1. Weekly monitoring report 26 June-2 July 2015

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, <pre>tcil.co.nz>,</pre></nick.thompson@tcil.co.nz>
	t60.co.nz < 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 Li	nda &Casey,
Please see attac	hed this week's monitoring report.

ements. 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,

/ MOBILE / PHONE

/ POSTAL / WEBSITE

+64 +64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is

strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have atta authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

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

From:	<admin@tcil.co.nz></admin@tcil.co.nz>	
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)	
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
Cc:	Nick Thompson <nick.thompson@tcil.co.nz></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		
5,21		
Attached is invoice 14446 for services during June 2015.		
	SVE	
Please feel free to contact us if you require any further information.		

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

Kind regards

Office Manager

/ MOBILE / POSTAL / WEBSITE

+64

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

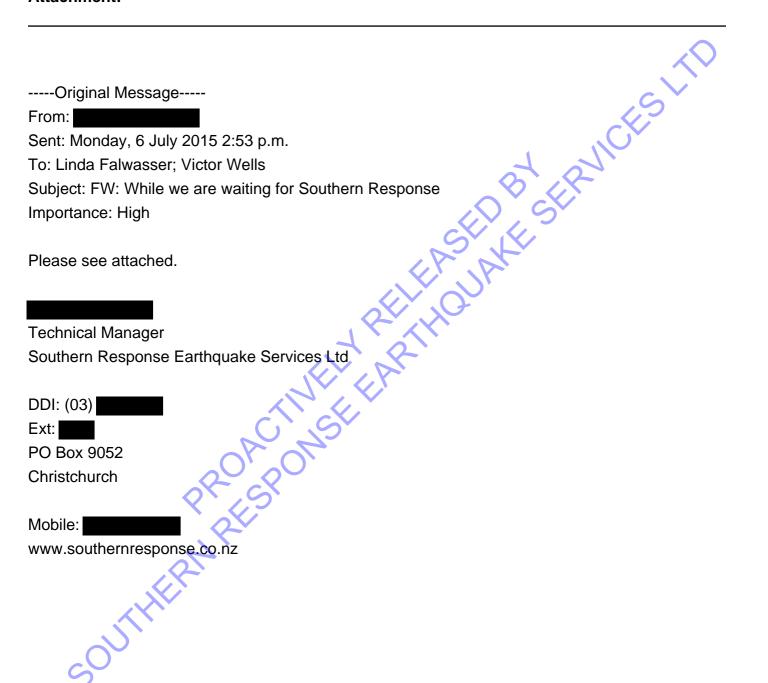
© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandese and services the services the services the service services the service services the services

3. FW: While we are waiting for Southern Response

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	gavin.clark@tcil.co.nz <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:	



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

To:

Cc: Ross Butler; Anne Urlwin; Susan Thodey; Jenn Bestwick; Sarah Sinclair; Bevan Killick Subject: While we are waiting for Southern Response Importance: High

and Southern Response Board,

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 Minster, plus as it happens, the Prime Minister.

The CEO of 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 **Continue** 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 children.

Is 12pm tomorrow Tuesday 7 July suitable? please could you confirm that you will call us on 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.

, over the la: 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 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,

This email and any attachments contain confidential information which may be subject to legal privilege and copyright

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

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

From: To: Sent Date: Subject: Attachment:	Linda Falwasser <linda.falwasser@southernresponse.co.nz> gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz> Jul 07, 2015 11:29:53 FW: While we are waiting for Southern Response Meeting request 07072015093053.pdf</gavin.clark@tcil.co.nz></linda.falwasser@southernresponse.co.nz>
Our response attac	ched
Linda Falwasser	
Strategic Commun	nications Manager
Southern Respons	e Earthquake Services Ltd
6 Show Place, Addington	
PO Box 9123, Tower Junction	
Christchurch, 8149, New Zealand	
Mob:	ched inications Manager te Earthquake Services Ltd dington ver Junction D, New Zealand age July 2015 9:39 a.m.
Original Messa	age
From: Victor Wells	
	July 2015 9:39 a.m.
To:	

To: Cc:

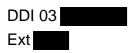
Subject: FW: While we are waiting for Southern Response - - Meeting request Importance: High

Hi

Letter attached.

Regards

Victor Wells Legal Risk Manager Southern Response Earthquake Services Ltd



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 > and Southern Response Board,
> and Southern Response Board,
>
>
>
> 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.
> 5
> 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 Minster, plus as it happens, the Prime

> Minister.

>

> The CEO of 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.

VICESTI

>

> 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
> 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

> children.

>

> Is 12pm tomorrow Tuesday 7 July suitable? please could you confirm
 > that you will call us on 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 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,
--	---	------	----------

>		
>		
>	_	

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

amage or c Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

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

24105517 -----Original Message-----From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz] Sent: Tuesday, 7 July 2015 11:30 a.m. Se C-Mi REFERENCE 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:

-----Original Message-----From: Victor Wells Sent: Tuesday, 7 July 2015 9:39 a.m.

HER

To:

Cc:

Subject: FW: While we are waiting for Southern Response - - Meeting request Importance: High

Hi

Letter attached.

Regards

Victor Wells Legal Risk Manager Southern Response Earthquake Services Ltd

DDI 03	
Ext	

PO Box 9052 Christchurch 8149

victor.wells@southernresponse.co.nz www.southernresponse.co.nz

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

----- Original Message Follows --

>

and Southern Response Board, >

>

- > 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 Minster, plus as it happens, the Prime
 Minister.

>

> The CEO of was hired to try and dig some dirt on us and

FRUCESLID

> 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
- 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

> children.

>

- > Is 12pm tomorrow Tuesday 7 July suitable? please could you confirm
- > that you will call us on a second 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 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,

>	
>	
>	
>	

imatic. This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer

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

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

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	gavin.clark@tcil.co.nz <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_INamr

"UN:

للمعالم المعالم ال معالم المعالم المع and this could prove to be beneficial.

Many Thanks

Communications Coordinator Southern Response Earthquake Services Ltd

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

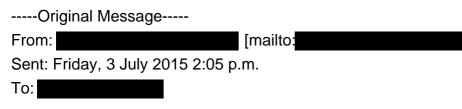
Sent: Wednesday, 8 July 2015 9:24 a.m.

To:

- audio of the recording - Audio of the rec

THERN

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).



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.

Please could we have both these documents before close of play today as promised, we reiterate that both **sector**, 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: southernresponse.co.nz] Sent: Tuesday, 16 December 2014 2:48 p.m. To: Subject: RE: Re:

Good afternoon

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

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



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

Mr Rose is also the individual soley 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.

Kind Regards,

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

.hr. Insequence. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 21

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

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	gavin.clark@tcil.co.nz <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

ining inthe (6 Jai inthe (6 Jai) inthe (6 Jai inthe (6 Jai) Further to this and the emails that you received from Victor - Our email archiving system has identified that 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:

-----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:

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

To: Support:

Cc: Linda Falwasser

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

Importance: High

Hey Team

and we are needing to get it to We have a recording here between 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: Ext: Mob:

PO Box 9052 Christchurch www.southernresponse.co.nz

Jervices Ltr' s for C-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:

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:

www.southernresponse.co.nz

St. A.C. St. A.C. St. A. S. A. 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:

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.

[mailto

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.
--------------------------	-------

Please could we have both these docume	ents before close of play today as promised, we reiterate
that both	are required, we urge you to restrain yourself from your
normal practice of interfering with your ex	perts reports and instructions.

normal practice of interfering with your experts reports and instructions.
As directed per the following email:
From: southernresponse.co.nz]
Sent: Tuesday, 16 December 2014 2:48 p.m.
To:
Subject: RE: Re: Road
Good afternoon
Thank you for your emails, I apologise for the delay in responding.

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

Kind regards

C

Manager Technical Review and Resolution Southern Response Earthquake Services Ltd

DDI (
-------	--

PRES

Arrow personnel carry no liability to us or independence from Southern Response, and we have caught one of them - **Constant and Constant and Constan**

Mr Rose is also the individual soley 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.

Kind Regards,

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

PACINSE

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Reserved and the served of the serv

8. SR weekly monitoring report

From: To: Cc:	<pre><analyst@tcil.co.nz> Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz> Gavin Clark <gavin.clark@tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz>, Interface t60.co.nz < Interface t60.co.nz>, Inter</nick.thompson@tcil.co.nz></gavin.clark@tcil.co.nz></casey.hurren@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz></analyst@tcil.co.nz></pre>
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 Linc	a &Casey,
Please see attache	d this week's monitoring report.
A quiet week of ne	NS.
Regards,	a &Casey, ad this week's monitoring report. ws. PRODUCTION AND AND AND AND AND AND AND AND AND AN
	PROPON
/ MOBILE	
/ PHONE	Ar
/ WEBSITE	
+64	
+64	Ibany, NSMC 0752, New Zealand
www.tcil.co.nz	

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have

authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandese and services in the services in

9. FW: Fwd:	Rd letter July
From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	'gavin.clark@tcil.co.nz' <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Jul 10, 2015 14:28:32
Subject:	FW: Fwd: Rd Rd letter July
Attachment:	call_12-02-46_INamr
	letter July 2015 with signature.pdf
Update of letter	and phone call today

Original Message From: Sent: Friday, 10 July 2015 2:04 p.m.
From:
Sent: Friday, 10 July 2015 2:04 p.m.
Subject: FW: Fwd:
To: Linda Falwasser; Victor Wells Subject: FW: Fwd:
Importance: High
Technical Manager
Southern Response Earthquake Services Ltd
DDI: (03)
DDI: (03)
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, 10 July 2015 1:56 p.m.
To: ; Kent France
Cc: Ross Butler; Anne Urlwin; Sarah Sinclair; Bevan Killick; Jenn Bestwick; Susan Thodey
Subject: Fwd: Fwd: Rd Rd Rd Ietter July
Importance: High
Hi and Kent,
Thanks for the call this afternoon.
Thanks for the call this afternoon. As promised here is the official transcript as promised.
CISE
Look forward to your call at 10:30am sharp on Monday (

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

and we urge you to book this time out on your calendar every working day until we sort

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,

Message Forwarded on Fri 10/7/2015 From: "
From: '
To:
@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@southernrespnse.co.nz,bevan.killcik@southernresponse.co.nz
Subject: Fwd: Rd Rd Letter July
Date: Fri, 10 Jul 2015 11:44:24 +1200
Date: Fri, 10 Jul 2015 11:44:24 +1200 Dear and Kent. Thanks for your letter.
Thanks for your letter.

In addition

, 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.

RELEADING We are 100% committed to working with Southern Response on the settlement of our claim

Kind	Regards,
------	----------

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

	@southernresponse.co.nz>
To: "	
Subject:	Rd) letter July
Date: Thu, 09 Jul 2015 23:24	:09 +0000
0	
[Attachment: image001.jpg]	
[Attachment:	July 2015 with signature.pdf]
[Attachment: image001.jpg]	
[Attachment: letter	July 2015 with signature.pdf]

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the

message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

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

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	'gavin.clark@tcil.co.nz' <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

计日本 -----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 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:

-----Original Message-----From: Linda Falwasser ASTRACT 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:

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

To: Support;

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 we are needing to get it to and 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.

) D

Many Thanks

Communications Coordinator Southern Response Earthquake Services Ltd

DDI: Ext: Mob: 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:
Sent: Wednesday, 8 July 2015 9:24 a.m.
To:
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
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 Sarah, This is the file. Please see if you can access the audio of the recording Thanks
Technical Manager
Southern Response Earthquake Services Ltd
Coulient Response Earliquare Ornees Eta
DDI: (03)
Ext:
PO Box 9052
Christchurch
Mobile:
www.southernresponse.co.nz
SOUT

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).

Or	iginal 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.

Please could we have both these documents before close of play today as promised, we reiterate that both **sectors** 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:

\sim	
From:	southernresponse.co.nz]
Sent: Tuesday, 16 Dec	cember 2014 2:48 p.m.
To: '	
Subject: RE: Re:	Road
Good afternoon	

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

We look forward to working with you toward the settlement of your claim.
Kind regards Manager Technical Review and Resolution Southern Response Earthquake Services Ltd DDI (PO Box 9052 Christchurch
St K
Manager Technical Review and Resolution Southern Response Earthquake Services Ltd
obulinem Response Lannquake Gernices Lid
DDI (
PO Box 9052 Christchurch
8-8

Arrow personnel carry no liability to us or independence from Southern Response, and we have caught one of them - Mr **Constant and Personally Interfering with expert Instructions and opinions under the direction of your CEO - Mr Peter Rose.**

Mr Rose is also the individual soley 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. Kind Regards,

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

amage or contract of the second secon Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 42

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

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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.

---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 Telepho

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 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:

FASTAR STRANGESTIN -----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:

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

To: Support;

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 and 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

NCEST 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 251FADUA April 2012 (the date AMI was sold to IAG).

-----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:

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). NCES

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

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

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

Hi

To:

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.

Please could we have both these documents before close of play today as promised, we reiterate that both the , 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: southernresponse.co.nz]
Sent: Tuesday, 16 December 2014 2:48 p.m.
To: Subject: RE: Re: State Sta
Good afternoon Thank you for your emails, I apologise for the delay in responding.
Thank you for your emails, I apologise for the delay in responding.
We look forward to working with you toward the settlement of your claim.
We look forward to working with you toward the settlement of your claim.
Manager Technical Review and Resolution
Southern Response Earthquake Services Ltd
DDI (PO Box 9052
Christchurch
S

S ^v X
N S

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

Mr Rose is also the individual soley 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.

Kind Regards,

rmati¹ This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer

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

12. Report re current risk

From: Gavin Clark <gavin.clark@tcil.co< th=""><th>.nz></th></gavin.clark@tcil.co<>	.nz>
To: Linda Falwasser <linda.falwasse< th=""><th>er@southernresponse.co.nz></th></linda.falwasse<>	er@southernresponse.co.nz>
Cc: t60.co.nz < t60.co.r	IZ>
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,	CES+
Please find attached my report regarding the situation	n with
Feel free to contact me if you have any queries.	e with
Regards	THOU.
Gavin Clark	
/ MOBILE	
/ PHONE	
/FAX	
/ POSTAL	
/WEBSITE	
+64 9	
+64 PO Box 301775, Albany, NSMC 0752, New Zealand	
U() Day 201775 Albany NEMC 0759 Now Zooland	

Gavin Clark

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Response in a service of the service of th

13. Report

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

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

Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>				
Victor Wells <victor.wells@southernresponse.co.nz>,</victor.wells@southernresponse.co.nz>				
<pre>< southernresponse.co.nz>,</pre>				
<pre></pre> wynnwilliams.co.nz>, Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>				
Anna Gruczynska < Anna.Gruczynska@southernresponse.co.nz>				
Jul 16, 2015 10:03:43				
Reports regarding the current issue and next steps [In Confidence]				
image001.jpg				
Report re current risk to Southern Response.pdf				
Ltr P Rose and V Wells re harassment advice.pdf				
SR letter to draft 150715 v2.doc				
Hi Victor, Gavin and				

[In Confidence]

The Board Chair suggests - one change to the note to 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 and in relation to phone calls etc to be to test prior and provide any other instructions implemented.
- 4. WW to confirm to Linda today -

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:

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 .
- .

restrictions

Please do not hesitate to call if you would like to discuss

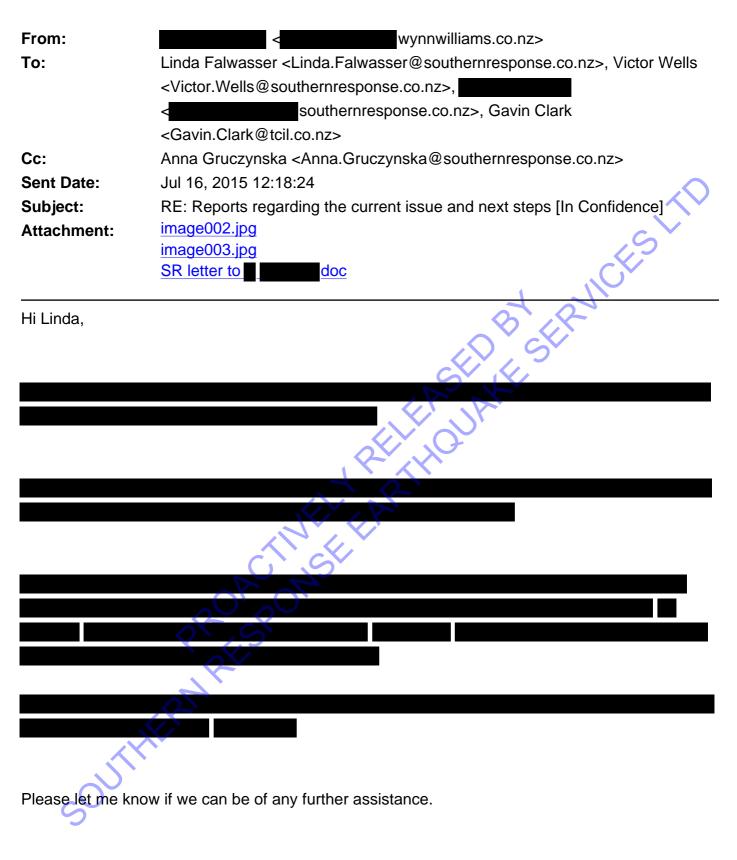
Thanks Linda

Linda Falwasser

Strategic Communications Manager Southern Response Earthquake Services Ltd

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

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



Kind regards,

WYNNWILLIAMS Associate



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

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

Sent: Thursday, 16 July 2015 10:04 AM

To: Victor Wells;

Cc: Anna Gruczynska

Subject: Reports regarding the current issue and next steps [In Confidence] ACTIVELER Importance: High

Hi Victor, Gavin and

[In Confidence]

The Board Chair suggests cone change to the note to where we refer to his right to take legal advice, so that recommend that he does so. — can you consider and amend today please?

Gavin Clark

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 - blo	ocking incoming	emails from		and in rela	ation to	phone	calls etc	c to be
implemented.		to test prior	and	provide ar	ny other	instruc	tions	

4. WW to confirm to Linda today -

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:

Rectored and the second se 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 .
- (as advised by WW) regarding ongoing correspondence Proposed letter to restrictions

Please do not hesitate to call if you would like to discuss

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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

WARNING: This e-mail (including any attachment) is confidential and may be legally privileged. If you are not the intended recipient you must not use or disclose its contents. If you have received this e-mail in error please contact us immediately.

We regularly scan our computer system for viruses using standard anti-virus software. That software may not identify all viruses. Therefore this e-mail (including any attachment) may not be completely free of viruses.

You may only open or use this e-mail (including any attachment) on the basis that you agree we have no liability of any kind whatsoever in contract or tort to you or any other person for any loss or damage of any kind whatsoever, whether direct or indirect, financial or otherwise, that results from it being opened or used. If you open or use this e-mail (including any attachment) for the purpose of your business then all guarantees under the Consumer Guarantees Act 1993 are excluded.

From: To: Cc:	Analyst@tcil.co.nz> Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz> Nick Thompson <nick.thompson@tcil.co.nz>, Gavin Clark <gavin.clark@tcil.co.nz>, Gavin Clark <gavin.clark@tcil.co.nz>, Gavin Clark</gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz></nick.thompson@tcil.co.nz></casey.hurren@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Jul 17, 2015 11:17:23
Subject: Attachment:	Weekly monitoring report image001.jpg
Attachment.	Southern Response Weekly Reporting 10-16 July 2015.pdf
Good afternoon Lir	nda &Casey,
Please find attache	ed this week's monitoring report.
Hope all is well.	REFERUN
Regards,	nda &Casey, ed this week's monitoring report.
	- ROLEROIL
/ MOBILE / PHONE	PRESP ARESP
/ POSTAL	.05
/ WEBSITE	
+64	*
+64 9 PO Box 301775, <i>A</i>	Albany, NSMC 0752, New Zealand
www.tcil.co.nz	, _ , _ , _ ,,
© Copyright TCIL 2	2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have

authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandese and services in the services in

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

From:	@southernresponse.co.nz>
То:	'admin@tcil.co.nz' <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 -

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

YKUS

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: Creditor ID: THOMPSON Payment Number: 00000000000070559 Payment Date: 17/07/2015 Our Voucher No Your Voucher No Date Document Amount Amount Paid Claim Number Description 000000000008787 INV-14446 30/06/2015 \$3,220.48 \$3,220.48 Risk Mngt.se alinfr Risk Mngt.services 16-17/06/15 000000000008788 INV-14414 30/06/2015 **Risk mngt Pac** Risk mngt Package-June2015 **Total Amount:**

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

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

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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.

ing ta in link you REFERENCE 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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 64

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

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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.

2VICES LT

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

A CK

6 Show Place, Addington PO Box 9123, Tower Junction Christchurch, 8149, New Zealand

Mob:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. , it(s) a ,uence resulting ,uence result Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 66

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

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz 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).

Karah Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, 0 Commarc etc)

Thursday mid-afternoon (2.30pm?

Scenario training with First security and key staff.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 before implementing.

Can you identify who the key staff would be? 0

§ 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**
- our bug man arrives in town. 0

We will need access to the offices without anyone else around so you might volunteer to be 0 BYERNICEST present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- 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.

× jO

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

See you Thursday

Regards Gavi

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 .n. .rity etc. .nty etc. . 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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

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

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Cc:	t60.co.nz < t60.co.nz>,	
	<pre><mailsouthernresponse.co.nz></mailsouthernresponse.co.nz></pre>	
Sent Date:	Jul 21, 2015 11:32:47	
Subject:	RE: [In Confidence] - Memo to Board, recommended actions	
Attachment:	image001.jpg	.<
Looks good Gav	in – any indicative pricing for this scope?	•

from my team who will assist with helping pull this together with I have cc. in contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the FASHUES 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: 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).

Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, 0 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.

Can you identify who the key staff would be? 0

- § 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**
- our bug man arrives in town. 0

already. We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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.

NCEST

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. STINELYFAR

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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 73

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	t60.co.nz 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: 10000 t60.co.nz; 10000 Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in **Example 1** 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.

ERVICES

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

To: Linda Falwasser

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.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 NCESLI before implementing.

Can you identify who the key staff would be? 0

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. TINEFER

Thursday evening

- **Bug Sweep**
- our bug man arrives in town 0

We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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.

RNICESLI

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 This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
_inda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
t60.co.nz < t60.co.nz>
Jul 21, 2015 11:46:08
RE: [In Confidence] - Memo to Board, recommended actions
mage001.jpg
J

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: 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: t60.co.nz; Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin – any indicative pricing for this scope?

I have cc. in **Example** 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.

 Hi Linda.

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

Rough timetable:

Thursday AM

Security review on offices (Start).

Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, SED BY SEY 0 Commarc etc)

Thursday mid-afternoon (2.30pm?)

Scenario training with First security and key staff.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 before implementing.

Can you identify who the key staff would be? 0

§ 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

our bug man arrives in town. 0

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.
- Will need a resident to be present. 0
- o Will need to firm up this list asap

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

NCESLI 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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

2VICES LT

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>,
	<pre>< southernresponse.co.nz></pre>
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: 160.co.nz; Subject: RE: [In Confidence] - Memo to Board, recommended actions

Looks good Gavin - any indicative pricing for this scope?

I have cc. in **Example 1** 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: 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, y so Commarc etc)

RUICESLI

Thursday mid-afternoon (2.30pm?)

Scenario training with First security and key staff.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 before implementing.

o Can you identify who the key staff would be?

- Reception Ş
- § 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

our bug man arrives in town. 0

We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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

SED BY SERVICES 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.

PROADONSE PRESPONSE 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:

SED BY SERVICES IN This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < 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-
- Security Review two sites, 1 day on site 2 days report writing, half day delivery-

JERNICES

- Residential Security Reviews including security response plans per site
- Response plans (no security review) per plan.
- Develop scenario training
- Disbursements, travel, parking, vehicle, accommodation

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]Sent: Tuesday, 21 July 2015 11:38 a.m.To: Gavin Clark

Cc: 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: Total t60.co.nz;

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

Looks good Gavin – any indicative pricing for this scope?

I have cc. in 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.

I will be available to come down this Thursday and Friday. Rough timetable: hursday AM Security review on offices (Start). Will need access and contacts for M mmarc etc) From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]

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
- our bug man arrives in town. 0

, ou mig. We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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:

. First Security Ind This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Reserved and a second second

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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

Linco.nz] Linco.nz Subject: RE: [In Confidence] - Memo to Board, recommended actions Hi Linda, Stimate of costs ex GST: Bug Sweep including physical search Server

- Security Review two sites, 1 day on site 2 days report writing, half day delivery-
- Residential Security Reviews including security response plans per site
- Response plans (no security review) per plan.
- Develop scenario training
- Disbursements, travel, parking, vehicle, accommodation

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz] Sent: Tuesday, 21 July 2015 11:38 a.m. To: Gavin Clark Cc: 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: t60.co.nz;

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

Looks good Gavin – any indicative pricing for this scope?

I have cc. in 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 3ED to SEE 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: 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. PHUSP

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.

- Can you identify who the key staff would be? 0
- § 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**
- our bug man arrives in town. 0

. or ir We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Fridav

- Complete office review (site time
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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 . IC. . J We C. NELLEAR 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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

.er .dorinde from their use.

Page 95

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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.

actions crossing of the second 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: t60.co.nz

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

Hi Linda,

Estimate of costs ex GS

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

Regards Gavin

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz] Sent: Tuesday, 21 July 2015 11:38 a.m. To: Gavin Clark Cc: 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:** t60.co.nz;

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

Looks good Gavin - any indicative pricing for this scope?

from my team who will assist with helping pull this together with I have cc. in 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: 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.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 NCESLI before implementing.

Can you identify who the key staff would be? 0

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. TINEFER

Thursday evening

- **Bug Sweep**
- our bug man arrives in town 0

We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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

RNCEST 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 This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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
Communications Coordinator
Southern Response Earthquake Services Ltd
DDI: (03)
Ext:
Mob:
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:** t60.co.nz; Subject: RE: [In Confidence] - Memo to Board, recommended actions

Many thanks,

3 SERVICES L 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:** t60.co.nz;

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

Looks good Gavin – any indicative pricing for this scope?

from my team who will assist with helping pull this together with I have cc. in 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: 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).

FROME SERVICES Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, 0 Commarc etc)

Thursday mid-afternoon (2.30pm?)

Scenario training with First security and key staff.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 before implementing.

Can you identify who the key staff would be? 0

§ 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

our bug man arrives in town. 0

We will need access to the offices without anyone else around so you might volunteer to be 0 present for this? RUCESLI

Also night visit for security review

Friday

- Complete office review (site time)
- 25-FAUAK Conduct any residential security reviews and security response plans
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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:

identir This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>< southernresponse.co.nz></pre>
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).

ah, so Will need access and contact details for key people (Sarah, someone in HR, cleaning 0 company, ECL, Goodmans, Commarc, fire safety personnel, anyone in charge of information security and emergency crisis management, Hazardous Materials etc)

Site plans for #6 0

Thursday mid-afternoon (2.30 or 3pm)

Scenario training with First security and key staff.

