

1. Weekly Monitoring report covering holiday period

From: [REDACTED] tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED] Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jan 08, 2016 11:13:10
Subject: Weekly Monitoring report covering holiday period
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 18 Dec 2015 - 07 Jan 2016.pdf](#)

Good morning Linda & Casey,

Please see attached a monitoring report covering the past 3 weeks.

Very quiet at this time of year.

Happy New Year to you both!

[REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

2. Unpaid November invoice

From: [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: 'Sarah.Giles@southernresponse.co.nz'
<Sarah.Giles@southernresponse.co.nz>
Sent Date: Jan 12, 2016 08:56:44
Subject: Unpaid November invoice
Attachment: [image001.gif](#)
[Invoice INV-14609.pdf](#)

Hi Linda

Happy new year to you. Hope you had a good festive season and a good break.

Just a quick follow up on invoice 14609 (11 November). We don't seem to have received payment, if you don't have any issues with the invoice could you give me an idea of when we can expect to receive payment. I have attached a copy for ease of reference.

Many thanks.

Regards

[REDACTED]

Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]

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3. RE: Unpaid November invoice

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: [REDACTED] [REDACTED] [REDACTED]@tcil.co.nz>
Sent Date: Jan 12, 2016 11:01:28
Subject: RE: Unpaid November invoice
Attachment: [image001.gif](#)

Hi [REDACTED]

Sorry this invoice seems to have been missed – we're onto it now and payment shouldn't be far away.

Thanks Linda

From: [REDACTED] [REDACTED] [REDACTED] [REDACTED]@tcil.co.nz]
Sent: Tuesday, 12 January 2016 8:57 a.m.
To: Linda Falwasser
Cc: Sarah Giles
Subject: Unpaid November invoice

Hi Linda

Happy new year to you. Hope you had a good festive season and a good break.

Just a quick follow up on invoice 14609 (11 November). We don't seem to have received payment, if you don't have any issues with the invoice could you give me an idea of when we can expect to receive payment. I have attached a copy for ease of reference.

Many thanks.

Regards

[REDACTED]

Office Manager

/ MOBILE

/ POSTAL

/ WEBSITE

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4. RE: Unpaid November invoice

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Jan 12, 2016 14:47:50
Subject: RE: Unpaid November invoice
Attachment: [image001.gif](#)

Thanks Linda, appreciate your help.

From: Linda Falwasser [mailto:Linda.Falwasser@southernresponse.co.nz]
Sent: Tuesday, January 12, 2016 11:01 AM
To: [REDACTED]
Subject: RE: Unpaid November invoice

Hi [REDACTED]

Sorry this invoice seems to have been missed – we're onto it now and payment shouldn't be far away.

Thanks Linda

From: [REDACTED] [mailto:admin@tcil.co.nz]
Sent: Tuesday, 12 January 2016 8:57 a.m.
To: Linda Falwasser
Cc: Sarah Giles
Subject: Unpaid November invoice

Hi Linda

Happy new year to you. Hope you had a good festive season and a good break.

Just a quick follow up on invoice 14609 (11 November). We don't seem to have received payment, if you don't have any issues with the invoice could you give me an idea of when we can expect to receive payment. I have attached a copy for ease of reference.

Many thanks.

Regards

[REDACTED]
Office Manager

/ MOBILE

/ POSTAL

/ WEBSITE

[REDACTED]
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5. Weekly monitoring 8-14 January 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Casey Hurren <Casey.Hurren@southernresponse.co.nz>, Linda Falwasser (Linda.Falwasser@southernresponse.co.nz) <Linda.Falwasser@southernresponse.co.nz>
Cc: [REDACTED].co.nz <[REDACTED].co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jan 15, 2016 11:57:42
Subject: Weekly monitoring 8-14 January 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 8-14 Jan 2016.pdf](#)

Good morning Linda & Casey,

Please see attached weekly monitoring report covering 8-14 January 2016.

A very quiet week to ease you back into the new year!

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
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/ WEBSITE

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[REDACTED]
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6. ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice
Attached

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@tcil.co.nz' [REDACTED]@tcil.co.nz>
Sent Date: Jan 15, 2016 16:26:50
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd -
Remittance Advice Attached
Attachment:

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

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

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

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

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000077246

Payment Date: 15/01/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					

00000000000010326	INV-14609	11/11/2015		\$6,379.43	\$6,379.43	Training etc- Training etc-October 2015
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Total Amount: \$6,379.43

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

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@tcil.co.nz' [REDACTED]@tcil.co.nz>
Sent Date: Jan 20, 2016 13:52:12
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd - Remittance Advice Attached
Attachment:

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

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

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

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

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000077364

Payment Date: 20/01/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
00000000000010296	INV-14649	31/12/2015	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Pac
	Risk Mngt Package-Dec.2015					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY EARTHQUAKE SERVICES LTD

8. Weekly monitoring 15-21 January 2016

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@t60.co.nz> <[REDACTED]@t60.co.nz>
Sent Date: Jan 22, 2016 08:28:40
Subject: Weekly monitoring 15-21 January 2016
Attachment: [image001.gif](#)
[Southern Response Weekly Reporting 15-21 Jan 2016.pdf](#)

Good morning Linda & Casey,

Please see attached weekly monitoring report covering 15-21 January 2016.

A little more activity than last week, but still not much. Only one blog entry too.

Kind regards

[REDACTED]

Collection Manager

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

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12. Weekly monitoring report 22-28 Jan 2016

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, Gavin Clark
<Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, [REDACTED]@t60.co.nz
<[REDACTED]@t60.co.nz>
Sent Date: Jan 29, 2016 13:28:56
Subject: Weekly monitoring report 22-28 Jan 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 22-28 Jan 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 22-28 January 2016.

Activity this week has centred around Peter Roses announcement that he will be departing SR later this year.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

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[REDACTED]
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30. Weekly monitoring report 29 Jan -4 Feb 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Feb 05, 2016 12:03:05
Subject: Weekly monitoring report 29 Jan -4 Feb 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 29 Jan-4 Feb 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report.

Things have picked up again this week – more media activity and an announcement of a protest on 21 February in Cathedral Square.

Enjoy your long weekend!

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]

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36. Weekly monitoring report 5-11 Feb 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Feb 12, 2016 16:37:28
Subject: Weekly monitoring report 5-11 Feb 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 5-11 Feb 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 5-11 Feb 2016.

A quieter week again this week.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

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[REDACTED]
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37. Weekly monitoring report 12-18 Feb 2016

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Feb 19, 2016 10:00:56
Subject: Weekly monitoring report 12-18 Feb 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 12-18 Feb 2016.pdf](#)

Good morning Linda & Casey,

Please see attached this week's monitoring report covering 12-18 Feb 2016.

Most of this week's commentary has been in preparation for the Cathedral Square protest this weekend.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
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[REDACTED]
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38. Weekly monitoring report 19-25 Feb 2016

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Feb 26, 2016 14:57:11
Subject: Weekly monitoring report 19-25 Feb 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 19-25 Feb 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this weeks monitoring report covering the period 19-25 Feb 2016.

A much busier week this week as I'm sure you're aware.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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39. Weekly monitoring report 26 Feb - 3 March 2016

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Mar 04, 2016 12:56:47
Subject: Weekly monitoring report 26 Feb - 3 March 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 26 Feb-3 Mar 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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40. Unpaid January invoice

From: [REDACTED] tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Sent Date: Mar 08, 2016 10:09:17
Subject: Unpaid January invoice
Attachment: [image001.gif](#)
[Invoice INV-14695.pdf](#)

Hi Linda

Just a follow up on this January invoice as we don't seem to have received payment. I have attached a copy.

Regards

[REDACTED]

Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]

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41. Invoice INV-14752 from Thompson and Clark Investigations Ltd for Southern Response

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 08, 2016 16:29:50
Subject: Invoice INV-14752 from Thompson and Clark Investigations Ltd for Southern Response
Attachment: [image001.gif](#)
[Invoice INV-14752.pdf](#)

Good afternoon Linda

Attached is invoice 14752 for work done around the OIA.

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

Kind regards

[REDACTED]

Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]

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www.tcil.co.nz

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

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

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@tcil.co.nz' [REDACTED]@tcil.co.nz>
Sent Date: Mar 11, 2016 15:52:44
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd -
Remittance Advice Attached
Attachment:

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

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

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

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

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000079044

Payment Date: 11/03/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
00000000000010700	INV-14695	29/01/2016	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Pkg
	Risk Mngt Pkge-Jan.2016					

Total Amount: [REDACTED]

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SOUTHERN RESPONSE ACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

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

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@tcil.co.nz' [REDACTED]@tcil.co.nz>
Sent Date: Mar 17, 2016 14:54:25
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd -
Remittance Advice Attached
Attachment:

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

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

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

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

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

62. SR assessment

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 18, 2016 12:04:14
Subject: SR assessment
Attachment: [image003.jpg](#)

Hi Gavin

Are we able to arrange another assessment of the environment and specifically the SR situation? We want to look at our company buildings as well as Christchurch based directors homes and some of our senior staff homes.

What we are wanting to assess are:

1. where we stand
2. what are our key risks
3. our gaps and recommendations to remedy

When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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63. RE: SR assessment

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Mar 18, 2016 12:17:54
Subject: RE: SR assessment
Attachment: [image001.jpg](#)

Hi Sarah,

Nice to hear from you.

The week of Tuesday the 29th (After Easter) is free, I can pencil that in.

Would you like me to put a proposal together covering the following:

1. Update the overall threat assessment looking at external factors
2. Security risk assessment (audit) comparing to previous Security review and GAP analysis.
3. Residential Security Reviews for personnel that haven't had one already.
4. Security risk assessment (audit) comparing existing residential security reviews for those that have already had one done on their home.

We can make a start on point 1 above as most of this information is available externally.

If you could tell me who you had in mind for reviews on their homes I can let you know which ones would be a fresh start or an audit on previously done reviews, this would help me understand the time commitment to outline in the proposal.

Take care warm regards Gavin Clark

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

Sent: Friday, 18 March 2016 12:04 p.m.

To: Gavin Clark
Subject: SR assessment

Hi Gavin

Are we able to arrange another assessment of the environment and specifically the SR situation? We want to look at our company buildings as well as Christchurch based directors homes and some of our senior staff homes.

What we are wanting to assess are:

1. where we stand
2. what are our key risks
3. our gaps and recommendations to remedy

When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

67. RE: SR assessment

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 18, 2016 15:49:43
Subject: RE: SR assessment
Attachment: [image001.jpg](#)

Hi Gavin

Thank you for your prompt response, Tuesday the 29th sounds good to me.

If possible I would like to talk to you about the staff assessments but some of the ones in mind are:

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

I am at an offsite meeting next Monday but perhaps if we could catch up later in the week?

Let me know when suits

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 18 March 2016 12:18 p.m.
To: Sarah Giles
Subject: RE: SR assessment

Hi Sarah,

Nice to hear from you.

The week of Tuesday the 29th (After Easter) is free, I can pencil that in.

Would you like me to put a proposal together covering the following:

1. Update the overall threat assessment looking at external factors
2. Security risk assessment (audit) comparing to previous Security review and GAP analysis.
3. Residential Security Reviews for personnel that haven't had one already.
4. Security risk assessment (audit) comparing existing residential security reviews for those that have already had one done on their home.

We can make a start on point 1 above as most of this information is available externally.

If you could tell me who you had in mind for reviews on their homes I can let you know which ones would be a fresh start or an audit on previously done reviews, this would help me understand the time commitment to outline in the proposal.

Take care warm regards Gavin Clark

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

Sent: Friday, 18 March 2016 12:04 p.m.

To: Gavin Clark

Subject: SR assessment

Hi Gavin

Are we able to arrange another assessment of the environment and specifically the SR situation? We want to look at our company buildings as well as Christchurch based directors homes and some of our senior staff homes.

What we are wanting to assess are:

1. where we stand
2. what are our key risks
3. our gaps and recommendations to remedy

When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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68. RE: SR assessment

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Mar 18, 2016 15:52:58
Subject: RE: SR assessment
Attachment: [image001.jpg](#)

Thanks Sarah Wednesday or Thursday next week would be best I'll touch base then

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Friday, 18 March 2016 3:50 p.m.
To: Gavin Clark
Subject: RE: SR assessment

Hi Gavin

Thank you for your prompt response, Tuesday the 29th sounds good to me.

If possible I would like to talk to you about the staff assessments but some of the ones in mind are:

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

I am at an offsite meeting next Monday but perhaps if we could catch up later in the week?

Let me know when suits

Sarah

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

Sent: Friday, 18 March 2016 12:18 p.m.

To: Sarah Giles

Subject: RE: SR assessment

Hi Sarah,

Nice to hear from you.

The week of Tuesday the 29th (After Easter) is free, I can pencil that in.

Would you like me to put a proposal together covering the following:

1. Update the overall threat assessment looking at external factors
2. Security risk assessment (audit) comparing to previous Security review and GAP analysis.
3. Residential Security Reviews for personnel that haven't had one already.
4. Security risk assessment (audit) comparing existing residential security reviews for those that have already had one done on their home.

We can make a start on point 1 above as most of this information is available externally.

If you could tell me who you had in mind for reviews on their homes I can let you know which ones would be a fresh start or an audit on previously done reviews, this would help me understand the time commitment to outline in the proposal.

Take care warm regards Gavin Clark

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

Sent: Friday, 18 March 2016 12:04 p.m.

To: Gavin Clark

Subject: SR assessment

Hi Gavin

Are we able to arrange another assessment of the environment and specifically the SR situation? We want to look at our company buildings as well as Christchurch based directors homes and some of our senior staff homes.

What we are wanting to assess are:

1. where we stand
2. what are our key risks
3. our gaps and recommendations to remedy

When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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69. RE: SR assessment

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 18, 2016 15:58:36
Subject: RE: SR assessment
Attachment: [image001.jpg](#)

Thursday would be ideal for me Gavin. Talk then

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 18 March 2016 3:53 p.m.
To: Sarah Giles
Subject: RE: SR assessment

Thanks Sarah Wednesday or Thursday next week would be best I'll touch base then

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Friday, 18 March 2016 3:50 p.m.
To: Gavin Clark
Subject: RE: SR assessment

Hi Gavin

Thank you for your prompt response, Tuesday the 29th sounds good to me.

If possible I would like to talk to you about the staff assessments but some of the ones in mind are:

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

5. [REDACTED]

6. [REDACTED]

I am at an offsite meeting next Monday but perhaps if we could catch up later in the week?

Let me know when suits

Sarah

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

Sent: Friday, 18 March 2016 12:18 p.m.

To: Sarah Giles

Subject: RE: SR assessment

Hi Sarah,

Nice to hear from you.

The week of Tuesday the 29th (After Easter) is free, I can pencil that in.

Would you like me to put a proposal together covering the following:

1. Update the overall threat assessment looking at external factors
2. Security risk assessment (audit) comparing to previous Security review and GAP analysis.
3. Residential Security Reviews for personnel that haven't had one already.
4. Security risk assessment (audit) comparing existing residential security reviews for those that have already had one done on their home.

We can make a start on point 1 above as most of this information is available externally.

If you could tell me who you had in mind for reviews on their homes I can let you know which ones would be a fresh start or an audit on previously done reviews, this would help me understand the time commitment to outline in the proposal.

Take care warm regards Gavin Clark

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

Sent: Friday, 18 March 2016 12:04 p.m.

To: Gavin Clark

Subject: SR assessment

Hi Gavin

Are we able to arrange another assessment of the environment and specifically the SR situation? We want to look at our company buildings as well as Christchurch based directors homes and some of our senior staff homes.

