Address: [REDACTED]

Sarah Louise SINCLAIR

Residential Address: [REDACTED]

Susan Anne THODEY

Residential Address: [REDACTED]

Anne June URLWIN

Residential Address: [REDACTED]

<https://www.business.govt.nz/.../companies/139179/directors><<https://www.business.govt.nz/companies/app/ui/pages/companies/139179/directors>>

Linda Falwasser

General Manager Strategic Communications Southern Response Earthquake Services Ltd

6 Show Place, Addington

PO Box 9123, Tower Junction

Christchurch, 8149, New Zealand

Mob: [REDACTED]

[cid:image001.jpg@01D081A2.FAEB6400]

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173. RE: Southern No Response - comment

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 25, 2015 17:05:46
Subject: RE: Southern No Response - comment
Attachment:

Hi Linda,

Will have the team look into it.

Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 25 August 2015 4:54 p.m.
To: Gavin Clark
Subject: FW: Southern No Response - comment

Gavin - can you please review and advise.

Thanks Linda

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

From: Ross Butler [mailto: [REDACTED]]
Sent: Tuesday, 25 August 2015 4:48 p.m.
To: Anne Urlwin; Linda Falwasser; Bevan Killick; Jenn; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
Subject: RE: Southern No Response - comment

Linda

Would you mind passing this on to our security advisers. While I appreciate that this is publicly available information, I am concerned.

Thanks
Ross

From: Anne Urlwin [REDACTED]
Sent: Tuesday, 25 August 2015 9:17 a.m.
To: Linda Falwasser; Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
Subject: RE: Southern No Response - comment

Thanks Linda

Anne Urlwin

██████████
████████████████████

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From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: 25 August 2015 8:52 a.m.

To: Anne Urlwin ██████████>; Bevan Killick ██████████ Jenn
<██████████ Ross Butler ██████████ Sarah Sinclair
<Sarah.Sinclair@southernresponse.co.nz>; Susan Thodey
<██████████

Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>

Subject: Southern No Response - comment

Morning all,

██████████ has made a comment last night on the Southern No Response facebook page (below). Although this is publically available information, we thought it appropriate to let you know that this information has been circulated.

Any concerns, please let me know.

Regards,
Linda

██████████ ██████████ <https://www.facebook.com/██████████3?fref=ufi>> Southern Response Earthquake Services Limited is 100% owned by the Government of New Zealand.

The shares are owned by the two ministers:

Minister of Finance

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Linda Falwasser

General Manager Strategic Communications Southern Response Earthquake Services Ltd

6 Show Place, Addington

PO Box 9123, Tower Junction

Christchurch, 8149, New Zealand

Mob: [REDACTED]

[cid:image001.jpg@01D081A2.FAEB6400]

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

174. RE: Southern No Response - comment

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 25, 2015 17:07:20
Subject: RE: Southern No Response - comment
Attachment:

I have said to Ross we would go back to him by tomorrow arvo.

Thanks Linda

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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 25 August 2015 5:06 p.m.
To: Linda Falwasser
Subject: RE: Southern No Response - comment

Hi Linda,

Will have the team look into it.

Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 25 August 2015 4:54 p.m.
To: Gavin Clark
Subject: FW: Southern No Response - comment

Gavin - can you please review and advise.

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

From: Ross Butler [mailto: [REDACTED]]
Sent: Tuesday, 25 August 2015 4:48 p.m.
To: Anne Urlwin; Linda Falwasser; Bevan Killick; Jenn; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
Subject: RE: Southern No Response - comment

Linda

Would you mind passing this on to our security advisers. While I appreciate that this is publicly available information, I am concerned.

Thanks
Ross

From: Anne Urlwin [REDACTED]
Sent: Tuesday, 25 August 2015 9:17 a.m.
To: Linda Falwasser; Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
Subject: RE: Southern No Response - comment

Thanks Linda

Anne Urlwin
[REDACTED]
[REDACTED]

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From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: 25 August 2015 8:52 a.m.
To: Anne Urlwin [REDACTED]; Bevan Killick [REDACTED] Jenn
[REDACTED] Ross Butler [REDACTED] Sarah Sinclair
<Sarah.Sinclair@southernresponse.co.nz>; Susan Thodey
[REDACTED]
Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>
Subject: Southern No Response - comment

Morning all,

[REDACTED] has made a comment last night on the Southern No Response facebook page (below). Although this is publically available information, we thought it appropriate to let you know that this information has been circulated.

Any concerns, please let me know.

Regards,

Linda

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Linda Falwasser

General Manager Strategic Communications Southern Response Earthquake Services Ltd

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

[cid:image001.jpg@01D081A2.FAEB6400]

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175. RE: Southern No Response - comment

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 25, 2015 17:11:56
Subject: RE: Southern No Response - comment
Attachment:

Probably not a lot we can do as this is publicly available information from the companies office, reinforces the need for security reviews and a response plan which we have done.

The team is well aware of [REDACTED] who appears to be a seriously disaffected individual.

I will get them to make an assessment of his current posts and whether he should be considered more of a threat.

Will come back before tomorrow afternoon.

Cheers

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 25 August 2015 5:07 p.m.
To: Gavin Clark
Subject: RE: Southern No Response - comment

I have said to Ross we would go back to him by tomorrow arvo.

Thanks Linda

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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 25 August 2015 5:06 p.m.
To: Linda Falwasser
Subject: RE: Southern No Response - comment

Hi Linda,

Will have the team look into it.

Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 25 August 2015 4:54 p.m.
To: Gavin Clark
Subject: FW: Southern No Response - comment

Gavin - can you please review and advise.

Thanks Linda

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

From: Ross Butler [mailto: [REDACTED]]
Sent: Tuesday, 25 August 2015 4:48 p.m.
To: Anne Urlwin; Linda Falwasser; Bevan Killick; Jenn; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
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Would you mind passing this on to our security advisers. While I appreciate that this is publicly available information, I am concerned.

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Ross

From: Anne Urlwin [[REDACTED]]
Sent: Tuesday, 25 August 2015 9:17 a.m.
To: Linda Falwasser; Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
Subject: RE: Southern No Response - comment

Thanks Linda

Anne Urlwin
[REDACTED]
[REDACTED]

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From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: 25 August 2015 8:52 a.m.

To: Anne Urlwin <[REDACTED]> Bevan Killick <[REDACTED]> Jenn
<[REDACTED]> Ross Butler <[REDACTED]> Sarah Sinclair
<Sarah.Sinclair@southernresponse.co.nz>; Susan Thodey
<[REDACTED]>

Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>

Subject: Southern No Response - comment

Morning all,

Mr [REDACTED] has made a comment last night on the Southern No Response facebook page (below). Although this is publically available information, we thought it appropriate to let you know that this information has been circulated.

Any concerns, please let me know.

Regards,

Linda

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PO Box 9123, Tower Junction

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Mob: [REDACTED]

[cid:image001.jpg@01D081A2.FAEB6400]

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176. RE: Southern No Response - comment

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 25, 2015 17:18:50
Subject: RE: Southern No Response - comment
Attachment:

We think he lives in [REDACTED] do you know if this is the case and do you have a current address for him.

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

From: Gavin Clark
Sent: Tuesday, 25 August 2015 5:12 p.m.
To: 'Linda Falwasser'
Subject: RE: Southern No Response - comment

Probably not a lot we can do as this is publicly available information from the companies office, reinforces the need for security reviews and a response plan which we have done.

The team is well aware of Mr [REDACTED] who appears to be a seriously disaffected individual.

I will get them to make an assessment of his current posts and whether he should be considered more of a threat.

Will come back before tomorrow afternoon.

Cheers

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 25 August 2015 5:07 p.m.
To: Gavin Clark
Subject: RE: Southern No Response - comment

I have said to Ross we would go back to him by tomorrow arvo.

Thanks Linda

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From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 25 August 2015 5:06 p.m.

To: Linda Falwasser
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Hi Linda,

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Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 25 August 2015 4:54 p.m.
To: Gavin Clark
Subject: FW: Southern No Response - comment

Gavin - can you please review and advise.

Thanks Linda

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

From: Ross Butler [mailto: [REDACTED]]
Sent: Tuesday, 25 August 2015 4:48 p.m.
To: Anne Urlwin; Linda Falwasser; Bevan Killick; Jenn; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
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Linda

Would you mind passing this on to our security advisers. While I appreciate that this is publicly available information, I am concerned.