I will prepare these scenarios and liaise with Linda as to what the official level of response is 0 before implementing.

Can you identify who the key staff would be? 0

§ 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.

Would need a room to present and discuss before doing scenarios. 0

Expect to take 1 hour. 0

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

Thursday evening

- **Bug Sweep**
- our bug man arrives in town late afternoon, I will pick him up from the airport. 0

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

EST

ARTHOUS 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. Will need a resident at each address to be present. 0
- Will need to firm up this list asap 0

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:

southernresponse.co.nz]

RUNCES

Sent: Tuesday, 21 July 2015 2:20 p.m.To: Gavin ClarkSubject: RE: [In Confidence] - Memo to Board, recommended actions

[mailto:

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
Thanks
Communications Coordinator
Southern Response Earthquake Services Ltd
DDI: (03)
Ext:

Christchurch

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).

ERVICES

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Tuesday, 21 July 2015 11:57 a.m. To: Linda Falwasser

Cc: t60.co.nz;

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: Totation (60.co.nz; Totation)

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

Looks good Gavin – any indicative pricing for this scope?

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

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

Can you identify who the key staff would be? 0

§ 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**
- our bug man arrives in town. 0

Inght v. We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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:

you let i .st Security e This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Reserve and a server of the server

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

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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

DDI: (03)	
Ext:	
Mob:	•
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 Page 114

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

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

To:

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

Thanks Sarah,

My rough time table is as follows:

Thursday AM

Security review on offices (Start).

Storest and an all 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 crisis management, Hazardous Materials etc) security and

Site plans for #6 0

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.

Can you identify who the key staff would be? 0

§ 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.

Would need a room to present and discuss before doing scenarios. 0

Expect to take 1 hour. 0

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

Thursday evening

- **Bug Sweep**
- our bug man arrives in town late afternoon, I will pick him up from the airport. 0

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

EST

ARTHOUS 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. Will need a resident at each address to be present. 0
- Will need to firm up this list asap 0

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:

southernresponse.co.nz]

RUNCES

Sent: Tuesday, 21 July 2015 2:20 p.m.To: Gavin ClarkSubject: RE: [In Confidence] - Memo to Board, recommended actions

[mailto:

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
Thanks
Communications Coordinator
Southern Response Earthquake Services Ltd
DDI: (03)
Ext:
DDI: 03
PO Box 9052

Christchurch

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).

ERMCES

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Tuesday, 21 July 2015 11:57 a.m. To: Linda Falwasser

Cc: t60.co.nz;

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

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

Looks good Gavin – any indicative pricing for this scope?

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

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

Can you identify who the key staff would be? 0

§ 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**
- our bug man arrives in town. 0

Inght v. We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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:

you let i .st Security e This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Reserve and a second se

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

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>southernresponse.co.nz></pre>
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.

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

Regards Sent from my

wrote ----

Good Afternoon Gavin

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

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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 FASHDESE 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:

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

Thanks Sarah,

My rough time table is as follows:

Thursday AM

Security review on offices (Start).

Will need access and contact details for key people (Sarah, someone in HR, cleaning 0 company, ECL, Goodmans, Commarc, fire safety personnel, anyone in charge of information security and crisis management, Hazardous Materials etc)

Site plans for #6 0

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.

Can you identify who the key staff would be? 0

§ Reception

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

§ 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.

Would need a room to present and discuss before doing scenarios. 0

Expect to take 1 hour. 0

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

Thursday evening

- **Bug Sweep**
- our bug man arrives in town late afternoon, I will pick him up from the airport. 0

We will need access to the offices without anyone else around so you might volunteer to be 0 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. Will need a resident at each address to be present. 0

Will need to firm up this list asap 0

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.

equireo Also on Friday I will be conducting Residential Security Reviews as required in consultation with Linda.

Hope that helps.

Regards Gavin

southernresponse.co.nz] [mailto: From: 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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) Ext: Mob: PO Box 9052 Christchurch www.southernresponse.co.nz

ernm line strangers in 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: t60.co.nz;

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] 2VICES LT Sent: Tuesday, 21 July 2015 11:33 a.m.

To: Gavin Clark

Cc: t60.co.nz;

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

Looks good Gavin - any indicative pricing for this scope?

from my team who will assist with helping pull this together with I have cc. in 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: 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

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.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 before implementing.

- Can you identify who the key staff would be? 0
- § 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.

CESLI

PELLAR HOUR Meeting with police. I have spoken with someone from police already.

Thursday evening

- **Bug Sweep**
- our bug man arrives in town. 0
- We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?
- Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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

SERVICESITI 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. OACINE

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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

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

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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

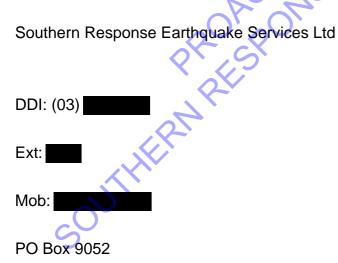
Hi Gavin

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? a sure y NELLEARTHO I will see what the procedure is for lockdown, and be sure you get this.

Thanks

Communications Coordinator



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 4:16 p.m.

To: 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 [will need to consider that that in the as the period review.

RUICES

Regards

Sent from my

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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)
Ext:
Mob:
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).

FRUICES

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Tuesday, 21 July 2015 2:48 p.m.

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

Thanks Sarah,

To:

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 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.

CESLT

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. Will need a resident at each address to be present. 0

Will need to firm up this list asap 0

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.

 Also on Friday I will be conducting Residential Security Reviews
with Linda.
Hope that helps.
LIV AT
Regards Gavin
N° SV
From: [mailto: southernresponse.co.nz]
Sent: Tuesday, 21 July 2015 2:20 p.m.

To: Gavin Clark

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

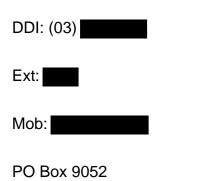
Good Afternoon Gavin

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

Communications Coordinator

Southern Response Earthquake Services Ltd



Christchurch

www.southernresponse.co.nz

s Ltd is ' >ant 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:** t60.co.nz; 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

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

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

To: Gavin Clark

Cc: t60.co.nz;

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

Looks good Gavin - any indicative pricing for this scope

I have cc. in 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: 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).

Will need access and contacts for key people (Sarah, cleaning company, ECL, Goodmans, 0 Commarc etc)

Thursday mid-afternoon (2.30pm?)

Scenario training with First security and key staff.

I will prepare these scenarios and liaise with you as to what the official level of response is 0 2VICES LT before implementing.

- Can you identify who the key staff would be? 0
- § 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. UNNER 20195F

Thursday evening

- **Bug Sweep**
- our bug man arrives in towr 0

We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0

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.

RUCESLI

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 This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

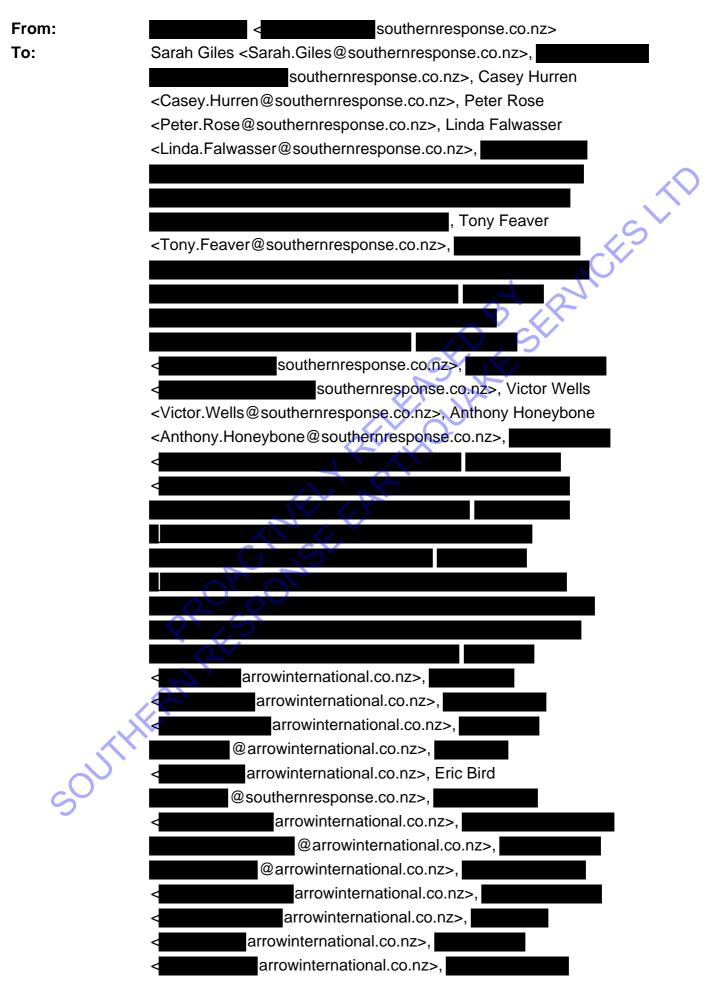
responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

is attack ar consequence out-the procession of the second and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

35. Security Scenario Training



	< arrowinternational.co.nz>,
	<pre>/ firstsecurity.co.nz>,</pre>
	arrowinternational.xo.nz
	< arrowinternational.xo.nz>,
	arrowinternational.co.nz
	<pre>arrowinternational.co.nz>,</pre>
	arrowinternational.co.nz
	<pre>arrowinternational.co.nz>,</pre>
	arrowinternational.co.nz
	<pre>arrowinternational.co.nz></pre>
Cc:	Gavin.Clark@tcil.co.nz <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	
	SV X
_	

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.

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

Regards

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

36. Security Scenarion Training

From:	
To:	<pre>southernresponse.co.nz> Sarah Gilas @southernresponse.co.nz></pre>
10.	Sarah Giles <sarah.giles@southernresponse.co.nz>,</sarah.giles@southernresponse.co.nz>
	<pre>counterror southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>, Peter Rose</casey.hurren@southernresponse.co.nz></pre>
	<peter.rose@southernresponse.co.nz>, Linda Falwasser</peter.rose@southernresponse.co.nz>
	<linda.falwasser@southernresponse.co.nz>,</linda.falwasser@southernresponse.co.nz>
	southernresponse.co.nz>,
	southernresponse.co.nz>,
	<pre>< Tony Feaver <tony.feaver@southernresponse.co.nz>,</tony.feaver@southernresponse.co.nz></pre>
	@southernresponse.co.nz>,
	@southernresponse.co.nz>,
	southernresponse.co.nz>,
	<pre>southernresponse.co.nz>,</pre>
	<pre>southernresponse.co.nz>, Victor Wells</pre>
	<victor.wells@southernresponse.co.nz>, Anthony Honeybone</victor.wells@southernresponse.co.nz>
	<anthony.honeybone@southernresponse.co.nz>,</anthony.honeybone@southernresponse.co.nz>
	<pre>< summers/sector/s</pre>
	< southernresponse.co.nz>,
	southernresponse.co.nz>,
	< southernresponse.co.nz>,
	southernresponse.co.nz>,
	< southernresponse.co.nz>,
	southernresponse.co.nz>,
	southernresponse.co.nz>,
	southernresponse.co.nz>,
	< arrowinternational.co.nz>,
	arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
\sim	<pre>arrowinternational.co.nz>,</pre>
S	@southernresponse.co.nz>,
	<pre>arrowinternational.co.nz>,</pre>
	@arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
	< arrowinternational.co.nz>,
	<pre>arrowinternational.co.nz>,</pre>
	<pre>arrowinternational.co.nz>,</pre>
	<pre>arrowinternational.co.nz>,</pre>

	<pre>arrowinternational.co.nz>,</pre>
	<pre> firstsecurity.co.nz>,</pre>
	arrowinternational.xo.nz
	<pre>arrowinternational.xo.nz>,</pre>
	arrowinternational.co.nz
	<pre>arrowinternational.co.nz>,</pre>
	arrowinternational.co.nz
	<pre>arrowinternational.co.nz>,</pre>
	arrowinternational.co.nz
	<pre>arrowinternational.co.nz>, Gavin.Clark@tcil.co.nz</pre>
	<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.

37. Documentation 23/24th July

From:	< souther	rnresponse.co.nz>
То:	gavin.clark@tcil.co.nz <gavin.clark@tci< th=""><th>il.co.nz></th></gavin.clark@tci<>	il.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	\sim

Hello Gavin

Please find attached the proposed itinerary for the $23^{rd}/24^{th}$ July. 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. THE FAR

Thank you

Communications Coordinator

Southern Response Earthquake Services Ltd

PO Box 9052

DDI: (03)

Ext:

Mob:

Christchurch

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

38. Documentation for 23rd/24th

From:	<pre>southernresponse.co.nz></pre>		
То:	Gavin.clark@tcil.co.nz <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 $23^{rd}/24^{th}$ July. 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. JNEL PEL

Thank you

Communications Coordinator

Southern Response Earthquake Services Ltd

PO Box 9052

DDI: (03)

Ext:

Mob:

Christchurch

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

39. RE: Documentation for 23rd/24th

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:		southernresponse.co.nz>
Sent Date:	Jul 22, 2015 13:48:45	
Subject: Attachment:	RE: Documentation for 23rd/24th image001.jpg	h

Thanks Sarah

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

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

Regards

southernresponse.co.nz] From: [mailto: 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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

e Servic Vers 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

40. Residential Security Review

<pre>southernresponse.co.nz></pre>
@southernresponse.co.nz>, Gavin.Clark@tcil.co.nz
<gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Jul 22, 2015 13:53:15
Residential Security Review

Southernandersonsteiner auf and a second sec

41. RE: Documentation for 23rd/24th

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	<	southernresponse.co.nz>	
Sent Date:	Jul 22, 2015 13:56:01		
Subject:	RE: Documentation for 23rd/24th		
Attachment:	image001.jpg		
Thanks			

55-DB SERVICESIND [mailto: From: southernresponse.co.nz] Sent: Wednesday, 22 July 2015 1:54 p.m. To: Gavin Clark Subject: RE: Documentation for 23rd/24th Afternoon Gavin, Also I believe the night cleaner is the same as CTIVELY FAF I tried calling with the password, it is the daytime one but I will confirm. Thanks Communications Coordinator Southern Response Earthquake Services Ltd DDI: (03) Ext:

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

Southern Response Earthquake Services Ltd is the government-owned company responsible for d b 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 1:49 p.m.

To:

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

[mailto: From: 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. 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.

alk these isit. 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

Communications Coordinator

Southern Response Earthquake Services Ltd

PO Box 9052

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. , it(s) a ,uence resulting ,uence result Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 163

42. Police Meeting

From:	<pre>< southernresponse.co.nz></pre>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Victor Wells</linda.falwasser@southernresponse.co.nz>
	<victor.wells@southernresponse.co.nz></victor.wells@southernresponse.co.nz>
Cc:	Gavin.Clark@tcil.co.nz <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

ve it per us time. 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

Communications Coordinator

Jervit PHSP Southern Response Earthquake Services Lto

DDI: (03)

Ext: Mob: 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). Southernances into the second se

43. Procedure & a couple of questions

From:		southernresponse.co.nz>
То:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Sent Date:	Jul 22, 2015 15:13:50	
Subject:	Procedure & a couple of question	ons
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 brining it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

YK-SP JRFSP

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

44. RE: Procedure & a couple of questions

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

Thanks that's helpful.

[mailto: southernresponse.co.nz] From:

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

To: Gavin Clark

Subject: Procedure & a couple of questions

Hello Gavin

ted r 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 brining 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

www.southernresponse.co.nz

Enminestration of the second second 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)

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

45. RE: Procedure & a couple of questions

From:	<	southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil< th=""><th>.co.nz></th></gavin.clark@tcil<>	.co.nz>
Sent Date:	Jul 22, 2015 15:24:38	
Subject:	RE: Procedure & a couple of q	uestions
Attachment:	image001.jpg	

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

need to s Also the presentation for the training tomorrow – do you have a file you need to send me or are you brining 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 rh sport

DDI: (03)

Ext:

Mob: PO Box 905 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:

From:

Subject: RE: Procedure &a couple of questions

[mailto:

Thanks that's helpful.

southernresponse.co.nz] 5 3:14 p.m. of questions

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

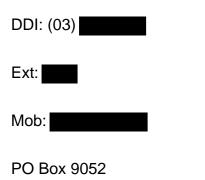
Also the presentation for the training tomorrow – do you have a file you need to send me or are you brining it on a USB, or do you need to plug in a computer?

Do you know what time you arrive in Christchurch?

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd



Christchurch

www.southernresponse.co.nz

SLID is Jan 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.)

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Reserved and the served of the serv

46. Residential Security Review

l.co.nz

Southernandessonst Landon Marken Southernandessonst Landon States of the southernandessonst Landon Southernandessouthernan

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

\circ
\sim
2

Hi Linda and

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: [mailto: 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

, it someth 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

Communications Coordinator

Southern Response Earthquake Services Ltd

PO Box 9052

DDI: (03)

Ext:

Mob:

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 4:16 p.m.

To:

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

Not for the purposes of the scenario just theoretical lockdown.

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

Regards Sent from my

wrote ----

Good Afternoon Gavin

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

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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 SED BY SERVI 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:

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

My rough time table is as follows: Security review on offices (Start).

Will need access and contact details for key people someone in HR, cleaning 0 company, ECL, Goodmans, Commarc, fire safety personnel, anyone in charge of information security and emergency crisis management, Hazardous Materials etc)

Site plans for #6 0

Thursday mid-afternoon (2.30 or 3pm?)

Scenario training with First security and key staff.

I will prepare these scenarios and liaise with Linda as to what the official level of response is 0 before implementing.

- Can you identify who the key staff would be? 0
- § 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

2NICES

- Would need a room to present and discuss before doing scenarios. 0
- Expect to take 1 hour. 0

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

- Thursday evening
- **Bug Sweep**
- our bug man arrives in town late afternoon, I will pick him up from the airport. 0
- We will need access to the offices without anyone else around so you might volunteer to be 0 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. Will need a resident at each address to be present. 0

Will need to firm up this list asap 0

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.

I CON Also on Friday I will be conducting Residential Security Reviews as required in consultation with Linda.

Hope that helps.

Regards Gavin

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

JACI

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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)	
Ext:	
Mob:	

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).

BYSERMORSH

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Tuesday, 21 July 2015 11:57 a.m. To: Linda Falwasser Cc: 160.co.nz; 160.co.n

Many thanks,

Himself 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: t60.co.nz;

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

Looks good Gavin – any indicative pricing for this scope?

from my team who will assist with helping pull this together with I have cc. in contacts, meetings etc. She will be your go to person to assist you pre Thursday and on the FASHUES 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: 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.

Can you identify who the key staff would be? 0

- § 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**
- our bug man arrives in town. 0

already. We will need access to the offices without anyone else around so you might volunteer to be 0 present for this?

Also night visit for security review

Friday

- Complete office review (site time)
- Conduct any residential security reviews and security response plans.
- Will need a resident to be present. 0
- Will need to firm up this list asap 0

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.

MCEST

We now look to undertake the security review and scenario training this week - can you let me CTIVELY PAR PONSEE 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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 185

48. RE: Procedure & a couple of questions

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
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.

CESLI

Cheers

From: [mailto: 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 brining 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: remment-r 'ique' Mob: 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: Subject: RE: Procedure &a couple of questions

Thanks

From;

[mailto: southernresponse.co.nz]

Sent: Wednesday, 22 July 2015 3:14 p.m.To: Gavin ClarkSubject: Procedure & a couple of questions

that's helpful.

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.

eed to s. Also the presentation for the training tomorrow – do you have a file you need to send me or are you brining 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

Jervic PHSPO Southern Response Earthquake Services Lt

DDI: (03)

Ext:

Mob: PO Box 905 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

49. RE: Procedure & a couple of questions

From:	<	southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tci< th=""><th>l.co.nz></th></gavin.clark@tci<>	l.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 sumunications Coordinator Southern Response Earthquake Services Ltd for you. At this point we are going to have roughly 40 people in attendance.

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 3:39 p.m.

To:

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.

NCEST

Cheers

From: [mailto: 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 brining 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)

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Wednesday, 22 July 2015 3:23 p.m.

To: Subject: RE: Procedure &a couple of questions

Thanks that's helpful.

southernresponse.co.nz]

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

[mailto:

To: Gavin Clark

From:

Subject: Procedure & a couple of questions

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.

, ou nee Also the presentation for the training tomorrow - do you have a file you need to send me or are you brining 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:

Christchurch

PO Box 9052

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 194

50. Cleaner for 6 Show Place

From:		southernresponse.co.nz>
То:	Gavin.Clark@tcil.co.nz <gavin.< th=""><th>Clark@tcil.co.nz></th></gavin.<>	Clark@tcil.co.nz>
Sent Date:	Jul 22, 2015 16:07:30	
Subject:	Cleaner for 6 Show Place	
Attachment:	image001.jpg	

Communications Coordinator Southern Response Earthquake Services Ltd

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

ru .nent(s .equence resul. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 196

51. New Itinerary

From: To: Sent Date: Subject: Attachment:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz> Jul 22, 2015 16:08:43 New Itinerary image001.jpg Itinerary.doc</gavin.clark@tcil.co.nz>
Please find attach	ed an updated itinerary
Thanks	ed an updated itinerary Coordinator se Earthquake Services Ltd
Communications	Coordinator
Southern Respon	se Earthquake Services Ltd
DDI: (03)	NELEAN
Ext:	CISE
Mob:	PROPORT PRESPON
PO Box 9052	P-4
Christchurch	ERN

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted .) are f. . ce resulting dr . No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 198

52. RE: Cleaner for 6 Show Place

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<	southernresponse.co.nz>
Sent Date:	Jul 22, 2015 16:08:46	
Subject:	RE: Cleaner for 6 Show Place	
Attachment:	image001.jpg	

Many thanks

5EDBY SERVICES [mailto: southernresponse.co.nz] From:

Sent: Wednesday, 22 July 2015 4:08 p.m. To: Gavin Clark Subject: Cleaner for 6 Show Place

Hi Gavin

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

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

PO Box 9052

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

53. Trespass Procedures for Southern Response staff members

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Jul 22, 2015 16:30:22
Subject: Attachment:	Trespass Procedures for Southern Response staff members image001.jpg

Good Afternoon Gavin

I can answer your queries in regards to trespassing.

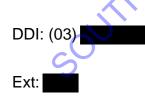
Basically we only have one member of the public that has been served with a trespass notice. The majority of the staff are unaware of this, our security guards have knowledge of this person. Therefore this is something we do not have any set policies or procedures on. As both buildings are essentially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

MCFS

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd



Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

Southern Response Earthquake Services Ltd is the government-owned company responsible for dt 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 4:09 p.m.

To:

Subject: RE: Cleaner for 6 Show Place

Many thanks

southernresponse.co.nz] From: [mailto: Sent: Wednesday, 22 July 2015 4:08 p.m. RESPONS 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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)	
Ext:	
Mob:	

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).

BYSERMCEST

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

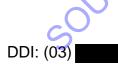
Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

54. RE: New Itinerary

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>southernresponse.co.nz></pre>
Sent Date:	Jul 22, 2015 16:37:55
Subject:	RE: New Itinerary
Attachment:	image001.jpg
Thanks my	departure flight on Friday is at 5.30pm.
If possible could I	do the third residential security review Friday morning.
regards	OBTER
From: Sent: Wednesday To: Gavin Clark Subject: New Itin	[mailto: southernresponse.co.nz] y, 22 July 2015 4:09 p.m. herary
Please find attach	ed an updated itinerary
Thanks	
	PT FS
Communications (Coordinator
Southern Response	se Farthquake Services Ltd

Southern Response Earthquake Services Ltd



Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

OUTHERT

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

55. RE: New Itinerary

From:	<pre>southernresponse.co.nz></pre>
To: Sent Date:	Gavin Clark <gavin.clark@tcil.co.nz> Jul 22, 2015 16:41:31</gavin.clark@tcil.co.nz>
Subject:	RE: New Itinerary
Attachment:	image001.jpg
Hi Gavin	
At this point there	will only be 2 residential reviews last one being that finishes around 3.30
Thanks	Coordinator se Earthquake Services Ltd
	ASKY
Communications C	Coordinator
Southern Respons	e Earthquake Services Ltd
DDI: (03)	CTINE ER
Ext:	ORONS
Mob:	PROPONES PRESPONES
PO Box 9052	ant
Christchurch	
www.southernres	sponse.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:

Subject: RE: New Itinerary

Thanks my departure flight on Friday is at 5.30pm.

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

southernresponse.co.nz

regards

[mailto: From: Please find attached an updated itinerary Sent: Wednesday, 22 July 2015 4:09 p.m.

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

56. RE: New Itinerary

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
Sent Date:	Jul 22, 2015 16:43:09	
Subject:	RE: New Itinerary	
Attachment:	image001.jpg	

Cool

From: [mailto: southernresponse.co.nz]

Sent: Wednesday, 22 July 2015 4:42 p.m. To: Gavin Clark Subject: RE: New Itinerary

Hi Gavin

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

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

EDBY SERVICES

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] **Sent:** Wednesday, 22 July 2015 4:38 p.m.

To: Subject: RE: New Itinerary

Thanks my departure flight on Friday is at 5.30pm.

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

regards

From: [mailto: [mailto: 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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)	
Ext:	
Mob:	

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).

BYSERMCEST

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

57. RE: Trespass Procedures for Southern Response staff members

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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

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: [mailto: 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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

2 Service Jers 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 4:09 p.m. To:

Subject: RE: Cleaner for 6 Show Place

Many thanks

From: [mailto: southernresponse.co.nz] Sent: Wednesday, 22 July 2015 4:08 p.m. To: Gavin Clark Subject: Cleaner for 6 Show Place ight. . Ltd perfectivester . L Hi Gavin I am just conforming that the cleaner at #6 is the same during the day as at night. Thanks **Communications Coordinator** Southern Response Earthquake Services Ltd DDI: (03) Ext: Mob: 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. , it(s) a ,uence resulting ,uence result Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 215

58. RE: Trespass Procedures for Southern Response staff members

From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Jul 22, 2015 16:53:21 RE: Trespass Procedures for Southern Response staff members image001.jpg</gavin.clark@tcil.co.nz>	
Hi Gavin		
Hi Gavin I will get hold of the dates etc tomorrow thanks Communications Coordinator Southern Response Earthquake Services Ltd DDI: (03) Ext:		
	O SET	
Communications Coordinator		
Southern Response Earthquake Services Ltd		
DDI: (03)		
Ext:		
Mob:	ORONS	
PO Box 9052	PRESP	
Christchurch	art.	
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 4:48 p.m.