What we are wanting to assess are:

1. where we stand
2. what are our key risks
3. our gaps and recommendations to remedy

When do you think you would be in a position to come down to commence this review? I realise you will require more information but wanted to pencil in as soon as possible please.

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

70. Weekly monitoring report 11-17 March 2016

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Mar 19, 2016 17:06:03
Subject: Weekly monitoring report 11-17 March 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 11-17 Mar 2016.pdf](#)

Good afternoon Linda & Casey,

I trust you are having a good weekend.

Please find attached this week's monitoring report covering 11-17 March 2016.

Needless to say the main topic of the week has been around staff bonuses.

I apologise for the delayed delivery of this report.

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

71. Discuss SR plans

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 22, 2016 11:55:31
Subject: Discuss SR plans
Attachment:

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72. Declined: Discuss SR plans

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Mar 22, 2016 12:02:41
Subject: Declined: Discuss SR plans
Attachment:

I Sarah sorry I'm tied up on Wednesday now but can do Thursday any time.

Regards Gavin

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

73. SR call

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 24, 2016 08:17:24
Subject: SR call
Attachment:

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PROACTIVELY RELEASED BY SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

74. Accepted: SR call

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah.Giles@southernresponse.co.nz
<Sarah.Giles@southernresponse.co.nz>
Sent Date: Mar 24, 2016 09:13:00
Subject: Accepted: SR call
Attachment:

When: 24/03/2016 9:30:00 am

Where: Sarah to call

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

75. Accepted: SR call

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Mar 24, 2016 09:59:34
Subject: Accepted: SR call
Attachment:

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

76. 30-31 March

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 24, 2016 13:06:57
Subject: 30-31 March
Attachment: [image002.jpg](#)

Hi Sarah

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

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

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

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

Can you also please schedule meetings here with:

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

Thank you once again for helping.

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

77. RE: 30-31 March

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]
[REDACTED]@southernresponse.co.nz
Cc: [REDACTED]t60.co.nz <[REDACTED]t60.co.nz>
Sent Date: Mar 24, 2016 14:37:04
Subject: RE: 30-31 March
Attachment: [image001.jpg](#)

Hi [REDACTED]

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

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

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

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

The new ones to be conducted are:

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

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

Wed 0900- 1000

Meeting Sarah Giles and Victor Wells

HSE and staff issues. Information re threat assessment/ security review

1000-1100

██████████ & ██████████

Building security and CCTV re security review

1100-1230

6 and 10 Show PI

Gap analysis, recommendations Vs implementation

1230-1300

Lunch

1300-1400

Anna Grucysnka/ ██████████

OIA requests and ██████████ ██████████

1400- 1430

Travel to Residential security review

1430 - 1600

Conduct residential security review 1/3

1600 - 1630

Travel

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1630 - 1800

Conduct residential security review 2/3

1800 to 1900

Dinner

1900 - 2100

6 and 10 show PI

Interview cleaners, site visit re security review

Thurs 0800-0900

Breakfast meeting police

Specific issues re SRES

0900-1030

Conduct residential security review 3/3

1030-1100

Travel

1100-1200

Revisit 14/15 RSR 1/3

1200-1230

Travel

1230-1330

Revisit 4/15 RSR 2/3

1330-1400

Travel

1400 - 1500

Revisit 14/15 RSR 3/3

1500 - 1530

Travel

1530 - 1700

6/10 Show PI

Re-cap any outstanding matters re pending threat assessment and security review.

1800

Depart Christchurch

Take care warm regards Gavin Clark

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

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

To: Sarah Lapslie

Cc: Gavin Clark

Subject: 30-31 March

Hi Sarah

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

██████████ will organise a vehicle to be available for Gavin 8.30 to 5pm each day.

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

1. ██████████
2. ██████████
3. ██████████
4. ██████████
5. ██████████
6. ██████████

Can you also please schedule meetings here with:

1. ██████████ and ██████████ (together) – building security and cameras
2. Victor Wells – H&S

Thank you once again for helping.

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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78. Itinerary

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Gavin Clark
(gavin.clark@tcil.co.nz) <gavin.clark@tcil.co.nz>
Sent Date: Mar 24, 2016 16:13:53
Subject: Itinerary
Attachment: [image001.jpg](#)
[Gavin Clark - Security review.doc](#)

Hello

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

Thanks and happy easter

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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79. RE: Intinerary

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>, Sarah Giles
<Sarah.Giles@southernresponse.co.nz>
Sent Date: Mar 24, 2016 18:03:26
Subject: RE: Intinerary
Attachment: [image001.jpg](#)

Thanks looks good.

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Thursday, 24 March 2016 4:14 p.m.
To: Sarah Giles; Gavin Clark
Subject: Intinerary

Hello

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

Thanks and happy easter

[REDACTED]

Communications Coordinator

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mob: [REDACTED]

PO Box 9052

Christchurch

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80. Home security review

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@southernresponse.co.nz, Gavin Clark
(gavin.clark@tcil.co.nz) <gavin.clark@tcil.co.nz>
Sent Date: Mar 29, 2016 16:04:38
Subject: Home security review
Attachment:

Hi Gavin

[REDACTED] lives really close to the office, perhaps you can do the review at her home and ask questions back at the office?

Many thanks

Sarah

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81. FW: Meeting with Gavin Clark

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark (gavin.clark@tcil.co.nz) <gavin.clark@tcil.co.nz>
Sent Date: Mar 31, 2016 09:18:18
Subject: FW: Meeting with Gavin Clark
Attachment:

-----Original Appointment-----

From: [REDACTED]
Sent: Tuesday, 29 March 2016 9:51 a.m.
To: [REDACTED] Casey Hurren; [REDACTED]
Subject: Meeting with Gavin Clark
When: Thursday, 31 March 2016 3:00 p.m.-3:30 p.m. (UTC+12:00) Auckland, Wellington.
Where: L2, 10 Show Place

Hi Casey,
Sarah is out of the office today – I'm booking this in on behalf of Sarah.
Thanks,
[REDACTED]

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82. Print please

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Sent Date: Mar 31, 2016 12:54:44
Subject: Print please
Attachment: [image001.gif](#)
[SRES Characterisation Survey 2016.docx](#)

Hi Sarah,

Could you please print this template for me, it 13 pages so double sided ok, 1 x copy.

Regards Gavin

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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83. Re: Print please

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Mar 31, 2016 13:22:46
Subject: Re: Print please
Attachment: [image001.gif](#)
[image001.gif](#)

Hey Gavin

When do you need this? I am just on my way back

Sent from my iPhone

On 31/03/2016, at 12:54 PM, Gavin Clark <Gavin.Clark@tcil.co.nz> wrote:

Hi Sarah,

Could you please print this template for me, it 13 pages so double sided ok, 1 x copy.

Regards Gavin

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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<SRES Characterisation Survey 2016.docx>

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84. Fwd: [REDACTED]

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 01, 2016 09:26:00
Subject: Fwd: [REDACTED]
Attachment:

Hi Gavin

Anna said that her and [REDACTED] spoke to you about this however please see details below. Is there anything we can do about this? I know it is not a physical security issue but from a staff wellbeing perspective anything we can do would be good to know

Thanks
Sarah

Sent from my iPad

Begin forwarded message:

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Date: 31 March 2016 at 3:29:29 PM NZDT
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Thursday, 31 March 2016 12:50 p.m.
To: Linda Falwasser
Subject: [REDACTED]

Hi Linda,

As I've just been advised there was a bit of a new development on the TC3 page last night.

They have compiled a name and shame board and three of our current staff members were named on it.

██████████ and ██████████ are the most recent. 3rd is ██████████

Starting to turn into a bit of a witch hunt if you ask me. Most of the comments were not nice as I am told, but at least two were in ██████████ favour.

██████████

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85. further to our discussion yesterday

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: 'Gavin.Clark@tcil.co.nz' <Gavin.Clark@tcil.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Apr 01, 2016 09:47:10
Subject: further to our discussion yesterday
Attachment: [image003.jpg](#)
[01042016093700.pdf](#)

Morning, Gavin

It has been brought to my attention that a closed group on facebook named [REDACTED] (or [REDACTED] like that, not quite sure) has started a new "practice" – a wall of shame, where people add names of individuals from various organizations dealing with earthquakes, such as us, EQC, IAG, CERA, government etc..... Please find attached a copy of the image from that group for your information.

We've got 4 of our staff on this wall – Peter Rose, [REDACTED] [REDACTED] (Rebuild Team Manager) and [REDACTED] (Repair Team claim specialist)

It is a concern, as it certainly is looking like "witch hunt".

Thank you.

[REDACTED]

Privacy and Information Officer

Southern Response Earthquake Services Ltd

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch

-

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86. RE: further to our discussion yesterday

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Apr 01, 2016 10:07:45
Subject: RE: further to our discussion yesterday
Attachment: [image001.jpg](#)

Thanks [REDACTED]

Appreciate the heads up.

Would probably result in reviewing security around those individuals as well as doing some background on [REDACTED] if you have any more information on that group that would assist our understanding.

Sarah Giles has also sent me something on it so I'll follow up with her.

Cheers

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Friday, 1 April 2016 9:47 a.m.
To: Gavin Clark
Cc: Linda Falwasser
Subject: further to our discussion yesterday

Morning, Gavin

It has been brought to my attention that a closed group on facebook named [REDACTED] (or [REDACTED] like that, not quite sure) has started a new "practice" – a wall of shame, where people add names of individuals from various organizations dealing with earthquakes, such as us, EQC, IAG, CERA, government etc..... Please find attached a copy of the image from that group for your information.

We've got 4 of our staff on this wall – Peter Rose, [REDACTED] [REDACTED] (Rebuild Team Manager) and [REDACTED] (Repair Team claim specialist)

It is a concern, as it certainly is looking like “witch hunt”.

Thank you.

[REDACTED]
Privacy and Information Officer

Southern Response Earthquake Services Ltd

DDI [REDACTED]

Ext [REDACTED]

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87. RE: further to our discussion yesterday

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Apr 01, 2016 10:12:14
Subject: RE: further to our discussion yesterday
Attachment: [image002.jpg](#)
[image003.jpg](#)

Thanks, Gavin

Perhaps Linda can expand on what the group is about. My understanding is that the group was created for all TC3 residents who are having issues with EQC and/or insurers. TC3 is a technical land status – one of a few created by CERA.

If a section is marked TC3 it means that moderate to significant land damage from liquefaction is possible in future large earthquakes. Site-specific geotechnical investigation and specific engineering foundation design is required.

<http://cera.govt.nz/residential-green-zone-technical-categories/overview>

So my take is that only residents who have their land categorized as TC3 are in that group.

Regards,

[REDACTED]

Privacy and Information Officer

Southern Response Earthquake Services Ltd

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

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-

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

Sent: Friday, 1 April 2016 10:08 a.m.

To: [REDACTED]

Cc: Linda Falwasser

Subject: RE: further to our discussion yesterday

Thanks [REDACTED]

Appreciate the heads up.

Would probably result in reviewing security around those individuals as well as doing some background on [REDACTED] if you have any more information on that group that would assist our understanding.

Sarah Giles has also sent me something on it so I'll follow up with her.

Cheers

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

Sent: Friday, 1 April 2016 9:47 a.m.

To: Gavin Clark
Cc: Linda Falwasser
Subject: further to our discussion yesterday

Morning, Gavin

It has been brought to my attention that a closed group on facebook named [REDACTED] (or [REDACTED] like that, not quite sure) has started a new "practice" – a wall of shame, where people add names of individuals from various organizations dealing with earthquakes, such as us, EQC, IAG, CERA, government etc..... Please find attached a copy of the image from that group for your information.

We've got 4 of our staff on this wall – Peter Rose, [REDACTED] [REDACTED] (Rebuild Team Manager) and [REDACTED] (Repair Team claim specialist)

It is a concern, as it certainly is looking like "witch hunt".

Thank you.

[REDACTED]

Privacy and Information Officer

Southern Response Earthquake Services Ltd

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch

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88. RE: [REDACTED]

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 01, 2016 10:19:30
Subject: RE: [REDACTED]
Attachment:

Hi Sarah,

Yes I discussed the [REDACTED] and was going to do some background on this as part of the threat assessment.

In regard to [REDACTED] and [REDACTED] I'm not familiar with them or their roles. Can you give me some background on them and any reason as to why they would make this list. I know about [REDACTED]

My recommendation would be for me to schedule a time to review both their property's as well, just in case things escalate and they receive some specific threats.

We could schedule a time next week, Thursday is good for me.

In terms of this list being published there isn't much that we can do to stop it, freedom of speech. All we can do is mitigate the risk and ensure that the staff members are listened to and feel safe.

Kind Regards Gavin

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Friday, 1 April 2016 9:26 a.m.
To: Gavin Clark
Subject: Fwd: [REDACTED]

Hi Gavin

Anna said that her and [REDACTED] spoke to you about this however please see details below. Is there anything we can do about this? I know it is not a physical security issue but from a staff wellbeing perspective anything we can do would be good to know

Thanks

Sarah

Sent from my iPad

Begin forwarded message:

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Date: 31 March 2016 at 3:29:29 PM NZDT
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Thursday, 31 March 2016 12:50 p.m.
To: Linda Falwasser
Subject: [REDACTED]

Hi Linda,

As I've just been advised there was a bit of a new development on the TC3 page last night.

They have compiled a name and shame board and three of our current staff members were named on it.

[REDACTED] and [REDACTED] are the most recent. 3rd is [REDACTED]

Starting to turn into a bit of a witch hunt if you ask me. Most of the comments were not nice as I am told, but at least two were in [REDACTED] favour.



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89. Catch up next week.

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: ross.butler@southernresponse.co.nz <ross.butler@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Apr 01, 2016 11:07:50
Subject: Catch up next week.
Attachment: [image002.jpg](#)

Hi Ross,

Good to see you yesterday.

We would like the opportunity to meet with yourself and [REDACTED] to discuss potential security issues with [REDACTED]

Next Thursday is good for us, we wouldn't charge for our attendance at this meeting but would appreciate if we could on charge travel disbursements.

I would like to bring Nick Thompson, my business partner with me based upon the potential scale of the operation two heads would be better than one.

Look forward to hearing from you.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

90. RE: further to our discussion yesterday

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Apr 01, 2016 11:08:40
Subject: RE: further to our discussion yesterday
Attachment: [image001.jpg](#)

Thanks for the insight, we will do some due diligence this end also.

Take care warm regards Gavin Clark

From: [REDACTED] [mailto:[REDACTED]@southernresponse.co.nz]
Sent: Friday, 1 April 2016 10:12 a.m.
To: Gavin Clark
Cc: Linda Falwasser
Subject: RE: further to our discussion yesterday

Thanks, Gavin

Perhaps Linda can expand on what the group is about. My understanding is that the group was created for all TC3 residents who are having issues with EQC and/or insurers. TC3 is a technical land status – one of a few created by CERA.

If a section is marked TC3 it means that moderate to significant land damage from liquefaction is possible in future large earthquakes. Site-specific geotechnical investigation and specific engineering foundation design is required.

<http://cera.govt.nz/residential-green-zone-technical-categories/overview>

So my take is that only residents who have their land categorized as TC3 are in that group.

Regards,

[REDACTED]
Privacy and Information Officer

Southern Response Earthquake Services Ltd

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

-

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

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

Sent: Friday, 1 April 2016 10:08 a.m.

To: [REDACTED]

Cc: Linda Falwasser

Subject: RE: further to our discussion yesterday

Thanks [REDACTED]

Appreciate the heads up.