Thanks

Ross

From: Anne Urlwin [mailto: [REDACTED]]
Sent: Tuesday, 25 August 2015 9:17 a.m.
To: Linda Falwasser; Bevan Killick; Jenn; Ross Butler; Sarah Sinclair; Susan Thodey
Cc: Anna Gruczynska
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Thanks Linda

Anne Urlwin

Tel ([REDACTED])

Email [REDACTED]

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From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: 25 August 2015 8:52 a.m.

To: Anne Urlwin <[REDACTED]> Bevan Killick <[REDACTED]> Jenn <[REDACTED]> Ross Butler <[REDACTED]> Sarah Sinclair <Sarah.Sinclair@southernresponse.co.nz>; Susan Thodey <[REDACTED]>

Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>

Subject: Southern No Response - comment

Morning all,

Mr [REDACTED] has made a comment last night on the Southern No Response facebook page (below). Although this is publically available information, we thought it appropriate to let you know that this information has been circulated.

Any concerns, please let me know.

Regards,
Linda

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Linda Falwasser

[REDACTED] Manager Strategic Communications Southern Response Earthquake Services Ltd

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

[cid:image001.jpg@01D081A2.FAEB6400]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

177. RE: Southern No Response - comment

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 26, 2015 10:37:22
Subject: RE: Southern No Response - comment
Attachment:

This is what I have on him:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
TEL: [REDACTED]

The Board will need an update on advice this afternoon, we should include reference to their Security response plans etc.

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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 25 August 2015 5:19 p.m.
To: Linda Falwasser
Subject: RE: Southern No Response - comment

We think he lives in [REDACTED] do you know if this is the case and do you have a current address for him.

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

From: Gavin Clark
Sent: Tuesday, 25 August 2015 5:12 p.m.
To: 'Linda Falwasser'
Subject: RE: Southern No Response - comment

Probably not a lot we can do as this is publicly available information from the companies office, reinforces the need for security reviews and a response plan which we have done.

The team is well aware of Mr [REDACTED] who appears to be a seriously disaffected individual.

I will get them to make an assessment of his current posts and whether he should be considered more of a threat.

Will come back before tomorrow afternoon.

Cheers

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, 25 August 2015 5:07 p.m.
To: Gavin Clark
Subject: RE: Southern No Response - comment

I have said to Ross we would go back to him by tomorrow arvo.

Thanks Linda

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Hi Linda,

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Gavin - can you please review and advise.

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

From: Ross Butler [mailto: [REDACTED]]
Sent: Tuesday, 25 August 2015 4:48 p.m.
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Cc: Anna Gruczynska
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Linda

Would you mind passing this on to our security advisers. While I appreciate that this is publicly available information, I am concerned.

Thanks

Ross

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Cc: Anna Gruczynska
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Thanks Linda

Anne Urlwin

Tel [REDACTED]

Email [REDACTED]

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From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: 25 August 2015 8:52 a.m.
To: Anne Urlwin <[REDACTED]> Bevan Killick <[REDACTED]> Jenn <[REDACTED]> Ross Butler <[REDACTED]> Sarah Sinclair <Sarah.Sinclair@southernresponse.co.nz>; Susan Thodey <[REDACTED]>
Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>
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Any concerns, please let me know.

Regards,
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Residential Address: [REDACTED], New Zealand

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Linda Falwasser

General Manager Strategic Communications Southern Response Earthquake Services Ltd

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

[cid:image001.jpg@01D081A2.FAEB6400]

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

178. Due diligence Mr [REDACTED] draft folder=

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 26, 2015 14:18:52
Subject: Due diligence Mr [REDACTED] draft folder=
Attachment: [image003.jpg](#)
[REDACTED] [REDACTED] [Due Diligence- draft.pdf](#)

Hi Linda,

Please find attached.

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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179. Weekly monitoring report 21-27 Aug 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz>
Sent Date: Aug 27, 2015 18:34:10
Subject: Weekly monitoring report 21-27 Aug 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 21-27 Aug 2015.pdf](#)

Good evening Linda & Casey,

Please see attached the weekly monitoring report for 21-27 August 2015 (published slightly earlier than usual).

Obviously the main issue of the week has been the launch of the SR Class Action by Grant Cameron and this has been reflected in both news and social media.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]

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180. FW: Thompson and Clark review

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Aug 28, 2015 16:37:22
Subject: FW: Thompson and Clark review
Attachment: [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

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181. RE: Thompson and Clark review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Aug 31, 2015 11:56:49
Subject: RE: Thompson and Clark review
Attachment:

Hi Linda,

Thanks, I can do this afternoon or anytime tomorrow.

Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Friday, 28 August 2015 4:37 p.m.
To: Gavin Clark
Cc: Sarah Giles; [REDACTED]
Subject: FW: Thompson and Clark review

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

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182. Security Report

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>
Sent Date: Aug 31, 2015 12:02:12
Subject: Security Report
Attachment:

Gavin to dial in.

Dial: [REDACTED]
Guest pin: [REDACTED]#
Host pin: [REDACTED]

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183. RE: Thompson and Clark review

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Aug 31, 2015 12:03:00
Subject: RE: Thompson and Clark review
Attachment:

Have sent you a meeting invite for 4pm tomorrow - phone in on conference line.

Thanks L

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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 31 August 2015 11:57 a.m.
To: Linda Falwasser
Cc: Sarah Giles; [REDACTED]
Subject: RE: Thompson and Clark review

Hi Linda,

Thanks, I can do this afternoon or anytime tomorrow.

Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Friday, 28 August 2015 4:37 p.m.
To: Gavin Clark
Cc: Sarah Giles; [REDACTED]
Subject: FW: Thompson and Clark review

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

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184. RE: Thompson and Clark review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 31, 2015 12:18:25
Subject: RE: Thompson and Clark review
Attachment:

Thanks

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Monday, 31 August 2015 12:03 p.m.
To: Gavin Clark
Subject: RE: Thompson and Clark review

Have sent you a meeting invite for 4pm tomorrow - phone in on conference line.

Thanks L

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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 31 August 2015 11:57 a.m.
To: Linda Falwasser
Cc: Sarah Giles; [REDACTED]
Subject: RE: Thompson and Clark review

Hi Linda,

Thanks, I can do this afternoon or anytime tomorrow.

Regards

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Friday, 28 August 2015 4:37 p.m.
To: Gavin Clark
Cc: Sarah Giles; [REDACTED]
Subject: FW: Thompson and Clark review

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

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185. Accepted: Security Report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Aug 31, 2015 12:20:30
Subject: Accepted: Security Report
Attachment:

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186. Security review and SRP for [REDACTED]

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Aug 31, 2015 15:59:07
Subject: Security review and SRP for [REDACTED]
Attachment: [image001.jpg](#)
[Residential Security Review - \[REDACTED\].pdf](#)
[Security Response Plan - \[REDACTED\].pdf](#)

Hi Linda,

Please find attached the security review and security response plan for [REDACTED].

Kind Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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187. Revised version of Security Review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Sep 02, 2015 18:02:19
Subject: Revised version of Security Review
Attachment: [image001.jpg](#)
[3611 Southern Response Security Review 2015 V2.pdf](#)

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

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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188. Final Security Review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Sep 04, 2015 13:06:01
Subject: Final Security Review
Attachment: [image001.jpg](#)
[3611 Southern Response Security Review 2015 \(final\).pdf](#)

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

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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189. SR weekly monitoring report 28 Aug-3 Sept 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Sep 04, 2015 14:23:34
Subject: SR weekly monitoring report 28 Aug-3 Sept 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 28 Aug - 3 Sept 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached weekly monitoring report for 28 August – 3 September 2015.

Retweet/posts in relation to the Class Action launch continue to dominate social media results.

We note that [REDACTED] uses the 5th anniversary of the September quake to provide a settlement progress update.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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190. Fwd: Final Security Review

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>
Sent Date: Sep 04, 2015 17:19:24
Subject: Fwd: Final Security Review
Attachment: [image001.jpg](#)

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

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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191. RE: Final Security Review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Sep 07, 2015 14:49:01
Subject: RE: Final Security Review
Attachment: [REDACTED] [Southern Response Security Review 2015 \(final\).pdf](#)

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Friday, 4 September 2015 5:19 p.m.
To: Gavin Clark
Subject: Fwd: Final Security Review

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

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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192. Invoice INV-14526 from Thompson and Clark Investigations Ltd for Southern Response

From: [REDACTED] <admin@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 07, 2015 16:12:57
Subject: Invoice INV-14526 from Thompson and Clark Investigations Ltd for Southern Response
Attachment: [image001.gif](#)
[Invoice INV-14526.pdf](#)

Hi Linda

Attached is invoice 14526 for further work done around your security re-assessment.