To:

Cc: Linda Falwasser

Subject: RE: Trespass Procedures for Southern Response staff members

All good

Im aware of the way 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: [mailto: 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

Communications Coordinator

Services / Southern Response Earthquake Services Ltd DDI: (03) Ext: Mob: 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 4:09 p.m.

To: Subject: RE: Cleaner for 6 Show Place

Many thanks

From: [mailto: southernresponse.co.nz] Sent: Wednesday, 22 July 2015 4:08 p.m.

To: Gavin Clark Subject: Cleaner for 6 Show Place

Hi Gavin

ACTIVELY RELEASED BY SERVICES IN I am just conforming that the cleaner at #6 is the same during the day as at night.

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. .e fre resulting direc resulting direc https://www.estimation.org/files/ Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 220

59. RE: Police Meeting

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	< s	outhernresponse.co.nz>, Linda Falwasser
	<linda.falwasser@southernresponse.co.nz>, Victor Wells</linda.falwasser@southernresponse.co.nz>	
	<victor.wells@southernresponse< td=""><td>e.co.nz></td></victor.wells@southernresponse<>	e.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

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 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: [mailto: 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.

or 10 a.m. Thanks **Communications Coordinator** Southern Response Earthquake Services Ltd DDI: (03) Ext: Mob: 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted .) are f. . ce resulting dr . No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 223

60. RE: Police Meeting

From:	<	southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.< th=""><th>co.nz></th></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 Lommunications Coordinator Southern Response Earthquake Services Ltd at 2pm and I will work with to get her approval and a time for this to be security checks,

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 5:13 p.m.
To: 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

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 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: [mailto: 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. .m Friday so please try not to book anything in your calendar for this time.

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

61. Police discussion

From: To: Sent Date: Subject: Attachment:	Linda Falwasser <linda.falwasser@southernresponse.co.nz> <pre></pre></linda.falwasser@southernresponse.co.nz>
	meeting.ics
SOUTH	AFRANCIST, ARTIST, ART

62. FW: This is slightly better quality

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	southernresponse.co.nz>
Sent Date:	Jul 23, 2015 11:21:38
Subject:	FW: This is slightly better quality
Attachment:	image001.jpg image002.jpg
Hi Could you replace	e the picture in the presentation with this.one and give me the updated copy
Regards Gavin	
Sent from my	BLERNE
Original Messa	age
Subject: This is sli	ightly better quality
Sent: 23/07/2015	10:01 am
From:	@tcil.co.nz>
To: Gavin Clark <	Gavin.Clark@tcil.co.nz>
Cc:	age ightly better quality 10:01 am @tcil.co.nz> Gavin.Clark@tcil.co.nz>
	PROPONS FRANKSPONS
/ MOBILE	R. C.
/ PHONE	2
/ POSTAL	\bigotimes
/ WEBSITE	
+64	

/ MOBILE / PHONE / POSTAL / WEBSITE +64 +64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence. Southernandese and services in the services in

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	police.govt.nz < police.govt.nz>, Gavin Clark
	<gavin.clark@tcil.co.nz>, Victor Wells</gavin.clark@tcil.co.nz>
	<victor.wells@southernresponse.co.nz>,</victor.wells@southernresponse.co.nz>
	< southernresponse.co.nz>
Sent Date:	Jul 23, 2015 11:43:19
Subject:	Southern Response Briefing
Attachment:	
Attachment.	
COUR	meeting.ics
9	

64. Presentation Updated

From: To: Sent Date: Subject: Attachment:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz> Jul 23, 2015 11:58:43 Presentation Updated image001.jpg First Responders Presentation Updated.ppt</gavin.clark@tcil.co.nz>
As requested	
	I INCEST
Communications (Coordinator
Southern Respons	se Earthquake Services Ltd
DDI: (03)	Coordinator se Earthquake Services Ltd
Ext:	at R
Mob:	
PO Box 9052	OP ONS.
Christchurch	28-158
www.southernre	sponse.co.nz

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

, a in con directly and/or dir Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

65. FW: RE: Police code

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser Southern Response
	linda.falwasser@arrowinternational.co.nz>
Hidden	Linda.Falwasser@southernresponse.co.nz
recipients:	
Sent Date:	Jul 23, 2015 12:11:29
Subject:	FW: RE: Police code
Attachment:	
FYI	, CFS
Sent from my	Btiph
Original Messa	ge e code 1:25 am
Subject: RE: Police	e code
Sent: 23/07/2015 1	1:25 am
From:	" <police.govt.nz></police.govt.nz>
To: Gavin Clark <g< td=""><td>Gavin.Clark@tcil.co.nz></td></g<>	Gavin.Clark@tcil.co.nz>
Cc:	
Morning Gavin,	
worning Cavin,	
With respect to you	Ir request
	R CK
File number	relates to a complaint lodged by Peter Rose at Christchurch Central
Police Station on 1	3.3.2014 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

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

64 3	police.govt.nz
	\sim
From: Gavin Clark [mailto:Gavin.Clark@tcil.co Sent: Wednesday, 22 July 2015 10:29	.nz]
To: Subject: FW: Police code	St. Ruller
Hi	nz]
As discussed I am the security consultant for S the Strategic Communications Manager.	Southern Response and report to Linda Falwasser
	Part of my role will be to
conduct residential security reviews for key sta	ff and board members and also implement security
response plans.	
RN	
SOUTH	
Are you able to provide some clarity around the	s so that I can inform

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: Subject: FW: Police code BAERNICESTI From: [mailto: Sent: Wednesday, 22 July 2015 9:30 a.m. To: Linda Falwasser Subject: Re: Police code Hi Linda, The Police Reference is

Also if you are after a top psychologist to review correspondence and provide a professional

may be a good option. is the CEO of opinion,

PROPONSE A also has a private practice and formerly had a senior role with the

Look forward to hearing from you.

Cheers.

Sent from iPad.

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

Hi

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

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:

<image001.jpg>

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

RMCESLI

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

WARNING

The information contained in this email message is intended for the addressee only and may contain privileged information. It may also be subject to the provisions of section 50 of the Policing Act 2008, which creates an offence to have unlawful possession of Police property. If you are not the intended recipient of this message or have received this message in error, you must not peruse, use, distribute or copy this message or any of its contents.

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

WARNING:

е .emina , pease no .et this emil. .et this emil. This email contains information that is CONFIDENTIAL and may be subject to LEGAL PRIVILEGE. If you are not the intended recipient, you must not peruse, use, disseminate, distribute or copy this email or attachments. If you have received this in error, please notify us immediately by return email, facsimile or telephone (call us collect) and delete this email. Thank you.

66. Accepted: Southern Response Briefing

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
To:	Linda.Falwasser@southernresponse.co.nz
Sent Date:	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Subject:	Jul 23, 2015 12:12:01
Attachment:	Accepted: Southern Response Briefing
When: 24/07/2015	10:00:00 am
Where: 6 Show Pla	ace, L2, Meeting Room 5
South	10:00:00 am ace, L2, Meeting Room 5

67. Security Catch Up

From:	<pre>southernresponse.co.nz></pre>
То:	@southernresponse.co.nz>,
Sent Date:	gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz> Jul 23, 2015 16:31:01</gavin.clark@tcil.co.nz>
Attachment:	meeting.ics
South	Security Catch Up meeting.ics

68. Security Catch Up

From:	<pre>< southernresponse.co.nz></pre>
То:	southernresponse.co.nz>, Gavin.Clark@tcil.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
	L L
	Chi Chi
	or cx
	2
	Security Catch Up meeting.ics
5	

69. Swipe Card Audit

From:	southernresponse.co.nz>
То:	gavin.clark@tcil.co.nz <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.

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

CESLI

Definitely some to look into.

Let me know if you need anything else.

Thanks,

HR Administrator

Southern Response Earthquake Services Ltd



PO Box 9052

Christchurch

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 243

70. Residential Security Review

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	@southernresponse.co.nz>
Sent Date:	Jul 23, 2015 16:40:15
Subject:	Residential Security Review
Attachment:	image001.jpg
	image002.jpg
Good Afternoon (Gavin
-	I to give you the address of sectors for the residential review tomorrow at
2pm	m the offices in Addington.
Merivale	X RETHOD
It's not too far fro	
Thanks	FRN RESPONSE

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

5551

71. Security Training

From: < Southernresponse.co.nz>, To: Sarah Giles <sarah. @southernresponse.co.nz="" giles="">, Casey. Hurren <casey. @southernresponse.co.nz="" hurren="">, Casey. Hurren <casey. @southernresponse.co.nz="" hurren="">, Casey. Hurren <casey. @southernresponse.co.nz="" hurren="">, Southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, @southernresponse.co.nz>, Southernresponse.co.nz>, @southernresponse.co.nz>, Southernresponse.co.nz>, @southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz</casey.></casey.></casey.></sarah.>	From:	
southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>, Peter Rose <peter.rose@southernresponse.co.nz>, Linda Falwasser <linda.falwasser@southernresponse.co.nz>, southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, %southernresponse.co.nz></linda.falwasser@southernresponse.co.nz></peter.rose@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>		
<pre><casey.hurren@southernresponse.co.nz>, Peter Rose <peter.rose@southernresponse.co.nz>, Linda Falwasser <linda.falwasser@southernresponse.co.nz>, southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, %arrowinternational.co.nz>, %arrowint</linda.falwasser@southernresponse.co.nz></peter.rose@southernresponse.co.nz></casey.hurren@southernresponse.co.nz></pre>	10:	
<peter.rose@southernresponse.co.nz>, Linda Falwasser <linda.falwasser@southernresponse.co.nz>, southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, %arrowinternational.co.nz>, %arrowinternational.co</linda.falwasser@southernresponse.co.nz></peter.rose@southernresponse.co.nz>		
 <linda. @="" falwasser="" southermresponse.co.nz="">,</linda.> southermresponse.co.nz>, Tony Feaver <tony. @="" feaver="" southermresponse.co.nz="">,</tony.> @ southermresponse.co.nz>, Southermresponse.co.nz>, Southermresponse.co.nz>, Victor. Wells @ southermresponse.co.nz>, <		
southernresponse.co.nz>, © southernresponse.co.nz>, Tony.Feaver @ southernresponse.co.nz>, © southernresponse.co.nz>, © southernresponse.co.nz>, © southernresponse.co.nz>, © southernresponse.co.nz>, Southernresponse.co.		· · · · · · · · · · · · · · · · · · ·
southernresponse.co.nz>, Tony Feaver <tony.feaver@southernresponse.co.nz>, Tony Feaver <tony.feaver@southernresponse.co.nz>, @ southernresponse.co.nz>, @ southernresponse.co.nz>, @ southernresponse.co.nz>, Southernresponse.co.nz>,</tony.feaver@southernresponse.co.nz></tony.feaver@southernresponse.co.nz>		
©southernresponse.co.nz>, Tony Feaver <tony.feaver@southernresponse.co.nz>, ©southernresponse.co.nz>, ©southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.</tony.feaver@southernresponse.co.nz>		
<tony.feaver@southermresponse.co.nz>, @southermresponse.co.nz>, @southermresponse.co.nz>, Southermresponse.co.nz>, Southermresp</tony.feaver@southermresponse.co.nz>		
© southernresponse.co.nz>, © southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, Southernresponse.co.nz>, Victor Wells © southernresponse.co.nz>, Anthony. Honeybone © southernresponse.co.nz>, Sout		
southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, victor Wells victor. Wells@southernresponse.co.nz>, arrowinternational.co.nz>, warrowinternational.co.nz>, warrowinternational.co.nz>, warrowinternational.co.nz>, warrowinternational.co.nz>, warrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
© southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, victor Wells victor. Wells © southernresponse.co.nz>, arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
southernresponse.co.nz>, arrowinternational.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
southernresponse.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
 southernresponse.co.nz>, Victor Wells Victor.Wells @ southernresponse.co.nz>, Anthony Honeybone Anthony.Honeybone @ southernresponse.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, 		
 <victor.wells@southernresponse.co.nz>, Anthony Honeybone</victor.wells@southernresponse.co.nz> <anthony.honeybone@southernresponse.co.nz>,</anthony.honeybone@southernresponse.co.nz> <isouthernresponse.co.nz>,</isouthernresponse.co.nz> <isouthern< th=""><th></th><th></th></isouthern<>		
Anthony.Honeybone@southernresponse.co.nz>, Southernresponse.co.nz>, arrowinternational.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>,		
 southernresponse.co.nz>, arrowinternational.co.nz>, 		
 southernresponse.co.nz>, arrowinternational.co.nz>, 		
 southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, 		
 southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, 		
 southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, 		
 southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, 		
southernresponse.co.nz>, southernresponse.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
southernresponse.co.nz>, @ southernresponse.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ southernresponse.co.nz>, @ southernresponse.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
@ southernresponse.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, @ arrowinternational.co.nz>,		
arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, @arrowinternational.co.nz>, arrowinternational.co.nz>, @southernresponse.co.nz>, @southernresponse.co.nz>, arrowinternational.co.nz>, @arrowinternational.co.nz>, @arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
arrowinternational.co.nz>, arrowinternational.co.nz>, @ arrowinternational.co.nz>, arrowinternational.co.nz>, @ southernresponse.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
arrowinternational.co.nz>, @ arrowinternational.co.nz>,		
 @ arrowinternational.co.nz>, arrowinternational.co.nz>, @ southernresponse.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, 		
<pre>arrowinternational.co.nz>, in iterational.co.nz>, in iterationa</pre>		
 @ southernresponse.co.nz>, arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, 		
arrowinternational.co.nz>, @ arrowinternational.co.nz>, @ arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,		
<pre>@arrowinternational.co.nz>, @arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,</pre>	S	
<pre>@arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>, arrowinternational.co.nz>,</pre>		
arrowinternational.co.nz>,		
arrowinternational.co.nz>,		
arrowinternational.co.nz>,		
arrowinternational.co.nz>,		
		arrowinternational.co.nz>,

	arrowinternational.co.nz>,
	firstsecurity.co.nz>,
	arrowinternational.co.nz'
	arrowinternational.co.nz>,
	arrowinternational.co.nz'
	arrowinternational.co.nz>,
	arrowinternational.co.nz'
	<pre><mail:co.nz< pre="">, 'Gavin.Clark@tcil.co.nz'</mail:co.nz<></pre>
	<gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz>
	southernresponse.co.nz>,
	@arrowinternational.co.nz
	@arrowinternational.co.nz>, @arrowinternational.co.nz
	@arrowinternational.co.nz>,
	@arrowinternational.co.nz
	@arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
	@arrowinternational.co.nz
	@arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
	southernresponse.co.nz>,
	southernresponse.co.nz>,
	arrowinternational.co.nz'
	arrowinternational.co.nz>,
	@southernresponse.co.nz>,
	southernresponse.co.nz>,
	southernresponse.co.nz>,
	arrowinternational.co.nz
	arrowinternational.co.nz>
	Jul 23, 2015 16:55:39
	Security Training
:	image001.jpg
	First Responders Presentation Updated.ppt

Subject: Attachment:

Sent Date:

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

ent-owned i juste damage is 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).

-55

Page 248

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
To:	<pre>southernresponse.co.nz>,</pre>
	southernresponse.co.nz>, Casey Hurren
	<casey.hurren@southernresponse.co.nz>, Peter Rose</casey.hurren@southernresponse.co.nz>
	<peter.rose@southernresponse.co.nz>, Linda Falwasser</peter.rose@southernresponse.co.nz>
	<linda.falwasser@southernresponse.co.nz>,</linda.falwasser@southernresponse.co.nz>
	southernresponse.co.nz>,
	southernresponse.co.nz>,
	@southernresponse.co.nz>,
	<tony.feaver@southernresponse.co.nz>,</tony.feaver@southernresponse.co.nz>
	@southernresponse.co.nz>,
	southernresponse.co.nz>,
	@southernresponse.co.nz>,
	southernresponse.co.nz>,
	southernresponse.co.nz>,
	southernresponse.co.nz>, Victor Wells
	<victor.wells@southernresponse.co.nz>, Anthony Honeybone</victor.wells@southernresponse.co.nz>
	<anthony.honeybone@southernresponse.co.nz>,</anthony.honeybone@southernresponse.co.nz>
	southernresponse.co.nz>,
	arrowinternational.co.nz>,
	arrowinternational.co.nz>,
	arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
\sim	arrowinternational.co.nz>,
S	@southernresponse.co.nz>,
	arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
	@arrowinternational.co.nz>,
	arrowinternational.co.nz>,
	arrowinternational.co.nz>,
	arrowinternational.co.nz>,
	arrowinternational.co.nz>,

arrowinternational.co.nz>,
firstsecurity.co.nz>,
arrowinternational.co.nz'
arrowinternational.co.nz>,
arrowinternational.co.nz'
arrowinternational.co.nz>,
arrowinternational.co.nz'
arrowinternational.co.nz>, 'Gavin.Clark@tcil.co.nz'
<gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz>
southernresponse.co.nz>,
@arrowinternational.co.nz
@arrowinternational.co.nz>, @arrowinternational.co.nz
@arrowinternational.co.nz>,
@arrowinternational.co.nz
@arrowinternational.co.nz>,
@arrowinternational.co.nz>,
@arrowinternational.co.nz
@arrowinternational.co.nz>,
@arrowinternational.co.nz>,
southernresponse.co.nz>,
southernresponse.co.nz>,
arrowinternational.co.nz'
arrowinternational.co.nz>,
@southernresponse.co.nz>,
southernresponse.co.nz>,
southernresponse.co.nz>,
arrowinternational.co.nz
arrowinternational.co.nz>
t Date: Jul 23, 2015 16:59:53
ject: RE: Security Training chment: image001.jpg
chment: 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

From:

Sent: Thursday, 23 July 2015 4:56 p.m.

Fo: Sarah Giles; Casey Hurren; Peter Rose; Linda Falwasser;	
; Tony Feaver;	
Victor Wells; Anthony Honeybone;	
;	
arrowinternational.co.nz'; arrowinternational.co.nz';	
arrowinternational.co.nz'; 'Gavin.Clark@tcil.co.nz';	
@arrowinternational.co.nz; @arrowinternational.co.nz;	
@arrowinternational.co.nz; ;	
@arrowinternational.co.nz; ; ;	
arrowinternational.co.nz';	
arrowinternational.co.nz	
Subject: Security Training	
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.

Communications Coordinator Southern Response Earthquake Services Ltd DDI: (03)

x Ar

Mob: 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).

Southern Response in a service of the service of th

73. RE: Residential Security Review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
Sent Date:	Jul 23, 2015 18:13:57	
Subject:	RE: Residential Security Review	
Attachment:	image001.jpg	
	image002.jpg	
Thanks	\sim	
Sent from my		
\	wrote avin	
Good Afternoon G	avin	
	D'AY	
Just a quick email	to give you the address of constants for the residential review tomorrow at	
2pm		
	N. A.	
	to give you the address of the residential review tomorrow at the offices in Addington.	
It's not too far from	the offices in Addington.	
	.ol	
Thanks		
SOU	the offices in Addington.	

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03) Ext: Mob: PO Box 9052

Christchurch

www.southernresponse.co.nz

st Bt st Pulles 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

74. Accepted: Security Catch Up

From: Gavin Clark <Gavin.Clark@tcil.co.nz> To: southernresponse.co.nz southernresponse.co.nz> <Southern Response Anti-Sent Date: Jul 23, 2015 18:14:19 Subject: Attachment:

When: 24/07/2015 11:30:00 am Where: 10 Show Place

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser</casey.hurren@southernresponse.co.nz>
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, <tcil.co.nz>,</tcil.co.nz></nick.thompson@tcil.co.nz>
	Gavin Clark <gavin.clark@tcil.co.nz>,t60.co.nz <t60.co.nz></t60.co.nz></gavin.clark@tcil.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

FRUN

Good afternoon Linda & Casey,

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

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

Have a good weekend.

Regards,

/ MOBILE / PHONE / POSTAL / WEBSITE +64

+64 9 PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an Southernandese and the second se ordinary private citizen or company to require a reply to this correspondence.

76. Swipe Card Audit

From:	southernresponse.co.nz>
То:	gavin.clark@tcil.co.nz <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 L SW .e correct .r activity 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,

HR Administrator

Southern Response Earthquake Services Ltd

Christchurch

PO Box 9052

DDI: (

Ext:

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:

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

Hi Gavin,

Spor 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

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).

CES L

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

77. RE: Swipe Card Audit

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	southernresponse.co.nz>	
Sent Date:	Jul 27, 2015 09:45:39	
Subject: Attachment:	RE: Swipe Card Audit image001.jpg	

Thanks that's helpful.

Regards

From:

southernresponse.co.nz]

Sent: Monday, 27 July 2015 9:12 a.m.To: Gavin ClarkSubject: 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,

HR Administrator

Southern Response Earthquake Services Ltd

DDI: (
Ext:	
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 PELLER FERRIC April 2012 (the date AMI was sold to IAG).

MCES

From:

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

Services / 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

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

Southern Marshowski Particular Stranger Strange

86. Southern Response - cameras

From:	<pre>southernresponse.co.nz></pre>
То:	gavin.clark@tcil.co.nz <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, team at Sub5 who we could authorise you to contact if SV PELLA THO these were installed by needed.

IT Manager

Southern Response Earthquake Services Ltd r cr prcP

DDI: (03)

Mob:

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

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

rt .nent(s .equence resul. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 310

87. RE: Southern Response - cameras

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	<	southernresponse.co.nz>	
Sent Date:	Jul 27, 2015 16:07:45		
Subject:	RE: Southern Response - cameras		
Attachment:	image001.jpg		

Thanks

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

Many thanks

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

To: Gavin Clark

NELTEAR 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.

southernresponse.co.nz]

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

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03)	
-----------	--

Mob:

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).

CEST

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

88. RE: Southern Response - cameras

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<	southernresponse.co.nz>
Sent Date:	Jul 27, 2015 16:09:28	
Subject:	RE: Southern Response - cameras	
Attachment:	image001.jpg	

Hi

Also would it be possible to have night shots of the	e two outdoor cameras at #6 please
From: [mailto:	outhernresponse.co.nz]
Sent: Monday, 27 July 2015 4:06 p.m.	
To: Gavin Clark	
Subject: Southern Response - cameras	A A A
	ELF. OUR
Gavin,	
	S.

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 team at Sub5 who we could authorise you to contact if needed.

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03)

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

89. RE: Southern Response - cameras

From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Jul 27, 2015 16:10:12 RE: Southern Response - cameras image001.jpg</gavin.clark@tcil.co.nz>	
l'll drag some histo	prical footage for you and send them shortly.	
	LS V	
IT Manager	St. RMC	
Southern Response Earthquake Services Ltd		
I'll drag some historical footage for you and send them shortly.		
Mob:	- 1 Brithe	
	KH AK	
From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]		

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz Sent: Monday, 27 July 2015 4:09 p.m.

Subject: RE: Southern Response - cameras

Hi

To:

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

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

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

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03)

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the

message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. .pur .gadorinario No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

from their use.

Page 317

90. Residential Review

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz>
	@southernresponse.co.nz>
Sent Date:	Jul 27, 2015 16:13:04
Subject:	Residential Review
Attachment:	

Hello

Gavin please note that	is a little bit out of town you may want to allow a little bit more
time to get there.	
Thanks	
Sarah	A R

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

91. Residential Review

From:	<pre>< southernresponse.co.nz></pre>
То:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz>
	y@southernresponse.co.nz>
Sent Date:	Jul 27, 2015 16:13:04
Attachment:	meeting.ics
	L L
	7.8-
	Chi St
	A
	Ar St
~)`	Residential Review meeting.ics
CO-	
5	

From:	<pre> southernresponse.co.nz></pre>	
То:	@sub5.co.nz>	
Cc:	gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>, Sarah Giles</gavin.clark@tcil.co.nz>	
	<sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>	
Sent Date:	Jul 27, 2015 16:14:29	
Subject:	Southern Response - Show Place security cameras	
Attachment:	image001.jpg	

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 ...anager Southern Response Earthquake Services Ltd

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).

Southern Reserve and a server of the server

93. Accepted: Residential Review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	<pre>southernresponse.co.nz></pre>		
Sent Date:	Jul 27, 2015 16:14:29		
Subject:	Accepted: Residential Review		
Attachment:			

Southernandese and set of the set

94. Residential Review

From: To:	<pre> Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz>, Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz>, Gavin.Clark@tcil.co.nz>, Gavin.Clark@tcil.</gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz></pre>
Sent Date: Subject: Attachment:	Jul 27, 2015 16:16:02 Residential Review <u>meeting.ics</u>
South	Residential Review meeting.ics

95. Residential Review

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz>
	southernresponse.co.nz>
Sent Date:	Jul 27, 2015 16:16:02
Subject:	Residential Review
Attachment:	Residential Review
Attachinent.	
Hello	ress, I will let you know as soon as possible.
to provide addr	ess, I will let you know as soon as possible.
Thanks	1 - 110
Sarah	S /S
	A
	C' SY
	OK OF
	Re R
Sec. Sec.	
~0~	
5	

96. RE: Southern Response - cameras

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>			
То:	<pre>southernresponse.co.nz></pre>			
Sent Date:	Jul 27, 2015 16:21:03			
Subject: Attachment:	RE: Southern Response - cameras image001.jpg			

southern response.co.nz] I'll drag some historical footage for you and send them shortly. I'll drag some historical footage for you and send them shortly. I'll drag some historical footage for you and send them shortly. I'll drag some historical footage for you and send them shortly. I'll drag some historical footage for you and send them shortly. I'll drag some historical footage for you and send them shortly.

DDI: (03)

Mob:

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Monday, 27 July 2015 4:09 p.m.

To:

Subject: RE: Southern Response - cameras

Hi

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

From: [mailto: 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 **sector and the second and the second authorise and the second authorise**



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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

is attack ar consequence out-the procession of the second and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

From: To: Cc:	@sub5.co.nz> gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz>, Sarah Giles</gavin.clark@tcil.co.nz>		
	<sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>		
Sent Date:	Jul 27, 2015 16:29:24		
Subject:	Re: Southern Response - Show Place security cameras		
Attachment:	image001.jpg		
No problem	(L)		
Just make contact	with end or email end @sub5.co.nz		
Regards	ED SEI		
	FAJAKE		
Sent from my iPho	ne or email @sub5.co.nz		
On 27/07/2015, at			
Gavin Clark from T	hompson 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 h	nim with answers to any information requests.		
IT Manager			
Southern Respons	e Earthquake Services Ltd		
DDI: (03)			

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image001.jpg>

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

98. RE: Southern Res	ponse - Show Place	security cameras
----------------------	--------------------	------------------

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	@sub5.co.nz>,
	<pre>southernresponse.co.nz></pre>
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Jul 27, 2015 16:32:51
Subject:	RE: Southern Response - Show Place security cameras
Attachment:	\sim
Thanks will do.	CFS+
PS I'm also a mate	of we have met before.
Regards	ofwe have met before. @sub5.co.nz] July 2015 4:29 p.m.
From:	@sub5.co.nz]
Sent: Monday, 27	July 2015 4:29 p.m.
То:	
Cc: Gavin Clark; S	
Subject: Re: Sout	hern Response - Show Place security cameras
	20APOR
No problem	RES
Just make contact	with email @sub5.co.nz
Regards	

Sent from my iPhone

southernresponse.co.nz> wrote:

On 27/07/2015, at 4:15 pm,

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.