Would probably result in reviewing security around those individuals as well as doing some background on [REDACTED] if you have any more information on that group that would assist our understanding.

Sarah Giles has also sent me something on it so I'll follow up with her.

Cheers

From: [REDACTED] [mailto:[REDACTED@southernresponse.co.nz]]
Sent: Friday, 1 April 2016 9:47 a.m.
To: Gavin Clark
Cc: Linda Falwasser
Subject: further to our discussion yesterday

Morning, Gavin

It has been brought to my attention that a closed group on facebook named [REDACTED] (or smth like that, not quite sure) has started a new "practice" – a wall of shame, where people add names of individuals from various organizations dealing with earthquakes, such as us, EQC, IAG, CERA, government etc..... Please find attached a copy of the image from that group for your information.

We've got 4 of our staff on this wall – Peter Rose, [REDACTED] [REDACTED] (Rebuild Team Manager) and [REDACTED] (Repair Team claim specialist)

It is a concern, as it certainly is looking like "witch hunt".

Thank you.

[REDACTED]

Privacy and Information Officer

Southern Response Earthquake Services Ltd

DDI [REDACTED]

Ext [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

-

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91. RE: Aggressive/Unacceptable Behaviour Report

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Anthony Honeybone <Anthony.Honeybone@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>, Peter Rose <Peter.Rose@southernresponse.co.nz>, 'Gavin Clark' <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@arrowinternational.co.nz>
Sent Date: Apr 01, 2016 11:56:31
Subject: RE: Aggressive/Unacceptable Behaviour Report
Attachment: [01-04-16 incoming call to \[REDACTED\] 9.39am.wav](#)

Hi Sarah/Anthony,

After listening to the recording and hearing from [REDACTED] [REDACTED] I believe it to be appropriate that we raise this with the Police – which I will do now. [REDACTED] [REDACTED] presents as extremely irate and it is preferable that we involve the Police now and be guided by them in terms of how we proceed. [REDACTED] has withdrawn and is no longer acting as an advocate for [REDACTED] [REDACTED]

Regards

Victor Wells

Legal Risk Manager

From: Victor Wells

Sent: Friday, 1 April 2016 10:57 a.m.

To: Sarah Giles; Anthony Honeybone

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

Subject: RE: Aggressive/Unacceptable Behaviour Report

Hi Sarah/Anthony

The customer is [REDACTED] [REDACTED] ([REDACTED]) who is an OOS customer. CEAS / [REDACTED] [REDACTED] are acting on his behalf and have advised that [REDACTED] [REDACTED] has an anger management problem. Our interaction with [REDACTED] [REDACTED] has been almost entirely through his advocate. [REDACTED] [REDACTED] has attended a meeting previously with [REDACTED] but said very little and we have not had any threats/hostility shown in the past.

Security have been advised regarding [REDACTED] [REDACTED] and that he is not to be allowed into the building. [REDACTED] has pulled out a copy of the phone message and [REDACTED] is contacting [REDACTED] [REDACTED] to advise of his client's behaviour and seek [REDACTED] comments.

As for next steps, after [REDACTED] has spoken to [REDACTED] we are catching up again to consider the next steps and whether we involve the Police at this stage.

Regards

Victor Wells

Legal Risk Manager

From: no-reply@sres01vm1.private.localcloud.net.nz [mailto:no-reply@sres01vm1.private.localcloud.net.nz]

Sent: Friday, 1 April 2016 9:52 a.m.

To: Victor Wells; Sarah Giles; [REDACTED]@arrowinternational.co.nz; [REDACTED]

Subject: Aggressive/Unacceptable Behaviour Report

Form submitted by [REDACTED]@southernresponse.co.nz

When this form is submitted it will automatically be sent to the Legal Risk Manager.:

Fields marked with an *asterisk must be filled in.:

Today's date:

1/04/2016 12:00:00 a.m.

Location:

6 Show Place

Date of incident:

1/04/2016 12:00:00 a.m.

Time of incident:

9.40am

Nature of incident:

Phone call Threat "coming to get you"

Complainant name:

[REDACTED]

Perpetrator(s) name(s):

[REDACTED] checking voice recording to confirm name

Severity of incident:

Low

Please explain full description of incident (including any threats made):

Phone call following "deadlock" letter so customer can refer to IFSO

Incident reported to (choose all that apply):

Legal Risk Manager

If perpetrator(s) is unknown, has a 'Witness' form been completed:

No

Detail the actions taken to support colleagues and/or customers involved:

Security guard alerted.

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

92. RE: Aggressive/Unacceptable Behaviour Report

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Anthony Honeybone <Anthony.Honeybone@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@southernresponse.co.nz>, Peter Rose <Peter.Rose@southernresponse.co.nz>, 'Gavin Clark' <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@arrowinternational.co.nz>
Sent Date: Apr 01, 2016 13:06:47
Subject: RE: Aggressive/Unacceptable Behaviour Report
Attachment: [PAF_REQUEST_FOR_WELLS_Victor.pdf](#)

Hi all,

[REDACTED] and I spoken with the Police and they have logged the incident and given us a reference number to use should [REDACTED] turn up. Security have been updated. The Police are likely to speak with [REDACTED] today or tomorrow and will be in touch.

Regards

Victor Wells

Legal Risk Manager

From: Victor Wells
Sent: Friday, 1 April 2016 11:57 a.m.
To: Sarah Giles; Anthony Honeybone
Cc: [REDACTED]; [REDACTED]; Peter Rose; 'Gavin Clark'; [REDACTED]
Subject: RE: Aggressive/Unacceptable Behaviour Report

Hi Sarah/Anthony,

After listening to the recording and hearing from [REDACTED] [REDACTED] I believe it to be appropriate that we raise this with the Police – which I will do now. [REDACTED] [REDACTED] presents as extremely irate and it is preferable that we involve the Police now and be guided by them in terms of how we proceed. [REDACTED] has withdrawn and is no longer acting as an advocate for [REDACTED] [REDACTED]

Regards

Victor Wells

Legal Risk Manager

From: Victor Wells

Sent: Friday, 1 April 2016 10:57 a.m.

To: Sarah Giles; Anthony Honeybone

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

Subject: RE: Aggressive/Unacceptable Behaviour Report

Hi Sarah/Anthony

The customer is [REDACTED] [REDACTED] [REDACTED] who is an OOS customer. CEAS / [REDACTED] [REDACTED] are acting on his behalf and have advised that [REDACTED] [REDACTED] has an anger management problem. Our interaction with [REDACTED] [REDACTED] has been almost entirely through his advocate. [REDACTED] [REDACTED] has attended a meeting previously with [REDACTED] but said very little and we have not had any threats/hostility shown in the past.

Security have been advised regarding [REDACTED] [REDACTED] and that he is not to be allowed into the building. [REDACTED] has pulled out a copy of the phone message and [REDACTED] is contacting [REDACTED] [REDACTED] to advise of his client's behaviour and seek [REDACTED] comments.

As for next steps, after [REDACTED] has spoken to [REDACTED] we are catching up again to consider the next steps and whether we involve the Police at this stage.

Regards

Victor Wells

Legal Risk Manager

From: no-reply@sres01vm1.private.localcloud.net.nz [mailto:no-reply@sres01vm1.private.localcloud.net.nz]

Sent: Friday, 1 April 2016 9:52 a.m.

To: Victor Wells; Sarah Giles; [REDACTED] arrowinternational.co.nz; [REDACTED]

Subject: Aggressive/Unacceptable Behaviour Report

Form submitted by [REDACTED]@southernresponse.co.nz

When this form is submitted it will automatically be sent to the Legal Risk Manager.:

Fields marked with an *asterisk must be filled in.:

Today's date:

1/04/2016 12:00:00 a.m.

Location:

6 Show Place

Date of incident:

1/04/2016 12:00:00 a.m.

Time of incident:

9.40am

Nature of incident:

Phone call Threat "coming to get you"

Complainant name:

[REDACTED]

Perpetrator(s) name(s):

[REDACTED] checking voice recording to confirm name

Severity of incident:

Low

Please explain full description of incident (including any threats made):

Phone call following "deadlock" letter so customer can refer to IFSO

Incident reported to (choose all that apply):

Legal Risk Manager

If perpetrator(s) is unknown, has a 'Witness' form been completed:

No

Detail the actions taken to support colleagues and/or customers involved:

Security guard alerted.

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93. Weekly monitoring report 25-31 March 2016

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Apr 01, 2016 15:58:57
Subject: Weekly monitoring report 25-31 March 2016
Attachment: [image003.jpg](#)
[image003.jpg](#)
[Southern Response Weekly Monitoring Report 31 March 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering 25-31 March 2016.

A fairly quiet week both news and social media wise.

Kind regards

[REDACTED]
Collection Manager

/ PHONE
/ POSTAL
/ WEBSITE

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

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94. RE: [REDACTED]

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Apr 04, 2016 10:36:30
Subject: RE: [REDACTED]
Attachment:

Hi Gavin

Thanks for this, to give you background on the individuals:

1. [REDACTED] – Claims Specialist in the Repairs team
2. [REDACTED] – Technical Claim Specialist in the Rebuilds team

I will have our HR Advisor meet with them and discuss whether or not we should do a security review.

Thanks

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 1 April 2016 10:19 a.m.
To: Sarah Giles
Cc: [REDACTED]@t60.co.nz
Subject: RE: [REDACTED]

Hi Sarah,

Yes I discussed the [REDACTED] and was going to do some background on this as part of the threat assessment.

In regard to [REDACTED] and [REDACTED] I'm not familiar with them or their roles. Can you give me some background on them and any reason as to why they would make this list. I know about [REDACTED]

My recommendation would be for me to schedule a time to review both their property's as well, just in case things escalate and they receive some specific threats.

We could schedule a time next week, Thursday is good for me.

In terms of this list being published there isn't much that we can do to stop it, freedom of speech. All we can do is mitigate the risk and ensure that the staff members are listened to and feel safe.

Kind Regards Gavin

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

Sent: Friday, 1 April 2016 9:26 a.m.

To: Gavin Clark

Subject: Fwd: [REDACTED]

Hi Gavin

Anna said that her and [REDACTED] spoke to you about this however please see details below. Is there anything we can do about this? I know it is not a physical security issue but from a staff wellbeing perspective anything we can do would be good to know

Thanks

Sarah

Sent from my iPad

Begin forwarded message:

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Date: 31 March 2016 at 3:29:29 PM NZDT
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Thursday, 31 March 2016 12:50 p.m.
To: Linda Falwasser
Subject: [REDACTED]

Hi Linda,

As I've just been advised there was a bit of a new development on the TC3 page last night.

They have compiled a name and shame board and three of our current staff members were named on it.

[REDACTED] and [REDACTED] are the most recent. 3rd is [REDACTED]

Starting to turn into a bit of a witch hunt if you ask me. Most of the comments were not nice as I am told, but at least two were in [REDACTED] favour.

[REDACTED]

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95. RE: [REDACTED]

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, [REDACTED]
<[REDACTED]@southernresponse.co.nz>
Sent Date: Apr 04, 2016 11:17:07
Subject: RE: [REDACTED]
Attachment:

Thanks Sarah

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Monday, 4 April 2016 10:36 a.m.
To: Gavin Clark
Cc: Linda Falwasser; [REDACTED]
Subject: RE: [REDACTED]

Hi Gavin

Thanks for this, to give you background on the individuals:

1. [REDACTED] – Claims Specialist in the Repairs team
2. [REDACTED] – Technical Claim Specialist in the Rebuilds team

I will have our HR Advisor meet with them and discuss whether or not we should do a security review.

Thanks

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 1 April 2016 10:19 a.m.
To: Sarah Giles

Cc: ██████████t60.co.nz

Subject: RE: ██████████

Hi Sarah,

Yes I discussed the ██████████ and was going to do some background on this as part of the threat assessment.

In regard to ██████████ and ██████████ I'm not familiar with them or their roles. Can you give me some background on them and any reason as to why they would make this list. I know about ██████████

My recommendation would be for me to schedule a time to review both their property's as well, just in case things escalate and they receive some specific threats.

We could schedule a time next week, Thursday is good for me.

In terms of this list being published there isn't much that we can do to stop it, freedom of speech. All we can do is mitigate the risk and ensure that the staff members are listened to and feel safe.

Kind Regards Gavin

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

Sent: Friday, 1 April 2016 9:26 a.m.

To: Gavin Clark

Subject: Fwd: ██████████

Hi Gavin

Anna said that her and ██████████ spoke to you about this however please see details below. Is there anything we can do about this? I know it is not a physical security issue but from a staff wellbeing perspective anything we can do would be good to know

Thanks

Sarah

Sent from my iPad

Begin forwarded message:

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>

Date: 31 March 2016 at 3:29:29 PM NZDT

To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>

Subject: FW: [REDACTED]

From: [REDACTED]

Sent: Thursday, 31 March 2016 12:50 p.m.

To: Linda Falwasser

Subject: [REDACTED]

Hi Linda,

As I've just been advised there was a bit of a new development on the TC3 page last night.

They have compiled a name and shame board and three of our current staff members were named on it.

[REDACTED] and [REDACTED] are the most recent. 3rd is [REDACTED]

Starting to turn into a bit of a witch hunt if you ask me. Most of the comments were not nice as I am told, but at least two were in [REDACTED] favour.

■

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96. Warning letters to customers

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 05, 2016 16:34:49
Subject: Warning letters to customers
Attachment: [image003.jpg](#)

Hi Victor,

Hope you are well?

I'm just following up on whether I can obtain the warning letters to customers especially the ones in the last 6 months. This will assist me in providing the current threat level to the company and its staff.

I figure that for the purposes of the Privacy Act you aren't providing me anything that you don't have yourself so I would be able to deflect any request by transferring it back to SRES as before.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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97. RE: Warning letters to customers

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 05, 2016 16:36:00
Subject: RE: Warning letters to customers
Attachment: [image001.jpg](#)

Hi Gavin,

All good. [REDACTED] is in each Wednesday so I will catch with her tomorrow on the best way to communicate these with you.

Regards

Victor Wells

Legal Risk Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 5 April 2016 4:35 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: Warning letters to customers

Hi Victor,

Hope you are well?

I'm just following up on whether I can obtain the warning letters to customers especially the ones in the last 6 months. This will assist me in providing the current threat level to the company and its staff.

I figure that for the purposes of the Privacy Act you aren't providing me anything that you don't have yourself so I would be able to deflect any request by transferring it back to SRES as before.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

██████████

██████████

██████████

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98. RE: Warning letters to customers

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 05, 2016 16:44:01
Subject: RE: Warning letters to customers
Attachment: [image001.jpg](#)

Thanks for that, do you know when the board meeting is.

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 5 April 2016 4:36 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: Warning letters to customers

Hi Gavin,

All good. [REDACTED] is in each Wednesday so I will catch with her tomorrow on the best way to communicate these with you.

Regards

Victor Wells

Legal Risk Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 5 April 2016 4:35 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: Warning letters to customers

Hi Victor,

Hope you are well?

I'm just following up on whether I can obtain the warning letters to customers especially the ones in the last 6 months. This will assist me in providing the current threat level to the company and its staff.

I figure that for the purposes of the Privacy Act you aren't providing me anything that you don't have yourself so I would be able to deflect any request by transferring it back to SRES as before.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

99. RE: Warning letters to customers

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 05, 2016 16:53:53
Subject: RE: Warning letters to customers
Attachment: [image001.jpg](#)

15th April

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 5 April 2016 4:44 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: RE: Warning letters to customers

Thanks for that, do you know when the board meeting is.