Please feel free to contact me if you require any further information.

Kind regards

[REDACTED]

Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]

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193. RE: Final Security Review

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 08, 2015 07:37:06
Subject: RE: Final Security Review
Attachment:

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

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Friday, 4 September 2015 5:19 p.m.

To: Gavin Clark

Subject: Fwd: Final Security Review

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
/ MOBILE
/ PHONE

/ FAX
/ POSTAL
/ WEBSITE

+64 [REDACTED]
+64 [REDACTED]
+64 [REDACTED]

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194. RE: Final Security Review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Sep 08, 2015 11:08:45
Subject: RE: Final Security Review
Attachment: [REDACTED] [Southern Response Security Review 2015 \(final\).pdf](#)

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: [REDACTED]@t60.co.nz
Subject: RE: Final Security Review

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Ive added Sarahs 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.

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Regards

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Friday, 4 September 2015 5:19 p.m.

To: Gavin Clark

Subject: Fwd: Final Security Review

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

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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

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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

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Let me know if you are okay with this.

Kind Regards Gavin

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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195. Proposed work

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Sep 10, 2015 11:45:13
Subject: Proposed work
Attachment: [image003.jpg](#)

Hi Linda,

Just checking if you wanted us to have a look at that job tonight?

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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196. RE: Proposed work

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 10, 2015 11:47:46
Subject: RE: Proposed work
Attachment: [image001.jpg](#)

Just from a keeping an eye on coverage perspective.

Thanks Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 10 September 2015 11:45 a.m.
To: Linda Falwasser
Subject: Proposed work

Hi Linda,

Just checking if you wanted us to have a look at that job tonight?

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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197. RE: Proposed work

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Sep 10, 2015 11:48:56
Subject: RE: Proposed work
Attachment: [image001.jpg](#)

Will do.

Regards

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Thursday, 10 September 2015 11:48 a.m.
To: Gavin Clark
Subject: RE: Proposed work

Just from a keeping an eye on coverage perspective.

Thanks Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 10 September 2015 11:45 a.m.
To: Linda Falwasser
Subject: Proposed work

Hi Linda,

Just checking if you wanted us to have a look at that job tonight?

Regards

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

+64 [REDACTED]
+64 [REDACTED]
+64 [REDACTED]

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198. Weekly monitoring

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz
<[REDACTED]@t60.co.nz>
Sent Date: Sep 11, 2015 11:21:20
Subject: Weekly monitoring
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 4-10 Sept 2015.pdf](#)

Good morning Linda & Casey,

Please see attached weekly monitoring report for 4-10 Sept 2015.

Quite a busy week in the media which culminated with the meeting last night and launch of a petition requesting a Royal Commission inquiry into the state of repairs.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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199. ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: 'admin@tcil.co.nz' <admin@tcil.co.nz>
Sent Date: Sep 17, 2015 14:22:14
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached
Attachment:

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims [REDACTED] - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000073139

Payment Date: 18/09/2015

Our Voucher No Number	Your Voucher No Description	Date	Document Amount	Amount Paid	Claim
0000000000009343	INV-14526 Security Reviews/report	31/08/2015	\$12,650.00	\$12,650.00	Security Revi
0000000000009344	INV-14507 Risk Mngt Package-Aug 2015	31/08/2015	[REDACTED]	[REDACTED]	Risk Mngt Pac
Total Amount:			[REDACTED]		

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200. Proposal for Services

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Sep 18, 2015 10:40:22
Subject: Proposal for Services
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)

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 matters that I believe we can help you with namely.

Recommendations:

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

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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201. RE: Proposal for Services

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Sep 18, 2015 10:53:03
Subject: RE: Proposal for Services
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)

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 matters that I believe we can help you with namely.

Recommendations:

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

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/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

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202. RE: Proposal for Services

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Sep 18, 2015 10:57:25
Subject: RE: Proposal for Services
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)

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.

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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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Recommendations:

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

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/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

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+64 [REDACTED]

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203. Thompson+Clark Weekly monitoring 11 - 17 September 2015

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Linda Falwasser <linda.falwasser@arrowinternational.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@Analyst@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>, SR Action Steps <[REDACTED]@t60.co.nz>
Sent Date: Sep 18, 2015 15:58:54
Subject: Thompson+Clark Weekly monitoring 11 - 17 September 2015
Attachment: [image001.gif](#)
[Sthrn Resp Reporting 11-17Sept15.pdf](#)

Good afternoon Linda & Casey.

Please see attached weekly monitoring report for 11 – 17 September 2015 from Thompson+Clark.

Kind regards

[REDACTED]
Collection Manager

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

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204. Thompson+Clark Weekly monitoring 11 - 17 September 2015

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Linda.Falwasser@southernresponse.co.nz
<Linda.Falwasser@southernresponse.co.nz>
Sent Date: Sep 18, 2015 16:03:47
Subject: Thompson+Clark Weekly monitoring 11 - 17 September 2015
Attachment: [image001.gif](#)
[Sthrn Resp Reporting 11-17Sept15.pdf](#)

Sorry Linda, I still had your old Arrow email address in my contacts list and it bounced, so sending this again.

Hope you have a nice weekend.

Kind regards

[REDACTED] NZIIP

Collection Manager

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

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From: [REDACTED]

Sent: Friday, September 18, 2015 3:59 PM

To: Linda Falwasser; Casey Hurren

Cc: [REDACTED] Gavin Clark; [REDACTED] Nick Thompson; SR Action Steps

Subject: Thompson+Clark Weekly monitoring 11 - 17 September 2015

Good afternoon Linda & Casey.

Please see attached weekly monitoring report for 11 – 17 September 2015 from Thompson+Clark.

Kind regards

[REDACTED] NZIIP

Collection Manager

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

205. RE: Proposal for Services

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 21, 2015 13:41:47
Subject: RE: Proposal for Services
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)

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

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 matters that I believe we can help you with namely.

Recommendations:

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

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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206. FW: Unidentified customers on security list

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 21, 2015 13:44:34
Subject: FW: Unidentified customers on security list
Attachment: [image001.jpg](#)

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]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

207. RE: Unidentified customers on security list

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED] <Analyst@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Sep 21, 2015 15:16:29
Subject: RE: Unidentified customers on security list
Attachment: [image001.jpg](#)

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]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

(known as [REDACTED])

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

[REDACTED]

[REDACTED]

Ph H [REDACTED]

Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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208. RE: Unidentified customers on security list (folder=)

From: [REDACTED] <Analyst@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 21, 2015 16:34:51
Subject: RE: Unidentified customers on security list (folder=)
Attachment: [image001.jpg](#)
[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]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(known as [REDACTED])

[REDACTED]

[REDACTED]

Ph H [REDACTED]

Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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209. FW: Unidentified customers on security list (folder=)

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 21, 2015 16:41:11
Subject: FW: Unidentified customers on security list (folder=)
Attachment: [image001.jpg](#)
[Security Risk photos.pdf](#)

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:Analyst@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
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]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

(known as [REDACTED])

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

[REDACTED]

[REDACTED]

Ph H [REDACTED]

Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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210. RE: Unidentified customers on security list (folder=)

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Sep 21, 2015 16:46:52
Subject: RE: Unidentified customers on security list (folder=)
Attachment: [image001.jpg](#)

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:Analyst@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

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]

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(known as [REDACTED])

[REDACTED]

[REDACTED]

Ph H [REDACTED]

Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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211. FW: Unidentified customers on security list (folder=)

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 23, 2015 15:36:41
Subject: FW: Unidentified customers on security list (folder=)
Attachment: [image001.jpg](#)
[Security Risk photos.pdf](#)

Hi Gavin

For your records

Sarah

From: [REDACTED]
Sent: Wednesday, 23 September 2015 3:25 p.m.
To: Sarah Giles
Subject: FW: Unidentified customers on security list (folder=)

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:Analyst@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
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]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED]

(known as [REDACTED])

[REDACTED]

[REDACTED]

Ph H [REDACTED]

Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

Christchurch

www.southernresponse.co.nz

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PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

212. RE: Unidentified customers on security list (folder=)

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Sep 23, 2015 15:47:52
Subject: RE: Unidentified customers on security list (folder=)
Attachment: [image001.jpg](#)

Many thanks

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 23 September 2015 3:37 p.m.
To: Gavin Clark
Subject: FW: Unidentified customers on security list (folder=)

Hi Gavin

For your records

Sarah

From: [REDACTED]
Sent: Wednesday, 23 September 2015 3:25 p.m.
To: Sarah Giles
Subject: FW: Unidentified customers on security list (folder=)

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:Analyst@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

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]

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

(known as [REDACTED])

[REDACTED]

[REDACTED]

Ph H [REDACTED]

Cell [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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213. Southern Response weekly monitoring report

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser (Linda.Falwasser@southernresponse.co.nz) <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Sep 25, 2015 12:41:22
Subject: Southern Response weekly monitoring report
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 18-24 Sept 2015.pdf](#)

Good afternoon,

Please see attached weekly monitoring report for 18-24 Sept 2015.