L'SY
IT Manager
Southern Response Earthquake Services Ltd
IT Manager Southern Response Earthquake Services Ltd DDI: (03) Mob: PO Box 9052 Christchurch www.southernresponse.co.nz
Mob:
PO Box 9052
Christchurch
www.southernresponse.co.nz
<image001.jpg></image001.jpg>

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the

message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. .pur .gadorinario No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

from their use.

Page 332

99. RE: Southern Response - cameras

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Jul 27, 2015 16:40:25
Subject:	RE: Southern Response - cameras
Attachment:	image001.jpg

.ved on .ore clarity. 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.

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03)

Mob:

From: Gavin Clark [mailto:Gav	in.C	lark@	2tcil	co.nz]
Sent: Monday, 27 July 2015 4	13 p	.m.	7~	,	

Subject: RE: Southern Response - cameras

cheers

From:

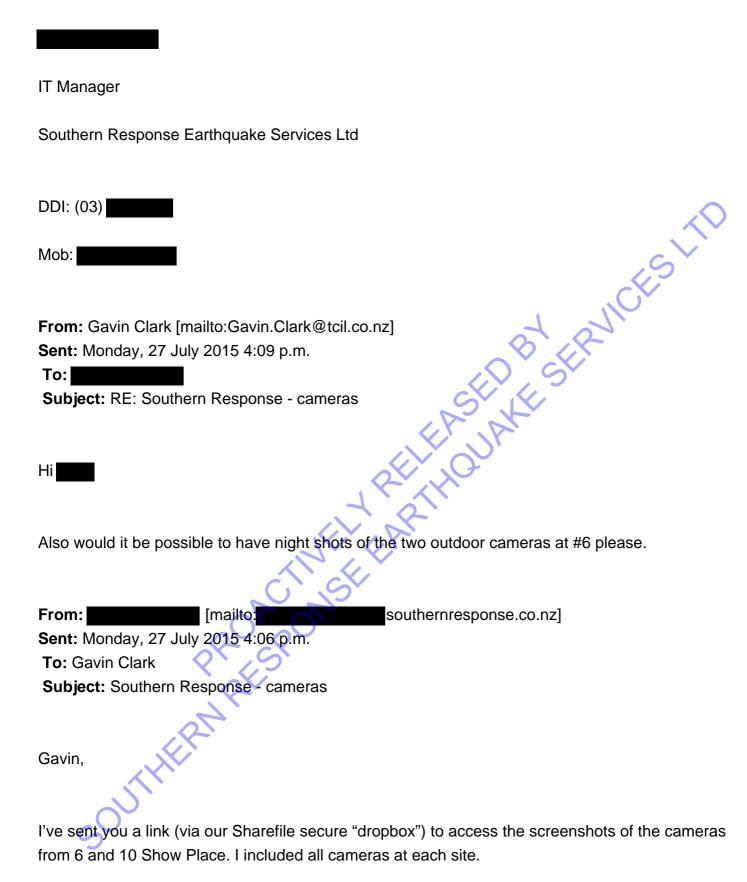
To:

southernresponse.co.nz]

Sent: Monday, 27 July 2015 4:10 p.m. To: Gavin Clark Subject: RE: Southern Response - cameras

[mailto:

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



Please advise if you need further details about the specific locations or the models. As discussed, these were installed by **Example 1** team at Sub5 who we could authorise you to contact if needed.

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03)

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

REFERENCES IN CESTING 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Reserved and a second second

100. RE: Southern Response - cameras

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<	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: [mailto: 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.

, C

southernresponse.co.nz]

RMCESLI

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03)

Mob:

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Monday, 27 July 2015 4:13 p.m.

To:

Subject: RE: Southern Response - cameras

cheers

From:

[mailto:

il.c. 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. IT Manager Southern Response Earthquake Services Ltd DDI: (03) Mob: From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Monday, 27 July 2015 4:09 p.m. To: Subject: RE: Southern Response - cameras HER

southernresponse.co.nz]

Hi

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

From:	[mailto:	southernresponse.co.nz]
Sent: Monday, 27	July 2015 4:06 p.m.	
To: Gavin Clark		
Subject: Southerr	n 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.

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

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) Mob: 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

, a in con directly and/or dir Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From: To: Sent Date: Subject: Attachment:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz> Jul 28, 2015 09:55:52 Address image001.jpg</gavin.clark@tcil.co.nz>
Morning Gavin	\sim
address	
This is at the other to the to	end of town from and I would recommend you go straight from
	LP St
See you tomorrow	end of town from and I would recommend you go straight from
Communications C	Coordinator
Southern Respons	e Earthquake Services Ltd
DDI: (03)	e Earthquake Services Ltd
Ext:	R
Mob:	
PO Box 9052	
Christchurch	

www.southernresponse.co.nz

101. Address

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 342

102. RE: Add	dress
From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Gavin Clark <gavin.clark@tcil.co.nz> Jul 28, 2015 09:59:58 RE: image001.jpg</gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Thanks yes	s see you then.
Regards	[mailto: southernresponse.co.nz]
From: Sent: Tuesday, 20 To: Gavin Clark Subject:	[mailto: southernresponse.co.nz] 8 July 2015 9:56 a.m.
Morning Gavin address	
See you tomorrow	er end of town from and I would recommend you go straight from v! v!
Communications	Coordinator
Southern Respon	se Earthquake Services Ltd
DDI: (03)	

Ext:

Mob:

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).

45

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

103. RE: Ad	dress		
From:		southernresponse.co.nz>	
То:	Gavin Clark <gavin.cl< td=""><th>ark@tcil.co.nz></th><td></td></gavin.cl<>	ark@tcil.co.nz>	
Sent Date:	Jul 28, 2015 10:00:44		
Subject:	RE: Address		
Attachment:	image001.jpg		

. Ltd https://www.esternationalistics.org/linearies/linearie Great, do you need me to do anything before you get here? Do you need me to come out with you?

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

PO Box 9052

DDI: (03)

Ext:

Mob:

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:
Subject: RE:
Thanks yes see you then.
Regards From: [mailto: southernresponse.co.nz] Sent: Tuesday, 28 July 2015 9:56 a.m.
Regards
From: [mailto: southernresponse.co.nz]
Sent: Tuesday, 28 July 2015 9:56 a.m.
To: Gavin Clark
Subject: Address
Morning Gavin
Sent: Tuesday, 28 July 2015 9:56 a.m. To: Gavin Clark Subject: Address Morning Gavin
T. F.
address is
This is at the other end of town from and I would recommend you go straight from
to to to the second sec
See you tomorrow!
See you tomorrow!
Communications Coordinator
Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

45

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

104. RE:	Address
From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>southernresponse.co.nz></pre>
Sent Date:	Jul 28, 2015 10:03:48
Subject:	RE: 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:	[mailto:	southernresponse.co.nz]	C
Cont. Tuesday 20 1	uly 2015 10:01 a m		

Sent: Tuesday, 28 July 2015 10:01 a.m. To: Gavin Clark

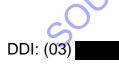
Subject: RE: Address

, onse.co.nz] Jore you G Great, do you need me to do anything before you get here? Do you need me to come out with you?

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd



Ext:

Mob:

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).

April 2012 (the date AMI was sold to IAG).
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: Subject: RE: Address Thanks yes see you then. Regards From: Imailto
Sent: Tuesday, 28 July 2015 10:00 a.m.
To:
Subject: RE: Address
Subject: RE: Address
Thanks yes see you then.
Regards
From: [mailto: southernresponse.co.nz]
Sent: Tuesday, 28 July 2015 9:56 a.m.
To: Gavin Clark
Subject: Address
Morning Gavin
address is
This is at the other and of town from the second busyled recommend you as attained from
This is at the other end of town from and I would recommend you go straight from
to

Communications Coordinator

Services / Southern Response Earthquake Services Ltd DDI: (03) Ext: Mob: 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southernandes and services the services the

105. Residential Review - Auckland Property

From:	<	southernresponse.co.nz>
To:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Cc:		@southernresponse.co.nz>
Sent Date:	Jul 28, 2015 10:38:35	
Subject:	Residential Review -	Property
Attachment:	image001.jpg	
Hello Gavin		1510
It has been reque	ested that a residential review	w be carried out at the second second residence,
is part of our boa	rd of directors.	n the logistics should be better for you.
Please are you a	ble to liaise with to arr	range a suitable time to conduct the review.
Kind Regards		range a suitable time to conduct the review.
Communications	Coordinator	4A
Southern Respon	nse Earthquake Services Ltd	
DDI: (03)	PROPORT	
Ext:	RIVE	
Mob:		
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

106. RE: Residential Review - Auckland Property

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<	southernresponse.co.nz>
Cc:		@southernresponse.co.nz>
Sent Date:	Jul 28, 2015 12:57:36	
Subject:	RE: Residential Review -	Property
Attachment:	image002.jpg image003.jpg	
Hi		LS V
How are you loo	king for next week some time?	BTERNO

I am based in **sector** 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 +64 9 +64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

t al
From: [mailto: southernresponse.co.nz]
Sent: Tuesday, 28 July 2015 10:39 a.m.
To: Gavin Clark
Cc:
Subject: Residential Review - Property
From: [mailto: southernresponse.co.nz] Sent: Tuesday, 28 July 2015 10:39 a.m. To: Gavin Clark Cc: Subject: Residential Review - Property
Hello Gavin
It has been requested that a residential review be carried out at residence,
is part of our board of directors. Here lives in Auckland, the logistics should be better for you.
Please are you able to liaise with to arrange a suitable time to conduct the review.
Kind Regards
Communications Coordinator
Southern Response Earthquake Services Ltd
DDI: (03)

Ext:

Mob:

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).

45

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

107. Documents from bins

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	@t60.co.nz @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-

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 +64 9 +64

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

© Copyright TCIL 2007.

tion of " WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an SOUTHERMAC ordinary private citizen or company to require a reply to this correspondence.

108. Re: Residential Review -	Pro	perty
-------------------------------	-----	-------

From:	@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Jul 28, 2015 19:22:04
Subject:	Re: Residential Review - Property
	image002.jpg image003.jpg

Hi Gavin Thanks for your email

My address is

FILOUME 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.

JES'

Kind regards

Sent from my iPad

On 28/07/2015, at 12:57 pm, "Gavin Clark" < Gavin.Clark@tcil.co.nz> wrote:

Hi

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.

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9 +64 PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz <image002.jpg>

© Copyright TCIL 2007.

this A WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

OFOF	
of G	
2	
From: [mailto: s	outhernresponse.co.nz]
Sent: Tuesday, 28 July 2015 10:39 a.m.	
To: Gavin Clark	
Cc:	
Subject: Residential Review - Prop	erty

Hello Gavin

It has been requested that a residential review be carried out at residence, is part of our board of directors. If 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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image003.jpg>

INZ INFERENCESTING 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

.er .dorindre .d from their use.

Page 362

109. Re: Residential Review - Property	
From: To:	Gavin Clark <gavin.clark@tcil.co.nz> @southernresponse.co.nz></gavin.clark@tcil.co.nz>
Sent Date: Subject: Attachment:	Jul 28, 2015 20:04:24 Re: Residential Review - Property
Great how does 3p	om next Wednesday 5th August sound
Sent from my	wrote hail Wednesday and Friday afternoons next week at home. If either of those would
	wrote
Hi Gavin	
Thanks for your en	nail
My address is	KH QUI
	Wednesday and Friday afternoons next week at home. If either of those would know an approximate time to expect you.
Kind regards	CINCEE
	PROPONSE
Sent from my iPad	RX LSI
On 28/07/2015, at 12:57 pm, "Gavin Clark" <gavin.clark@tcil.co.nz> wrote:</gavin.clark@tcil.co.nz>	
Hi	
How are you lookir	ng 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.

Also let me know if you would like more information on the review process.

Kind Regards Gavin Clark

intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

[mailto: southernresponse.co.nz] From: Sent: Tuesday, 28 July 2015 10:39 a.m. To: Gavin Clark Cc: Subject: Residential Review -Property

Hello Gavin

It has been requested that a residential review be carried out at residence, is in you view. is part of our board of directors. If 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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

<image003.jpc

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. , it(s) a ,uence resulting ,uence result Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 366

110. Documents from bins

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	@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.

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-

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 +64 9 +64

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

© Copyright TCIL 2007.

tion of " WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an SOUTHERMAC ordinary private citizen or company to require a reply to this correspondence.

111. RE: Documents from bins

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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: @t60.co.nz Subject: Documents from bins

Hi Linda.

reuments" 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-

Item 50- Southern Response team Manager meeting minutes 13 June 2015

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

is down the other 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 +64 9

+64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

, a in con directly and/or dir Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

115. Re: Residential Review - Auckland Property

From:	@southernresponse.co.nz>
To:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date: Subject:	Jul 29, 2015 20:18:44 Re: Residential Review - Property
Attachment:	
Hi Gavin	
That's fine with me	, see you then
Cheers	les
	, see you then
	at at
Sent from my iPad	
On 28/07/2015, at a	8:04 pm, "Gavin Clark" <gavin.clark@tcil.co.nz> wrote:</gavin.clark@tcil.co.nz>
Great how does 3p	m next Wednesday 5th August sound
Sent from my	25,70
,	wrote
V	vrote
Hi Gavin	C'S'
Thanks for your em	nail
,	of cr
My address is	
I am around on the	Wednesday and Friday afternoons next week at home. If either of those would
	now an approximate time to expect you.
Kind regards	
5	

Sent from my iPad

On 28/07/2015, at 12:57 pm, "Gavin Clark" <Gavin.Clark@tcil.co.nz> wrote:

Hi

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.

Also let me know if you would like more information on the review process. Kind Regards Gavin Clark MOBILE / PHONE / FAX POSTAL WEBSITE 64 64 9 64

PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz <image002.jpg>

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

rom: [mailto: southernresponse.co.nz]
Sent: Tuesday, 28 July 2015 10:39 a.m.
To: Gavin Clark
Subject: Residential Review - Property
Hello Gavin
BLRM
t has been requested that a residential review be carried out at the residence, residence,
s part of our board of directors.
Please are you able to liaise with to arrange a suitable time to conduct the review.
Kind Regards
Kind Regards
Communications Coordinator
Southern Response Earthquake Services Ltd
DDI: (03)
Ext:
Nob:
PO Box 9052
Christchurch

www.southernresponse.co.nz

<image003.jpg>

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

116. Weekly monitoring report 24-30 July 2015

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, Gavin Clark</nick.thompson@tcil.co.nz>
	<gavin.clark@tcil.co.nz>, <tcil.co.nz>,t60.co.nz</tcil.co.nz></gavin.clark@tcil.co.nz>
	<t60.co.nz></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

Main news story of the week being the additional \$25M. PROBONSE AND continues to post his communications with officials on social media on a daily basis.

Have a good weekend.

Regards,

/ MOBILE / PHONE / POSTAL / WEBSITE

+64

+64 9

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to an Joe Lity than that of Lity that that of Lity that the offlict of Lity that the Lity that the offlict of Lity that the offlict of Lity that the Lity that the offlict of Lity that the offlict of Lity that the offlict of Lity the offl legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

117. Arrow computers

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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?

 $\mathcal{D}\mathcal{L}$

Thanks
Sarah Giles
Support Services Manager
Southern Response Earthquake Services Ltd
DDI: (03)
Ext:
Mobile:
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

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

118. RE: Arrow computers

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Aug 03, 2015 10:04:01
Subject:	RE: Arrow computers
Attachment:	image001.jpg
	image002.jpg

Hi Sarah,



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)
Ext:
Mobile:
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 393

119. FW: Trespass notice instructions for staff

From:	<	southernresponse.co.nz>
То:	<	firstsecurity.co.nz>, Gavin.Clark@tcil.co.nz
	<gavin.clark@tcil.co.n< td=""><td>Z></td></gavin.clark@tcil.co.n<>	Z>
Sent Date:	Aug 03, 2015 11:28:30	
Subject:	FW: Trespass notice in	structions for staff
Attachment:	Trespass Notices FINA	L.pdf
	Trespass Notice.pdf	

Morning Gavin &

Please find attached information regarding trespass notices as well as template. Any questions

. ke Services Ltd . ke Services Ltd . v 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:

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

Thanks Sarah

-----Original Message-----From: Sarah Giles Sent: Thursday, 30 July 2015 2:17 p.m. To: Peter Rose; Tony Feaver; Casey Hurren; Falwasser; Subject: Trespass notice instructions for staff

Anthony Honeybone; Linda

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 5 HHERMAN like to get this out to staff tomorrow if possible.

Thanks Sarah

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

.er .derinden .d Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 396

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, Gavin Clark</nick.thompson@tcil.co.nz>
	<gavin.clark@tcil.co.nz>, <</gavin.clark@tcil.co.nz>
	<pre>t60.co.nz></pre>
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 to numerous authorities to get his story heard.

est, thou proponder I can get these to you if they are of interest, though they are very repetitive.

Have a good weekend.

Regards,

/ MOBILE / PHONE / POSTAL / WEBSITE

+64 +64 9 PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to nave exist of per-encist of the encisted of the second of the second of the encisted of the second of the second of the second of the encisted of the second of the second of the second of the encisted of the second of the second of the second of the encisted of the second of the second of the second of the second of the encisted of the second of the legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

121. Report

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Aug 07, 2015 13:24:29
Subject:	Report
Attachment:	image001.jpg
Hi Gavin	
Hope all is well.	CHS I
Do you have an E	TA on the security review report?
Cheers	SEREST
Linda	TA on the security review report?
Linda Falwasser	1 Perto
Strategic Communications Manager	
Southern Respons	se Earthquake Services Ltd

Linda Falwasser

6 Show Place, Addington PO Box 9123, Tower Junction Christchurch, 8149, New Zealand

Mob:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

122. RE: Report

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></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:

tial infor This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

123. RE: Report

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Aug 09, 2015 16:57:45
Subject:	RE: Report
Attachment:	image001.jpg

From: Gavin Clark [mailto:Gavin.Clark@toil.co.pz] Sent: Friday, 7 August 2015 5:10 p.m. To: Linda Falwasser Cc: Sarah Giles Subject: RE: Report Linda,

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

" HALL BELEWICESING 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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the

message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. .pur .gadorinario No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

from their use.

Page 405

124. Invoice INV-14481 from Thompson and Clark Investigations Ltd for Foodstuffs (Auckland) Ltd

From:	<admin@tcil.co.nz></admin@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Aug 10, 2015 09:50:49
Subject:	Invoice INV-14481 from Thompson and Clark Investigations Ltd for
Attachment:	image001.gif Invoice INV-14478.pdf
 Hi Linda	
	BLR
Attached is invo	ice 14478 for site visits carried out during July.
(f.y.i. – TCSM is	an abbreviation for "bug sweep").

e any furth Please feel free to contact me if you require any further information.

Kind regards

Office Manager

/ MOBILE / POSTAL / WEBSITE

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have

authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandes and southernande

125. FW: The Press -

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Aug 11, 2015 07:45:29
Subject:	FW: The Press -
Attachment:	image001.jpg

A bit of an email thread for you as FYI below.

FSLIK 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 -

http://www.stuff.co.nz/business/70984990/cop-visit-for-sending-daily-emails-to-insurer

Regards, Linda

The newspaper headline reads: Insurance critic visited by police
1 KK
Descarda
Regards,
Linda 💦 🖉 🖉
C S
A Cha
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 - Mr

Thanks Linda

Appreciate	the update	on this matter,	and your very	professional	responses t	to the Press a	cross
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 **concerns** to stress our concerns regarding this story, the reporter and presenting a balanced perspective

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: fairfaxmedia.co.nz'

Cc:

Thank you for sending through the privacy waiver from

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 **sector** 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 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.

HERT

To: Subject: RE:

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

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". PHURUN

- 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:

From: fairfaxmedia.co.nz]
Sent: Monday, 10 August 2015 8:24 a.m.
To: Linda Falwasser
Subject:

Hi Linda,

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 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,

Reporter



Private Bag 4722, Christchurch 8140

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Fairfax Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Fairfax Media does not accept legal responsibility for the contents of this message or attached files.

ICES LT

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

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

<Media Statement - The Press 100815.pdf>

<Letter to 290715.pdf>

Southern Reserve and a second se

126.	RE:	The	Press	-	

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>
Sent Date:	Aug 11, 2015 09:18:37
Subject:	RE: The Press - Mr
Attachment:	image001.jpg

Thanks Linda,

Very well handled, I think any reasonable person reading that article would read between the lines and see daily requests for information as harassment.

I think that **sector** 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 -

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 -

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.

ease ar.). children and a second s 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 – please see thread below (email from 8.24am) regarding

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 to stress our concerns regarding this story, the reporter and presenting a balanced perspective
 - has also been updated regarding our statement HERE HOUNT
- 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.

fairfaxmedia.co.nz' To: Cc:

Subject: FW:

Thank you for sending through the privacy waiver from

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 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 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. REFERENCES IN

Regards,

Linda

From: Linda Falwasser Sent: Monday, 10 August 2015 2:29 p.m. To:

10 August 2015

Subject: RE:

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 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:

fairfaxmedia.co.nz From: [mailto: CTIVE FR Sent: Monday, 10 August 2015 8:24 a.m. To: Linda Falwasser Subject:

Hi Linda,

told me he recently had a visit from police after Southern Response complained he was harassing them with daily emails.

CO.n-

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?

- 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,

S IS
- ASKING
2K, XO
Reporter
P: (M: M:
E: fairfaxmedia.co.nz
Twitter: @
Private Bag 4722, Christchurch 8140
R

The information contained in this e-mail message and any accompanying files is or may be confidential. If you are not the intended recipient, any use, dissemination, reliance, forwarding, printing or copying of this e-mail or any attached files is unauthorised. This e-mail is subject to copyright. No part of it should be reproduced, adapted or communicated without the written consent of the copyright owner. If you have received this e-mail in error please advise the sender immediately by return e-mail or telephone and delete all copies. Fairfax Media does not guarantee the accuracy or completeness of any information contained in this e-mail or attached files. Internet communications are not secure, therefore Fairfax Media does not accept legal responsibility for the contents of this message or attached files.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. .e re. .esuling direction of the second seco Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

<Media Statement - The Press 100815.pdf>

<Letter to Mr 290715.pdf>

127. RSR and SRP for	folder=
----------------------	---------

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
Cc:	t60.co.nz < t60.co.nz>	
Sent Date:	Aug 11, 2015 10:25:11	
Subject:	RSR and SRP for folder=	
Attachment:	image001.jpg	
	Residential Security Reviewpdf	
	Security Response Planpdf	

Hi Linda,

Please find attached the Residential Security Review and Security Response plan for

Please advise if you require any assistance in technical specifications or commissioning of works ed in the second in respect to any of the recommendations suggested in the report.

Kind Regards Gavin

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL

/ WEBSITE

+64 +64 9

+64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Reserve and a server of the server

128. RSR and SRP for folder=

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
Cc:	t60.co.nz < 160.co.nz>	
Sent Date:	Aug 11, 2015 11:26:48	
Subject:	RSR and SRP for folder=	
Attachment:	image001.jpg	
	Residential Security Review - pdf	
	Security Response Plan - pdf	\sim

Hi Linda,

Please find attached the residential security review and security response plan for

PROPONDELLAR 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 +64 9

+64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Response in a service of the service of th

129. Follow Up

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin.clark@tcil.co.nz <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 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. ASEDES

Thanks

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

130. RE: Follow Up

From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Aug 12, 2015 12:54:24 RE: Follow Up</gavin.clark@tcil.co.nz>
Hi	
Yes all well thanks	s, I should have her report done hopefully by the end of today.
Will keep you pos	s, I should have her report done hopefully by the end of today.
Regards	ELE AUAKE
From:	
	, 12 August 2015 9:19 a.m.
To: Gavin Clark	
Subject: Follow l	qL
Morning Gavin	I lust following up on residential review and making sure that it
I hono vou oro wo	II lust following up on residential review and making sure that it

I hope you are well. Just following up on 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

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the

message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. .pur .gadorinario No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

from their use.

Page 428

131. RSR and SRP for for folder=	
From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>
Sent Date:	Aug 12, 2015 16:43:30
Subject:	RSR and SRP for folder=
Attachment:	image001.jpg
	Residential Security Review - pdf
	Security Response Planpdf
Hi Linda,	I NCEST
Please find attach	hed the Residential Security Review and Security Response plan for
Kind Regards	RELEOUN
Gavin Clark	7 2
/ MOBILE	
/ PHONE	
/ FAX	
/ POSTAL	
/ WEBSITE	
+64	AK St
+64	PROPONSE FAN
+64	A
PO Box 301775,	Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Response in a service of the service of th

132. Weekly monitoring report 7-13 August 2015

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	<pre><pre>control coll.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz>,</nick.thompson@tcil.co.nz></pre></pre>
	Gavin Clark <gavin.clark@tcil.co.nz>, Gave t60.co.nz < 160.co.nz></gavin.clark@tcil.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 story.

visit from Police and mixed reaction to that

3 SERVI

ieport g over the PROGOUSE 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,

/ MOBILE / PHONE / POSTAL / WEBSITE +64

+64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised

representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, au use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

133. report - cameras

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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 n supc increasing the number of cameras. The Landlord is in support of this.

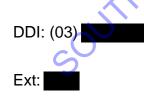
Thanks

Sarah

Sarah Giles

Support Services Manager

Southern Response Earthquake Services Ltd



Mobile:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

134. RE: report - cameras

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Aug 18, 2015 07:39:02
Subject:	RE: report - cameras
Attachment:	image001.jpg

.idea .nt issues 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 dye to recent issues it may be prudent to cover that.

Regards

Sent from my

---- 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

THERT

DDI: (03)	
Ext:	
Mobile:	

PO Box 9052

Christchurch

www.southernresponse.co.nz

BYSERMCEST 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

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

135. Report

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Aug 19, 2015 08:45:47
Subject:	Report
Attachment:	image001.jpg

Hi Gavin

essure at n 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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southernandese and set in a set of the set o

136. RE: Report

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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.

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 ust checking we are still on track with the report ngles.

.e report

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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

137. Job description and responsibility for security

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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 ex 1 recor. below in the report however if 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



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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or .er, .eror, .ero intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

138. Security Review question re new employees

From:	Gavin Clark < Gavin.Clark@tcil.co.	nz>
То:	<	southernresponse.co.nz>
Sent Date:	Aug 19, 2015 11:39:05	
Subject:	Security Review question re new e	mployees
Attachment:	image003.jpg	

Hi

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?