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 5 April 2016 4:36 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: Warning letters to customers

Hi Gavin,

All good. [REDACTED] is in each Wednesday so I will catch with her tomorrow on the best way to communicate these with you.

Regards

Victor Wells

Legal Risk Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 5 April 2016 4:35 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: Warning letters to customers

Hi Victor,

Hope you are well?

I'm just following up on whether I can obtain the warning letters to customers especially the ones in the last 6 months. This will assist me in providing the current threat level to the company and its staff.

I figure that for the purposes of the Privacy Act you aren't providing me anything that you don't have yourself so I would be able to deflect any request by transferring it back to SRES as before.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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100. RE: Warning letters to customers

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Apr 05, 2016 16:54:47
Subject: RE: Warning letters to customers
Attachment: [image001.jpg](#)

cheers

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 5 April 2016 4:54 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: Warning letters to customers

15th April

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 5 April 2016 4:44 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: RE: Warning letters to customers

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Sent: Tuesday, 5 April 2016 4:36 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: Warning letters to customers

Hi Gavin,

All good. [REDACTED] is in each Wednesday so I will catch with her tomorrow on the best way to communicate these with you.

Regards

Victor Wells

Legal Risk Manager

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

Sent: Tuesday, 5 April 2016 4:35 p.m.

To: Victor Wells

Cc: [REDACTED]@t60.co.nz

Subject: Warning letters to customers

Hi Victor,

Hope you are well?

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Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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101. Article in the Press regarding Ashburton

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: anna.gruczynska@southernresponse.co.nz
<anna.gruczynska@southernresponse.co.nz>
Sent Date: Apr 06, 2016 16:25:41
Subject: Article in the Press regarding Ashburton
Attachment: [image001.jpg](#)

Hope you are well, just following up on that article we talked about in the press regarding Ashburton, can you point me to that link please.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

██████████

██████████

██████████

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102. RE: Article in the Press regarding Ashburton

From: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 06, 2016 16:27:34
Subject: RE: Article in the Press regarding Ashburton
Attachment: [image002.jpg](#)
[image003.jpg](#)
[REDACTED].pdf

Hi Gavin

All well, but clearly distracted and losing my marbles!

Apologies for forgetting – here it is now.

A

Anna Gruczynska

Governance Officer

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 6 April 2016 4:26 p.m.
To: Anna Gruczynska
Subject: Article in the Press regarding Ashburton

Hope you are well, just following up on that article we talked about in the press regarding Ashburton, can you point me to that link please.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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103. RE: Article in the Press regarding Ashburton

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Anna Gruczynska <Anna.Gruczynska@southernresponse.co.nz>
Sent Date: Apr 06, 2016 16:40:03
Subject: RE: Article in the Press regarding Ashburton
Attachment: [image001.jpg](#)
[image002.jpg](#)

No problem many thanks

From: Anna Gruczynska [mailto:Anna.Gruczynska@southernresponse.co.nz]
Sent: Wednesday, 6 April 2016 4:28 p.m.
To: Gavin Clark
Subject: RE: Article in the Press regarding Ashburton

Hi Gavin

All well, but clearly distracted and losing my marbles!

Apologies for forgetting – here it is now.

A

Anna Gruczynska

Governance Officer

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

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Gavin Clark

/ MOBILE

/ PHONE

/ FAX

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/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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104. Invoice INV-14797 from Thompson and Clark Investigations Ltd for Southern Response

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 07, 2016 09:09:33
Subject: Invoice INV-14797 from Thompson and Clark Investigations Ltd for Southern Response
Attachment: [image001.gif](#)
[Invoice INV-14797.pdf](#)

Good morning Linda

Attached is invoice 14797 for attendances re [REDACTED] [REDACTED] Privacy Act request during March.

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

Kind regards

[REDACTED]

Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]

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105. Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: 'Sarah.Giles@southernresponse.co.nz'
<Sarah.Giles@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 07, 2016 09:22:59
Subject: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Attachment: [image001.gif](#)
[Invoice INV-14804.pdf](#)

Good morning Sarah

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

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

Kind regards

[REDACTED]

Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]

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106. FW: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 07, 2016 09:24:19
Subject: FW: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Attachment: [image001.gif](#)
[Invoice INV-14804.pdf](#)

Hi Gavin

I have just received the invoice for the work you have completed. When do you expect the report to be sent through?

Thanks
Sarah

From: [REDACTED] [mailto:admin@tcil.co.nz]
Sent: Thursday, 7 April 2016 9:23 a.m.
To: Sarah Giles
Cc: Gavin Clark
Subject: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Good morning Sarah

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

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

Kind regards

[REDACTED]

Office Manager

/ MOBILE

/ POSTAL

/ WEBSITE

[REDACTED]

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107. RE: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Apr 07, 2016 09:30:32
Subject: RE: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Attachment: [image001.gif](#)

Hi Sarah,

I haven't finished yet that invoice was for attendance in March, we usually send invoices end of the month, so its only a part invoice.

I realise that you need the information for the board meeting on the 15th and wanted the completed product on the 8th but at this stage I'm looking like Tuesday next week.

Hope that is okay.

Take care warm regards Gavin Clark

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

Sent: Thursday, 7 April 2016 9:24 a.m.

To: Gavin Clark

Subject: FW: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

Hi Gavin

I have just received the invoice for the work you have completed. When do you expect the report to be sent through?

Thanks
Sarah

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Subject: Invoice INV-14804 from Thompson and Clark Investigations Ltd for Southern Response Earthquake Services Ltd

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Kind regards

[REDACTED]
Office Manager

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/ POSTAL
/ WEBSITE

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108. Screen Shots

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] Harrington <[REDACTED]Harrington@southernresponse.co.nz>
Cc: [REDACTED]t60.co.nz <[REDACTED]t60.co.nz>
Sent Date: Apr 07, 2016 15:55:16
Subject: Screen Shots
Attachment: [image001.jpg](#)

Hi [REDACTED]

Just wondering whether you could email me the CCTV screenshots for both 6 and 10 Show place so that I can incorporate that into my report.

Just the home page grid view would do.

Cheers

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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109. RE: Warning letters to customers

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 08, 2016 17:17:54
Subject: RE: Warning letters to customers
Attachment: [image001.jpg](#)

Hi Victor how did you get on with this?

Take care warm regards Gavin Clark

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 5 April 2016 4:36 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: Warning letters to customers

Hi Gavin,

All good. [REDACTED] is in each Wednesday so I will catch with her tomorrow on the best way to communicate these with you.

Regards

Victor Wells

Legal Risk Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 5 April 2016 4:35 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: Warning letters to customers

Hi Victor,

Hope you are well?

I'm just following up on whether I can obtain the warning letters to customers especially the ones in the last 6 months. This will assist me in providing the current threat level to the company and its staff.

I figure that for the purposes of the Privacy Act you aren't providing me anything that you don't have yourself so I would be able to deflect any request by transferring it back to SRES as before.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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110. RE: Screen Shots

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 08, 2016 17:18:55
Subject: RE: Screen Shots
Attachment: [image001.jpg](#)

Hi [REDACTED],

How did you get on with this request?

Take care warm regards Gavin Clark

From: Gavin Clark
Sent: Thursday, 7 April 2016 3:55 p.m.
To: [REDACTED]
Cc: [REDACTED]@t60.co.nz
Subject: Screen Shots

Hi [REDACTED]

Just wondering whether you could email me the CCTV screenshots for both 6 and 10 Show place so that I can incorporate that into my report.

Just the home page grid view would do.

Cheers

Gavin Clark
/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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111. RE: Screen Shots

From: [REDACTED] southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED] t60.co.nz <[REDACTED] t60.co.nz>
Sent Date: Apr 08, 2016 17:40:00
Subject: RE: Screen Shots
Attachment: [image001.jpg](#)
[SRES \[REDACTED\] - April 2016.PNG](#)

Sorry Gavin – the week got away on me.

Hope this screen grab works for you.

I'm assuming the cc address is a T&C one?

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Mob: [REDACTED]

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 8 April 2016 5:16 p.m.
To: [REDACTED]
Cc: [REDACTED] t60.co.nz
Subject: RE: Screen Shots

Hi [REDACTED]

How did you get on with this request?

Take care warm regards Gavin Clark

From: Gavin Clark

Sent: Thursday, 7 April 2016 3:55 p.m.

To: [REDACTED]

Cc: [REDACTED]t60.co.nz

Subject: Screen Shots

Hi [REDACTED]

Just wondering whether you could email me the CCTV screenshots for both 6 and 10 Show place so that I can incorporate that into my report.

Just the home page grid view would do.

Cheers

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]
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112. Weekly monitoring report 01-07 April 2016

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz' <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Apr 08, 2016 18:24:05
Subject: Weekly monitoring report 01-07 April 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 1-7 Apr4I 2016.pdf](#)

Hi Linda and Casey,

Please find attached this week's monitoring report covering 01-07 April 2016.

Kind regards

[REDACTED]

Collection Manager

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

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113. RE: Screen Shots

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED] <[REDACTED]@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 08, 2016 18:50:51
Subject: RE: Screen Shots
Attachment: [image001.jpg](#)

Thanks [REDACTED] many thanks yes it's a job logging email.

Regards
[REDACTED]

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

Sorry Gavin – the week got away on me.

Hope this screen grab works for you.

I'm assuming the cc address is a T&C one?

[REDACTED]

IT Manager

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Mob: [REDACTED]

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

Sent: Friday, 8 April 2016 5:16 p.m.

To: [REDACTED]

Cc: [REDACTED]@t60.co.nz

Subject: RE: Screen Shots

Hi [REDACTED]

How did you get on with this request?

Take care warm regards Gavin Clark

From: Gavin Clark

Sent: Thursday, 7 April 2016 3:55 p.m.

To: [REDACTED]

Cc: [REDACTED]@t60.co.nz

Subject: Screen Shots

Hi [REDACTED]

Just wondering whether you could email me the CCTV screenshots for both 6 and 10 Show place so that I can incorporate that into my report.

Just the home page grid view would do.

Cheers

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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114. IVIZ

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 11, 2016 11:45:54
Subject: IVIZ
Attachment: [image003.jpg](#)

Hi Victor,

Just finalizing my security assessment gap analysis report for SRES.

You mentioned that security incidents are now being documented on the IVIZ? System, can you give me an understanding of what this system is maybe point me to something on line.

Also any update on the letters?

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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115. RE: IVIZ

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 12, 2016 10:03:11
Subject: RE: IVIZ
Attachment: [image001.jpg](#)

Hi Gavin,

Apologies for the delay. [REDACTED] has advised she will get back to me today some time.

Regards

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 11 April 2016 11:46 a.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: IVIZ

Hi Victor,

Just finalizing my security assessment gap analysis report for SRES.

You mentioned that security incidents are now being documented on the IVIZ? System, can you give me an understanding of what this system is maybe point me to something on line.

Also any update on the letters?

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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116. RE: IVIZ

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 12, 2016 10:07:09
Subject: RE: IVIZ
Attachment: [image001.jpg](#)

Many thanks.

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 12 April 2016 10:03 a.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: IVIZ

Hi Gavin,

Apologies for the delay. [REDACTED] has advised she will get back to me today some time.

Regards

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 11 April 2016 11:46 a.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: IVIZ

Hi Victor,

Just finalizing my security assessment gap analysis report for SRES.

You mentioned that security incidents are now being documented on the IVIZ? System, can you give me an understanding of what this system is maybe point me to something on line.

Also any update on the letters?

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

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/ WEBSITE

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[REDACTED]
[REDACTED]

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117. RE: IVIZ

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 12, 2016 11:44:44
Subject: RE: IVIZ
Attachment: [image001.jpg](#)

Hi Victor can you give me an understanding on the IVIZ? System maybe a screenshot and overview please?

Take care warm regards Gavin Clark

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Tuesday, 12 April 2016 10:03 a.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz
Subject: RE: IVIZ

Hi Gavin,

Apologies for the delay. [REDACTED] has advised she will get back to me today some time.

Regards

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 11 April 2016 11:46 a.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: IVIZ

Hi Victor,

Just finalizing my security assessment gap analysis report for SRES.

You mentioned that security incidents are now being documented on the IVIZ? System, can you give me an understanding of what this system is maybe point me to something on line.

Also any update on the letters?

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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118. Finalizing report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 12, 2016 12:31:37
Subject: Finalizing report
Attachment: [image003.jpg](#)

Hi Sarah,

I'm just doing the final pieces to the report and just needed some clarification please.

Victor mentioned the H&S system called IVIZ (Not sure if that is what it is called)? I just wanted to get a better understanding of this system to see how it fits into your organisation, can you point me to this system on line or give me a screenshot of how H&S is applied within that. I have asked Victor but he has been a bit slow responding.

Also does SRES have an existing policy relating to monitoring social media and if so can you provide that to me.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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119. RE: Finalizing report

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Victor Wells
<Victor.Wells@southernresponse.co.nz>
Sent Date: Apr 12, 2016 13:34:24
Subject: RE: Finalizing report
Attachment: [image001.jpg](#)

Hi Gavin

I have spoken to Victor and he will get back to you today. It is possible iAuditor you need rather than iViis.

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 12 April 2016 12:31 p.m.
To: Sarah Giles
Cc: [REDACTED]@t60.co.nz
Subject: Finalizing report

Hi Sarah,

I'm just doing the final pieces to the report and just needed some clarification please.

Victor mentioned the H&S system called IVIZ (Not sure if that is what it is called)? I just wanted to get a better understanding of this system to see how it fits into your organisation, can you point me to this system on line or give me a screenshot of how H&S is applied within that. I have asked Victor but he has been a bit slow responding.

Also does SRES have an existing policy relating to monitoring social media and if so can you provide that to me.

Take care warm regards Gavin Clark

Gavin Clark

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/ PHONE

/ FAX

/ POSTAL

/ WEBSITE



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120. RE: Finalizing report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Victor Wells
<Victor.Wells@southernresponse.co.nz>
Sent Date: Apr 12, 2016 14:41:55
Subject: RE: Finalizing report
Attachment: [image001.jpg](#)

Thanks we have spoken.

Can you advise whether you have a policy on social media monitoring?

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 12 April 2016 1:34 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz; Victor Wells
Subject: RE: Finalizing report

Hi Gavin

I have spoken to Victor and he will get back to you today. It is possible iAuditor you need rather than iViis.

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 12 April 2016 12:31 p.m.
To: Sarah Giles
Cc: [REDACTED]@t60.co.nz
Subject: Finalizing report

Hi Sarah,

I'm just doing the final pieces to the report and just needed some clarification please.

Victor mentioned the H&S system called IVIZ (Not sure if that is what it is called)? I just wanted to get a better understanding of this system to see how it fits into your organisation, can you point me to this system on line or give me a screenshot of how H&S is applied within that. I have asked Victor but he has been a bit slow responding.

Also does SRES have an existing policy relating to monitoring social media and if so can you provide that to me.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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121. RE: Finalizing report

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Apr 12, 2016 14:43:03
Subject: RE: Finalizing report
Attachment: [image001.jpg](#)

Hi Gavin

Sorry I thought Victor was discussing this with you as well.

Are you meaning do we monitor social media? Or are you meaning a policy which tells staff what they can and can't put on social media?

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 12 April 2016 2:42 p.m.
To: Sarah Giles
Cc: [REDACTED]@t60.co.nz; Victor Wells
Subject: RE: Finalizing report

Thanks we have spoken.

Can you advise whether you have a policy on social media monitoring?

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 12 April 2016 1:34 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz; Victor Wells
Subject: RE: Finalizing report

Hi Gavin

I have spoken to Victor and he will get back to you today. It is possible iAuditor you need rather than iViis.