A very quiet week all in all.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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214. Annual Public Meeting

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 30, 2015 10:26:41
Subject: Annual Public Meeting
Attachment: [image001.jpg](#)

Morning Gavin

How are you? It's that time of year again where we are holding our public meeting its Oct 23rd and it commences at 10am, are you available to come down for the morning/day? You would probably need to be here round 8am.

Thank you

[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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215. RE: Annual Public Meeting

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz
Sent Date: Sep 30, 2015 10:51:40
Subject: RE: Annual Public Meeting
Attachment: [image001.jpg](#)
[Authority to Act_Trespass Act.pdf](#)

Hi [REDACTED]

I'm well thanks.

No problem for attendance, I'll schedule it in.

As we get closer to the day can you provide any details as to itinerary or run sheet.

I'll also engage police and touch base with [REDACTED] from First Security.

I've attached a trespass authority for Addington, could you arrange to get this signed and returned to both [REDACTED] and myself.

Also has there been any recent issues with claimants, I'm aware of the public stuff but not of anything that might have been directed to your personnel.

Are there any people that will be banned from attending the meeting if so could you provide details.

Kind Regards Gavin

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 30 September 2015 10:27 a.m.
To: Gavin Clark
Subject: Annual Public Meeting

Morning Gavin

How are you? It's that time of year again where we are holding our public meeting its Oct 23rd and it commences at 10am, are you available to come down for the morning/day? You would probably need to be here round 8am.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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216. RE: Annual Public Meeting

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 30, 2015 15:50:57
Subject: RE: Annual Public Meeting
Attachment: [image001.jpg](#)
[Annual Meeting Approach 29092015.doc](#)
[Southern Response Floorplan 231015.pdf](#)
[Annual Meeting Approach 29092015.doc](#)

Hello Gavin

Please find attached a copy of a letter giving you and First Security trespass authority, a floor plan and the approach which includes a run sheet.

I will need to have a catch up with you beforehand regarding the set up as we are going to be doing it a bit differently to last year. As far as I am aware there has been no immediate threat to internal personnel from claimants, we have been bombarded with OIA requests however it is suspected that this is more to do with the Class Action proceedings.

There is no one band from attending, except for the individual who has been served the trespass notice in the past.

I assume you will be here the day before the meeting? If so we can sit down and have a proper catch up.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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

Sent: Wednesday, 30 September 2015 10:51 a.m.

To: [REDACTED]

Cc: [REDACTED]@t60.co.nz

Subject: RE: Annual Public Meeting

Hi [REDACTED]

I'm well thanks.

No problem for attendance, I'll schedule it in.

As we get closer to the day can you provide any details as to itinerary or run sheet.

I'll also engage police and touch base with [REDACTED] from First Security.

I've attached a trespass authority for Addington, could you arrange to get this signed and returned to both [REDACTED] and myself.

Also has there been any recent issues with claimants, I'm aware of the public stuff but not of anything that might have been directed to your personnel.

Are there any people that will be banned from attending the meeting if so could you provide details.

Kind Regards Gavin

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

Sent: Wednesday, 30 September 2015 10:27 a.m.

To: Gavin Clark

Subject: Annual Public Meeting

Morning Gavin

How are you? It's that time of year again where we are holding our public meeting its Oct 23rd and it commences at 10am, are you available to come down for the morning/day? You would probably need to be here round 8am.

Thank you

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

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Christchurch

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217. RE: Proposal for Services

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Sep 30, 2015 16:34:37
Subject: RE: Proposal for Services
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)

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

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 matters that I believe we can help you with namely.

Recommendations:

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

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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218. RE: Proposal for Services

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Sep 30, 2015 16:38:00
Subject: RE: Proposal for Services
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)

Hi Sarah,

Yes have it in draft form was also thinking that it would be good to coordinate with the AGM visit will get it to you shortly.

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

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I look forward to receiving your proposal.

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To: Linda Falwasser
Cc: Sarah Giles
Subject: RE: Proposal for Services

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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]

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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 matters that I believe we can help you with namely.

Recommendations:

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

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Gavin Clark

/ MOBILE

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/ FAX

/ POSTAL

/ WEBSITE

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+64 [REDACTED]

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219. RE: Proposal for Services

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To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz [REDACTED]@t60.co.nz
Sent Date: Sep 30, 2015 16:52:22
Subject: RE: Proposal for Services
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)
[image006.jpg](#)
[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

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Kind Regards

Gavin Clark

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220. FW: Details for AGM

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 02, 2015 09:53:45
Subject: FW: Details for AGM
Attachment: [image001.jpg](#)

[REDACTED] and Gavin

[REDACTED] – can you confirm the details below with [REDACTED] and cc. [REDACTED]

Gavin – I suggest a conference call week of the 12/10 to discuss security risks, environment scan of key issues / people and ensure we are all on the same page etc.

Thanks Linda

From: [REDACTED]
Sent: Friday, 2 October 2015 9:47 a.m.
To: [REDACTED] Linda Falwasser
Cc: [REDACTED] ([REDACTED]@firstsecurity.co.nz); Sarah Giles
Subject: Details for AGM

Hi there

I have just had a meeting with [REDACTED] from First Security regarding the AGM, he is wanting to confirm the following details please:

- Confirmed date
- Time table
- Scope – will Thompson and Clark be attending? Last year T&C set the expectations
- Who will be there from the Board – [REDACTED] will need to profile them (photos etc)
- Of the four guards required, do you want two in uniform, and two in plain clothes or a different combination

█████ would also like to know how we wish anyone of interest to be dealt with on the day i.e. ██████████ ██████ has suggested a meeting with Sarah Giles, Peter Rose and yourselves to confirm this.

If you could cc me in on any correspondence regarding the AGM it would be much appreciated to keep me up to date.

Regards

█████

██████████

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

PO Box 9052

Christchurch

www.southernresponse.co.nz

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221. Weekly monitoring 25 Sept-1 Oct 2015

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz
<[REDACTED]@t60.co.nz>
Sent Date: Oct 02, 2015 14:04:16
Subject: Weekly monitoring 25 Sept-1 Oct 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 25 Sept-1 Oct 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached this week's monitoring report – a quiet news week with only brief mentions.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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222. RE: Details for AGM

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 02, 2015 14:25:23
Subject: RE: Details for AGM
Attachment: [image001.jpg](#)

Thanks Linda week of the 12th looks good.

Regards

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Friday, 2 October 2015 9:54 a.m.
To: Gavin Clark; [REDACTED]
Subject: FW: Details for AGM

Sarah and Gavin

Sarah – can you confirm the details below with [REDACTED] and cc. [REDACTED]

Gavin – I suggest a conference call week of the 12/10 to discuss security risks, environment scan of key issues / people and ensure we are all on the same page etc.

Thanks Linda

From: [REDACTED]
Sent: Friday, 2 October 2015 9:47 a.m.
To: [REDACTED] Linda Falwasser
Cc: [REDACTED] ([REDACTED]@firstsecurity.co.nz); Sarah Giles
Subject: Details for AGM

Hi there

I have just had a meeting with [REDACTED] from First Security regarding the AGM, he is wanting to confirm the following details please:

- Confirmed date
- Time table
- Scope – will Thompson and Clark be attending? Last year T&C set the expectations
- Who will be there from the Board – [REDACTED] will need to profile them (photos etc)
- Of the four guards required, do you want two in uniform, and two in plain clothes or a different combination

[REDACTED] would also like to know how we wish anyone of interest to be dealt with on the day i.e. [REDACTED] [REDACTED] has suggested a meeting with Sarah Giles, Peter Rose and yourselves to confirm this.