2VICES LT

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

BASERNICESIT urity plan an Develop a site specific security plan and include it with new employee **Recommendation 3:** induction forms.

Kind Regards.

Gavin Clark

/ MOBILE / PHONE

/ FAX / POSTAL

/ WEBSITE

+64

+64 9 +64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandese and set in a set of the set o

139. Security Review for Southern Response

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>southernresponse.co.nz></pre>
Sent Date:	Aug 19, 2015 11:42:26
Subject: Attachment:	Security Review for Southern Response image001.jpg

Hi

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?

NCESLIK

Is this your area, can you advise and if so send me a copy? Kind Regards Gavin Clark / MOBILE / PHONE / FAX / POSTAL / WEBSITE +64

+64

+64 9

+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse,

use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandese and south

140. FW: Security Review question re new employees

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	southernresponse.co.nz southernresponse.co.nz>
Sent Date:	Aug 19, 2015 11:45:57
Subject: Attachment:	FW: Security Review question re new employees image003.jpg

Hi

sist with I was dealing with 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: RESPONSE RESPONSE Subject: Security Review question re new employees

Hi

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
+64 9
+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have .is f. .tents. T a reply to this https://www.enditience.org/linearized/linear authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

141. RE: Security Review for Southern Response

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Aug 19, 2015 12:01:48
Subject:	RE: Security Review for Southern Response
Attachment:	image001.jpg
	15use_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. - PONSELER

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03) Mob:

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Wednesday, 19 August 2015 11:42 a.m.

To:

Subject: Security Review for Southern Response

Hope you are well?

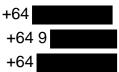
Sec Sec I'm just finalising the security review report and need to know if SR have any information security policy or guidelines?

Is this your area, can you advise and if so send me a copy?

Kind Regards

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE



PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz © Copyright TCIL 2007

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 453

142. RE: Security Review for Southern Response

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>southernresponse.co.nz></pre>
Sent Date:	Aug 19, 2015 13:12:14
Subject:	RE: Security Review for Southern Response
Attachment:	image001.jpg

Many thanks

SED BY SERVICES IN From: [mailto: 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. NET EN

IT Manager

Southern Response Earthquake Services Ltd

DDI: (03)

Mob:

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Wednesday, 19 August 2015 11:42 a.m.

To:

Subject: Security Review for Southern Response

Hope you are well?

I'm just finalising the security review report and need to know if SR have any information security EL-ARTHOUNDER CESTING 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		
+64	9	
+64		

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the

message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. .pur .gadorinario No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

from their use.

Page 456

143. RE: Job description and responsibility for security

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>		
То:	Gavin Clark <gavin.clark@tcil.co.nz></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

staff s. 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

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.

Jur, Jorgre Jew Ze 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	
+64 9	
+64	

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the

message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. .pur .gadorinario No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

from their use.

Page 459

144. RE: Job description and responsibility for security

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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,

ation that 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

phonesk phonesk

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 er. .comm. ARTHOUME below in the report however if 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+64 9

+64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

145. RE: Job description and responsibility for security

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>		
То:	Gavin Clark <gavin.clark@tcil.co.nz></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

security when the security whe From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Wednesday, 19 August 2015 4:23 p.m. 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 rrsport formalised.

Does that sound fair?

:Ph

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.

.y Anageme desr 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. r prest

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 +64 9 +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

BYSERMCESIN WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

146. RE: Job description and responsibility for security

?

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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

.nz] herewicks 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?

4SL

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

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 ικ , cation , ly for sect. , vy for sect. 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 +64 9

+64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

, a in con , directly and/or , Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

147. RE: Job description and responsibility for security

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>		
То:	Gavin Clark <gavin.clark@tcil.co.nz></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 Liomei 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 BERNICESIT 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 FLEAR

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

IF RT

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

SECURITY MANAGEMENT / PLANNING

Office Security Management

Stop Stranger 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.

ERMRES **Gavin Clark** / MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9 +64 PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is

strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 473

148. RE: Job description and responsibility for security

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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

BYSERMCEST 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

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.

in as a n I figure the buck for security stops with you so will put it in as a recommendation that it is formalised.

ERMCEST

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 EL PELLO below in the report however if is a defacto position intend to make a recommendation that it is formalised.

RUICESLI

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
+64 9
164

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

149. HR enquiries

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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 has moved on I directed them to
right person?
S &
I haven't heard back from her is she working this week?
SVIK
CA- AT
Regards
Gavin Clark
/ MOBILE
/ PHONE
/FAX
/ POSTAL
/WEBSITE
+64
+64 9
+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Response in a service of the service of th

150. RE: HR enquiries

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>		
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
Sent Date:	Aug 20, 2015 12:39:48		
Subject:	RE: HR enquiries		
Attachment:	image001.jpg		

Hi Gavin

ne is estions as is the correct person and was away on Friday but here this week. She is probably a little replacement only started this week. What were the questions as I might be able behind as 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	R queries and as	has moved on I directed them to	is she the
right person?	8° 65'		

I haven't heard back from her is she working this week?

Regards

Gavin Clark / MOBILE / PHONE / FAX

/ POSTAL

/ WEBSITE

+64	
+64 9	
+64	

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

151. Security Review HR query

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	southernresponse.co.nz southernresponse.co.nz>
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Aug 20, 2015 12:49:21
Subject:	Security Review HR query
Attachment:	image002.jpg

Hi

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.

ures eements a hore 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

+64 9 +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

152. FW: Security Review question re new employees

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Aug 20, 2015 12:50:15
Subject:	FW: Security Review question re new employees
Attachment:	image003.jpg

...vvednesday, 19 August 2015 11:46 a.m.
To: _______southernresponse.co.nz'
Subject: FW: Security Review question re new employees
ii _______
vas dealing with _____ when I was last in Ch⁻⁻⁻
iow?

Kind Regards Gavin Clark

From: Gavin Clark

Sent: Wednesday, 19 August 2015 11:39 a.m.

Subject: Security Review question re new employees

Hi

To:

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 EAST AND SERVICE 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 FAUNT STRUCTS induction forms.

Kind Regards.

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9 +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	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

-soff y 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 renew employees

This was the other request I sent to

Regards

From: Gavin Clark Sent: Wednesday, 19 August 2015 11:46 a.m. To: southernresponse.co.nz'

Subject: FW: Security Review question re new employees

Hi

I was dealing with 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: Subject: Security Review question re new employees

Hi

Hope you are well?

DBY SERVICES IT 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

Active r - spec Develop a site specific security plan and include it with new employee **Recommendation 3:** induction forms.

Kind Regards.

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9 +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an Southernandese and the second se ordinary private citizen or company to require a reply to this correspondence.

154. RE: Security Review HR query

From: To:	Sarah Giles <sarah.giles@southernresponse.co.nz> Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz></sarah.giles@southernresponse.co.nz>
Cc:	southernresponse.co.nz>
Sent Date:	Aug 20, 2015 12:58:31
Subject:	RE: Security Review HR query
Attachment:	image001.jpg
Hi Gavin	
Answers below	CHS .
Sarah	BLERME
From: Gavin Clarl	<pre>(mailto:Gavin.Clark@tcil.co.nz]</pre>
Sent: Thursday, 2	0 August 2015 12:49 p.m.
То:	
Cc: Sarah Giles	
Subject: Security	Review HR query
Hi	c [mailto:Gavin.Clark@tcil.co.nz] 0 August 2015 12:49 p.m. Review HR query
As part of my revie	ew 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

+64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

155. RE: Security Review question re new employees

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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

ENDESERVICES IN ENDESERVICES From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz] Sent: Thursday, 20 August 2015 12:56 p.m. To: Gavin Clark

Cc:

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 n, 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

Regards

From: Gavin Clark Sent: Wednesday, 19 August 2015 11:46 a.m. southernresponse.co.nz' To: Subject: FW: Security Review question re new employees I was dealing with when I was last in Christchurch, are you able to assist with my query s reversions of the second sec below?

Kind Regards Gavin Clark

From: Gavin Clark Sent: Wednesday, 19 August 2015 11:39 a.m.

Subject: Security Review question re new employees

Hi

To:

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:

J situation. •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	
+64 9	
+64	

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

156. vistor induction

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	southernresponse.co.nz>
Sent Date:	Aug 20, 2015 14:24:38
Subject:	vistor induction
Attachment:	20082015142351-0001.pdf

Look what I just found

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

CES

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

157. RE: vistor induction

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Cc:	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 FAINTSF in number 6 but only fire and fire wardens in number 10.

Regards

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

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

ORUNSEE Sent: Thursday, 20 August 2015 2:25 p.m.

To: Gavin Clark

Cc:

Subject: vistor induction

Look what I just found

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer

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

Southern and so and so

158. RE: vistor induction

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	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:

Subject: RE: vistor induction

Thanks Sarah.

the. 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: Subject: vistor induction

Look what I just found

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

159. RE: vistor induction

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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.

STUP ST 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. -----EAP

To: Gavin Clark

Cc:

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:

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: Subject: vistor induction

Look what I just found

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

CESLI

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

160. FW: vistor induction

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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/chemicalrelated 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: 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:

Subject: RE: vistor induction

Thanks Sarah.

2BY SERVICESIN 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 NELEA NSEE in number 6 but only fire and fire wardens in number 10.

Regards

5 -----Original Message-----From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz] Sent: Thursday, 20 August 2015 2:25 p.m. To: Gavin Clark

Cc:

Subject: vistor induction

Look what I just found

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

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.

storest and the storest of the store 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: 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:

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:

Subject: vistor induction

Look what I just found

REFLOY Hal in' This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

162. RE: vistor induction

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Aug 20, 2015 15:00:05
Subject:	RE: vistor induction
Attachment:	

...-Original Message-----From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Thursday, 20 August 2015 2:49 p.m. To: Sarah Giles Bubject: RE: vistor induction

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:

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:

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 pr FASTANTS in number 6 but only fire and fire wardens in number 10.

Regards

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

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

Sent: Thursday, 20 August 2015 2:25 p.m.

To: Gavin Clark

Cc:

Subject: vistor induction

Look what I just found

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

Southernandese on set in a set of the set of

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

From:	southernresponse.co.nz>
То:	'admin@tcil.co.nz' <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 -

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 you	ır bank acco	unt:	
Creditor ID: THOMPSON Payment Number: 0000000000007194 Payment Date: 20/08/2015	41		
Our Voucher No Your Voucher No Number Description	Date Do	cument Amount	Amount Paid Claim
0000000000000008 INV-	30/07/201	5	Risk Mngt pac
00000000000009090 INV-14478 Res.Security Review & plans	31/07/201	5 \$20,398.70	\$20,398.70 Res.Security
Total Amou	nt:		BER
		EASEN	

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

164. RE: report - cameras

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Aug 21, 2015 07:42:48
Subject:	RE: report - cameras
Attachment:	image001.jpg
	image002.png

WESE NKE

Hi Sarah,

How did they manage to break into the bike sheds,

I'll put that in my report.

Regards

POACINELLAR Sarat 20 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

ACINELY PERHOUNESERVICES Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mobile:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 517

165. RE: report - cameras

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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,

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

FRI

How did they manage to break into the bike sheds,

 ...gards

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

 Sent: Monday, 17 August 2015 10:03 a.m.

 To: Gavin Clark

 C: Linda Falwasser

 Subject: report - cameras

 Gavin

 possible for you to send throus

 eeting scheduled with

 Is it possible for you to send through the section of your report about security cameras? We have

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

Ext: Mobile:

PO Box 9052

DDI: (03)

Christchurch

www.southernresponse.co.nz

s Ltd is thr antert 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Reserve and a server of the server

166. RE: report - cameras

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Aug 21, 2015 08:16:43
Subject:	RE: report - cameras
Attachment:	image001.png
	image002.jpg

The survey bikes were such a desirable commodity, must be fit thieves From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.n2] Sent: Friday, 21 August 2015 8:02 a.m. To: Gavin Clark To: Gavin Clark To: Linda Falwasser Subject: RE: report - cameras Hi Gavin hanks for your feedback, there is an

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,

I'll put that in my report.

Regards

PROACTIVE ER 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.

MCESLI

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

ACTIVELY PERFORMANCES IN CESTING Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mobile:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

, a in con directly and/or dir Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser</casey.hurren@southernresponse.co.nz>
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>, Gavin Clark < Gavin.Clark@tcil.co.nz>,
	<pre><pre>tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz></nick.thompson@tcil.co.nz></pre></pre>
Sent Date:	Aug 21, 2015 10:37:37
Subject:	Weekly monitoring report
Attachment:	image001.jpg
	Southern Response Weekly Reporting 14 - 20 Aug 2015.pdf
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 201

- SURV PROADUSE - LARA Main news has, of course, been around the MBIE survey report released this week.

Regards,

/ MOBILE / PHONE / POSTAL / WEBSITE

+64

+64 9

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have

authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandes and southernande

168. Any progress on the report

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Sent Date:	Aug 24, 2015 12:23:03	
Subject:	Any progress on the report	
Attachment:	image001.jpg	
Linda Falwasser	SHIP	
Manager Strategic Communications		
Southern Response Earthquake Services Ltd		
6 Show Place, Ad	dington	
PO Box 9123, Tower Junction		
Christchurch, 8149, New Zealand		
Mob:	se Earthquake Services Ltd dington ver Junction 9, New Zealand	
	NY HY	
This email and any attachments contain confidential information which may be subject to legal		

Linda Falwasser

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

169. RE: Any progress on the report

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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.

-review .o.nz] .o.nz] 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 Zealanc

Mob:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southernandes and services the services the

170. RE: Any progress on the report

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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.

MCESLI

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:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

, a in con directly and/or dir Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

171. Security Risk Assessment- Draft folder=

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
Cc:	t60.co.nz < t60.co.nz>	
Sent Date:	Aug 24, 2015 13:23:33	
Subject:	Security Risk Assessment- Draft folder=	
Attachment:	image003.jpg	
	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).

RUNCES

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 by 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



How we have a second second PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

172. FW: Southern No Response - comment

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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.

MCESLI

Thanks

Ross

From: Anne Urlwin

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

Caution : This message and accompanying data may contain information that is confidential and subject to privilege. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution and copying of this message and any accompanying data is prohibited. If you have received this email in error, please notify me immediately and delete all material

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

Sent: 25 August 2015 8:52 a.m.

To: Anne Urlwin	Jenn
< Ross Butler	Sarah Sinclair
<sarah.sinclair@southernresponse.co.nz>; Susan Thodey</sarah.sinclair@southernresponse.co.nz>	
Cc: Anna Gruczynska < Anna.Gruczynska@southernresponse.co.nz>	
Subject: Southern No Response - comment	
	, SY
Morning all,	CY -
has made a comment last night on the Couthern No Deen	
has made a comment last night on the Southern No Response to the low.	
(below). Although this is publically available information, we thought it appr that this information has been circulated.	sphate to let you know
that this mornation has been circulated.	
Any concerns, please let me know.	
Regards,	
Linda	
 (below). Although this is publically available information, we thought it apprentiate 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 Ze	aland.
OK OK	
The shares are owned by the two ministers:	
Minister of Finance	
Minister for Canterbury Earthquake Recovery	
Minister for Canterbury Eartriquake Recovery	
https://www.business.govt.nz//com/139179/shareholdings <https: td="" www.b<=""><td>ousiness govt nz/comp</td></https:>	ousiness govt nz/comp
anies/app/ui/pages/companies/139179/shareholdings>	
and a for the second seco	
There are six directors.	
Jenny Elizabeth BESTWICK	
Residential Address:	, New
Zealand	

Ross Gregory BUTLER

Residential Address:
Bevan Edward KILLICK
Residential Address:
Sarah Louise SINCLAIR
Residential Address:
Susan Anne THODEY
Residential Address:
Anne June URLWIN
Residential Address:
https://www.business.govt.nz//companies/139179/directors <https: comp<br="" www.business.govt.nz="">anies/app/ui/pages/companies/139179/directors></https:>
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:
[cid:image001.jpg@01D081A2.FAEB6400]
This email and any attachments contain confidential information which may be subject to legal
privilege and copyright.
If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.
If it has been received in error please notify us immediately by return email and then delete the
message and any accompanying attachments.
Emails are not secure, can be intercepted and altered.
Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility
for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

Southern Response in a service of the service of th

173. RE: Southern No Response - comment

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Aug 25, 2015 17:05:46
Subject:	RE: Southern No Response - comment
Attachment:	

Hi Linda.

-----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 Savin - can you ptr esponse.cc

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

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

Anne Urlwin

Caution : This message and accompanying data may contain information that is confidential and subject to privilege. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution and copying of this message and any accompanying data is prohibited. If you have received this email in error, please notify me immediately and delete all material 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	>; Bevan Killio	sk C	Jenn
<	Ross Butler		Sarah Sinclair
<sarah.sinclair@southernresp< td=""><td>oonse.co.nz>; Susan</td><td>Thodey</td><td></td></sarah.sinclair@southernresp<>	oonse.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

Earthquake Services Limited is 100% owned by the Government of New Zealand.

The shares are owned by the two ministers:

Minister of Finance

https://www.business.govt.nz/.../com.../139179/shareholdings<https://www.business.govt.nz/comp anies/app/ui/pages/companies/139179/shareholdings>

There are six directors.

Jenny Elizabeth BESTWICK
Residential Address: , New
Zealand
Ross Gregory BUTLER
Residential Address: , New Zealand
to to
Bevan Edward KILLICK
Residential Address: New Zealand
Sarah Louise SINCLAIR
Residential Address: , New Zealand
Susan Anne THODEY
Residential Address: , New Zealand
Anne June URLWIN
Residential Address: , New Zealand
OK OK
https://www.business.govt.nz//companies/139179/directors <https: comp<="" td="" www.business.govt.nz=""></https:>
anies/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:

[cid:image001.jpg@01D081A2.FAEB6400]

This email and any attachments contain confidential information which may be subject to legal

privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

174. RE: Southern No Response - comment

From: To: Sent Date: Subject: Attachment:	Linda Falwasser <linda.falwasser@southernresponse.co.nz> Gavin Clark <gavin.clark@tcil.co.nz> Aug 25, 2015 17:07:20 RE: Southern No Response - comment</gavin.clark@tcil.co.nz></linda.falwasser@southernresponse.co.nz>
I have said to Ros	s we would go back to him by tomorrow arvo.
Thanks Linda	LST
Thanks LindaOriginal 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. RegardsOriginal Message	
Subject: RE: Southern No Response - comment Hi Linda,	
Will have the team look into it.	
Regards	THEFER
Original Message	
From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]	
Sont: Tupsday 25	August 2015 4:54 p.m.

Thanks Linda

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:

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

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

in int. Caution : This message and accompanying data may contain information that is confidential and subject to privilege. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution and copying of this message and any accompanying data is prohibited. If you have received this email in error, please notify me immediately and delete all material 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 ≍; 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,

https://www.facebook.com/	3?fref=ufi> Southern Response
Earthquake Services Limited is 100% owned by the Government of	of New Zealand.
The shares are owned by the two ministers:	
Minister of Finance	\sim
Minister for Canterbury Earthquake Recovery	15
https://www.business.govt.nz//com/139179/shareholdings <http anies/app/ui/pages/companies/139179/shareholdings></http 	os://www.business.govt.nz/comp
There are six directors.	St.
Jenny Elizabeth BESTWICK	
Residential Address:	, New
Zealand	
Ross Gregory BUTLER	
Residential Address:	w Zealand
Bevan Edward KILLICK	
Residential Address:	, New Zealand
Sarah Louise SINCLAIR	
Residential Address:	, New Zealand
Susan Anne THODEY	
Residential Address:	, New Zealand
Anne June URLWIN	
Residential Address:	, New Zealand

https://www.business.govt.nz/.../companies/139179/directors<https://www.business.govt.nz/comp anies/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:

[cid:image001.jpg@01D081A2.FAEB6400]

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

175. RE: Southern No Response - comment

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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

who appears to be a seriously disaffected individual.

et he s 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:

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.

FSLT

Thanks

Ross

From: Anne Urlwin [

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

Caution : This message and accompanying data may contain information that is confidential and subject to privilege. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution and copying of this message and any accompanying data is prohibited. If you have received this email in error, please notify me immediately and delete all material pertaining to this email. Thank you.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz] Sent: 25 August 2015 8:52 a m

00111. 20 / lugust 2010 0.	02 u.m.	
To: Anne Urlwin <	Bevan Killick <	Jenn
<	Ross Butler <	Sarah Sinclair
<sarah.sinclair@southe< td=""><td>rnresponse.co.nz>; Susan Thodey</td><td></td></sarah.sinclair@southe<>	rnresponse.co.nz>; Susan Thodey	
<		

Cc: Anna Gruczynska < Anna.Gruczynska@southernresponse.co.nz> Subject: Southern No Response - comment

Morning all,

Mr has made a comment last night on the Southern No Response facebook page ASTROLMAN (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

Minister for Canterbury Earthquake Recovery

https://www.business.govt.nz/.../com.../139179/shareholdings<https://www.business.govt.nz/comp anies/app/ui/pages/companies/139179/shareholdings>

There are six directors.		
S		
Jenny Elizabeth BESTWICK		
Residential Address:		, New
Zealand		
Ross Gregory BUTLER		
Residential Address:	, New Zealand	

Bevan Edward KILLICK	
Residential Address:	, New Zealand
Sarah Louise SINCLAIR	
Residential Address:	New Zealand
Susan Anne THODEY	
Residential Address:	, New Zealand
Anne June URLWIN	\sim
Residential Address:	, New Zealand
https://www.husiness.co.t.s./	
https://www.business.govt.nz//companies/139179,	/directors <nitps: comp<="" td="" www.business.govi.nz=""></nitps:>
anies/app/ui/pages/companies/139179/directors>	at a
Linda Faburasan	
Linda Falwasser	
General Manager Strategic Communications Southe	
	RTHOUAK
6 Show Place, Addington	$\mathcal{N}^{\mathbf{v}} \mathcal{N}^{\mathbf{v}}$
PO Box 9123, Tower Junction	
Christchurch, 8149, New Zealand	
Mob:	
[cid:image001.jpg@01D081A2.FAEB6400]	
N'AS'	

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

directly and/or indirectly from their use.

176. RE: Southern No Response - comment

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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 do you know if this is the case and do you have a current address for him. BERNICES

-----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

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

ELENANCES IN -----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:

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 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

Tel	(
Em	ail	

Caution : This message and accompanying data may contain information that is confidential and subject to privilege. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution and copying of this message and any accompanying data is prohibited. If you have received this email in error, please notify me immediately and delete all material 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 <	Bevan Killick <	Jenn
<	Ross Butler <	Sarah Sinclair
<sarah.sinclair@southern< td=""><td>response.co.nz>; Susan Thodey</td><td>2 2</td></sarah.sinclair@southern<>	response.co.nz>; Susan Thodey	2 2

Cc: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz> Subject: Southern No Response - comment Morning all,

Mr 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

Minister for Canterbury Earthquake Recovery

https://www.business.govt.nz/.../com.../139179/shareholdings<https://www.business.govt.nz/comp anies/app/ui/pages/companies/139179/shareholdings>

There are six directors.

Jenny Elizabeth BESTWICK	
Residential Address:	, New
Zealand	
Ross Gregory BUTLER	
Residential Address:	, New Zealand
Bevan Edward KILLICK	
Residential Address:	, New Zealand
Sarah Louise SINCLAIR	
Residential Address:	, New Zealand
Susan Anne THODEY	
	, New Zealand
Residential Address:	, New Zealand
Anne June URLWIN	
Residential Address:	, New Zealand
	,
https://www.business.govt.nz//companies/139179/dire	ctors <https: comp<="" td="" www.business.govt.nz=""></https:>
anies/app/ui/pages/companies/139179/directors>	
Linda Falwasser	
Manager Strategic Communications Southern F	Response Earthquake Services Ltd
200	
6 Show Place, Addington	
PO Box 9123, Tower Junction	
Christchurch, 8149, New Zealand	
Mob:	
[cid:image001.jpg@01D081A2.FAEB6400]	
$\sim 0^{\sim}$	
<u> </u>	
This amail and any attachments contain confidential info	rmation which may be subject to logal

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer

er a result viruses or other defects and will not accept liability for any loss, damage or consequence resulting directly and/or indirectly from their use.

Page 555

177. RE: Southern No Response - comment

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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:

NCESTI TEL: (

The Board will need an update on advice this afternoon, we should include refrence to their FUILAY 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

do you know if this is the case and do you have a current address for We think he lives in 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 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] WELLEARTHOUNDER SERVICES IN 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

CT! -----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: 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

Sent: Tuesday, 25 August 2015 9:17 a.m.

BLANCESIC 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	
Tel (
Email	

Caution : This message and accompanying data may contain information that is confidential and subject to privilege. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution and copying of this message and any accompanying data is prohibited. If you have received this email in error, please notify me immediately and delete all material 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 <	Beva	an Killick <	Jenn
<	Ross Butler	<	Sarah Sinclair
<sarah.sinclair@sou< td=""><td>thernresponse.co.nz>;</td><td>Susan Thodey</td><td></td></sarah.sinclair@sou<>	thernresponse.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 Mr (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

Earthquake Services Limited is 100% owned by the Governm	3?fref=ufi> Southern Response ent of New Zealand.
The shares are owned by the two ministers:	
Minister of Finance	
Minister for Canterbury Earthquake Recovery	
https://www.business.govt.nz//com/139179/shareholdings anies/app/ui/pages/companies/139179/shareholdings>	
There are six directors.	ED SE.
Jenny Elizabeth BESTWICK	JA.
Residential Address:	, New
Zealand	
Ross Gregory BUTLER	
Residential Address:	, New Zealand
Bevan Edward KILLICK	
Residential Address:	, New Zealand
Sarah Louise SINCLAIR	
Residential Address:	, New Zealand
Susan Anne THODEY	
Residential Address:	, New Zealand
Anne June URLWIN	
Residential Address:	, New Zealand

https://www.business.govt.nz/.../companies/139179/directors<https://www.business.govt.nz/comp anies/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:

[cid:image001.jpg@01D081A2.FAEB6400]

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

and accept if any from their use.

178. Due diligence Mr	draft folder=
-----------------------	---------------

From: To: Cc: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Linda Falwasser <linda.falwasser@southernresponse.co.nz> t60.co.nz < t60.co.nz> Aug 26, 2015 14:18:52 Due diligence Mr draft folder= image003.jpg Due Diligence- draft.pdf</linda.falwasser@southernresponse.co.nz></gavin.clark@tcil.co.nz>
Hi Linda,	15
Please find attach	ed.
Regards	SEVES
Gavin Clark / MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9 +64 9 +64 9 PO Box 301775,	ed.

Gavin Clark

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

179. Weekly monitoring report 21-27 Aug 2015

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser</casey.hurren@southernresponse.co.nz>
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	@tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz>,</nick.thompson@tcil.co.nz>
	Gavin Clark <gavin.clark@tcil.co.nz>, @t60.co.nz@t60.co.nz</gavin.clark@tcil.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 PROPONSE AR Cameron and this has been reflected in both news and social media.