Sarah

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

Sent: Tuesday, 12 April 2016 12:31 p.m.

To: Sarah Giles

Cc: [REDACTED]@t60.co.nz

Subject: Finalizing report

Hi Sarah,

I'm just doing the final pieces to the report and just needed some clarification please.

Victor mentioned the H&S system called IVIZ (Not sure if that is what it is called)? I just wanted to get a better understanding of this system to see how it fits into your organisation, can you point me to this system on line or give me a screenshot of how H&S is applied within that. I have asked Victor but he has been a bit slow responding.

Also does SRES have an existing policy relating to monitoring social media and if so can you provide that to me.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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122. RE: Finalizing report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Victor Wells
<Victor.Wells@southernresponse.co.nz>
Sent Date: Apr 12, 2016 14:45:49
Subject: RE: Finalizing report
Attachment: [image001.jpg](#)

Is there any uncontrolled monitoring by staff of social media and is there a policy on this?

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 12 April 2016 2:43 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz; Victor Wells
Subject: RE: Finalizing report

Hi Gavin

Sorry I thought Victor was discussing this with you as well.

Are you meaning do we monitor social media? Or are you meaning a policy which tells staff what they can and can't put on social media?

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 12 April 2016 2:42 p.m.
To: Sarah Giles
Cc: [REDACTED]@t60.co.nz; Victor Wells
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123. RE: Finalizing report

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Cc: ██████████@t60.co.nz <██████████@t60.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Apr 12, 2016 14:48:03
Subject: RE: Finalizing report
Attachment: [image001.jpg](#)

Hi Gavin

Linda Falwasser's team monitor social media as well as organisation called Meltwater. There is no documented policy on this. I have copied Linda for further questions.

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 12 April 2016 2:46 p.m.
To: Sarah Giles
Cc: ██████████@t60.co.nz; Victor Wells
Subject: RE: Finalizing report

Is there any uncontrolled monitoring by staff of social media and is there a policy on this?

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 12 April 2016 2:43 p.m.
To: Gavin Clark
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Subject: RE: Finalizing report

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124. RE: Finalizing report

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Sent Date: Apr 12, 2016 14:56:47
Subject: RE: Finalizing report
Attachment: [image001.jpg](#)

Thanks was wondering more about unauthorised monitoring where a staff member takes it upon themselves to check open and closed source on line entities.

Regards

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 12 April 2016 2:48 p.m.
To: Gavin Clark
Cc: [REDACTED]@t60.co.nz; Victor Wells; Linda Falwasser
Subject: RE: Finalizing report

Hi Gavin

Linda Falwasser's team monitor social media as well as organisation called Meltwater. There is no documented policy on this. I have copied Linda for further questions.

Sarah

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Sent: Tuesday, 12 April 2016 2:46 p.m.
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To: Sarah Giles

Cc: [REDACTED]@t60.co.nz

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Take care warm regards Gavin Clark

Gavin Clark

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125. Threat assessment and security review gap analysis

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 12, 2016 18:23:46
Subject: Threat assessment and security review gap analysis
Attachment: [image003.jpg](#)
[\[REDACTED\] Site Security Assessment Gap Analysis March 2016.pdf](#)
[Southern Response TA April 2016.pdf](#)

Dear Sarah,

Please find attached the two reports for your review and consideration.

I still have yet to complete the individual residential security reviews for personnel but will endeavour to have these with you as soon as possible.

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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ordinary private citizen or company to require a reply to this correspondence.

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126. In Christchurch

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Apr 12, 2016 18:26:04
Subject: In Christchurch
Attachment: [image001.jpg](#)

Hi Sarah,

I meant to say that I will be in Christchurch tomorrow for another matter and have some time to pop in and discuss aspects of the report if you need it.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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127. RE: Warning letters to customers

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 13, 2016 08:18:10
Subject: RE: Warning letters to customers
Attachment: [image001.jpg](#)
[25_working_out_of_the_office_policy.pdf](#)
[ltr - \[REDACTED\] - aggressive behaviour.docx](#)
[ltr - \[REDACTED\] - aggressive behaviour.docx](#)
[ltr - \[REDACTED\] - aggressive behaviour.docx](#)
[ltr - \[REDACTED\].docx](#)
[ltr - \[REDACTED\].docx](#)

Hi Gavin,

Out of Office Policy and sample censure letters from Peter attached. We have contacted the Police in respect of five customers being:

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

Regards

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Friday, 8 April 2016 5:15 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz

Subject: RE: Warning letters to customers

Hi Victor how did you get on with this?

Take care warm regards Gavin Clark

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

Sent: Tuesday, 5 April 2016 4:36 p.m.

To: Gavin Clark

Cc: [REDACTED]t60.co.nz

Subject: RE: Warning letters to customers

Hi Gavin,

All good. [REDACTED] is in each Wednesday so I will catch with her tomorrow on the best way to communicate these with you.

Regards

Victor Wells

Legal Risk Manager

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

Sent: Tuesday, 5 April 2016 4:35 p.m.

To: Victor Wells

Cc: [REDACTED]t60.co.nz

Subject: Warning letters to customers

Hi Victor,

Hope you are well?

I'm just following up on whether I can obtain the warning letters to customers especially the ones in the last 6 months. This will assist me in providing the current threat level to the company and its staff.

I figure that for the purposes of the Privacy Act you aren't providing me anything that you don't have yourself so I would be able to deflect any request by transferring it back to SRES as before.

Take care warm regards Gavin Clark

Gavin Clark

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/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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Victor Wells

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129. Amended version

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 14, 2016 13:53:35
Subject: Amended version
Attachment: [image001.jpg](#)
[Southern Response TA April 2016.pdf](#)

Hi Sarah,

Typos corrected many thanks.

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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130. Thompson+Clark: Southern Response Weekly Reporting 8-14 April 2016

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Casey Hurren <casey.hurren@southernresponse.co.nz>, Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
Cc: SR Action Steps <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Apr 15, 2016 17:34:09
Subject: Thompson+Clark: Southern Response Weekly Reporting 8-14 April 2016
Attachment: [image001.gif](#)
[Southern Response Weekly Reporting 8-14 April 2016.pdf](#)

Hi Linda and Casey,

Please find attached this week's monitoring report covering 08-14 April 2016.

Kind regards

[REDACTED]

Collection Manager

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/ POSTAL

/ WEBSITE

[REDACTED]

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

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@tcil.co.nz' [REDACTED]@tcil.co.nz>
Sent Date: Apr 20, 2016 17:05:59
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd -
Remittance Advice Attached
Attachment:

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

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

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

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

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000080402

Payment Date: 20/04/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
Number	Description					
00000000000010906	INV-14762	31/03/2016	[REDACTED]	[REDACTED]	[REDACTED]	Risk Mngt Mar Risk Mngt Mar.2016
00000000000011002	INV-14804	31/03/2016	\$6,105.46	\$6,105.46		Various revie Various reviews Mar.2016
00000000000011022	INV-14797	31/03/2016	\$621.00	\$621.00		Privacy Act R Privacy Act Request-Mar.2016

Total Amount: [REDACTED]

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132. Residential Security Review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz
Sent Date: Apr 26, 2016 14:59:19
Subject: Residential Security Review
Attachment: [image003.jpg](#)

Hi [REDACTED]

Hope you are well?

Im just finalizing your residential security review and realised that I don't have your physical address, can you supply this to me please.

Also have you moved, the review probably won't be of much use considering that you will be relocating soon if you haven't already.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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133. RE: Residential Security Review

From: [REDACTED]@southernresponse.co.nz
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 26, 2016 15:02:03
Subject: RE: Residential Security Review
Attachment: [image001.jpg](#)
[image002.jpg](#)

Hi Gavin,

Thank you for your e-mail. All good here, busy as usual.

No, we haven't moved yet; turned out to be not as easy as we would've hoped, besides it looks like the rental prices may have slowly come up in the last month or so..... Definitely feels like it. I may be putting this on the back burner now for a few months.

We are at [REDACTED].

Kind regards,

[REDACTED]

[REDACTED]

Southern Response Earthquake Services Ltd

[REDACTED]

[REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

-

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

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

Sent: Tuesday, 26 April 2016 2:59 p.m.

To: [REDACTED]

Subject: Residential Security Review

Hi [REDACTED]

Hope you are well?

Im just finalizing your residential security review and realised that I don't have your physical address, can you supply this to me please.

Also have you moved, the review probably won't be of much use considering that you will be relocating soon if you haven't already.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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134. Staff Site Assessments

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 27, 2016 10:16:30
Subject: Staff Site Assessments
Attachment: [image003.jpg](#)

Hi Gavin

I have scheduled a meeting today to review the progress on your recommendations with the team. Are you able to provide an update on when you expect to get the staff site security assessments through?

Regards

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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135. RE: Staff Site Assessments

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Apr 27, 2016 11:08:19
Subject: RE: Staff Site Assessments
Attachment: [image003.jpg](#)

Sorry Sarah I'm almost complete but won't have then finalised until the end of this week. Could be by the end of business tomorrow.

Apologies
[REDACTED]

---- Sarah Giles wrote ----

Hi Gavin

I have scheduled a meeting today to review the progress on your recommendations with the team. Are you able to provide an update on when you expect to get the staff site security assessments through?

Regards

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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136. RE: Staff Site Assessments

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Apr 27, 2016 11:37:40
Subject: RE: Staff Site Assessments
Attachment: [image001.jpg](#)

Hi Gavin

The end of the week is fine. I'm not sure if you include a base level threat in each of these reports but if not could you do this please? That will help us assess urgency.

Are you able to make a slight amendment to your other reports? Where you reference staff, I know you are meaning the SR project staff which also includes Arrow however I have had feedback that it could be misinterpreted as SR only staff.

Thanks

Sarah

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 27 April 2016 11:08 a.m.
To: Sarah Giles
Subject: RE: Staff Site Assessments

Sorry Sarah I'm almost complete but won't have then finalised until the end of this week. Could be by the end of business tomorrow.

Apologies


---- Sarah Giles wrote ----

Hi Gavin

I have scheduled a meeting today to review the progress on your recommendations with the team. Are you able to provide an update on when you expect to get the staff site security assessments through?

Regards

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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137. Residential Security Reviews

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Apr 29, 2016 15:49:05
Subject: Residential Security Reviews
Attachment: [image003.jpg](#)
[Residential Security Review - \[REDACTED\]](#)
[SR - Residential Security Review - \[REDACTED\]](#)
[SR - Residential Security Review - \[REDACTED\]](#)

Hi Sarah,

Please find attached the residential security reviews for:

- [REDACTED]
- | [REDACTED]
- | [REDACTED]

I will have the ones for [REDACTED] through to you in the next few days, shouldn't take so long as they are revisits.

Re [REDACTED] I went and saw him he hadn't done anything and wasn't of the mind to do so and as he is leaving imminently I wasn't going to write up anything on that, is that okay with you?

Will see you on Monday should be available after 11.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE



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138. Thompson+Clark: Southern Response Weekly Reporting 22-28 April 2016

From: [REDACTED] <[REDACTED]@tcil.co.nz>
To: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>, Casey Hurren <casey.hurren@southernresponse.co.nz>
Cc: SR Action Steps <[REDACTED]@t60.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>, [REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Apr 29, 2016 16:23:42
Subject: Thompson+Clark: Southern Response Weekly Reporting 22-28 April 2016
Attachment: [image001.gif](#)
[Southern Response Weekly Reporting 22-28 April 2016.pdf](#)

Good afternoon Linda and Casey,

Please find attached this week's monitoring report covering 22-28 April 2016.

Kind regards

[REDACTED]

Collection Manager

/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]

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139. Lighting Photos

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: May 02, 2016 11:58:47
Subject: Lighting Photos
Attachment: [image001.gif](#)
[DSC08428 \(Large\).JPG](#)
[DSC08396 \(Large\).JPG](#)
[DSC08426 \(Large\).JPG](#)
[DSC08427 \(Large\).JPG](#)

Hi Sarah,

Photos as discussed.

Take care warm regards Gavin Clark

Gavin Clark

- / MOBILE
- / PHONE
- / FAX
- / POSTAL
- / WEBSITE



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140. PSR Outline

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: May 02, 2016 12:00:01
Subject: PSR Outline
Attachment: [image001.gif](#)
[PSR Outline.docx](#)

Hi Victor,

Here is an outline of the PSR as discussed.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

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/ WEBSITE



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141. Facebook Settings

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz
[REDACTED]@southernresponse.co.nz>
Sent Date: May 03, 2016 16:26:47
Subject: Facebook Settings
Attachment: [image001.gif](#)

Hi [REDACTED]

Hope you are well?

I'm just finishing [REDACTED] security review and was checking her Facebook settings when I saw yours and had another look. When I completed your review your Facebook settings looked pretty well locked down.

However now it seems to have opened up again and I can see your 170 friends as well as all your photo albums, this may have occurred when you updated your cover photo on April 25 (I'm not sure) Facebook do these things to keep life interesting.

You may wish to review your settings again and tighten it up.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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142. Invoice INV-14838 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: 'Sarah.Giles@southernresponse.co.nz'
<Sarah.Giles@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 05, 2016 16:20:48
Subject: Invoice INV-14838 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Attachment: [image001.gif](#)
[Invoice INV-14838.pdf](#)

Good afternoon Sarah

Attached is invoice 14838 for services provided during April.

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

Kind regards

[REDACTED]

Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE

[REDACTED]

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143. RSR [REDACTED] and [REDACTED]

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: May 06, 2016 14:57:07
Subject: RSR [REDACTED]
Attachment: [image002.jpg](#)
[RSR - \[REDACTED\] 2016.pdf](#)
[RSR- \[REDACTED\] 2016.pdf](#)

Hi Sarah,

Please find attached the residential security reviews for [REDACTED] apologies for the delay.

As discussed [REDACTED] hadn't done much probably primarily due to funds and capability but I have categorised these to assist with prioritising the recommendations.

[REDACTED] showed concern around his vulnerability but I believe the threat is towards the board and no individual board members have been singled out to date, he is obviously more at risk due to the fact that he is the only [REDACTED] [REDACTED] board member however we consider the response level to be still at level 2. I have made some other suggestions should the threat escalate quickly but there is no need to action the 'could do' recommendations at this stage.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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144. Southern Response weekly monitoring report 29 Apr-5 May 2016

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: May 06, 2016 15:06:09
Subject: Southern Response weekly monitoring report 29 Apr-5 May 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 29 April - 5 May 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering 29 April – 5 May 2016.

Main news story surrounds the appointment of Peter Jensen which has received surprisingly little social media attention so far.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE

/ PHONE

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

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145. Can you call me re this

From: Linda Falwasser <Linda.Falwasser@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 09, 2016 08:08:28
Subject: Can you call me re this
Attachment: [image001.jpg](#)
[image002.jpg](#)

Linda Falwasser

General Manager Strategic Communications
Southern Response Earthquake Services Ltd

6 Show Place, Addington
PO Box 9052, Tower Junction
Christchurch, 8149, New Zealand

Mob: [REDACTED]

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146. RE: Facebook Settings

From: [REDACTED]@southernresponse.co.nz
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 09, 2016 15:54:58
Subject: RE: Facebook Settings
Attachment: [image002.jpg](#)
[image003.gif](#)

Thanks, Gavin. I've had a go at changing the settings – have never done this before so pretty sure my profile has always been wide open until now!

I'm not too concerned anyway.

Thanks

[REDACTED]

[REDACTED]

[REDACTED]

Southern Response Earthquake Services Ltd

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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

Sent: Tuesday, 3 May 2016 4:27 p.m.