If you could cc me in on any correspondence regarding the AGM it would be much appreciated to keep me up to date.

Regards

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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223. Telephone Conference - Annual Public Meeting

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@firstsecurity.co.nz>, Gavin.Clark@tcil.co.nz
<Gavin.Clark@tcil.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Hidden recipients: MRSP6CR1@southernresponse.co.nz
Sent Date: Oct 02, 2015 14:44:22
Subject: Telephone Conference - Annual Public Meeting
Attachment:

Good Afternoon

We would like a quick discussion regarding the Annual Public Meeting.

Have a lovely weekend

Thanks
Sarah

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

224. Accepted: Telephone Conference - Annual Public Meeting

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 02, 2015 15:34:33
Subject: Accepted: Telephone Conference - Annual Public Meeting
Attachment:

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225. Training security guards

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 06, 2015 12:58:59
Subject: Training security guards
Attachment:

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226. Training mail handlers

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>
Sent Date: Oct 06, 2015 12:59:33
Subject: Training mail handlers
Attachment:

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227. Accepted: Training security guards

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Oct 06, 2015 13:07:48
Subject: Accepted: Training security guards
Attachment:

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

228. RE: Annual Public Meeting

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 06, 2015 13:10:17
Subject: RE: Annual Public Meeting
Attachment: [image001.jpg](#)

Hi [REDACTED]

I've confirmed with Sarah Giles that I will be in Christchurch on Thursday the 22nd and Friday the 23.

I'll catch up with you hopefully on Thursday sometime to discuss the APM planning but will speak with you next Monday on the conference call.

Kind Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 30 September 2015 3:51 p.m.
To: Gavin Clark
Subject: RE: Annual Public Meeting

Hello Gavin

Please find attached a copy of a letter giving you and First Security trespass authority, a floor plan and the approach which includes a run sheet.

I will need to have a catch up with you beforehand regarding the set up as we are going to be doing it a bit differently to last year. As far as I am aware there has been no immediate threat to internal personnel from claimants, we have been bombarded with OIA requests however it is suspected that this is more to do with the Class Action proceedings.

There is no one band from attending, except for the individual who has been served the trespass notice in the past.

I assume you will be here the day before the meeting? If so we can sit down and have a proper catch up.

Thanks

██████████

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

Mob: ██████████

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

Sent: Wednesday, 30 September 2015 10:51 a.m.

To: ██████████

Cc: ██████@t60.co.nz

Subject: RE: Annual Public Meeting

Hi Sarah,

I'm well thanks.

No problem for attendance, I'll schedule it in.

As we get closer to the day can you provide any details as to itinerary or run sheet.

I'll also engage police and touch base with [REDACTED] from First Security.

I've attached a trespass authority for Addington, could you arrange to get this signed and returned to both Peter and myself.

Also has there been any recent issues with claimants, I'm aware of the public stuff but not of anything that might have been directed to your personnel.

Are there any people that will be banned from attending the meeting if so could you provide details.

Kind Regards Gavin

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

Sent: Wednesday, 30 September 2015 10:27 a.m.

To: Gavin Clark

Subject: Annual Public Meeting

Morning Gavin

How are you? It's that time of year again where we are holding our public meeting its Oct 23rd and it commences at 10am, are you available to come down for the morning/day? You would probably

need to be here round 8am.

Thank you

██████████
Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) ██████████

Ext: ██████

Mob: ██████████

PO Box 9052

Christchurch

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229. Southern Response weekly monitoring

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Nick Thompson
<Nick.Thompson@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]
<[REDACTED]@tcil.co.nz>
Sent Date: Oct 09, 2015 12:58:32
Subject: Southern Response weekly monitoring
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 2-8 Oct 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached this week's monitoring report covering 2-8 October 2015.

A very quiet week this week.

Wishing you a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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230. Conference call

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 12, 2015 13:15:47
Subject: Conference call
Attachment: [image001.jpg](#)

Hi [REDACTED],

Are we still having a conference call at 2.30pm today?

I don't seem to have call details, couldn't see it in the invite?

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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231. RE: Conference call

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 12, 2015 14:01:04
Subject: RE: Conference call
Attachment: [image002.jpg](#)
[image003.jpg](#)

Hi Gavin

Yes we are, we will call you from our office what is the best number to call you on?

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

Sent: Monday, 12 October 2015 1:16 p.m.

To: [REDACTED]

Subject: Conference call

Hi [REDACTED]

Are we still having a conference call at 2.30pm today?

I don't seem to have call details, couldn't see it in the invite?

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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232. Security Guards SOP's at #6/#10 Show Place

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark (Gavin.Clark@tcil.co.nz) <Gavin.Clark@tcil.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Oct 13, 2015 10:42:17
Subject: Security Guards SOP's at #6/#10 Show Place
Attachment: [image001.jpg](#)
[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: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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233. RE: Security Guards SOP's at #6/#10 Show Place

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Oct 13, 2015 10:44:51
Subject: RE: Security Guards SOP's at #6/#10 Show Place
Attachment: [image001.jpg](#)

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]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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234. Guard Instructions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]@firstsecurity.co.nz <[REDACTED]@firstsecurity.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Oct 15, 2015 11:54:45
Subject: Guard Instructions
Attachment: [image001.jpg](#)
[Guard Duties APM 2015.docx](#)

Hi All,

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

[REDACTED] 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 [REDACTED]

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

235. RE: Guard Instructions

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]@firstsecurity.co.nz <[REDACTED]@firstsecurity.co.nz>, 3676@t60.co.nz <3676@t60.co.nz>
Sent Date: Oct 15, 2015 11:56:15
Subject: RE: Guard Instructions
Attachment: [image001.jpg](#)

I can confirm I have spoken with Ross and our decision is that [REDACTED] is not allowed at the meeting and must be trespassed if he arrives at the venue.

Thanks Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 15 October 2015 11:55 a.m.
To: Linda Falwasser
Cc: [REDACTED] [REDACTED] [REDACTED]@firstsecurity.co.nz; 3676@t60.co.nz
Subject: Guard Instructions

Hi All,

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

[REDACTED] 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 [REDACTED]

Regards

Gavin Clark
/ MOBILE
/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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PROACTIVELY RELEASED BY SERVICES LTD
SOUTHERN RESPONSE EARTHQUAKE

236. RE: Guard Instructions

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@firstsecurity.co.nz>, [REDACTED] <[REDACTED]@firstsecurity.co.nz>, [REDACTED] <[REDACTED]@t60.co.nz> <[REDACTED]@t60.co.nz>
Sent Date: Oct 15, 2015 11:59:01
Subject: RE: Guard Instructions
Attachment: [image001.jpg](#)

Thanks no problem.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Thursday, 15 October 2015 11:56 a.m.
To: Gavin Clark
Cc: [REDACTED] <[REDACTED]@firstsecurity.co.nz>; [REDACTED] <[REDACTED]@t60.co.nz>
Subject: RE: Guard Instructions

I can confirm I have spoken with Ross and our decision is that [REDACTED] is not allowed at the meeting and must be trespassed if he arrives at the venue.

Thanks Linda

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] <[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.

[REDACTED] 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 [REDACTED]

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 [REDACTED]

+64 [REDACTED]

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237. RE: Guard Instructions

From: [REDACTED] <[REDACTED]@firstsecurity.co.nz>
To: 'Linda Falwasser' <Linda.Falwasser@southernresponse.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Oct 15, 2015 12:57:18
Subject: RE: Guard Instructions
Attachment: [image001.jpg](#)
[image8bd556.JPG](#)
[imagee261ed.JPG](#)

Hi all,

Contents of this email are noted.

[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: 03 3775 619

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

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P Please consider the environment before printing this email.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]

Sent: Thursday, 15 October 2015 11:56 AM

To: Gavin Clark

Cc: [REDACTED] [REDACTED] [REDACTED] 3676@t60.co.nz

Subject: RE: Guard Instructions

I can confirm I have spoken with Ross and our decision is that [REDACTED] is not allowed at the meeting and must be trespassed if he arrives at the venue.

Thanks Linda

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

Sent: Thursday, 15 October 2015 11:55 a.m.