Have a good weekend.

Regards,

Intelligence Analyst

/ MOBILE / PHONE / POSTAL / WEBSITE

PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz © Copyright TCIL 2007. WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have atta authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

180. FW: Thompson and Clark review

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz>,</sarah.giles@southernresponse.co.nz>
	<pre>< southernresponse.co.nz></pre>
Sent Date:	Aug 28, 2015 16:37:22
Subject:	FW: Thompson and Clark review
Attachment:	Security review recommendation feedback.doc
	Southern Response Security Review 2015- Draft SG MH comments.pdf

Please find attached 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

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

181. RE: Thompson and Clark review

From: To: Cc:	Gavin Clark <gavin.clark@tcil.co.nz> Linda Falwasser <linda.falwasser@southernresponse.co.nz> Sarah Giles <sarah.giles@southernresponse.co.nz>, <</sarah.giles@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz></gavin.clark@tcil.co.nz>	
Sent Date:	Aug 31, 2015 11:56:49	
Subject:	RE: Thompson and Clark review	
Attachment:		
Hi Linda,	1,SV	
Thanks, I can do tl	nis afternoon or anytime tomorrow.	
Regards	DBSEF	
Original Messa	age	
From: Linda Falwa	isser [mailto:Linda.Falwasser@southernresponse.co.nz]	
Sent: Friday, 28 A	ugust 2015 4:37 p.m.	
To: Gavin Clark		
Cc: Sarah Giles;		
Subject: FW: Thor	npson and Clark review	
Hi Gavin	CINCEPP	
As discussed, plea	ase find attached for your review.	
I have cc. in Sarah	I have cc. in Sarah and	
Next steps:	2	
1. your review of our feedback		
2. conference call	on Mon / Tues	
Thanks Linda		
Original Messa		
From: Sarah Giles		
-	ugust 2015 4:09 p.m.	
To: Linda Falwass		
Cc:		
Subject: Thompso	n and Clark review	

Hi Linda

Please find attached 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

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

182. Security Report

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
То:	Sarah Giles <sarah.giles@southernresponse.co.nz>,</sarah.giles@southernresponse.co.nz>	
	<pre><southernresponse.co.nz>, Gavin Clark</southernresponse.co.nz></pre>	
	<gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Sent Date:	Aug 31, 2015 12:02:12	
Subject:	Security Report	
Attachment:		

Gavin to dial in.

Dial:	
Guest pin:	#
Host pin:	

BYSERVICEST This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

183. RE: Thompson and Clark review

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Sent Date:	Aug 31, 2015 12:03:00	
Subject:	RE: Thompson and Clark review	
Attachment:		
Have sent you a m	eeting invite for 4pm tomorrow - phone in on conference line.)
Thanks L	1,5	
Original Messa	ige	
From: Gavin Clark	[mailto:Gavin.Clark@tcil.co.nz]	
Sent: Monday, 31	August 2015 11:57 a.m.	
To: Linda Falwasse	er	
Cc: Sarah Giles;	Cc: Sarah Giles;	
Subject: RE: Thom	august 2013 11.57 a.m. er	
Hi Linda,	RELAD	
Thanks, I can do th	nis afternoon or anytime tomorrow.	

Thanks, I can do this afternoon or anytime tomorrow. J.S.F.F.

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;

Subject: FW: Thompson and Clark review

Hi Gavin

As discussed, please find attached for your review.

I have cc. in Sarah and

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:

Subject: Thompson and Clark 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 the s ELLOUNT

Thanks Sarah

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

184. RE: Thompson and Clark review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Aug 31, 2015 12:18:25
Subject:	RE: Thompson and Clark review
Attachment:	

Thanks

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

RUCESTE 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

FRANK 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;

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;

Subject: FW: Thompson and Clark review

Hi Gavin

As discussed, please find attached for your review.

I have cc. in Sarah and

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:

Subject: Thompson and Clark review

Hi Linda

Please find attached and my collated feedback on the review.

the rev 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

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

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

Southern Response in a service of the service of th

185. Accepted: Security Report

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Aug 31, 2015 12:20:30
Subject:	Accepted: Security Report
Attachment:	

Sourine and second seco

186.	Security	review	and	SRP	for
------	----------	--------	-----	-----	-----

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>
Sent Date:	Aug 31, 2015 15:59:07
Subject:	Security review and SRP for
Attachment:	image001.jpg
	Residential Security Reviewpdf
	Security Response Planpdf

Hi Linda,

plan for Please find attached the security review and security response plan for

Kind Regards

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 +64

+64 PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

187. Revised version of Security Review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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.

24105517 ay so ca 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

+64 +64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandese and services the services the services the service services the service services the services

188. Final Security Review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < 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

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 Savin Clark MOBILE PHONE FAX POSTAL WEBSITE MARCAL MOBILE

+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Reserve and a server of the server

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>, Gavin Clark <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz>
	<pre>tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz></nick.thompson@tcil.co.nz></pre>
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	uses the 5 th anniversary of the September quake to provide a settlement
progress update.	
Have a good wee	ekend.
Regards,	P LES
Regards,	FRN

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or na nota investigations investigation intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse. use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

190. Fwd: Final Security Review

Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
gavin.clark@tcil.co.nz <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sep 04, 2015 17:19:24
Fwd: Final Security Review
image001.jpg

Begin forwarded message:

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>

Date: 4 September 2015 4:29:47 pm NZST

HOUNT STRUCTS To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz

southernresponse.co.nz>

Subject: RE: Final Security Review

Hi Linda

Cc:

Following minor changes required please:

Need to change Support Services Manager to General Manager Corporate Services 1.

Recommendations 4, 15-should T&C add here that they would provide assistance with 2. this

Recommendation 12 - can we add that this is covered in their induction but will be 3. reinforced

Recommendation 13 - remove 'remaining' I would like all guards trained 4.

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; Subject: FW: Final Security Review

Please advise if you need any changes made.

L

REFERENCES FRANCES From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Friday, 4 September 2015 1:06 p.m. To: Linda Falwasser Cc: 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 Clar

- / MOBILE / PHONE
- / FAX
- / POSTAL





PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

191. RE: Final Security Review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>
Sent Date:	Sep 07, 2015 14:49:01
Subject:	RE: Final Security Review
Attachment:	Southern Response Security Review 2015 (final).pdf

Thanks Linda,

Here is the final, final.

Ive added Sarahs comments 1, 3 and 4.

SED BY ENOCES 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. K DEC

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:

southernresponse.co.nz>

Subject: RE: Final Security Review

Hi Linda

Following minor changes required please:

Need to change Support Services Manager to General Manager Corporate Services 1.

Recommendations 4, 15 – should T&C add here that they would provide assistance with 2. this

Recommendation 12 - can we add that this is covered in their induction but will be 3. reinforced

Recommendation 13 - remove 'remaining' I would like all guards trained 4.

Recommendation 16 – I thought we were going to direct all visitors to number 6 rather than 5. do this? Can we move Recommendation 6 to here please

PROPON RESPON 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; 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:** 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 +64

+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. , e fe esuling directions of the second of t Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 588

192. Invoice INV-14526 from Thompson and Clark Investigations Ltd for Southern Response

From:	<admin@tcil.co.nz></admin@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	Gavin Clark <gavin.clark@tcil.co.nz></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

dr: ner informa 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

Office Manager

/ MOBILE / POSTAL / WEBSITE

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Response Frankling So

193. RE: Final Security Review

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Sep 08, 2015 07:37:06
Subject:	RE: Final Security Review
Attachment:	

Hi Gavin

Great work!

Giles rc REFRONCESE ZR Just one more (and the last) edit. Can you please note Sarah Giles role as General 1. 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.

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.

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

PO.02> **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>

southernresponse.co.nz>

Subject: RE: Final Security Review

Hi Linda

Cc:

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; Subject: FW: Final Security Review

Please advise if you need any changes made.

L

Lici.co.nz] From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Friday, 4 September 2015 1:06 p.m. To: Linda Falwasser Cc: 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
+64
+61

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

194. RE: Final Security Review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Sep 08, 2015 11:08:45
Subject:	RE: Final Security Review
Attachment:	Southern Response Security Review 2015 (final).pdf

Sorted Thanks.

.2] BERNALL 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!

Just one more (and the last) edit. Can you please note Sarah Giles role as General 1. 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: 160.co.nz Subject: RE: Final Security Review

Thanks Linda,

Here is the final, final.

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.

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 In a go through it and decide what you want to implement subject to your budgeting and security appetite.

Regards

WEELAR NONSEEAR 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: 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

Recommendation 16 – I thought we were going to direct all visitors to number 6 rather than 5. do this? Can we move Recommendation 6 to here please

o.m. 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; Subject: FW: Final Security Review

Please advise if you need any changes made.

L

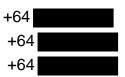
From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Friday, 4 September 2015 1:06 p.m. To: Linda Falwasser Cc: 60.co.nz Subject: Final Security Review

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



+64 PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz) Copyright TCIL 2007. VARNING. Unauthorised copying, disclosure or distri-rictly prohibited. It is restricted to approved T presentatives. Unauthorised poet al action relating to official allectual preauthorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

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

Southern Prosponse Frankling By Stranger Strange

195. Proposed work

From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Linda Falwasser <linda.falwasser@southernresponse.co.nz> Sep 10, 2015 11:45:13 Proposed work image003.jpg</linda.falwasser@southernresponse.co.nz></gavin.clark@tcil.co.nz>
Hi Linda,	bu wanted us to have a look at that job tonight?
Just checking if yo	bu wanted us to have a look at that job tonight?
Regards	SEDESET
Gavin Clark	LA.AT
/ MOBILE	
/ PHONE / FAX	R
/ POSTAL	4 8-
/ WEBSITE	
+64	
+64	N. 12.
+64	Albany NEWC 0752 New Zeeland
PU BUX 301775,	Albany, NSMC 0752, New Zealand

Gavin Clark

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

196. RE: Proposed work

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
То:	Gavin Clark <gavin.clark@tcil.co.nz></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	ES V	
From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]		
Sent: Thursday, 10 September 2015 11:45 a.m.		
To: Linda Falwasser		
Subject: Proposed work		
Sent: Thursday, 10 September 2015 11:45 a.m. To: Linda Falwasser Subject: Proposed work Hi Linda,		
Hi Linda,	1 PECTHO	
Just checking if you wanted us to have a look at that job tonight?		

ve a look Just checking if you wanted us to have a look at that job tonight?

Regards

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE

+64 +64 +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised

representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 602

197. RE: Proposed work

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Sep 10, 2015 11:48:56
Subject:	RE: Proposed work
Attachment:	image001.jpg

RUCESLTD

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
+64
+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, Gavin Clark</nick.thompson@tcil.co.nz>
	<gavin.clark@tcil.co.nz>, <</gavin.clark@tcil.co.nz>
	<pre>< 160.co.nz></pre>
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,

15 Please see attached weekly monitoring report for 4-10 Sept 2015.

ed & ruiry into 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,

/ MOBILE / PHONE / POSTAL / WEBSITE

+64

+64 9 PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to an Joe Lity than that of Lity that that of Lity that the offlict of Lity that the Lity that the offlict of Lity that the offlict of Lity that the Lity that the offlict of Lity that the offlict of Lity that the offlict of Lity the offl legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

199. ***DO NOT REPLY***	Southern Response Earthquake Services Ltd - Remittance Adv	vice
Attached		

From:	<pre>< southernresponse.co.nz></pre>
То:	'admin@tcil.co.nz' <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 -

southernresponse.co.nz

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

Claims - CEQ@southernresponse.co.nz Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

Y PFS

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: Creditor ID: THOMPSON Payment Number: 0000000000073139 Payment Date: 18/09/2015 Our Voucher No Your Voucher No Date Document Amount Amount Paid Claim Number Description \$12,650.00 Security Re 0000000000009343 INV-14526 31/08/2015 \$12,650.00 akinfr Security Reviews/report **Risk Mngt Pac** 000000000009344 INV-14507 31/08/2015 Risk Mngt Package-Aug 2015 **Total Amount:**

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

200. Proposal for Services

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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,	
7 21.	
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.	

Just wondering if you would like me to put in a proposal to you following on from our recently , i belie ... i belie Reconstructure 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



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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or .er, a nor a prespondence irrespondence interpretention interp intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

201. RE: Proposal for Services

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></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 Cavin		

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 ACTIVE FAR 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.

e you on it. 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

/ **L	
+64	
+64	
+64	

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

202. RE: Proposal for Services

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></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] SE PERIN 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 , dy completed security review around matters that I believe we can help you with namely.

Recommendations:

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

Kind Regards

Gavin Clark / MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

+64

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have

authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	<pre>control tcil.co.nz></pre>
То:	Linda Falwasser <linda.falwasser@arrowinternational.co.nz>, Casey Hurren</linda.falwasser@arrowinternational.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	<pre><pre>ctil.co.nz>, Gavin Clark <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz></pre></pre>
	<pre><analyst@tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz>,</nick.thompson@tcil.co.nz></analyst@tcil.co.nz></pre>
	SR Action Steps < toot 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.

17 Septer Please see attached weekly monitoring report for 11 – 17 September 2015 from Thompson+Clark.

Kind regards

Collection Manager

/ PHONE

/ POSTAL

/ WEBSITE

+64

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

© Copyright TCIL 2015

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandese and set in a set of the set o

204. Thompson+Clark Weekly monitoring 11 - 17 September 2015

From:	<pre>tcil.co.nz></pre>
То:	Linda.Falwasser@southernresponse.co.nz
	<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

it bounced, s 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

NZIIP

Collection Manager

/ PHONE

/ POSTAL

/ WEBSITE

+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2015

WARNING, Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From:

Sent: Friday, September 18, 2015 3:59 PM

To: Linda Falwasser; Casey Hurren

Gavin Clark; Nick Thompson; SR Action Steps Cc: Subject: Thompson+Clark Weekly monitoring 11 - 17 September 2015

Good afternoon Linda & Casey.

Septembe Septembe Reconstructions Reconstructi Please see attached weekly monitoring report for 11 - 17 September 2015 from Thompson+Clark.

2VICES LT

Kind regards

NZIIP

Collection Manager

/ PHONE / POSTAL / WEBSITE

+64

PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz © Copyright TCIL 2015

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Response in a service of the service of th

205. RE: Proposal for Services

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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	of aller

If you could please put forward a proposal on the items below that would be appreciated. I have dation dation pulled together a small team to work on the recommendations including me, and

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.

squireme suite the state of the 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 +64 +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

BYERMCEST WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Response in a service of the service of th

206. FW: Unidentified customers on security list

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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. .u direc 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:

Sent: Friday, 18 September 2015 3:53 p.m. To: Sarah Giles Subject: Unidentified customers on security list FRANCIS

Hi Sarah

Hi Sarah

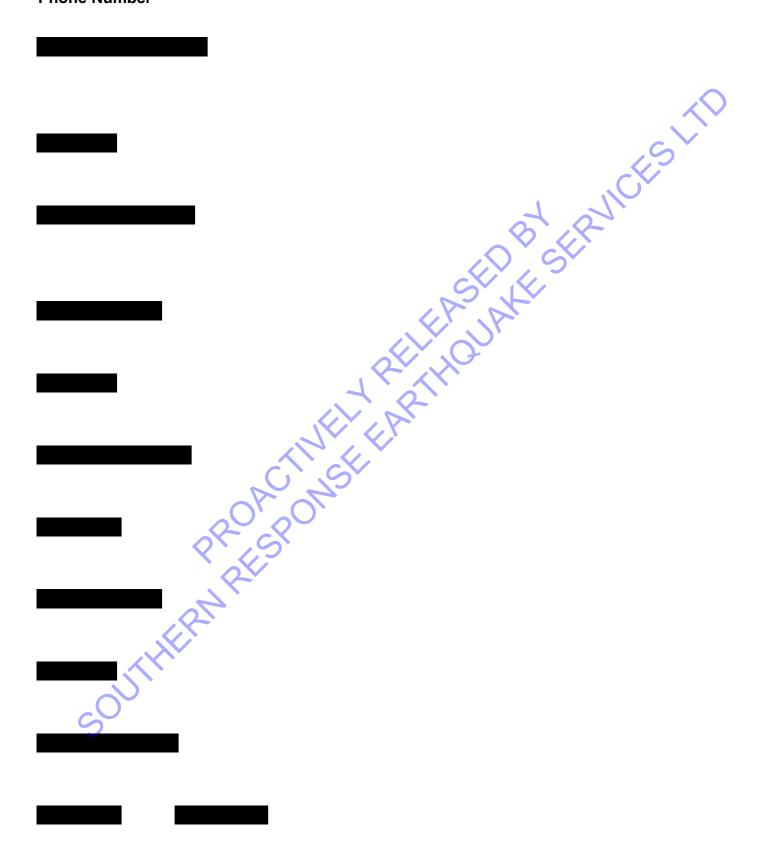
These are the customers I am unable to find a photo of.

Name

DOB

Address

Phone Number





Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

PO Box 9052

Christchurch

www.southernresponse.co.nz

s Ltd is 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southernandese and set in a set of the set o

207. RE: Unidentified customers on security list

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Cc:	<pre><analyst@tcil.co.nz>, t60.co.nz < t60.co.nz></analyst@tcil.co.nz></pre>
Sent Date:	Sep 21, 2015 15:16:29
Subject:	RE: Unidentified customers on security list
Attachment:	image001.jpg

Hi Sarah,

Ive cced this into from our office who may be able to assist.

Kind Regards

DBSERVICES 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 NEFER

Hi Gavin

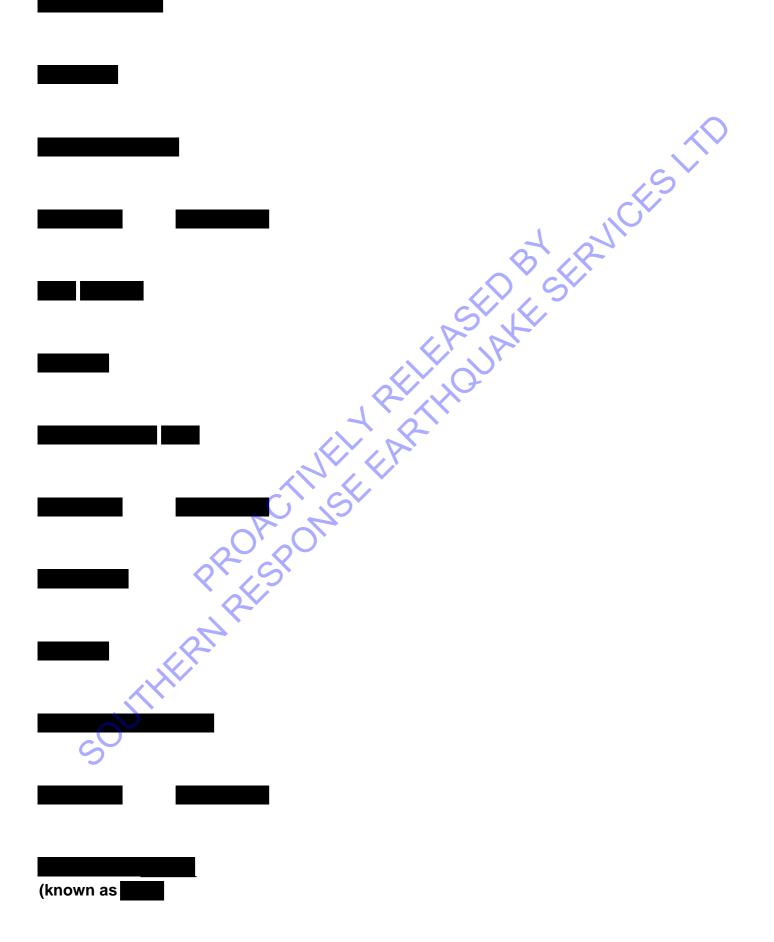
In addition to my previous email, are you able to help with recommendation 14? Below are a list of customers that are in the security guards book to be aware of but we are unable to locate photos. Are you able to assist with getting photos of these people or can you direct me to someone that may be able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

Thanks Sarah

From: 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.		
			.(4SY
Name			8 R	
DOB			O'st'	
Address		EAS	Phr	
Phone Number		RELION)	
	TEL	FAR		
	CTINSE			
Ŕ	20,580,			
20	I am unable to find a			
LIF!				
SOU				



Ph H
Ph H Cell Thanks Health &Safety Administrator Southern Response Earthquake Services Ltd
FLEAUAKE
Health &Safety Administrator
Southern Response Earthquake Services Ltd
Southern Response Earthquake Services Ltd
Ext:
Ext: PO Box 9052 Christchurch
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. , it(s) a ,uence resulting ,uence result Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 634

208. RE: Unidentified customers on security list (folder=)

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Cc:	t60.co.nz < 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.

HAD.

UNCES

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

Regards,

From: Gavin Clark Sent: Monday, September 21, 2015 3:16 PM To: Sarah Giles Cc: t60.co.nz

Subject: RE: Unidentified customers on security list

Hi Sarah,

Ive cced this into **the set of** 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 Page 635 Hi Gavin

In addition to my previous email, are you able to help with recommendation 14? Below are a list of ai de ph. uneone the state ph. 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:

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 an unable to find a photo of.

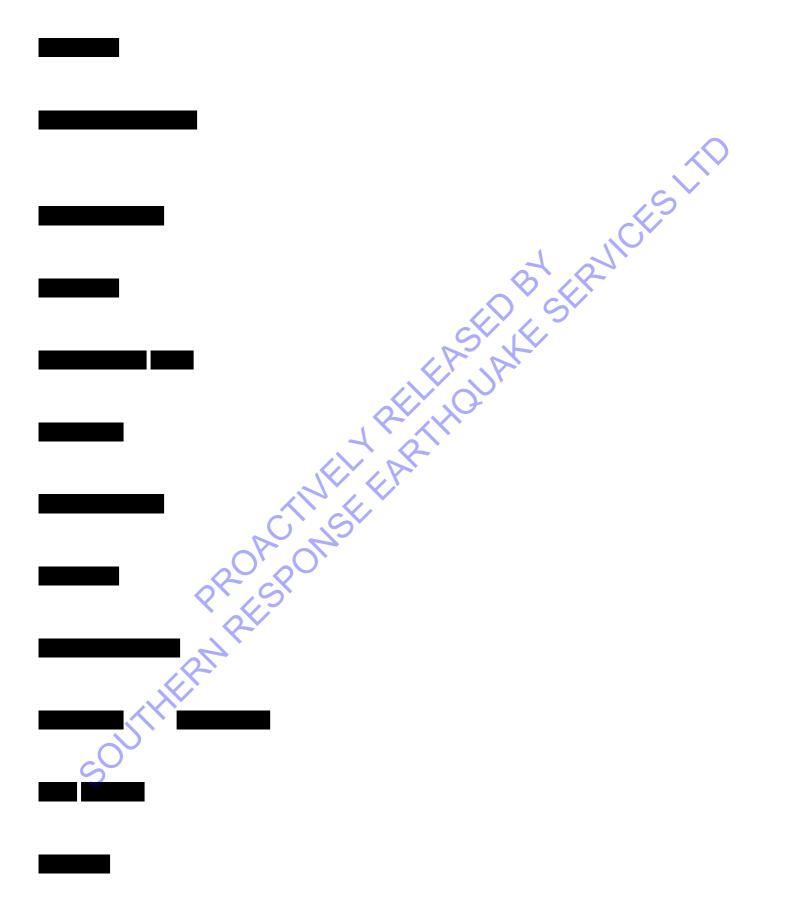
JTHERT

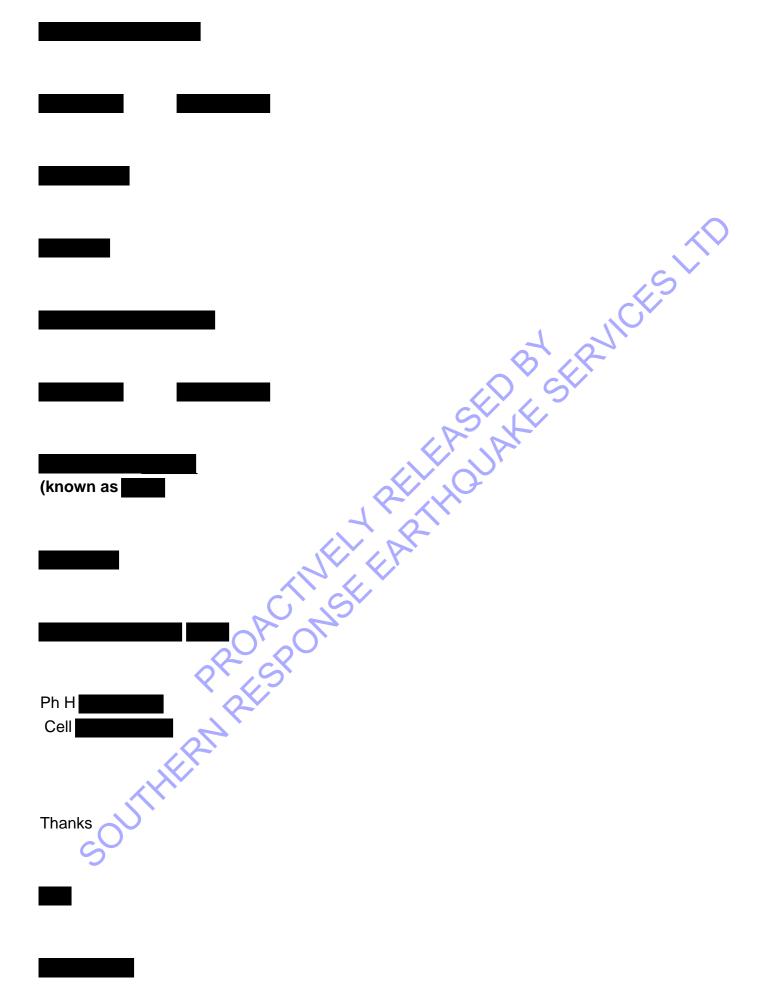
Name

DOB

Address

Phone Number





Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

PO Box 9052

Christchurch

www.southernresponse.co.nz

SED BY SERVICES 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

209. FW: Unidentified customers on security list (folder=)

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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.

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

Thanks Sarah

From:	[mailto:Analyst@tcil.co.nz]
Sent: Monday, 21	September 2015 4:35 p.m.
To: Sarah Giles	

t60.co.nz; Gavin Clark Cc:

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 as the image looks too old and may be a relative?