To: [REDACTED]

Subject: Facebook Settings

Hi [REDACTED]

Hope you are well?

I'm just finishing [REDACTED] security review and was checking her Facebook settings when I saw yours and had another look. When I completed your review your Facebook settings looked pretty well locked down.

However now it seems to have opened up again and I can see your 170 friends as well as all your photo albums, this may have occurred when you updated your cover photo on April 25 (I'm not sure) Facebook do these things to keep life interesting.

You may wish to review your settings again and tighten it up.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]

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147. RE: Facebook Settings

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@southernresponse.co.nz
Sent Date: May 09, 2016 16:14:01
Subject: RE: Facebook Settings
Attachment: [image001.jpg](#)
[image002.gif](#)

No problem, looks better now.

Take care warm regards Gavin Clark

From: [REDACTED]@southernresponse.co.nz
Sent: Monday, 9 May 2016 3:55 p.m.
To: Gavin Clark
Subject: RE: Facebook Settings

Thanks, Gavin. I've had a go at changing the settings – have never done this before so pretty sure my profile has always been wide open until now!

I'm not too concerned anyway.

Thanks

[REDACTED]

[REDACTED]

[REDACTED]

Southern Response Earthquake Services Ltd

[REDACTED]

[REDACTED]

[REDACTED]
PO Box 9052

Christchurch

www.southernresponse.co.nz

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

Sent: Tuesday, 3 May 2016 4:27 p.m.

To: [REDACTED]

Subject: Facebook Settings

Hi [REDACTED]

Hope you are well?

I'm just finishing [REDACTED] security review and was checking her Facebook settings when I saw yours and had another look. When I completed your review your Facebook settings looked pretty well locked down.

However now it seems to have opened up again and I can see your 170 friends as well as all your photo albums, this may have occurred when you updated your cover photo on April 25 (I'm not sure) Facebook do these things to keep life interesting.

You may wish to review your settings again and tighten it up.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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148. residential security reviews

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 10, 2016 12:08:26
Subject: residential security reviews
Attachment: [image003.jpg](#)

Hi Gavin

Can you please refresh my memory, were you going to provide an approximate cost on each of the recommendations or were we just going to leave it?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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149. one more thing

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 10, 2016 12:15:17
Subject: one more thing
Attachment: [image003.jpg](#)

Hi Gavin

Can I ask why the opt out on vehicle is marked as should do on some and must do on others?

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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150. RE: one more thing

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: May 10, 2016 14:11:28
Subject: RE: one more thing
Attachment: [image001.jpg](#)

Hi Sarah,

Sorry my mistake they are all must do's the idea is that if anyone has an issue with someone and they decide to stalk work to identify their vehicle or attempt to follow them home their anonymity would be retained.

Also I can quickly go through and give ballpark figures to help you decide where to.

I can do this now and resend them to you if you like.

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 10 May 2016 12:15 p.m.
To: Gavin Clark
Subject: one more thing

Hi Gavin

Can I ask why the opt out on vehicle is marked as should do on some and must do on others?

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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151. RE: one more thing

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 10, 2016 14:12:46
Subject: RE: one more thing
Attachment: [image001.jpg](#)

That would be lovely if you have time Gavin, also could you add onto [REDACTED] which the ones the Landlord should be responsible for?

I am trying to use the summary to collate into a doc that won't share too much private info

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 10 May 2016 2:11 p.m.
To: Sarah Giles
Subject: RE: one more thing

Hi Sarah,

Sorry my mistake they are all must do's the idea is that if anyone has an issue with someone and they decide to stalk work to identify their vehicle or attempt to follow them home their anonymity would be retained.

Also I can quickly go through and give ballpark figures to help you decide where to.

I can do this now and resend them to you if you like.

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 10 May 2016 12:15 p.m.
To: Gavin Clark
Subject: one more thing

Hi Gavin

Can I ask why the opt out on vehicle is marked as should do on some and must do on others?

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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152. RE: one more thing

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: May 10, 2016 15:19:30
Subject: RE: one more thing
Attachment: [image001.jpg](#)
[Residential Security Review - \[REDACTED\]](#)
[RSR - \[REDACTED\]](#)
[RSR - \[REDACTED\]](#)
[SR - Residential Security Review - \[REDACTED\]](#)
[SR - Residential Security Review - \[REDACTED\]](#)

Hi Sarah,

Here is the best I can do, some require quotes subject to what needs to be done.

Take care warm regards Gavin Clark

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 10 May 2016 2:13 p.m.
To: Gavin Clark
Subject: RE: one more thing

That would be lovely if you have time Gavin, also could you add onto [REDACTED] which the ones the Landlord should be responsible for?

I am trying to use the summary to collate into a doc that won't share too much private info

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Tuesday, 10 May 2016 2:11 p.m.
To: Sarah Giles
Subject: RE: one more thing

Hi Sarah,

Sorry my mistake they are all must do's the idea is that if anyone has an issue with someone and they decide to stalk work to identify their vehicle or attempt to follow them home their anonymity would be retained.

Also I can quickly go through and give ballpark figures to help you decide where to.

I can do this now and resend them to you if you like.

Take care warm regards Gavin Clark

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

Sent: Tuesday, 10 May 2016 12:15 p.m.

To: Gavin Clark

Subject: one more thing

Hi Gavin

Can I ask why the opt out on vehicle is marked as should do on some and must do on others?

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

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153. Southern Response weekly monitoring report 6-12 May 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: May 13, 2016 16:50:55
Subject: Southern Response weekly monitoring report 6-12 May 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 6-12 May 2016.pdf](#)

Good afternoon,

Please find attached this week's monitoring report covering the period 6-12 May 2016.

Main story has been Canterbury Claimants concerns re SR settlement progress and the build up to last night's meeting.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE
/ PHONE
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[REDACTED]
[REDACTED]
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154. Southern Response weekly monitoring report 13-19 May 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: May 20, 2016 14:05:59
Subject: Southern Response weekly monitoring report 13-19 May 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 13-19 May 2016.pdf](#)

Good afternoon Linda & Casey,

Please see attached this week's monitoring report covering 13-19 May 2016.

A very quiet week this week.

Have a great weekend.

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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155. RSR [REDACTED]

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: May 20, 2016 14:54:36
Subject: RSR [REDACTED]
Attachment: [image003.jpg](#)
[SR - Residential Security Review - \[REDACTED\]](#)

Hi Sarah,

Hope you are well?

Please find attached the residential security review for [REDACTED]

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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156. RE: PSR Outline

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Sent Date: May 24, 2016 17:12:38
Subject: RE: PSR Outline
Attachment: [image001.gif](#)

Hi Gavin,

After reading through some of this its not clear to me whether we need a security policy given our risk profile? Do you have a draft/template for a Security Policy?

Regards

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Monday, 2 May 2016 12:00 p.m.
To: Victor Wells
Subject: PSR Outline

Hi Victor,

Here is an outline of the PSR as discussed.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

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157. Invoice INV-14871 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 26, 2016 09:45:36
Subject: Invoice INV-14871 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Attachment: [image001.gif](#)
[Invoice INV-14871.pdf](#)

Good morning Linda

Attached is invoice 14871 for attendances on the 12 May 2016.

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

Kind regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE
[REDACTED]

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158. Invoice INV-14872 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd

From: [REDACTED] [REDACTED]@tcil.co.nz>
To: 'Sarah.Giles@southernresponse.co.nz'
<Sarah.Giles@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: May 26, 2016 09:48:42
Subject: Invoice INV-14872 from Thompson & Clark Investigations Ltd for Southern Response Earthquake Services Ltd
Attachment: [image001.gif](#)
[Invoice INV-14872.pdf](#)

Good morning Sarah

Attached is invoice 14872 for work done around the residential security review for [REDACTED] in May.

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

Kind regards

[REDACTED]
Office Manager

/ MOBILE
/ POSTAL
/ WEBSITE
[REDACTED]

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159. Weekly monitoring 20-26 May 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: May 27, 2016 12:27:59
Subject: Weekly monitoring 20-26 May 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 20-26 May 2016.pdf](#)

Good afternoon,

Please see attached this week's monitoring report covering the period 20-26 May 2016.

Have a good weekend.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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160. RE: PSR Outline

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>, [REDACTED]@t60.co.nz
<[REDACTED]@t60.co.nz>
Sent Date: Jun 02, 2016 17:21:13
Subject: RE: PSR Outline
Attachment: [image001.gif](#)

Hi Victor,

Sorry I haven't come back to you sooner, I have been flat out and am about to go on leave from tomorrow. I have cc'ed Nick my business partner in in case you want to implement anything before I return back on deck.

We have a variety of examples of security policies but its more of a direct fit for SRES and also the baseline security framework that needs to be in place to get to that point and to allow the flow of other documents necessary to form the fulfil security plan, it's more of a case of living it so that it is part of the culture.

We have done and are doing a lot of work in the PSR space for companies that don't have to be at the government standard but want to be at a core standard which is part the way there.

To get to where SRES wants and or needs to be we suggest doing this framework planning to understand what the company's needs are and what needs to be in place to live to that standard.

A full blown PSR is an overkill for a company the size of SRES but having something in place is important and the baseline framework of the PSR is sound and prudent to build your security plan from.

If it is alright with you we would prefer to provide a proposal to SRES for conducting the onsite planning in line with the PSR as opposed to providing a policy which may not be integrated into the business appropriately.

Let me know your thoughts on this and we can go from there.

Take care warm regards Gavin Clark

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

Sent: Tuesday, 24 May 2016 5:13 p.m.

To: Gavin Clark

Subject: RE: PSR Outline

Hi Gavin,

After reading through some of this its not clear to me whether we need a security policy given our risk profile? Do you have a draft/template for a Security Policy?

Regards

Victor Wells

Health and Safety Manager

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

Sent: Monday, 2 May 2016 12:00 p.m.

To: Victor Wells

Subject: PSR Outline

Hi Victor,

Here is an outline of the PSR as discussed.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE



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161. Southern Response weekly monitoring report 27 May - 2 June 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 03, 2016 13:33:26
Subject: Southern Response weekly monitoring report 27 May - 2 June 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Reporting 27 May - 2 June 2016.pdf](#)

Good afternoon,

Please find attached this week's monitoring report covering the period 27 May – 2 June 2016.

Have a great long weekend.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
PO Box 301775, Albany, NSMC 0752, New Zealand
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162. Security question

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 07, 2016 12:56:19
Subject: Security question
Attachment: [image002.jpg](#)

Hi Gavin

I have been pulling together your reports to provide a summary to the H&S Board Committee and Peter has asked what the situation is with other employers such as WINZ and paying for staff security improvements. Do you know the answer?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

163. RE: Security question

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 08, 2016 06:43:40
Subject: RE: Security question
Attachment: [image002.jpg](#)

Hi Sarah

Sorry I don't know that. I'm away but Nick might be able to find out through our network whether there is a precedent for companys contributing to staff home security costs.

Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

Hi Gavin

I have been pulling together your reports to provide a summary to the H&S Board Committee and Peter has asked what the situation is with other employers such as WINZ and paying for staff security improvements. Do you know the answer?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

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164. RE: Security question

From: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 08, 2016 08:20:38
Subject: RE: Security question
Attachment: [image001.jpg](#)

Thanks Gavin.

Nick, any advice you could provide on this would be greatly appreciated.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 8 June 2016 6:44 a.m.
To: Sarah Giles; Nick Thompson
Subject: RE: Security question

Hi Sarah

Sorry I don't know that. I'm away but Nick might be able to find out through our network whether there is a precedent for companys contributing to staff home security costs.

Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

Hi Gavin

I have been pulling together your reports to provide a summary to the H&S Board Committee and Peter has asked what the situation is with other employers such as WINZ and paying for staff security improvements. Do you know the answer?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

165. RE: Security question

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 08, 2016 10:58:08
Subject: RE: Security question
Attachment: [image001.jpg](#)

Sarah would you like to give me a call on [REDACTED] and we can discuss

Thanks

Nick

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Wednesday, 8 June 2016 8:21 AM
To: Gavin Clark <Gavin.Clark@tcil.co.nz>; Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

Thanks Gavin.

Nick, any advice you could provide on this would be greatly appreciated.

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 8 June 2016 6:44 a.m.
To: Sarah Giles; Nick Thompson
Subject: RE: Security question

Hi Sarah

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Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

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Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

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166. RE: Security question

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Victor.Wells@southernresponse.co.nz <Victor.Wells@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 08, 2016 12:46:56
Subject: RE: Security question
Attachment: [image001.jpg](#)
[image004.jpg](#)
[Guide-to-Developing-Agency-Alert-Levels.pdf](#)
[T&C & Protective Security Requirements.pdf](#)

Hi Sarah and Victor (following on from Gavin's email last week) one of the key things missing from our review and instrumental to any question such as the one you have asked Sarah is security framework.

As suggested by Gavin the Governments Protective Security Requirements (PSR) is a perfect fit for Southern Response and it was developed following the WINZ incident and is in line with new HSE with a real focuses on Governance down.

The Government standard is run by the intelligence service <https://www.protectivesecurity.govt.nz/> - I have attached our high-level overview on why, how and what it is and how we can help take you through the process.

The PSR team can also help out in the first instance by holding a Security Capability Maturity Model (CMM) workshop facilitated by one of the Governments PSR engagement managers.

The CMM workshop is a foundation event, and essentially provides the direction for all of the security effort (in providing the assurance reporting on PSR) that will be undertaken by the collaboration of executive responsibilities in the future.

The ideal representation for the workshop is:

- Security leading (Thompson &Clark)
- Risk and Assurance
- Operations
- IT

- HR
- Finance
- Legal
- H&S
- Property

Having these members at the workshop together will provide a clear picture of reality of the security vectors for the whole of the organisation.

Could we perhaps look at organising such a work shop to start the process off. I can make the arrangements with the engagement manager to start the ball rolling.

Sarah I have attached from the PSR the alert levels I was referring to which would help you gauge your security response to an appropriate level to the threat. This is really information only and we can build this out if you choice to go down the PSR path

Speak soon

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 21 568 865

██████████

██████████

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ordinary private citizen or company to require a reply to this correspondence.

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

Sent: Wednesday, 8 June 2016 8:21 AM

To: Gavin Clark <Gavin.Clark@tcil.co.nz>; Nick Thompson <Nick.Thompson@tcil.co.nz>

Subject: RE: Security question

Thanks Gavin.

Nick, any advice you could provide on this would be greatly appreciated.

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

Sent: Wednesday, 8 June 2016 6:44 a.m.

To: Sarah Giles; Nick Thompson

Subject: RE: Security question

Hi Sarah

Sorry I don't know that. I'm away but Nick might be able to find out through our network whether there is a precedent for companys contributing to staff home security costs.

Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

Hi Gavin

I have been pulling together your reports to provide a summary to the H&S Board Committee and Peter has asked what the situation is with other employers such as WINZ and paying for staff security improvements. Do you know the answer?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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167. RE: PSR Outline

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>, Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jun 08, 2016 12:48:49
Subject: RE: PSR Outline
Attachment: [image001.gif](#)

Hi Victor please see my email to yourself and Sarah following on from this email – next suggested steps is to hold a Security Capability Maturity Model (CMM) workshop facilitated by one of the Governments PSR engagement managers and facilitated by us.

Could you please let me know if your keen to go down this path and if you want to have a chat on the phone to discuss

Cheers

Nick

From: Gavin Clark
Sent: Thursday, 2 June 2016 5:21 PM
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>; [REDACTED]@t60.co.nz
Subject: RE: PSR Outline

Hi Victor,

Sorry I haven't come back to you sooner, I have been flat out and am about to go on leave from tomorrow. I have cc'ed Nick my business partner in in case you want to implement anything before I return back on deck.