To: Linda Falwasser

Cc: [REDACTED] [REDACTED] [REDACTED] firstsecurity.co.nz; 3676@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 [REDACTED]

Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

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238. Security Training for our guards - 22 October

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark (Gavin.Clark@tcil.co.nz) <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 15, 2015 14:25:02
Subject: Security Training for our guards - 22 October
Attachment: [image001.jpg](#)

Hi Gavin

Unfortunately one of our guards [REDACTED] will not be attending training next week as his mother's funeral is on that day.

I could run him through the training if required, however wondered if there was anything we could do to bring him up to speed?

I think [REDACTED] said he may attend, but would you have any written material I could pass on to [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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239. RE: Security Training for our guards - 22 October

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 15, 2015 14:33:48
Subject: RE: Security Training for our guards - 22 October
Attachment: [image001.jpg](#)

Hi [REDACTED]

That's disappointing because [REDACTED] is the main guard and unfortunately has been in the industry for so long he has preconceived ideas.

He did attend my last session which helps a bit.

I am still developing the training session a lot of it will be focused around scenario training and interaction with the guards and their approach.

Once I have an outline I'll forward to you to make sure that I am on track and in line with SRES expectations.

Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Thursday, 15 October 2015 2:25 p.m.
To: Gavin Clark
Subject: Security Training for our guards - 22 October

Hi Gavin

Unfortunately one of our guards [REDACTED] will not be attending training next week as his mother's funeral is on that day.

I could run him through the training if required, however wondered if there was anything we could do to bring him up to speed?

I think [REDACTED] said he may attend, but would you have any written material I could pass on to [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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240. RE: Security Training for our guards - 22 October

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 15, 2015 14:35:40
Subject: RE: Security Training for our guards - 22 October
Attachment: [image001.jpg](#)

Hi Gavin

That is great, I will take lots of notes on the day also J

[REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 15 October 2015 2:34 p.m.
To: [REDACTED]
Subject: RE: Security Training for our guards - 22 October

Hi [REDACTED]

That's disappointing because [REDACTED] is the main guard and unfortunately has been in the industry for so long he has preconceived ideas.

He did attend my last session which helps a bit.

I am still developing the training session a lot of it will be focused around scenario training and interaction with the guards and their approach.

Once I have an outline I'll forward to you to make sure that I am on track and in line with SRES expectations.

Regards

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

Sent: Thursday, 15 October 2015 2:25 p.m.

To: Gavin Clark

Subject: Security Training for our guards - 22 October

Hi Gavin

Unfortunately one of our guards [REDACTED] will not be attending training next week as his mother's funeral is on that day.

I could run him through the training if required, however wondered if there was anything we could do to bring him up to speed?

I think [REDACTED] said he may attend, but would you have any written material I could pass on to [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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241. RE: Security Training for our guards - 22 October

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 15, 2015 14:37:47
Subject: RE: Security Training for our guards - 22 October
Attachment: [image001.jpg](#)

I can leave the final product with you on the day.

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Thursday, 15 October 2015 2:36 p.m.
To: Gavin Clark
Subject: RE: Security Training for our guards - 22 October

Hi Gavin

That is great, I will take lots of notes on the day also J

[REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 15 October 2015 2:34 p.m.
To: [REDACTED]
Subject: RE: Security Training for our guards - 22 October

Hi [REDACTED]

That's disappointing because [REDACTED] is the main guard and unfortunately has been in the industry for so long he has preconceived ideas.

He did attend my last session which helps a bit.

I am still developing the training session a lot of it will be focused around scenario training and interaction with the guards and their approach.

Once I have an outline I'll forward to you to make sure that I am on track and in line with SRES expectations.

Regards

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

Sent: Thursday, 15 October 2015 2:25 p.m.

To: Gavin Clark

Subject: Security Training for our guards - 22 October

Hi Gavin

Unfortunately one of our guards [REDACTED] will not be attending training next week as his mother's funeral is on that day.

I could run him through the training if required, however wondered if there was anything we could do to bring him up to speed?

I think [REDACTED] said he may attend, but would you have any written material I could pass on to [REDACTED]

Thanks

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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242. RE: Security Training for our guards - 22 October

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 15, 2015 14:46:24
Subject: RE: Security Training for our guards - 22 October
Attachment: [image001.jpg](#)

Many thanks

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 15 October 2015 2:38 p.m.
To: [REDACTED]
Subject: RE: Security Training for our guards - 22 October

I can leave the final product with you on the day.

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Thursday, 15 October 2015 2:36 p.m.
To: Gavin Clark
Subject: RE: Security Training for our guards - 22 October

Hi Gavin

That is great, I will take lots of notes on the day also J

[REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 15 October 2015 2:34 p.m.
To: [REDACTED]
Subject: RE: Security Training for our guards - 22 October

Hi [REDACTED]

That's disappointing because [REDACTED] is the main guard and unfortunately has been in the industry for so long he has preconceived ideas.

He did attend my last session which helps a bit.

I am still developing the training session a lot of it will be focused around scenario training and interaction with the guards and their approach.

Once I have an outline I'll forward to you to make sure that I am on track and in line with SRES expectations.

Regards

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

Sent: Thursday, 15 October 2015 2:25 p.m.

To: Gavin Clark

Subject: Security Training for our guards - 22 October

Hi Gavin

Unfortunately one of our guards [REDACTED] will not be attending training next week as his mother's funeral is on that day.

I could run him through the training if required, however wondered if there was anything we could do to bring him up to speed?

I think [REDACTED] said he may attend, but would you have any written material I could pass on to [REDACTED]

Thanks

█

█

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) █

Ext: █

PO Box 9052

Christchurch

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243. Southern Response weekly monitoring 9-15 October 2015

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>,
Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Oct 16, 2015 12:36:53
Subject: Southern Response weekly monitoring 9-15 October 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 9-15 Oct 2015.pdf](#)

Hi Linda & Casey,

Please see attached this week's monitoring report.

[REDACTED] article received a number of negative responses critical of his statistical accuracy – these can be viewed via the link supplied.

Thanks, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

244. Board security briefing

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 19, 2015 15:51:51
Subject: Board security briefing
Attachment:

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245. Accepted: Board security briefing

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Oct 19, 2015 16:05:58
Subject: Accepted: Board security briefing
Attachment:

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

246. ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: 'admin@tcil.co.nz' <admin@tcil.co.nz>
Sent Date: Oct 20, 2015 15:24:55
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached
Attachment:

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims [REDACTED] - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000074382

Payment Date: 20/10/2015

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
0000000000009535	INV-14548	30/09/2015	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Pkg
	Risk Mngt Pkge-Sept 2015					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY EARTHQUAKE SERVICES LTD

252. Tomorrows Training

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark (Gavin.Clark@tcil.co.nz) <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 21, 2015 12:30:23
Subject: Tomorrows Training
Attachment: [image001.jpg](#)

Good morning Gavin

Sarah Giles has asked me to pass on to you her apologies as she will not be at work tomorrow due to unforeseen circumstances.

I will be your contact for the training sessions tomorrow, and am happy to meet up with you on your arrival.

On a side note, Sarah has asked if you could do a risk assessment around all staff having 24/7 access to #6 Show Place. At the moment only managers have 24/7 swipe card access.

If you require any further information please let me know.

Kind regards

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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253. RE: Tomorrows Training

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 21, 2015 12:43:15
Subject: RE: Tomorrows Training
Attachment: [image001.jpg](#)

Thanks [REDACTED]

I should be there at 8am so can catch up and discuss then. If that's too early I can wait for you at Mrs Hucks.

Whats your mobile I'll give you a call when I arrive.

Cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 21 October 2015 12:30 p.m.
To: Gavin Clark
Subject: Tomorrows Training

Good morning Gavin

Sarah Giles has asked me to pass on to you her apologies as she will not be at work tomorrow due to unforeseen circumstances.

I will be your contact for the training sessions tomorrow, and am happy to meet up with you on your arrival.

On a side note, Sarah has asked if you could do a risk assessment around all staff having 24/7 access to #6 Show Place. At the moment only managers have 24/7 swipe card access.

If you require any further information please let me know.

Kind regards

█

█

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) █

Ext: █

PO Box 9052

Christchurch

www.southernresponse.co.nz

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

254. RE: Tomorrows Training

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 21, 2015 13:06:00
Subject: RE: Tomorrows Training
Attachment: [image001.jpg](#)

Hi Gavin

My mobile is: [REDACTED]

I will make sure I am here at 8am J

Regards

[REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 21 October 2015 12:43 p.m.
To: [REDACTED]
Subject: RE: Tomorrows Training

Thanks [REDACTED]

I should be there at 8am so can catch up and discuss then. If that's too early I can wait for you at Mrs Hucks.