Regards,

From: Gavin Clark

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

To: Sarah Giles

Cc: t60.co.nz

Subject: RE: Unidentified customers on security list

Hi Sarah,

Le 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 H Gavin addition to my previous emost stomers thet 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

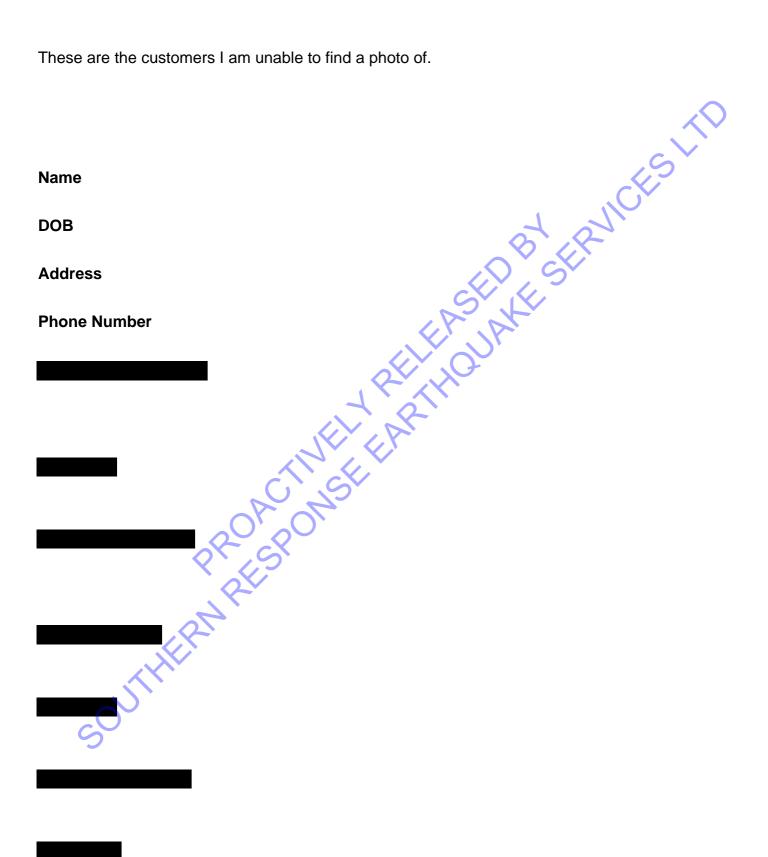
From; Sent: Friday, 18 September 2015 3:53 p.m. To: Sarah Giles Subject: Unidentified customers on security list

4P2

Hi Sarah

Hi Sarah

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





Ph H Cell
Thanks Health &Safety Administrator Southern Response Earthquake Services Ltd DDI: (03) Ext:
ER BERN
CA AK
Health &Safety Administrator
Southern Response Earthquake Services Ltd
DDI: (03)
Ext:
PO Box 9052 Christchurch
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted .) are f. . ce resulting dr . No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 645

210. RE: Unidentified customers on security list (folder=)

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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 **and the set of the person in the photo**, so best to delete that one.

Re the other two that have been indicated as unconfirmed, **solution** 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: [mailto:Analyst@tcil.co.nz] Sent: Monday, 21 September 2015 4:35 p.m. To: Sarah Giles Cc: [1000] t60.co.nz; Gavin Clark 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 as the image looks too old and may be a relative?

from our office who may be able to assist. Ive cced this into

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

A phote From: Sent: Friday, 18 September 2015 3:53 p.m. To: Sarah Giles Subject: Unidentified customers on security list

Hi Sarah

Hi Sarah

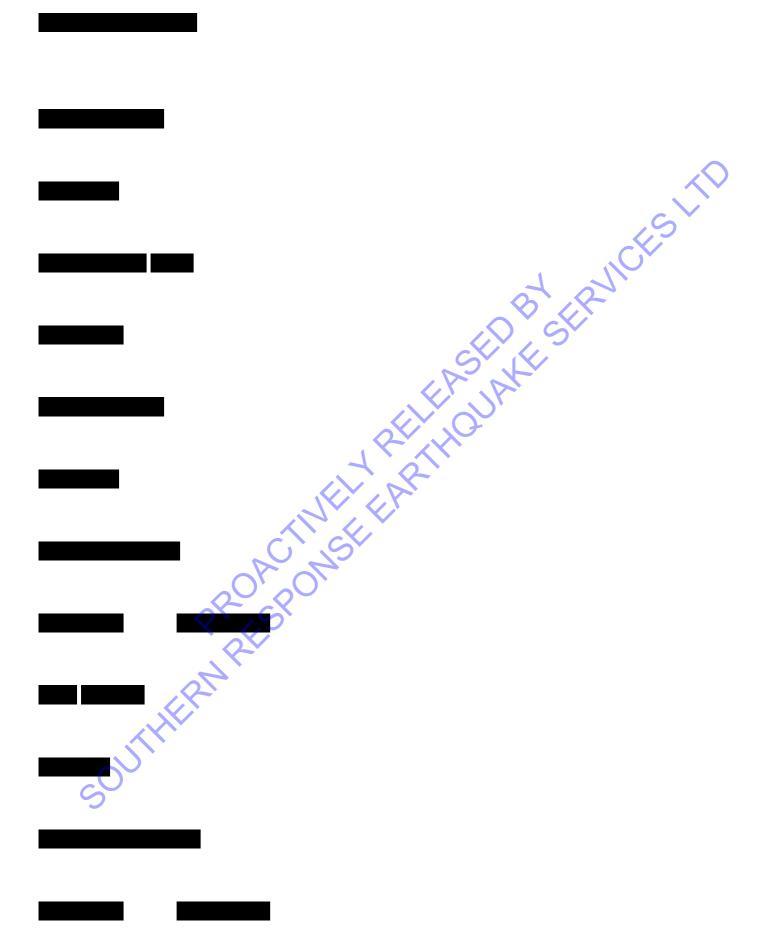
able to finc. These are the customers I am unable to find a photo of.

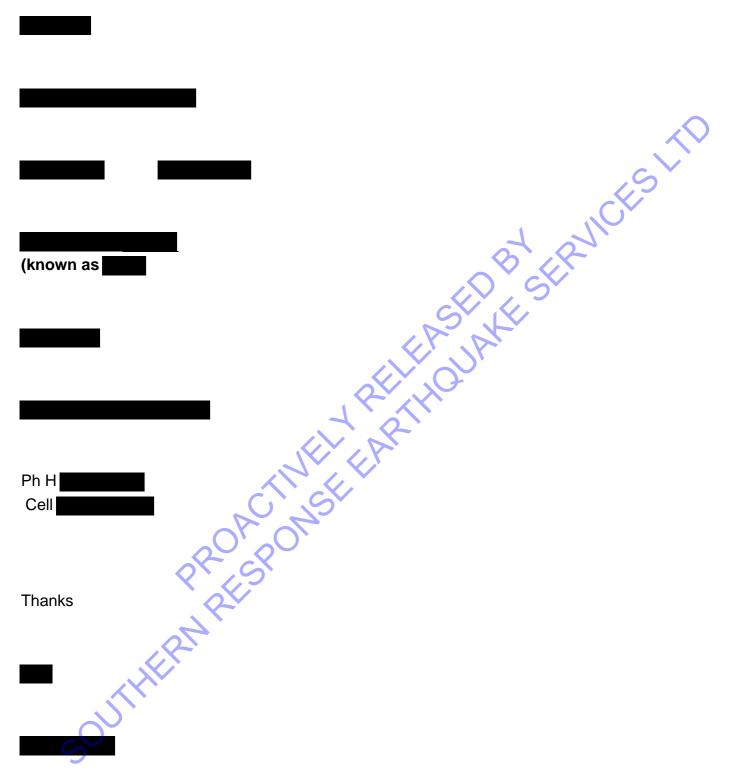
Name

DOB

Address

Phone Number





Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

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).

15

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

211. FW: Unidentified customers on security list (folder=)

From: To: Sent Date: Subject: Attachment:	Sarah Giles <sarah.giles@southernresponse.co.nz> Gavin Clark <gavin.clark@tcil.co.nz> Sep 23, 2015 15:36:41 FW: Unidentified customers on security list (folder=) image001.jpg Security Risk photos.pdf</gavin.clark@tcil.co.nz></sarah.giles@southernresponse.co.nz>
Hi Gavin	
For your records	CHS T
Sarah	OBSERVIC
From:	
Sent: Wednesday	, 23 September 2015 3:25 p.m.
To: Sarah Giles	
Subject: FW: Uni	dentified customers on security list (folder=)

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

Thanks

From: Sarah Giles Sent: Monday, 21 September 2015 5:02 p.m. To:

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 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, **see a** is 99% sure but you may be able to show these to a case manager who has me the person to be 100%.

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 securit

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

[mailto:Analyst@tcil.co.nz] From: Sent: Monday, 21 September 2015 4:35 p.m. To: Sarah Giles t60.co.nz; Gavin Clark Cc: 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.

REPART OF ANY OF The only one I'm not sure of is as the image looks too old and may be a relative?

Regards,

From: Gavin Clark Sent: Monday, September 21, 2015 3:16 PM To: Sarah Giles Cc: t60.co.nz Subject: RE: Unidentified customers on security list

Hi Sarah,

from our office who may be able to assist. Ive cced this into

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

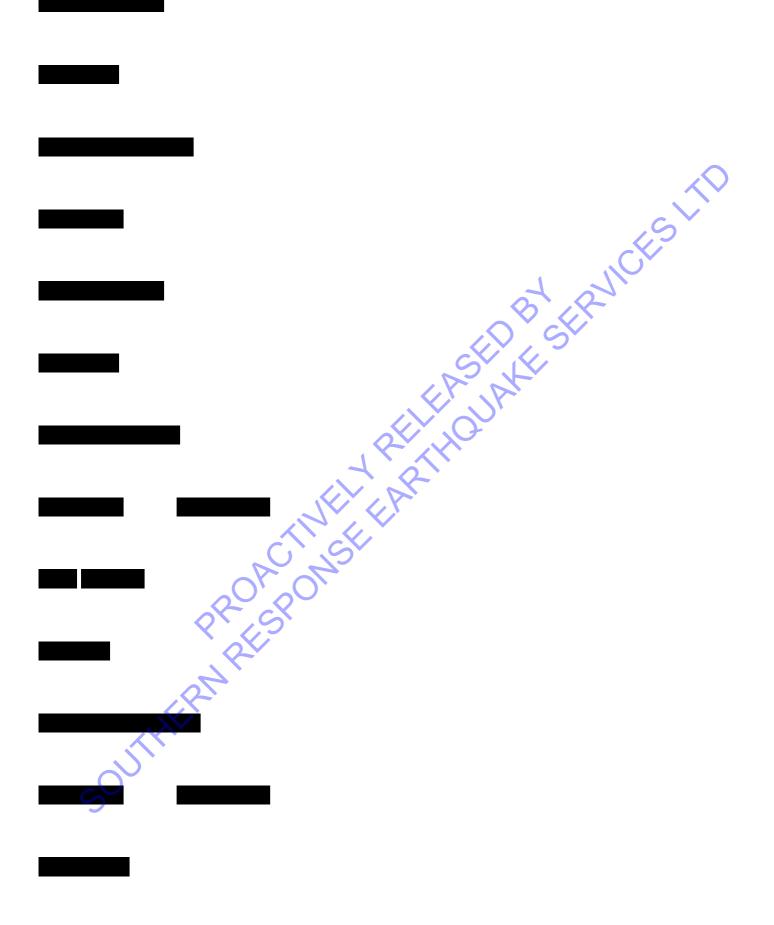
Hi Gavir

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:

Sent: Friday, 18 September 2015 3:53 p.m. These are the customers I am unable to find a photo of the the second se To: Sarah Giles





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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

212. RE: Unidentified customers on security list (folder=)

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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

REFIGURATE SERVICES IN 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:

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 and are not correct as confirmed by claims specialist.

Thanks

From: Sarah Giles Sent: Monday, 21 September 2015 5:02 p.m. To:

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 so best to delete that one.

due to the age of the person in the photo,

EST

Re the other two that have been indicated as unconfirmed, **see 1** 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: [mailto:Analyst@tcil.co.nz] Sent: Monday, 21 September 2015 4:35 p.m. To: Sarah Giles Cc: 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.

.nay be a The only one I'm not sure of is as the image looks too old and may be a relative

Regards,

From: Gavin Clark Sent: Monday, September 21, 2015 3:16 PM

To: Sarah Giles

Cc: t60.co.nz

Subject: RE: Unidentified customers on security list

Hi Sarah,

from our office who may be able to assist. Ive cced this into

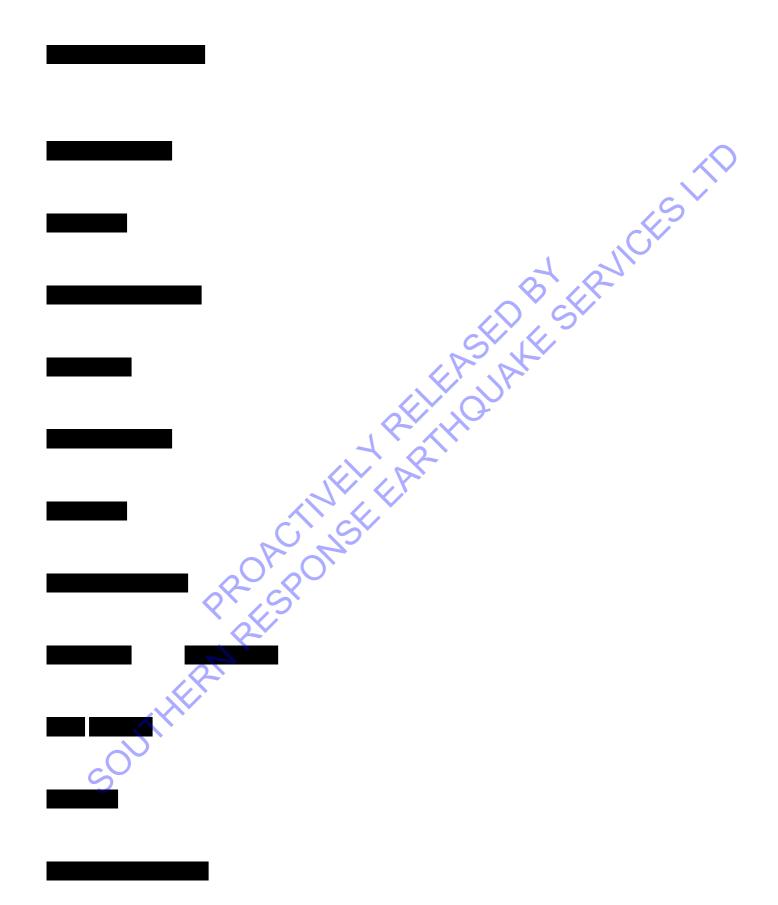
Kind Regards

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: Sent: Friday, 18 September 2015 3:53 p.m. To: Sarah Giles Subject: Unidentified customers on security list Hi Sarah Hi Sarah
Hi Sarah
Hi Sarah
These are the customers I am unable to find a photo of.
Name
DOB
Address
Phone Number





Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)
Ext:
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).

MCESLI

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From: To:	Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser (Linda.Falwasser@southernresponse.co.nz) <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	t60.co.nz < total t60.co.nz>, Gavin Clark <gavin.clark@tcil.co.nz>, < < total control tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz></nick.thompson@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Sep 25, 2015 12:41:22
Subject:	Southern Response weekly monitoring report
Attachment:	
	Southern Response Weekly Reporting 18-24 Sept 2015.pdf
Good afternoon,	OBLERM
Please see attache	ed weekly monitoring report for 18-24 Sept 2015.
A very quiet week	ed weekly monitoring report for 18-24 Sept 2015.
Regards,	NELEARI
	- PORPONSE
/ MOBILE	PRC PO
/ PHONE	
/ POSTAL	
/ WEBSITE	
+64	
+64 9	
PO Box 301775, /	Albany, NSMC 0752, New Zealand
www.tcil.co.nz	
© Copyright TCIL	2007.
	horised copying, disclosure or distribution of this document or attachment is
strictly prohibited.	It is restricted to approved TCIL clients only and their authorised

representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have

authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandes and southernande

214. Annual Public Meeting

From:		southernresponse.co.nz>
То:	Gavin.Clark@tcil.co.nz <gavin.< th=""><th>Clark@tcil.co.nz></th></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

DDI:
Ext:
Mob:
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

215. RE: Annual Public Meeting

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>southernresponse.co.nz></pre>
Cc:	@t60.co.nz @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

I'm well thanks.

No problem for attendance, I'll schedule it in.

s to it. 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 from First Security.

I've attached a trespass authority for Addington, could you arrange to get this signed and returned to both 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: [mailto: 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.

.d prot Thank you **Communications Coordinator** Southern Response Earthquake Services Ltd DDI: (03) Ext: Mob: 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. .e fre resulting direc resulting direc https://www.estimation.org/files/ Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 672

216. RE: Annual Public Meeting

From:	<pre>southernresponse.co.nz></pre>		
То:	Gavin Clark <gavin.clark@tcil.co.nz></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

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

PO Box 9052

Christchurch

www.southernresponse.co.nz

.ied .amage v .rz] r a.m. .ng .ram. .ng 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, 30 September 2015 10:51 a.m.

To: Cc: @t60.co.nz

Subject: RE: Annual Public Meeting

Hi

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 from First Security.

I've attached a trespass authority for Addington, could you arrange to get this signed and returned to both 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:	[mailto:	southernresponse.co.nz]
Sent: Wednesda	y, 30 September 20	015 10:27 a.m. 📃 🛁
To: Gavin Clark		\sim
Subject: Annual	Public Meeting	

Morning Gavin

we are h^r a dr 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 PROACHINGE PROACHINGE need to be here round 8am.

Thank you

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

Mob:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

217. RE: Proposal for Services

From:	Sarah Giles <sarah.giles@southernrespo< th=""><th>onse.co.nz></th></sarah.giles@southernrespo<>	onse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></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	LS*
Hi Gavin		VICY
Have vou had a c	hance to pull a proposal together on this?	BUR

Have you had a chance to pull a proposal together on this?

o have 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.r 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, and

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

J.nz] 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,

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:

RMCESLI I will get sor 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 +64 9 +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

ru .nent(s .equence resul. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 680

218. RE: Proposal for Services

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></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.

INCES

Kind Regards

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz] Sent: Wednesday, 30 September 2015 4:35 p.m. To: Gavin Clark

Subject: RE: Proposal for Services

Hi Gavin

Have you had a chance to pull a proposal together on this?

I am keen to get this through for review as I would like to have you train the guards whilst you are down here for our AGM

Thanks Sarah

From: Sarah Giles
Sent: Monday, 21 September 2015 1:42 p.m.
To: 'Gavin Clark'
Subject: RE: Proposal for Services

Hi Gavin

If you could please put forward a proposal on the items below that would be appreciated. I have pulled together a small team to work on the recommendations including me, REFERENCES IN CEST and

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?

you foll-Just wondering if you would like me to put in a proposal to you following on from our recently -po . I believ PROMONSE 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



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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

219. RE: Proposal for Services

From: Gavin Clark <Gavin.Clark@tcil.co.nz> Sarah Giles <Sarah.Giles@southernresponse.co.nz> To: Cc: @t60.co.nz @t60.co.nz> Sent Date: Sep 30, 2015 16:52:22 southermrr 35 p.r Subject: **RE:** Proposal for Services image001.jpg Attachment: 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

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, and

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

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?

posal to yr lieve r in a p Jars that I t 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
+64 9
+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

220. FW: Details for AGM

From: To:	Linda Falwasser <linda.falwasser@southernresponse.co.nz> Gavin Clark <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Oct 02, 2015 09:53:45
Subject:	FW: Details for AGM
Attachment:	image001.jpg
and Gavin	STR
– can you co	onfirm the details below with and cc.
Gavin – I suggest a	conference call week of the 12/10 to discuss security risks, environment scan
	ale and ensure we are all on the same page ato
Thanks Linda	ober 2015 9:47 a.m.
From:	
Sent: Friday, 2 Oct	ober 2015 9:47 a.m.
То:	Linda Falwasser
Cc:	(firstsecurity.co.nz); Sarah Giles
Subject: Details for	or AGM
Hi there	propon
I have just had a m	eeting with from First Security regarding the AGM, he is wanting to
confirm the followin	g details please:
	8
Confirmed da	ate
· Time table	
• Scope – will	Thompson and Clark be attending? Last year T&C set the expectations

• Who will be there from the Board – 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.

rtealth &Safety Administrator Southern Response Earthquake Services Ltd 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted .) are f. . ce resulting dr . No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 691

From:	@tcil.co.nz>	
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)	
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>	
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>	
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, Gavin Clark</nick.thompson@tcil.co.nz>	
	<gavin.clark@tcil.co.nz>, < <</gavin.clark@tcil.co.nz>	
	< 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,

-a quiet is Please see attached this week's monitoring report – a quiet news week with only brief mentions.

Regards,

/ MOBILE / PHONE / POSTAL / WEBSITE

+64

+64 9 PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse,

use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Marshowski and a second seco

222. RE: Details for AGM

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz>,</linda.falwasser@southernresponse.co.nz>		
	<pre>< southernresponse.co.nz></pre>		
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

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

Sent: Friday, 2 October 2015 9:54 a.m.

To: Gavin Clark;

Subject: FW: Details for AGM

Sarah and Gavin

Sarah - can you confirm the details below with

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.

and cc.

Thanks Linda

From:

To:

Cc:

Sent: Friday, 2 October 2015 9:47 a.m.

Linda Falwasser

firstsecurity.co.nz); Sarah Giles

Subject: Details for AGM

Hi there

I have just had a meeting with 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 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

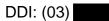
would also like to know how we wish anyone of interest to be dealt with on the day i.e. has suggested a meeting with Sarah Giles, Peter Rose and yourselves to confirm this.

PROPONSE AR 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



Ext:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From: To: Hidden	 southernresponse.co.nz> Linda Falwasser <linda.falwasser@southernresponse.co.nz>,</linda.falwasser@southernresponse.co.nz> firstsecurity.co.nz>, Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz> southernresponse.co.nz> MRSP6CR1@southernresponse.co.nz
recipients:	
Sent Date:	Oct 02, 2015 14:44:22
Subject: Attachment:	Telephone Confrence - Annual Public Meeting
Good Afternoon	BLR
We would like a qu	ick discussion regarding the Annual Public Meeting.
Have a lovely week	kend
Thanks Sarah	ick discussion regarding the Annual Public Meeting.

224. Accepted: Telephone Confrence - Annual Public Meeting

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
Sent Date:	Oct 02, 2015 15:34:33	
Subject:	Accepted: Telephone Confrence - Annual Public Meeting	
Attachment:		

Southernandessonsteine and see and see

225. Training security guards

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>		
То:	<pre>southernresponse.co.nz>, Gavin</pre>		
	<gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>		
Sent Date:	Oct 06, 2015 12:58:59		
Subject:	Training security guards		
Attachment:			

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

226. Training mail handlers

From:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>			
То:	<pre>southernresponse.co.nz>, Gavin</pre>			
	<gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>			
Sent Date:	Oct 06, 2015 12:59:33			
Subject:	Training mail handlers			
Attachment:				

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

227. Accepted: Training security guards

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz></sarah.giles@southernresponse.co.nz>
Sent Date:	Oct 06, 2015 13:07:48
Subject:	Accepted: Training security guards
Attachment:	

Southernandersonsteiner under steinen steinen

228. RE: Annual Public Meeting

From:	Gavin Clark <gavin.clark@tcil.< th=""><th>co.nz></th></gavin.clark@tcil.<>	co.nz>
То:	<	southernresponse.co.nz>
Sent Date:	Oct 06, 2015 13:10:17	
Subject:	RE: Annual Public Meeting	
Attachment:	image001.jpg	

Hi

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 FLEADLA with you next Monday on the conference call.

Kind Regards

southernresponse.co.nz] From: [mailto: 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

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, 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

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: [mailto: 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

www.southernresponse.co.nz

.nz Ke Ser 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 AM) was sold to IAG).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 706

From:	@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>, Nick Thompson
	<nick.thompson@tcil.co.nz>, Gavin Clark <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz></nick.thompson@tcil.co.nz>
	<pre>control.co.nz></pre>
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,

covering. 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,

/ MOBILE / PHONE / POSTAL / WEBSITE +64 +64 9

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to an Joe Lity than that of Lity that that of Lity that of Lity that of Lity that of Lity that the Lity the L legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

230. Conference call

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
Sent Date:	Oct 12, 2015 13:15:47	
Subject:	Conference call	
Attachment:	image001.jpg	
Hi na a ,		_
Are we still havi	ng a conference call at 2.30pm today?	
I don't seem to	nave call details, couldn't see it in the invite?	
Regards	ng a conference call at 2.30pm today? have call details, couldn't see it in the invite?	
Gavin Clark	REAL	
/ MOBILE	7 2	
/ PHONE		
/ FAX		
/ POSTAL	G SY	
/ WEBSITE	A A A	
+64		
+64 9	Q' 15'	
+64		
PO Box 30177	5, Albany, NSMC 0752, New Zealand	

Gavin Clark

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Reserve and a second se

231. RE: Conference call

From: To: Sent Date: Subject: Attachment:	Southernresponse.co.nz> Gavin Clark <gavin.clark@tcil.co.nz> Oct 12, 2015 14:01:04 RE: Conference call image002.jpg image003.jpg</gavin.clark@tcil.co.nz>
Hi Gavin	
Yes we are, we wil	I call you from our office what is the best number to call you on?
Communications C	Coordinator
Southern Respons	e Earthquake Services Ltd
DDI: (03)	N R
Ext:	CINCEEP
Mob:	ORONS
PO Box 9052	PRESPO
Christchurch	RE
www.southernres	ponse.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: Monday, 12 October 2015 1:16 p.m.

To:

Subject: Conference call

Hi

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 +64 9 +64

CTWEETERMINE CONSELEMENTION OF SERVICES INC. PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited t is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

232. Security Guards SOP's at #6/#10 Show Place

From:	<pre>southernresponse.co.nz></pre>	
То:	Gavin Clark (Gavin.Clark@tcil.co.nz) <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></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 PROPONDE PROPONDE 2NR along with the guards as managing them is part of my role.

Kind regards

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

233. RE: Security Guards SOP's at #6/#10 Show Place

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	<pre>southernresponse.co.nz></pre>
Cc:	Sarah Giles <sarah.giles@southernresponse.co.nz></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 I'll review and advise.

From:	[mailto:	southernresponse.co.nz

In preparation for next week's training for our security guards, I thought it might be helpful to attach

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



Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

PO Box 9052

Christchurch

www.southernresponse.co.nz

govern. 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

234. Guard Instructions

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
Cc:	<pre>southernresponse.co.nz>,</pre>	
	<pre><mail southernresponse.co.nz="">, firstsecurity.co.nz</mail></pre>	
	<pre><mail firstsecurity.co.nz="">, @t60.co.nz @t60.co.nz></mail></pre>	
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.

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.

the dec proposed Linda can you confirm with Ross what the decision is regarding

Regards

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9 +64

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an Southernandese and the second se ordinary private citizen or company to require a reply to this correspondence.