We have a variety of examples of security policies but its more of a direct fit for SRES and also the baseline security framework that needs to be in place to get to that point and to allow the flow of other documents necessary to form the fulfil security plan, it's more of a case of living it so that it is part of the culture.

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To get to where SRES wants and or needs to be we suggest doing this framework planning to understand what the company's needs are and what needs to be in place to live to that standard.

A full blown PSR is an overkill for a company the size of SRES but having something in place is important and the baseline framework of the PSR is sound and prudent to build your security plan from.

If it is alright with you we would prefer to provide a proposal to SRES for conducting the onsite planning in line with the PSR as opposed to providing a policy which may not be integrated into the business appropriately.

Let me know your thoughts on this and we can go from there.

Take care warm regards Gavin Clark

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

Sent: Tuesday, 24 May 2016 5:13 p.m.

To: Gavin Clark

Subject: RE: PSR Outline

Hi Gavin,

After reading through some of this its not clear to me whether we need a security policy given our risk profile? Do you have a draft/template for a Security Policy?

Regards

Victor Wells

Health and Safety Manager

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

Sent: Monday, 2 May 2016 12:00 p.m.

To: Victor Wells

Subject: PSR Outline

Hi Victor,

Here is an outline of the PSR as discussed.

Take care warm regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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168. SR weekly monitoring report 3-9 June 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 10, 2016 19:27:16
Subject: SR weekly monitoring report 3-9 June 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Report 3-9 June 2016.pdf](#)

Good evening Linda & Casey,

Please see attached this week's monitoring report covering the period 3-9 June 2016.

A pretty quiet week this week.

Regards, [REDACTED]

[REDACTED]

Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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169. RE: Security question

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, Victor.Wells@southernresponse.co.nz <Victor.Wells@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 13, 2016 09:15:52
Subject: RE: Security question
Attachment: [image003.jpg](#)
[image004.jpg](#)

Hi Sarah and Victor – just following up on PSR, we are in this process with [REDACTED] and as part of this [REDACTED] one of the PSR Engagement Managers will be in Christchurch from Wellington on 22/23 June.

I will be in town then as well and suggest that he come in and explain to you how PSR would work for SR. He can even hold the Security Capability Maturity Model (CMM) workshop if you like so you can see where you guys fit.

Please let me know if this works and if either the afternoon of 22 or morning of 23 June works for you guys.

Thanks

Nick

From: Nick Thompson
Sent: Wednesday, 8 June 2016 12:46 PM
To: 'Sarah Giles' <Sarah.Giles@southernresponse.co.nz>; 'Victor.Wells@southernresponse.co.nz' <Victor.Wells@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Subject: RE: Security question

Hi Sarah and Victor (following on from Gavin's email last week) one of the key things missing from our review and instrumental to any question such as the one you have asked Sarah is security framework.

As suggested by Gavin the Governments Protective Security Requirements (PSR) is a perfect fit for Southern Response and it was developed following the WINZ incident and is in line with new HSE with a real focuses on Governance down.

The Government standard is run by the intelligence service <https://www.protectivesecurity.govt.nz/>
- I have attached our high-level overview on why, how and what it is and how we can help take you through the process.

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The CMM workshop is a foundation event, and essentially provides the direction for all of the security effort (in providing the assurance reporting on PSR) that will be undertaken by the collaboration of executive responsibilities in the future.

The ideal representation for the workshop is:

- Security leading (Thompson & Clark)
- Risk and Assurance
- Operations
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- H&S
- Property

Having these members at the workshop together will provide a clear picture of reality of the security vectors for the whole of the organisation.

Could we perhaps look at organising such a work shop to start the process off. I can make the arrangements with the engagement manager to start the ball rolling.

Sarah I have attached from the PSR the alert levels I was referring to which would help you gauge your security response to an appropriate level to the threat. This is really information only and we can build this out if you choice to go down the PSR path

Speak soon

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

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/ WEBSITE

+64 21 568 865

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██████████

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

Sent: Wednesday, 8 June 2016 8:21 AM

To: Gavin Clark <Gavin.Clark@tcil.co.nz>; Nick Thompson <Nick.Thompson@tcil.co.nz>

Subject: RE: Security question

Thanks Gavin.

Nick, any advice you could provide on this would be greatly appreciated.

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

Sent: Wednesday, 8 June 2016 6:44 a.m.

To: Sarah Giles; Nick Thompson

Subject: RE: Security question

Hi Sarah

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Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

Hi Gavin

I have been pulling together your reports to provide a summary to the H&S Board Committee and Peter has asked what the situation is with other employers such as WINZ and paying for staff security improvements. Do you know the answer?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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170. RE: Security question

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Nick Thompson' <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 13, 2016 11:23:37
Subject: RE: Security question
Attachment: [image001.jpg](#)
[image002.jpg](#)

Thanks Nick,

Do you have [REDACTED] contact details, it would be useful for us to have a quick chat beforehand.

Regards

Victor Wells

Health and Safety Manager

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 13 June 2016 9:16 a.m.
To: Sarah Giles; Victor Wells
Cc: Gavin Clark
Subject: RE: Security question

Hi Sarah and Victor – just following up on PSR, we are in this process with [REDACTED] and as part of this [REDACTED] one of the PSR Engagement Managers will be in Christchurch from Wellington on 22/23 June.

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Please let me know if this works and if either the afternoon of 22 or morning of 23 June works for you guys.

Thanks

Nick

From: Nick Thompson

Sent: Wednesday, 8 June 2016 12:46 PM

To: 'Sarah Giles' <Sarah.Giles@southernresponse.co.nz>;

'Victor.Wells@southernresponse.co.nz' <Victor.Wells@southernresponse.co.nz>

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

Subject: RE: Security question

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Sarah I have attached from the PSR the alert levels I was referring to which would help you gauge your security response to an appropriate level to the threat. This is really information only and we can build this out if you choice to go down the PSR path

Speak soon

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

+64 21 568 865

██████████

██████████

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From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
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171. RE: Security question

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 13, 2016 11:29:42
Subject: RE: Security question
Attachment: [image003.jpg](#)
[image001.jpg](#)
[image002.jpg](#)

Yep certainly – please see his contact details below – he is aware that we have suggested that we catch up and what SR does

Cheers

Nick

██████████

PSR Engagement Manager

Ph: (██████████)

Email: ██████████@protectivesecurity.govt.nz

Web: www.protectivesecurity.govt.nz

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NICK THOMPSON

/ MOBILE

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[REDACTED]

[REDACTED]

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172. RE: Security question

From: [REDACTED]@protectivesecurity.govt.nz
To: Victor.Wells@southernresponse.co.nz
Cc: Nick.Thompson@tcil.co.nz
Sent Date: Jun 13, 2016 16:04:53
Subject: RE: Security question
Attachment: [image004.png](#)
[image005.jpg](#)
[image006.jpg](#)
[image007.jpg](#)

Hello Victor,

I am happy to discuss whatever it is you may need to know before we meet. Email me at this address and I am sure to respond.

Cheers

[REDACTED]

PSR Engagement Manager

Ph: [REDACTED]

Email: [REDACTED]@protectivesecurity.govt.nz

Web: www.protectivesecurity.govt.nz

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 13 June 2016 11:30 a.m.
To: Victor Wells
Cc: Gavin Clark
Subject: RE: Security question

Yep certainly – please see his contact details below – he is aware that we have suggested that we catch up and what SR does

Cheers

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[REDACTED]

PSR Engagement Manager

Ph: [REDACTED]

Email: [REDACTED]@protectivesecurity.govt.nz

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Health and Safety Manager

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To: Sarah Giles; Victor Wells
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173. RE: Security question

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: [REDACTED]@protectivesecurity.govt.nz' <[REDACTED]@protectivesecurity.govt.nz>
Cc: Nick.Thompson@tcil.co.nz <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 13, 2016 17:09:56
Subject: RE: Security question
Attachment: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Thanks [REDACTED]

I am out of the office from tomorrow returning on the 22nd. Are you able to have a quick chat about this in the morning around 9:00?

Regards

Victor Wells

Health and Safety Manager

From: [REDACTED]@protectivesecurity.govt.nz [mailto:[REDACTED]@protectivesecurity.govt.nz]
Sent: Monday, 13 June 2016 4:04 p.m.
To: Victor Wells
Cc: Nick.Thompson@tcil.co.nz
Subject: RE: Security question

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Cheers

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PSR Engagement Manager

Ph: [REDACTED]

Email: [REDACTED]@protectivesecurity.govt.nz

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174. RE: Security question

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>, [REDACTED]@protectivesecurity.govt.nz' <[REDACTED]@protectivesecurity.govt.nz>
Sent Date: Jun 14, 2016 11:07:45
Subject: RE: Security question
Attachment: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Hi guys – did you have the chat this morning and are we meeting on either the 22 or 23 June – cheers just trying to get some planning done

Cheers

Nick

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Monday, 13 June 2016 5:10 PM
To: [REDACTED]@protectivesecurity.govt.nz' <[REDACTED]@protectivesecurity.govt.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

Thanks [REDACTED]

I am out of the office from tomorrow returning on the 22nd. Are you able to have a quick chat about this in the morning around 9:00?

Regards

Victor Wells

Health and Safety Manager

From: [REDACTED]@protectivesecurity.govt.nz [mailto:[REDACTED]@protectivesecurity.govt.nz]
Sent: Monday, 13 June 2016 4:04 p.m.

To: Victor Wells
Cc: Nick.Thompson@tcil.co.nz
Subject: RE: Security question

Hello Victor,

I am happy to discuss whatever it is you may need to know before we meet. Email me at this address and I am sure to respond.

Cheers

[REDACTED]

PSR Engagement Manager

Ph: [REDACTED]

Email: [REDACTED][protectivesecurity.govt.nz](mailto:[REDACTED]@protectivesecurity.govt.nz)

Web: www.protectivesecurity.govt.nz

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]

Sent: Monday, 13 June 2016 11:30 a.m.

To: Victor Wells

Cc: Gavin Clark

Subject: RE: Security question

Yep certainly – please see his contact details below – he is aware that we have suggested that we catch up and what SR does

Cheers

Nick

██████████
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Ph: (██████████)

Email: ██████████@protectivesecurity.govt.nz

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Sent: Monday, 13 June 2016 9:16 a.m.

To: Sarah Giles; Victor Wells

Cc: Gavin Clark

Subject: RE: Security question

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Thanks

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From: Nick Thompson

Sent: Wednesday, 8 June 2016 12:46 PM

To: 'Sarah Giles' <Sarah.Giles@southernresponse.co.nz>;
'Victor.Wells@southernresponse.co.nz' <Victor.Wells@southernresponse.co.nz>

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

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Speak soon

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

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

Sent: Wednesday, 8 June 2016 8:21 AM

To: Gavin Clark <Gavin.Clark@tcil.co.nz>; Nick Thompson <Nick.Thompson@tcil.co.nz>

Subject: RE: Security question

Thanks Gavin.

Nick, any advice you could provide on this would be greatly appreciated.

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

Sent: Wednesday, 8 June 2016 6:44 a.m.

To: Sarah Giles; Nick Thompson

Subject: RE: Security question

Hi Sarah

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Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

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Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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175. Automatic reply: Security question

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 14, 2016 11:07:47
Subject: Automatic reply: Security question
Attachment:

Kia ora,

I am currently out of the office until 22 June 2016. Please contact [REDACTED] at [REDACTED]@southernresponse.co.nz for urgent matters, otherwise I will respond on my return.

Regards

Victor

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176. RE: Security question

From: [REDACTED]@protectivesecurity.govt.nz
To: Nick.Thompson@tcil.co.nz, Victor.Wells@southernresponse.co.nz
Sent Date: Jun 14, 2016 11:10:38
Subject: RE: Security question
Attachment: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Giddy Nick,

I have been out of the office this morning, so didn't make the call.

I would rather have the workshop on the afternoon of the 22nd, but can be flexible if required – I haven't yet booked flights/accom, so am on standby mode for your direction.

Cheers

[REDACTED]

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Tuesday, 14 June 2016 11:08 a.m.
To: Victor Wells; [REDACTED]@protectivesecurity.govt.nz
Subject: RE: Security question

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Thanks [REDACTED]

I am out of the office from tomorrow returning on the 22nd. Are you able to have a quick chat about this in the morning around 9:00?

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Subject: RE: Security question

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PSR Engagement Manager

Ph: ([REDACTED])

Email: [REDACTED]@protectivesecurity.govt.nz

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To: Victor Wells

Cc: Gavin Clark

Subject: RE: Security question

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[REDACTED]

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Nick

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██████████

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Kind Regards

[REDACTED]

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Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

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To: [REDACTED]@protectivesecurity.govt.nz <[REDACTED]@protectivesecurity.govt.nz>, Nick.Thompson@tcil.co.nz <Nick.Thompson@tcil.co.nz>
Cc: Sarah Giles <Sarah.Giles@southernresponse.co.nz>
Sent Date: Jun 14, 2016 11:41:04
Subject: RE: Security question
Attachment: [image001.png](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)

Hi [REDACTED]

I am out of the office from today returning on the 22.

Sarah, are you able to arrange in my absence?

Victor

From: [REDACTED]@protectivesecurity.govt.nz [REDACTED]@protectivesecurity.govt.nz]
Sent: Tuesday, 14 June 2016 11:09 a.m.
To: Nick.Thompson@tcil.co.nz; Victor Wells
Subject: RE: Security question

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Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>, Anthony Honeybone <Anthony.Honeybone@southernresponse.co.nz>
Sent Date: Jun 14, 2016 14:07:12
Subject: RE: Security question
Attachment: [image007.png](#)
[image008.jpg](#)
[image009.jpg](#)
[image010.jpg](#)
[image001.jpg](#)

Hi [REDACTED] and Nick

Unfortunately these dates are not going to work due to other commitments. When Victor is back he will contact [REDACTED] to organise a more suitable time.

Regards

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

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: Victor Wells

Sent: Tuesday, 14 June 2016 11:41 a.m.

To: [REDACTED]@protectivesecurity.govt.nz; Nick.Thompson@tcil.co.nz

Cc: Sarah Giles

Subject: RE: Security question

Hi [REDACTED]

I am out of the office from today returning on the 22.

Sarah, are you able to arrange in my absence?

Victor

From: [REDACTED]@protectivesecurity.govt.nz [REDACTED]@protectivesecurity.govt.nz]

Sent: Tuesday, 14 June 2016 11:09 a.m.

To: Nick.Thompson@tcil.co.nz; Victor Wells

Subject: RE: Security question

Giddy Nick,

I have been out of the office this morning, so didn't make the call.

I would rather have the workshop on the afternoon of the 22nd, but can be flexible if required – I haven't yet booked flights/accom, so am on standby mode for your direction.

Cheers

██████████

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Tuesday, 14 June 2016 11:08 a.m.
To: Victor Wells; ██████████protectivesecurity.govt.nz
Subject: RE: Security question

Hi guys – did you have the chat this morning and are we meeting on either the 22 or 23 June – cheers just trying to get some planning done

Cheers

Nick

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]
Sent: Monday, 13 June 2016 5:10 PM
To: ██████████protectivesecurity.govt.nz' <██████████protectivesecurity.govt.nz>
Cc: Nick Thompson <Nick.Thompson@tcil.co.nz>
Subject: RE: Security question

Thanks ██████████

I am out of the office from tomorrow returning on the 22nd. Are you able to have a quick chat about this in the morning around 9:00?