Whats your mobile I'll give you a call when I arrive.

Cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 21 October 2015 12:30 p.m.

To: Gavin Clark

Subject: Tomorrows Training

Good morning Gavin

Sarah Giles has asked me to pass on to you her apologies as she will not be at work tomorrow due to unforeseen circumstances.

I will be your contact for the training sessions tomorrow, and am happy to meet up with you on your arrival.

On a side note, Sarah has asked if you could do a risk assessment around all staff having 24/7 access to #6 Show Place. At the moment only managers have 24/7 swipe card access.

If you require any further information please let me know.

Kind regards

█

█

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) █

Ext: █

PO Box 9052

Christchurch

www.southernresponse.co.nz

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

255. RE: Tomorrows Training

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 21, 2015 13:59:58
Subject: RE: Tomorrows Training
Attachment: [image001.jpg](#)

Thanks I will need a projector in the room can you check that has been organised?

Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 21 October 2015 1:06 p.m.
To: Gavin Clark
Subject: RE: Tomorrows Training

Hi Gavin

My mobile is: [REDACTED]

I will make sure I am here at 8am J

Regards

[REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 21 October 2015 12:43 p.m.
To: [REDACTED]
Subject: RE: Tomorrows Training

Thanks [REDACTED]

I should be there at 8am so can catch up and discuss then. If that's too early I can wait for you at Mrs Hucks.

Whats your mobile I'll give you a call when I arrive.

Cheers

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

Sent: Wednesday, 21 October 2015 12:30 p.m.

To: Gavin Clark

Subject: Tomorrows Training

Good morning Gavin

Sarah Giles has asked me to pass on to you her apologies as she will not be at work tomorrow due to unforeseen circumstances.

I will be your contact for the training sessions tomorrow, and am happy to meet up with you on your arrival.

On a side note, Sarah has asked if you could do a risk assessment around all staff having 24/7 access to #6 Show Place. At the moment only managers have 24/7 swipe card access.

If you require any further information please let me know.

Kind regards

[REDACTED]

[REDACTED]

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

PO Box 9052

Christchurch

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256. RE: Tomorrows Training

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 21, 2015 15:54:56
Subject: RE: Tomorrows Training
Attachment: [image001.jpg](#)

Good as gold, the training is taking place at #10 Show Place. I will book the projector now.

Regards

[REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 21 October 2015 2:00 p.m.
To: [REDACTED]
Subject: RE: Tomorrows Training

Thanks I will need a projector in the room can you check that has been organised?

Regards

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Wednesday, 21 October 2015 1:06 p.m.
To: Gavin Clark
Subject: RE: Tomorrows Training

Hi Gavin

My mobile is: [REDACTED]

I will make sure I am here at 8am J

Regards

█

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 21 October 2015 12:43 p.m.
To: █
Subject: RE: Tomorrows Training

Thanks █

I should be there at 8am so can catch up and discuss then. If that's too early I can wait for you at Mrs Hucks.

Whats your mobile I'll give you a call when I arrive.

Cheers

From: █ [mailto:█@southernresponse.co.nz]
Sent: Wednesday, 21 October 2015 12:30 p.m.
To: Gavin Clark
Subject: Tomorrows Training

Good morning Gavin

Sarah Giles has asked me to pass on to you her apologies as she will not be at work tomorrow due to unforeseen circumstances.

I will be your contact for the training sessions tomorrow, and am happy to meet up with you on your arrival.

On a side note, Sarah has asked if you could do a risk assessment around all staff having 24/7 access to #6 Show Place. At the moment only managers have 24/7 swipe card access.

If you require any further information please let me know.

Kind regards

█

█

Health & Safety Administrator

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DDI: (03) █

Ext: █

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

257. Lesson plan suspicious parcel handling

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 21, 2015 16:12:44
Subject: Lesson plan suspicious parcel handling
Attachment: [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

258. Help

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Oct 22, 2015 09:06:02
Subject: Help
Attachment: [image001.gif](#)
[Lesson Plan.docx](#)
[Role Plays.docx](#)
[SRES SG test.docx](#)

Hi [REDACTED]

Can you please help me with this as I need it this morning, could you format this test for the security guards so that they have more spaces to write their answers as well as put their details at the top.

Then please print three copies for me.

Also could you please print off three copies of the lesson plan and one of the role plays.

Many thanks

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

+64 [REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

260. Updated RSVP's & Customer Details

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 22, 2015 14:02:22
Subject: Updated RSVP's & Customer Details
Attachment: [image001.jpg](#)
[RSVPS 2015.xlsx](#)
[RSVP information about customers 15 - updated.doc](#)

Hello

Please find attached the RSVP list and a brief background history of the customers who have indicated they will come.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

261. Updated RSVP's & Customer Details

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin.Clark@tcil.co.nz <Gavin.Clark@tcil.co.nz>
Hidden recipients: gavin.clark@tcil.co.nz
Sent Date: Oct 22, 2015 14:03:05
Subject: Updated RSVP's & Customer Details
Attachment: [image001.jpg](#)
[RSVPS 2015.xlsx](#)
[RSVP information about customers 15 - updated.doc](#)

Hello

Please find attached the RSVP list and a brief background history of the customers who have indicated they will come.

Thanks

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

262. FW: Just RSVP'ing for tomorrow's meeting...Cheers

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Anne <[REDACTED]>, Bevan Killick <[REDACTED]> Jenn
<jenn@[REDACTED]>, Ross Butler <ross@[REDACTED]>,
Sarah Sinclair <Sarah.Sinclair@southernresponse.co.nz>, Susan Thodey
<susan.thodey@[REDACTED]>, Gavin Clark
<Gavin.Clark@tcil.co.nz>, Victor Wells
<Victor.Wells@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz>, [REDACTED]
[REDACTED]@arrowinternational.co.nz>, [REDACTED]
<[REDACTED]@arrowinternational.co.nz>, [REDACTED]
[REDACTED]@bellgully.com>, Peter Rose
<Peter.Rose@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz>, Sarah Giles
<Sarah.Giles@southernresponse.co.nz>, Tony Feaver
<Tony.Feaver@southernresponse.co.nz>, Anthony Honeybone
<Anthony.Honeybone@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>, Anna Gruczynska
<Anna.Gruczynska@southernresponse.co.nz>

Sent Date: Oct 22, 2015 20:37:37
Subject: FW: Just RSVP'ing for tomorrow's meeting...Cheers
Attachment:

Evening all,

Please see below – very brief email that we have just received from Mr [REDACTED] He has RSVP'ed that he will be attending the meeting tomorrow.

All good – we are ready for this.

This is our opportunity tomorrow to communicate the good work we are doing and future outlook.

Board – Gavin from Thompson and Clark and myself will brief you at 8am.

See you in the morning

Linda

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, 22 October 2015 8:27 p.m.
To: RSVP
Subject: Just RSVP'ing for tomorrow's meeting...Cheers

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

263. RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Oct 22, 2015 20:49:08
Subject: RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers
Attachment:

Thanks Linda see you then

Sent from my [REDACTED]

---- Linda Falwasser wrote ----

Evening all,

Please see below – very brief email that we have just received from Mr [REDACTED] He has RSVP'ed that he will be attending the meeting tomorrow.

All good – we are ready for this.

This is our opportunity tomorrow to communicate the good work we are doing and future outlook.

Board – Gavin from Thompson and Clark and myself will brief you at 8am.

See you in the morning

Linda

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, 22 October 2015 8:27 p.m.
To: RSVP
Subject: Just RSVP'ing for tomorrow's meeting...Cheers

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264. RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Oct 22, 2015 21:08:51
Subject: RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers
Attachment:

Going to be an interesting day. Thanks in advance for your awesome support.

On a side note – Ross would like to have a 10n1 with you. He's taken on a role for the GOVT. his profile will be lifted even more and he will be a target – we need to renew his plan. Would like you and him to ouch base tomorrow.

Have a good sleep.
Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 22 October 2015 8:49 p.m.
To: Linda Falwasser
Subject: RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers

Thanks Linda see you then

Sent from my [REDACTED]

---- Linda Falwasser wrote ----

Evening all,

Please see below – very brief email that we have just received from Mr [REDACTED] He has RSVP'ed that he will be attending the meeting tomorrow.

All good – we are ready for this.