From: To: Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz> Gavin Clark <gavin.clark@tcil.co.nz> <</gavin.clark@tcil.co.nz></linda.falwasser@southernresponse.co.nz>
Sent Date:	Oct 15, 2015 11:56:15
Subject:	RE: Guard Instructions
Attachment:	image001.jpg
I can confirm I have	e spoken with Ross and our decision is that set is not allowed at the
meeting and must I	be trespassed if he arrives at the venue.
Thanks Linda	[mailto:Gavin.Clark@tcil.co.nz] 5 October 2015 11:55 a.m.
From: Gavin Clark	[mailto:Gavin.Clark@tcil.co.nz]
	October 2015 11:55 a.m.
To: Linda Falwass	
Cc:	firstsecurity.co.nz; 3676@t60.co.nz
Subject: Guard In	structions
Hi All,	20ADONSE FA
Here are the draft of	guard operational orders for the APM to be used for guard briefing.
can you chec	k 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 conf	irm with Ross what the decision is regarding
Regards	

Gavin Clark / MOBILE / PHONE

/ FAX
/ POSTAL
/ WEBSITE
+64
+64 9
+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have CL has to this corres authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	<pre>southernresponse.co.nz>,</pre>
	<pre><mail southernresponse.co.nz="">, firstsecurity.co.nz</mail></pre>
	<pre> firstsecurity.co.nz>, @t60.co.nz < @t60.co.nz> </pre>
Sent Date:	Oct 15, 2015 11:59:01
Subject:	RE: Guard Instructions
Attachment:	image001.jpg
Thanks no probl	em.
From: Linda Fal	wasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Thursday,	15 October 2015 11:56 a.m.
To: Gavin Clark	
Cc:	firstsecurity.co.nz; 3676@t60.co.nz
Subject: RE: G	uard Instructions
I can confirm I ha	ave spoken with Ross and our decision is that sector is not allowed at the
meeting and mu	st be trespassed if he arrives at the venue.
Thanks Linda	ORONSEE
From: Gavin Cla	ark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday,	15 October 2015 11:55 a.m.
To: Linda Falwa	asser
Cc:	firstsecurity.co.nz; @t60.co.nz
Subject: Guard	Instructions
S	

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

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

Regards

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 +64

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

© Copyright TCIL 2007.

tion of WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Southern Response Frankestranders Into

From:	<pre>firstsecurity.co.nz></pre>
То:	'Linda Falwasser' <linda.falwasser@southernresponse.co.nz>, Gavin Clark</linda.falwasser@southernresponse.co.nz>
	<gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Cc:	<pre>southernresponse.co.nz>,</pre>
	<pre><green southernresponse.co.nz="">, @t60.co.nz</green></pre>
	<pre>@t60.co.nz></pre>
Sent Date:	Oct 15, 2015 12:57:18
Subject:	RE: Guard Instructions
Attachment:	RE: Guard Instructions image001.jpg image8bd556.JPG imagee261ed JPG
	image8bd556.JPG
	imagee261ed.JPG
	imagee261ed.JPG
Hi all,	
Contonto of this on	
Contents of this err	hall are noted.
	1 K KK
-	ard Services Ltd – 413 St Asaph Street, P O Box 13346.
– Phillipstown – 80	
Email:	firstsecurity.co.nz DDI: Mobile: Fax: 03 3775
619	

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

Information in this e-mail and any attachments is confidential and is intended solely for the use of the intended recipient. If you are not the intended recipient, disclosure, dissemination or use of the contents of the e-mail is prohibited. Please delete the e-mail including any attachments and notify the sender that you have received the e-mail by mistake.

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 AMTo: Gavin Clark

Cc: 3676@t60.co.nz Subject: RE: Guard Instructions
I can confirm I have spoken with Ross and our decision is that sector 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: firstsecurity.co.nz; 3676@t60.co.nz Subject: Guard Instructions
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
Regards
Gavin Clark / MOBILE / PHONE / FAX
/ WEBSITE +64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

238. Security Training for our guards - 22 October

From:	<pre>southernresponse.co.nz></pre>
То:	Gavin Clark (Gavin.Clark@tcil.co.nz) <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 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	said he may attend, but would you have any written material I could pass on
to	L'ELK.
Thanks	PROPONSE FAR
	PRESPOR
	RNPE
Health &Safety Adm	inistrator
Southern Response	Earthquake Services Ltd
DDI: (03)	
Ext:	
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

239. RE: Security Training for our guards - 22 October

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
Sent Date:	Oct 15, 2015 14:33:48	
Subject:	RE: Security Training for our guards - 22 October	
Attachment:	image001.jpg	

Hi

That's disappointing because **sector** is the main guard and unfortunately has been in the industry DBY SER 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. un in

Regards

From:

southernresponse.co.nz]

Sent: Thursday, 15 October 2015 2:25 p.m.

[mailto:

To: Gavin Clark

Subject: Security Training for our guards - 22 October

Hi Gavin

Unfortunately one of our guards 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 see any written material I could pass on to see any written material I could pass on
Thanks Health &Safety Administrator Southern Response Earthquake Services Ltd DDI: (03) Ext: PO Box 9052 Christchurch www.southernresponse.co.nz
A ANCES
SED ESEN
Health &Safety Administrator
Southern Response Earthquake Services Ltd
DDI: (03)
Ext:
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no

responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

240. RE: Security Training for our guards - 22 October

From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Oct 15, 2015 14:35:40 RE: Security Training for our guards - 22 October image001.jpg</gavin.clark@tcil.co.nz>
Hi Gavin	
That is great, I will take lots of notes on the day also J	
Sent: Thursday, 1 To:	< [mailto:Gavin.Clark@tcil.co.nz] 5 October 2015 2:34 p.m. curity Training for our guards - 22 October

Subject: RE: Security Training for our guards - 22 October FH FAR

Hi

That's disappointing because **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: [mailto: 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 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 sai	d he may attend, but would you have any written material I could pass on
to	1 KK
Thanks	REPORTINELEAT
Thanks	
	Ach
	20.20
	\mathcal{R}^{v}
0	
Health &Safety Adminis	trator
Southern Response Ear	thquake Services Ltd
S	
DDI: (03)	
Ext:	
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

241. RE: Security Training for our guards - 22 October

From: Gavin Clark <Gavin.Clark@tcil.co.nz> To: southernresponse.co.nz> Sent Date: Oct 15, 2015 14:37:47 Subject: RE: Security Training for our guards - 22 October image001.jpg Attachment:

I can leave the final product with you on the day.

FAUNT STRUCTS [mailto: southernresponse.co.nz] From: 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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Thursday, 15 October 2015 2:34 p.m.

Subject: RE: Security Training for our guards - 22 October

Hi

To:

That's disappointing because 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

FASTANCES INC. From: [mailto: 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

will not be attending training next week as his mother's Unfortunately one of our guards 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?

said he may attend, but would you have any written material I could pass on I think to Thanks

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

PO Box 9052

Christchurch

www.southernresponse.co.nz

BYERNCEST 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

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

242. RE: Security Training for our guards - 22 October

From:	<	southernresponse.co.nz>
То:	Gavin Clark < Gavin.Clark@to	cil.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:

Subject: RE: Security Training for our guards - 22 October

I can leave the final product with you on the day.

southernresponse.co.nz] From: [mailto: Sent: Thursday, 15 October 2015 2:36 p.m. To: Gavin Clark

الم ترمار

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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Thursday, 15 October 2015 2:34 p.m.

To:

Subject: RE: Security Training for our guards - 22 October

Hi

That's disappointing because 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.

FATAXESE 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: [mailto: 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 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 said he may attend, but would you have any written material I could pass on to

Thanks

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

Ext:

PO Box 9052

Christchurch

www.southernresponse.co.nz

WELLEARTHOUTS 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer

viruses or other defects

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

Southern Response Frankling Browners Into

From:	@tcil.co.nz>	
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)	
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>	
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>	
Cc:	<pre>tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz>,</nick.thompson@tcil.co.nz></pre>	
	Gavin Clark <gavin.clark@tcil.co.nz>, Gavin t60.co.nz < 160.co.nz></gavin.clark@tcil.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.

sponses article received a number of negative responses critical of his statistical accuracy - these can be viewed via the link supplied.

Thanks,

/ MOBILE / PHONE / POSTAL / WEBSITE +64 +64 9

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an Southernandese and the second se ordinary private citizen or company to require a reply to this correspondence.

244. Board security briefing

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Oct 19, 2015 15:51:51
Subject:	Board security briefing
Attachment:	

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

245. Accepted: Board security briefing

From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Linda Falwasser <linda.falwasser@southernresponse.co.nz> Oct 19, 2015 16:05:58 Accepted: Board security briefing</linda.falwasser@southernresponse.co.nz></gavin.clark@tcil.co.nz>
South	ERMACINE LANGUNE SERVICES IN

Page 746

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

From:	<pre>< southernresponse.co.nz></pre>
То:	'admin@tcil.co.nz' <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 -

southernresponse.co.nz

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

Claims - CEQ@southernresponse.co.nz Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

Y PES

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: Creditor ID: THOMPSON Payment Number: 0000000000074382 Payment Date: 20/10/2015 Our Voucher No Your Voucher No Date Document Amount Amount Paid Claim Number Description Risk Mngt Pkg 0000000000009535 INV-14548 30/09/2015 .M Risk Mngt Pkge-Sept 2015 **Total Amount:**

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

252. Tomorrows Training

From:	<pre> southernresponse.co.nz></pre>
То:	Gavin Clark (Gavin.Clark@tcil.co.nz) <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.

.on plea If you require any further information please let me know.

Kind regards

Health & Safety Administrator

Southern Response Earthquake Services Ltd

DDI: (03)

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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

253. RE: Tomorrows Training

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<	southernresponse.co.nz>
Sent Date:	Oct 21, 2015 12:43:15	
Subject:	RE: Tomorrows Training	
Attachment:	image001.jpg	

Thanks

al W. 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

southernresponse.co.nz] From: [mailto: 201NEFEA 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 vour 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

.nz Nethering 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 AM) was sold to IAG).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

254. RE: Tomorrows Training

From: To: Sent Date: Subject: Attachment:	Gavin Clark <gavin.clark@tcil.co.nz> Oct 21, 2015 13:06:00 RE: Tomorrows Training image001.jpg</gavin.clark@tcil.co.nz>
Hi Gavin	
My mobile is:	A NCEST
I will make sure I a	m here at 8am J
Regards	m here at 8am J
From: Gavin Clark	[mailto:Gavin.Clark@tcil.co.nz]
	21 October 2015 12:43 p.m.
Thanks	RNY
I should be there a Mrs Hucks.	t 8am so can catch up and discuss then. If that's too early I can wait for you at
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.

st me kn. If you require any further information please let me know.

Kind regards

Health &Safety Administrator

Southern Response Earthquake Services Ltd





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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

255. RE: Tomorrows Training

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<	southernresponse.co.nz>
Sent Date:	Oct 21, 2015 13:59:58	
Subject:	RE: Tomorrows Training	
Attachment:	image001.jpg	

nobile is: 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

ies as 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

ernm 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)

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

256. RE: Tomorrows Training

From:	<	southernresponse.co.nz>
То:	Gavin Clark < Gavin.Clark@	etcil.co.nz>
Sent Date:	Oct 21, 2015 15:54:56	
Subject:	RE: Tomorrows Training	
Attachment:	image001.jpg	

or now. Good as gold, the training is taking place at #10 Show Place. I will book the projector now.

Regards

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz] Sent: Wednesday, 21 October 2015 2:00 p.m.

To:

Subject: RE: Tomorrows Training

Thanks I will need a projector in the room can you check that has been organised?

Regards

From: [mailto: southernresponse.co.nz] Sent: Wednesday, 21 October 2015 1:06 p.m. To: Gavin Clark Subject: RE: Tomorrows Training

Hi Gavir

My mobile is:

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.

ERVICESIT

Whats your mobile I'll give you a call when I arrive. FFAF

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.

ACTIVIELE FARTHOUNTES Kind regards Health & Safety Administrator Southern Response Earthquake Services Ltd DDI: (03) Ext: 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

, a in con directly and/or dir Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

257. Lesson plan suspicious parcel handling

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	Sarah Giles <sarah.giles@southernresponse.co.nz>,</sarah.giles@southernresponse.co.nz>
	<pre>southernresponse.co.nz></pre>
Sent Date:	Oct 21, 2015 16:12:44
Subject:	Lesson plan suspicious parcel handling
Attachment:	Lesson Plan - Suspicious packages.docx

and Sarah Hi

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.

,s

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

I will supply a copy if the presentation then.

urity guar 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

258. Help

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>	
То:	<pre>southernresponse.co.nz></pre>	
Cc:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></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

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 RELEAS 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. PROPON 2NRESPON

Many thanks

Gavin Clark

/ MOBILE / PHONE / FAX / POSTAL / WEBSITE +64 +64 9

+64

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an Southernandese and the second se ordinary private citizen or company to require a reply to this correspondence.

260. Updated RSVP's & Customer Details

From:	<pre>southernresponse.co.nz></pre>		
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>		
Cc:	Gavin.Clark@tcil.co.nz <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	$\mathbf{\wedge}$	
	RSVP information about customers 15 - updated.doc	\sim	

Hello

ry of the c Please find attached the RSVP list and a brief background history of the customers who have indicated they will come.

Thanks

Communications Coordinator

Southern Response Earthquake Services Ltd

Ptr.

DDI: (03)

Ext:

Mob: 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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software. Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

261. Updated RSVP's & Customer Details

From:	<pre>southernresponse.co.nz></pre>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	Gavin.Clark@tcil.co.nz <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Hidden	gavin.clark@tcil.co.nz
recipients:	
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	OBLERVIC
Please find attache	d the RSVP list and a brief background history of the customers who have
indicated they will o	come.
Thanks	oordinator
Communications C	oordinator
Southern Response	e Earthquake Services Ltd
DDI: (03)	RNR
Ext:	
Mob:	
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).

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 784

262. FW: Just RSVP'ing for tomorrow's meeting...Cheers

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Anne < Jenn
	<jenn@>, Ross Butler <ross@>,</ross@></jenn@>
	Sarah Sinclair <sarah.sinclair@southernresponse.co.nz>, Susan Thodey</sarah.sinclair@southernresponse.co.nz>
	<susan.thodey@>, Gavin Clark</susan.thodey@>
	<gavin.clark@tcil.co.nz>, Victor Wells</gavin.clark@tcil.co.nz>
	<victor.wells@southernresponse.co.nz>,</victor.wells@southernresponse.co.nz>
	southernresponse.co.nz>,
	southernresponse.co.nz>, southernresponse.co.nz>, @ arrowinternational.co.nz>, arrowinternational.co.nz>, @ bellgully.com>, Peter Rose
	@arrowinternational.co.nz>,
	<pre>arrowinternational.co.nz>,</pre>
	@bellgully.com>, Peter Rose
	<peter.rose@southernresponse.co.nz>, Casey Hurren</peter.rose@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz>,</casey.hurren@southernresponse.co.nz>
	southernresponse.co.nz>, Sarah Giles
	<sarah.giles@southernresponse.co.nz>, Tony Feaver</sarah.giles@southernresponse.co.nz>
	<tony.feaver@southernresponse.co.nz>, Anthony Honeybone</tony.feaver@southernresponse.co.nz>
	<anthony.honeybone@southernresponse.co.nz>,</anthony.honeybone@southernresponse.co.nz>
	<pre>southernresponse.co.nz>,</pre>
	<pre>southernresponse.co.nz>, Anna Gruczynska</pre>
	<anna.gruczynska@southernresponse.co.nz></anna.gruczynska@southernresponse.co.nz>
Sent Date:	Oct 22, 2015 20:37:37
Subject:	FW: Just RSVP'ing for tomorrow's meetingCheers
Attachment:	ORON
Evening all,	PLS .

Please see below – very brief email that we have just received from Mr 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:

Sent: Thursday, 22 October 2015 8:27 p.m.

To: RSVP

Subject: Just RSVP'ing for tomorrow's meeting...Cheers

[mailto:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

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

---- Linda Falwasser wrote ----

Evening all,

Please see below - very brief email that we have just received from Mr. He has RSVP'ed that he will be attending the meeting tomorrow.

FRUCESLID

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. rt sport

See you in the morning Linda

From:

Sent: Thursday, 22 October 2015 8:27 p.m. To: RSVP Subject: Just RSVP ing for tomorrow's meeting... Cheers

[mailto:

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

Page 788

264. RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers

From:	Linda Falwasser <linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
То:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
Sent Date:	Oct 22, 2015 21:08:51
Subject:	RE: FW: Just RSVP'ing for tomorrow's meetingCheers
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 is pla ins pla 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

---- Linda Falwasser wrote

Evening all,

Please see below – very brief email that we have just received from Mr 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.

From:

[mailto:

Sent: Thursday, 22 October 2015 8:27 p.m. To: RSVP Subject: Just RSVP'ing for tomorrow's meeting...Cheers

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

1SLT

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

265. RE: FW: Just RSVP'ing for tomorrow's meeting...Cheers

From: Gavin Clark <Gavin.Clark@tcil.co.nz> Linda Falwasser <Linda.Falwasser@southernresponse.co.nz> To: 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

---- 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. IEL TEAR

2VICES LT

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

---- Linda Falwasser wrote ----

Evening all,

Please see below – very brief email that we have just received from Mr 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

Imailto: Ima

attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted. No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

266. Thomson and Clark - security review

From:	<pre>< southernresponse.co.nz></pre>	
То:	Gavin Clark (Gavin.Clark@tcil.co.nz) <gavin.clark@tcil.co.nz>,</gavin.clark@tcil.co.nz>	
	<pre>southernresponse.co.nz>,</pre>	
	<pre>< southernresponse.co.nz></pre>	
Sent Date:	Oct 23, 2015 08:25:32	
Subject:	Thomson and Clark - security review	
Attachment:		\bigcirc

To discuss the first five points if the summary of recommendations

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>	
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)	
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>	
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>	
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, Gavin Clark</nick.thompson@tcil.co.nz>	
	<gavin.clark@tcil.co.nz>, < <</gavin.clark@tcil.co.nz>	
	< 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		

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

/ MOBILE / PHONE / POSTAL / WEBSITE +64

+64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have pub s. TOI ply to this or contract from the second proceedings of the second procedure of the second authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

268. Accepted: Thomson and Clark - security review

From:	Gavin Clark <gavin.clark@tcil.co.nz></gavin.clark@tcil.co.nz>
То:	southernresponse.co.nz
	<pre>southernresponse.co.nz></pre>
Sent Date:	Oct 23, 2015 11:04:44
Subject:	Accepted: Thomson and Clark - security review
Attachment:	
When: 23/10/20	D15 1:30:00 pm bw Place
Where: #10 sho	ow Place
	S R
	SVX
	Kr. P
	20.20
	8.15.
	.e ⁻
	HERMRESPONS
S	

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser</casey.hurren@southernresponse.co.nz>
	(Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < toot t60.co.nz>, Gavin Clark < Gavin.Clark@tcil.co.nz>,
	<pre><pre>control tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz></nick.thompson@tcil.co.nz></pre></pre>
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.

PROACTINGE PROACTINGE Protest still looking likely for this afternoon as previously reported.

Regards,

/ MOBILE / PHONE

/ POSTAL / WEBSITE

+64

+64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is

strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have atta authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

270. Weekly monitoring report 30 Oct-05 Nov 2015

From:	<pre>clinetic://doi/10.00/100/1</pre>
То:	Linda Falwasser <linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>, tcil.co.nz>, Gavin Clark
	<gavin.clark@tcil.co.nz>, <a>Analyst@tcil.co.nz>, Nick Thompson</gavin.clark@tcil.co.nz>
	<nick.thompson@tcil.co.nz></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.

In of M Mainly all good news this week around reporting of Mr Butler's new role.

Kind regards

NZIIP

Collection Manager

/ PHONE

/ POSTAL / WEBSITE

+64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2015

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence. Southern and the second se 271. Invoice INV-14609 from Thompson and Clark Investigations Ltd for Southern Response

From:	<admin@tcil.co.nz></admin@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	Sarah.Giles@southernresponse.co.nz
	<sarah.giles@southernresponse.co.nz>, Gavin Clark</sarah.giles@southernresponse.co.nz>
	<gavin.clark@tcil.co.nz></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

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

Kind regards

Office Manager

/ MOBILE / POSTAL / WEBSITE

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

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have

authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southernandes and southernande

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>	
То:	Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser</casey.hurren@southernresponse.co.nz>	
	(Linda.Falwasser@southernresponse.co.nz)	
	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>	
Cc:	Gavin Clark <gavin.clark@tcil.co.nz>, Nick Thompson</gavin.clark@tcil.co.nz>	
	<nick.thompson@tcil.co.nz>, < <</nick.thompson@tcil.co.nz>	
	<pre>t60.co.nz></pre>	
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,		

evering the second seco Please find attached this week's monitoring report covering the period 6-12 November 2015.

Have a good weekend.

Regards,

/ MOBILE / PHONE / POSTAL / WEBSITE +64 +64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised

representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, at use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

273. Weekly monitoring report 13-19 Nov 2015

From: To:	<pre></pre>
	(Linda.Falwasser@southernresponse.co.nz)
0.	<linda.falwasser@southernresponse.co.nz></linda.falwasser@southernresponse.co.nz>
Cc:	t60.co.nz < total t60.co.nz>, Gavin Clark < Gavin.Clark@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,	BLERN
Please find attach	ned this week's monitoring report covering 13-19 Nov 2015.
A very quiet week	of news and social media overall.
Have a good wee	kend!
Regards,	RRA RESPONSE
/ MOBILE	FRN
/ PHONE	
/ POSTAL	
/ WEBSITE	
+64	
+64 9	
	Albany, NSMC 0752, New Zealand
www.tcil.co.nz	2007
© Copyright TCIL	2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised

representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, at use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

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

From:	<pre>southernresponse.co.nz></pre>
То:	'admin@tcil.co.nz' <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 -

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

YN PES

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to you	ur bank a	account:		
Creditor ID: THOMPSON Payment Number: 00000000000754 Payment Date: 20/11/2015	108			
Our Voucher No Your Voucher No Number Description	Date	Document Amount	Amount Paid	Claim
00000000000009685 INV-14575 Risk Mngt Pkge-Oct 2015	29/10/2	2015	Ri	sk Mngt Pkg
Total Amou	unt:		SERVIC	.x.
		SVI		

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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

275. Weekly monitoring report 20-26 November 2015

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>, Gavin Clark < Gavin.Clark@tcil.co.nz>,
	<pre><pre>control tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz></nick.thompson@tcil.co.nz></pre></pre>
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,

other quie Please see attached this week's monitoring report - another quiet week, but a good news story is always nice to see!

Regards,

/ MOBILE / PHONE / POSTAL / WEBSITE

+64

+64 9 PO Box 301775, Albany, NSMC 0752, New Zealand www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse,

use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

Southern Response Frankesen and Southern Response Frankesen an

276. Weekly monitoring report 27 Nov-3 Dec 2015

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>, Gavin Clark < Gavin.Clark@tcil.co.nz>,
	<pre>tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz></nick.thompson@tcil.co.nz></pre>
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.

Reconstruction 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,

/ MOBILE / PHONE

/ POSTAL

/ WEBSITE

+64 +64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is

strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or intellectual property. If you are not the intended recipient of this publication, or do not have atta authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

From: To:	<pre></pre>
10.	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	t60.co.nz < t60.co.nz>, Gavin Clark < Gavin.Clark@tcil.co.nz>,
	<pre><pre>tcil.co.nz>, Nick Thompson <nick.thompson@tcil.co.nz></nick.thompson@tcil.co.nz></pre></pre>
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 Li	B LB
Please see attach	ed weekly monitoring report for the period 4-10 December 2015.
	LA AT
Another fairly quie	t week.
Regards,	NELEAR
	ed weekly monitoring report for the period 4-10 December 2015. t week.
/ MOBILE	RE
/ PHONE	25
/ POSTAL	
/ WEBSITE	
+64	
+64 9	
PO Box 301775,	Albany, NSMC 0752, New Zealand
www.tcil.co.nz	
© Copyright TCIL	2007.
WARNING. Unaut	horised copying, disclosure or distribution of this document or attachment is
atriatly probibited	It is restricted to approved TCIL clients only and their sutherized

strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or

intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence. Southernandes and southernande

278. Weekly monitoring report 11-17 Dec 2015

From:	<analyst@tcil.co.nz></analyst@tcil.co.nz>
То:	Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
	<linda.falwasser@southernresponse.co.nz>, Casey Hurren</linda.falwasser@southernresponse.co.nz>
	<casey.hurren@southernresponse.co.nz></casey.hurren@southernresponse.co.nz>
Cc:	Nick Thompson <nick.thompson@tcil.co.nz>, Gavin Clark</nick.thompson@tcil.co.nz>
	<gavin.clark@tcil.co.nz>, < < total tcil.co.nz>, < total t60.co.nz</gavin.clark@tcil.co.nz>
	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,

/ MOBILE / PHONE

/ POSTAL

/ WEBSITE

+64

+64 9

PO Box 301775, Albany, NSMC 0752, New Zealand

www.tcil.co.nz

© Copyright TCIL 2007.

WARNING. Unauthorised copying, disclosure or distribution of this document or attachment is strictly prohibited. It is restricted to approved TCIL clients only and their authorised representatives. Unauthorised possession, copying or distribution may make offenders subject to legal action relating to offences regarding unlawful possession of unauthorized information and/or .at. .a in er. .as no mor .correspondence .cor intellectual property. If you are not the intended recipient of this publication, or do not have authorisation from TCIL to view it, or have received this publication in error, you must not peruse, use, pass or copy this publication or any of its contents. TCIL has no more authority than that of an ordinary private citizen or company to require a reply to this correspondence.

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

From:	<pre>southernresponse.co.nz></pre>
То:	'admin@tcil.co.nz' <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 -

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

YN PES

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account:	
Creditor ID: THOMPSON Payment Number: 0000000000076596 Payment Date: 18/12/2015	
Our Voucher No Your Voucher No Date Document Amount Amount Paid Claim Number Description	
000000000009966 INV-14625 30/11/2015 Risk Mngt Pkg Risk Mngt Pkge-Nov 2015	>
Total Amount:	

This email and any attachments contain confidential information which may be subject to legal privilege and copyright.

If you are not the intended recipient you must not peruse, use, distribute or copy the email or attachments.

If it has been received in error please notify us immediately by return email and then delete the message and any accompanying attachments.

Emails are not secure, can be intercepted and altered.

Southern Response Earthquake Services Limited ("Southern Response") accepts no responsibility for changes made to this email or to any attachment after it has been transmitted.

No viruses were detected in this email by Southern Response's virus detection software.

Southern Response cannot guarantee this message or attachment(s) are free from computer viruses or other defects

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