This is our opportunity tomorrow to communicate the good work we are doing and future outlook.

Board – Gavin from Thompson and Clark and myself will brief you at 8am.

See you in the morning

Linda

From: [REDACTED] [mailto:[REDACTED]]

Sent: Thursday, 22 October 2015 8:27 p.m.

To: RSVP

Subject: Just RSVP'ing for tomorrow's meeting...Cheers

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265. RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Oct 22, 2015 21:14:33
Subject: RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers
Attachment:

Sounds good see you at 8

Sent from my [REDACTED]

---- Linda Falwasser wrote ----

Going to be an interesting day. Thanks in advance for your awesome support.

On a side note – Ross would like to have a 10n1 with you. He's taken on a role for the GOVT. his profile will be lifted even more and he will be a target – we need to renew his plan. Would like you and him to ouch base tomorrow.

Have a good sleep.
Linda

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 22 October 2015 8:49 p.m.
To: Linda Falwasser
Subject: RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers

Thanks Linda see you then

Sent from my [REDACTED]

---- Linda Falwasser wrote ----

Evening all,

Please see below – very brief email that we have just received from Mr [REDACTED] He has RSVP'ed that he will be attending the meeting tomorrow.

All good – we are ready for this.

This is our opportunity tomorrow to communicate the good work we are doing and future outlook.

Board – Gavin from Thompson and Clark and myself will brief you at 8am.

See you in the morning

Linda

From: [REDACTED] [mailto:[REDACTED]]
Sent: Thursday, 22 October 2015 8:27 p.m.
To: RSVP
Subject: Just RSVP'ing for tomorrow's meeting...Cheers

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266. Thomson and Clark - security review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark (Gavin.Clark@tcil.co.nz) <Gavin.Clark@tcil.co.nz>, [REDACTED]
[REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 23, 2015 08:25:32
Subject: Thomson and Clark - security review
Attachment:

To discuss the first five points of the summary of recommendations

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267. Weekly monitoring 16-22 Oct 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz
<[REDACTED]@t60.co.nz>
Sent Date: Oct 23, 2015 10:30:28
Subject: Weekly monitoring 16-22 Oct 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 16-22 Oct 2015.pdf](#)

Good morning Casey & Linda,

I hope the Annual Meeting is going smoothly.

Please find attached the weekly monitoring summary for 16-22 October 2015.

A very quiet week of news media this week. Social media has continued to consist of information obtained via OIA being posted to Facebook. There was also a small amount of commentary in relation to the organisation of the Annual meeting.

Please note the protest being organised for 30 October (next Friday) - as advised during the week.

Have a great long weekend!

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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268. Accepted: Thomson and Clark - security review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz
<[REDACTED]@southernresponse.co.nz>
Sent Date: Oct 23, 2015 11:04:44
Subject: Accepted: Thomson and Clark - security review
Attachment:

When: 23/10/2015 1:30:00 pm

Where: #10 show Place

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

269. Weekly monitoring report 23-29 October 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser
(Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED] t60.co.nz <[REDACTED] t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED] tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Oct 30, 2015 12:37:58
Subject: Weekly monitoring report 23-29 October 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 23-29 Oct 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached weekly monitoring report for 23-29 October 2015.

Main news has been around reporting of APM outcomes as you would expect.

Protest still looking likely for this afternoon as previously reported.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

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+64 [REDACTED]

+64 9 [REDACTED]

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270. Weekly monitoring report 30 Oct-05 Nov 2015

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <Analyst@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Nov 06, 2015 17:39:48
Subject: Weekly monitoring report 30 Oct-05 Nov 2015
Attachment: [image002.gif](#)
[SR wkly rpt 30Oct-05Nov 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached Thompson+Clark weekly monitoring report for 30 Oct – 05 Nov 2015.

Mainly all good news this week around reporting of Mr Butler's new role.

Kind regards

[REDACTED] NZIIP

Collection Manager

/ PHONE

/ POSTAL

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271. Invoice INV-14609 from Thompson and Clark Investigations Ltd for Southern Response

From: [REDACTED] <admin@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Sarah.Giles@southernresponse.co.nz
<Sarah.Giles@southernresponse.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>
Sent Date: Nov 12, 2015 11:33:34
Subject: Invoice INV-14609 from Thompson and Clark Investigations Ltd for Southern
Response
Attachment: [image001.gif](#)
[Invoice INV-14609.pdf](#)

Hi Linda

Attached is invoice 14609 for services provided during October 2015.

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

Kind regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE
[REDACTED]

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272. Weekly monitoring report

From: [REDACTED] <Analyst@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser
(Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>, Nick Thompson
<Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz
<[REDACTED]@t60.co.nz>
Sent Date: Nov 13, 2015 14:29:52
Subject: Weekly monitoring report
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 6-12 Nov 2015.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 6-12 November 2015.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
/ POSTAL
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+64 [REDACTED]

+64 9 [REDACTED]

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273. Weekly monitoring report 13-19 Nov 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser
(Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED] t60.co.nz <[REDACTED] t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED] tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Nov 20, 2015 10:22:38
Subject: Weekly monitoring report 13-19 Nov 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 13-19 Nov 2015.pdf](#)

Good morning,

Please find attached this week's monitoring report covering 13-19 Nov 2015.

A very quiet week of news and social media overall.

Have a good weekend!

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE
/ PHONE
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/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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274. ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: 'admin@tcil.co.nz' <admin@tcil.co.nz>
Sent Date: Nov 20, 2015 14:55:34
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached
Attachment:

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000075408

Payment Date: 20/11/2015

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
0000000000009685	INV-14575	29/10/2015	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Pkg Risk Mngt Pkge-Oct 2015

Total Amount: [REDACTED]

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275. Weekly monitoring report 20-26 November 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Nov 27, 2015 12:22:57
Subject: Weekly monitoring report 20-26 November 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 20-26 Nov 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached this week's monitoring report – another quiet week, but a good news story is always nice to see!

Regards, [REDACTED]

[REDACTED]

[REDACTED]

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/ WEBSITE

+64 [REDACTED]

+64 9 [REDACTED]

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276. Weekly monitoring report 27 Nov-3 Dec 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Dec 04, 2015 13:16:11
Subject: Weekly monitoring report 27 Nov-3 Dec 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 27 Nov - 3 Dec 2015.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering 27 Nov – 3 Dec.

The main story of the week has obviously been around last year's survey classifications which were considered by some to be offensive.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

/ MOBILE

/ PHONE

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+64 [REDACTED]

+64 9 [REDACTED]

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277. Weekly monitoring report

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED] t60.co.nz <[REDACTED] t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED] tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Dec 11, 2015 12:00:23
Subject: Weekly monitoring report
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 4-10 Dec 2015.pdf](#)

Good afternoon Linda & Casey,

Please see attached weekly monitoring report for the period 4-10 December 2015.

Another fairly quiet week.

Regards, [REDACTED]

[REDACTED]

[REDACTED]

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278. Weekly monitoring report 11-17 Dec 2015

From: [REDACTED] <Analyst@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz
<[REDACTED]@t60.co.nz>
Sent Date: Dec 18, 2015 12:22:30
Subject: Weekly monitoring report 11-17 Dec 2015
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 11-17 Dec 2015.pdf](#)

Good afternoon Linda & Casey,

Please find attached the weekly monitoring report for 11-17 December 2015.

Main story of the week has obviously been about the SRCA at the High Court.

Please note this will be the final report of the year and reporting will resume on Friday 8th January 2016.

Meanwhile, monitoring will continue over the holiday period and we will, of course, advise you of any planned protests or issues.

Merry Christmas!

Regards, [REDACTED]

[REDACTED]

[REDACTED]

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279. ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: 'admin@tcil.co.nz' <admin@tcil.co.nz>
Sent Date: Dec 18, 2015 14:23:55
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached
Attachment:

We wish to advise you that the following payment has been direct credited to your bank account today. We have attached below a remittance advice for your information.

If you have any questions on this payment or would like to amend your details, please contact Southern Response on either of the email addresses listed below:

Payment detail clarification - [REDACTED]@southernresponse.co.nz

For inquiries relating to Claim payment amounts please respond to the relevant claims handling team:

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000076596

Payment Date: 18/12/2015

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
0000000000009966	INV-14625	30/11/2015	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Pkg
	Risk Mngt Pkge-Nov 2015					

Total Amount: [REDACTED]

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