Regards

Victor Wells

Health and Safety Manager

From: [REDACTED]@protectivesecurity.govt.nz [mailto:[REDACTED]@protectivesecurity.govt.nz]
Sent: Monday, 13 June 2016 4:04 p.m.
To: Victor Wells
Cc: Nick.Thompson@tcil.co.nz
Subject: RE: Security question

Hello Victor,

I am happy to discuss whatever it is you may need to know before we meet. Email me at this address and I am sure to respond.

Cheers

[REDACTED]

PSR Engagement Manager

Ph: [REDACTED]

Email: [REDACTED]@protectivesecurity.govt.nz

Web: www.protectivesecurity.govt.nz

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]
Sent: Monday, 13 June 2016 11:30 a.m.
To: Victor Wells
Cc: Gavin Clark
Subject: RE: Security question

Yep certainly – please see his contact details below – he is aware that we have suggested that we catch up and what SR does

Cheers

Nick

[REDACTED]

PSR Engagement Manager

Ph: [REDACTED]

Email: [REDACTED]@protectivesecurity.govt.nz

Web: www.protectivesecurity.govt.nz

From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

Sent: Monday, 13 June 2016 11:24 AM

To: Nick Thompson <Nick.Thompson@tcil.co.nz>

Subject: RE: Security question

Thanks Nick,

Do you have [REDACTED] contact details, it would be useful for us to have a quick chat beforehand.

Regards

Victor Wells

Health and Safety Manager

From: Nick Thompson [mailto:Nick.Thompson@tcil.co.nz]

Sent: Monday, 13 June 2016 9:16 a.m.

To: Sarah Giles; Victor Wells
Cc: Gavin Clark
Subject: RE: Security question

Hi Sarah and Victor – just following up on PSR, we are in this process with [REDACTED] and as part of this [REDACTED] one of the PSR Engagement Managers will be in Christchurch from Wellington on 22/23 June.

I will be in town then as well and suggest that he come in and explain to you how PSR would work for SR. He can even hold the Security Capability Maturity Model (CMM) workshop if you like so you can see where you guys fit.

Please let me know if this works and if either the afternoon of 22 or morning of 23 June works for you guys.

Thanks

Nick

From: Nick Thompson
Sent: Wednesday, 8 June 2016 12:46 PM
To: 'Sarah Giles' <Sarah.Giles@southernresponse.co.nz>;
'Victor.Wells@southernresponse.co.nz' <Victor.Wells@southernresponse.co.nz>
Cc: Gavin Clark <Gavin.Clark@tcil.co.nz>
Subject: RE: Security question

Hi Sarah and Victor (following on from Gavin's email last week) one of the key things missing from our review and instrumental to any question such as the one you have asked Sarah is security framework.

As suggested by Gavin the Governments Protective Security Requirements (PSR) is a perfect fit for Southern Response and it was developed following the WINZ incident and is in line with new HSE with a real focuses on Governance down.

The Government standard is run by the intelligence service <https://www.protectivesecurity.govt.nz/>
- I have attached our high-level overview on why, how and what it is and how we can help take you through the process.

The PSR team can also help out in the first instance by holding a Security Capability Maturity Model (CMM) workshop facilitated by one of the Governments PSR engagement managers.

The CMM workshop is a foundation event, and essentially provides the direction for all of the security effort (in providing the assurance reporting on PSR) that will be undertaken by the collaboration of executive responsibilities in the future.

The ideal representation for the workshop is:

- Security leading (Thompson & Clark)
- Risk and Assurance
- Operations
- IT
- HR
- Finance
- Legal
- H&S
- Property

Having these members at the workshop together will provide a clear picture of reality of the security vectors for the whole of the organisation.

Could we perhaps look at organising such a work shop to start the process off. I can make the arrangements with the engagement manager to start the ball rolling.

Sarah I have attached from the PSR the alert levels I was referring to which would help you gauge your security response to an appropriate level to the threat. This is really information only and we can build this out if you choice to go down the PSR path

Speak soon

Nick

NICK THOMPSON

/ MOBILE

/ PHONE

/ FAX
/ POSTAL
/ WEBSITE
+64 21 568 865



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

Sent: Wednesday, 8 June 2016 8:21 AM

To: Gavin Clark <Gavin.Clark@tcil.co.nz>; Nick Thompson <Nick.Thompson@tcil.co.nz>

Subject: RE: Security question

Thanks Gavin.

Nick, any advice you could provide on this would be greatly appreciated.

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

Sent: Wednesday, 8 June 2016 6:44 a.m.

To: Sarah Giles; Nick Thompson

Subject: RE: Security question

Hi Sarah

Sorry I don't know that. I'm away but Nick might be able to find out through our network whether there is a precedent for companys contributing to staff home security costs.

Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

Hi Gavin

I have been pulling together your reports to provide a summary to the H&S Board Committee and Peter has asked what the situation is with other employers such as WINZ and paying for staff security improvements. Do you know the answer?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

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179. RE: Security question

From: Nick Thompson <Nick.Thompson@tcil.co.nz>
To: Sarah Giles <Sarah.Giles@southernresponse.co.nz>, [REDACTED]@protectivesecurity.govt.nz <[REDACTED]@protectivesecurity.govt.nz>
Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>, Anthony Honeybone <Anthony.Honeybone@southernresponse.co.nz>
Sent Date: Jun 14, 2016 14:36:02
Subject: RE: Security question
Attachment: [image001.jpg](#)
[image002.jpg](#)
[image003.jpg](#)
[image004.jpg](#)
[image005.jpg](#)

Thanks Sarah – I'll be in Christchurch next Thursday and free during the afternoon if you need a catch up.

Kind Regards

Nick

From: Sarah Giles [mailto:Sarah.Giles@southernresponse.co.nz]
Sent: Tuesday, 14 June 2016 2:07 PM
To: [REDACTED]@protectivesecurity.govt.nz; Nick Thompson <Nick.Thompson@tcil.co.nz>
Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>; Anthony Honeybone <Anthony.Honeybone@southernresponse.co.nz>
Subject: RE: Security question

Hi [REDACTED] and Nick

Unfortunately these dates are not going to work due to other commitments. When Victor is back he will contact [REDACTED] to organise a more suitable time.

Regards

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

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Cc: Sarah Giles

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Cheers

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PSR Engagement Manager

Ph: ([REDACTED])

Email: [REDACTED]@protectivesecurity.govt.nz

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- Operations
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Could we perhaps look at organising such a work shop to start the process off. I can make the arrangements with the engagement manager to start the ball rolling.

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Speak soon

Nick

NICK THOMPSON

/ MOBILE

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

Sent: Wednesday, 8 June 2016 8:21 AM

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Thanks Gavin.

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Sent: Wednesday, 8 June 2016 6:44 a.m.

To: Sarah Giles; Nick Thompson

Subject: RE: Security question

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Kind Regards

[REDACTED]

---- Sarah Giles wrote ----

Hi Gavin

I have been pulling together your reports to provide a summary to the H&S Board Committee and Peter has asked what the situation is with other employers such as WINZ and paying for staff security improvements. Do you know the answer?

Thanks

Sarah

Sarah Giles

General Manager Corporate Services

Southern Response Earthquake Services Ltd

DDI: [REDACTED]

Ext: [REDACTED]

Mobile: [REDACTED]

PO Box 9052

Christchurch

www.southernresponse.co.nz

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180. Southern Response weekly monitoring report 10-16 June 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>, Gavin Clark <Gavin.Clark@tcil.co.nz>,
[REDACTED] <[REDACTED]@tcil.co.nz>, Nick Thompson <Nick.Thompson@tcil.co.nz>
Sent Date: Jun 17, 2016 11:18:50
Subject: Southern Response weekly monitoring report 10-16 June 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Report 10-16 June 2016.pdf](#)

Good morning Linda & Casey,

Please see attached this week's monitoring report covering the period 10-16 June 2016.

Another fairly quiet week in the news, though some activity of interest on social media as per blog.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

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

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

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

From: [REDACTED] <[REDACTED]@southernresponse.co.nz>
To: [REDACTED]@tcil.co.nz' [REDACTED]@tcil.co.nz>
Sent Date: Jun 17, 2016 15:58:54
Subject: ***DO NOT REPLY*** Southern Response Earthquake Services Ltd -
Remittance Advice Attached
Attachment:

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

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

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

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

Claims general - CEQ@southernresponse.co.nz

Temporary accommodation - tempaccom@southernresponse.co.nz

Kind regards,

Southern Response Earthquake Services Ltd

REMITTANCE ADVICE

THOMPSON & CLARK INVESTIGATION

This payment has been credited to your bank account: [REDACTED]

Creditor ID: THOMPSON

Payment Number: 00000000000082034

Payment Date: 17/06/2016

Our Voucher No	Your Voucher No	Date	Document	Amount	Amount Paid	Claim
00000000000011405	INV-14872	25/05/2016	Res.Security Review Fees	\$4,241.27	\$4,241.27	Res.Security
00000000000011411	INV-14871	25/05/2016	Threat Exposure & Analysis	\$3,112.75	\$3,112.75	Threat Exposu
00000000000011419	INV-14848	30/05/2016	Risk Mngt May 2016	[REDACTED]	[REDACTED]	Risk Mngt May

Total Amount: [REDACTED]

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182. Weekly monitoring report 17-23 June 2016

From: [REDACTED] [REDACTED]@tcil.co.nz
To: Linda Falwasser (Linda.Falwasser@southernresponse.co.nz)
<Linda.Falwasser@southernresponse.co.nz>, Casey Hurren
<Casey.Hurren@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jun 24, 2016 13:51:37
Subject: Weekly monitoring report 17-23 June 2016
Attachment: [image001.jpg](#)
[Southern Response Weekly Report 17-23 June 2016.pdf](#)

Good afternoon Linda & Casey,

Please find attached this week's monitoring report covering the period 17-23 June 2016.

A fairly quiet week of news though some interesting comments on Facebook (notified during the week via usual method).

Have a good weekend.

Regards, [REDACTED]

[REDACTED]
Intelligence Analyst

/ MOBILE
/ PHONE
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

183. RE: Threat to shoot staff

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: SR H&S Incidents <SR_H&S_Incidents@southernresponse.co.nz>
Cc: [REDACTED] <[REDACTED]@southernresponse.co.nz>, [REDACTED] <[REDACTED]@arrowinternational.co.nz>, 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 28, 2016 17:06:10
Subject: RE: Threat to shoot staff
Attachment: [image001.jpg](#)
[Transcript 27-06-16.docx](#)

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

"Go and give [REDACTED] [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."

[REDACTED] [REDACTED] also blamed [REDACTED] for stalling the claim stating:

"I will hunt you down and I will find you, I will find where you live and I will come and see you."

[REDACTED] indicated that he will report the comments that [REDACTED] [REDACTED] had made but he was unrepentant stating:

"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."

We have advised security of the comments made by [REDACTED] [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on [REDACTED] [REDACTED] file. [REDACTED] [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] [REDACTED] in the next day or so. Should [REDACTED] [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

Victor Wells

Health and Safety Manager

From: Victor Wells

Sent: Monday, 27 June 2016 5:40 p.m.

To: SR H&S Incidents

Cc: [REDACTED]

Subject: Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

Victor Wells

Health and Safety Manager

Southern Response

Earthquake Services Ltd

DDI 03 371 0929

Ext 8429

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.

PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

184. RE: Threat to shoot staff

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 28, 2016 17:38:38
Subject: RE: Threat to shoot staff
Attachment: [image001.jpg](#)

Hi Gavin,

Can we have a chat about this tomorrow? It would be great if we could organise an urgent residential security review for the SR staff member and any recommendations in general you may have. In particular, what we should be pushing for in terms of the Police response and how much of the process we can protect staff from by having SR at the pointy end of any complaints that are made to the Police. The Police seem quite keen to have the individuals at the front of complaints given they are more minded by the victims preferences (which is fair enough) but it means singling them out more which our junior staff may not be so comfortable with.

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victor.wells@southernresponse.co.nz

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From: Victor Wells

Sent: Tuesday, 28 June 2016 5:06 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED] 'Gavin Clark'

Subject: RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED], [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

"Go and give [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

"I will hunt you down and I will find you, I will find where you live and I will come and see you."

[REDACTED] indicated that he will report the comments that [REDACTED] had made but he was unrepentant stating:

"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."

We have advised security of the comments made by [REDACTED] and an extra security guard has been on the premises today. EMS/IVIIS have been updated and a caution flag placed on [REDACTED] file. [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

Victor Wells

Health and Safety Manager

From: Victor Wells

Sent: Monday, 27 June 2016 5:40 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED]

Subject: Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

185. RE: Threat to shoot staff

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 29, 2016 06:27:31
Subject: RE: Threat to shoot staff
Attachment: [image001.jpg](#)

Hi Victor

I've just landed this.morning from the US.

A matter like this should be reported to the police straight away.

I'll give you a call later today.

Cheers

Sent from my Sony Xperia™ smartphone

---- Victor Wells wrote ----

Hi Gavin,

Can we have a chat about this tomorrow? It would be great if we could organise an urgent residential security review for the SR staff member and any recommendations in general you may have. In particular, what we should be pushing for in terms of the Police response and how much of the process we can protect staff from by having SR at the pointy end of any complaints that are made to the Police. The Police seem quite keen to have the individuals at the front of complaints given they are more minded by the victims preferences (which is fair enough) but it means singling them out more which our junior staff may not be so comfortable with.

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From: Victor Wells

Sent: Tuesday, 28 June 2016 5:06 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED] 'Gavin Clark'

Subject: RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED], [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

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Regards

Victor Wells

Health and Safety Manager

From: Victor Wells

Sent: Monday, 27 June 2016 5:40 p.m.

To: SR H&S Incidents

Cc: ■■■■ ■■■■

Subject: Threat to shoot staff

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PROACTIVELY RELEASED BY
SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

186. RE: Threat to shoot staff

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 29, 2016 08:20:08
Subject: RE: Threat to shoot staff
Attachment: [image001.jpg](#)

Welcome back,

We went to the Police yesterday but it was a little unsatisfactory. Anytime after 2:00 is fine...

Regards

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 29 June 2016 6:27 a.m.
To: Victor Wells
Subject: RE: Threat to shoot staff

Hi Victor

I've just landed this morning from the US.

A matter like this should be reported to the police straight away.

I'll give you a call later today.

Cheers

Sent from my Sony Xperia™ smartphone

---- Victor Wells wrote ----

Hi Gavin,

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From: Victor Wells

Sent: Tuesday, 28 June 2016 5:06 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED] 'Gavin Clark'

Subject: RE: Threat to shoot staff

Hi all,

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Regards

Victor Wells

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Cc: [REDACTED] [REDACTED]

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SOUTHERN RESPONSE EARTHQUAKE SERVICES LTD

187. RE: Threat to shoot staff

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 29, 2016 15:25:12
Subject: RE: Threat to shoot staff
Attachment: [image001.jpg](#)

Hi Gavin,

Are you available to discuss?

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 29 June 2016 6:27 a.m.
To: Victor Wells
Subject: RE: Threat to shoot staff

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Sent: Tuesday, 28 June 2016 5:06 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED] 'Gavin Clark'

Subject: RE: Threat to shoot staff

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Regards

Victor Wells

Health and Safety Manager

From: Victor Wells

Sent: Monday, 27 June 2016 5:40 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED]

Subject: Threat to shoot staff

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188. RE: Threat to shoot staff

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 29, 2016 15:35:00
Subject: RE: Threat to shoot staff
Attachment: [image001.jpg](#)

Hi Victor available now what's your mobile.

Sent from my Sony Xperia™ smartphone

---- Victor Wells wrote ----

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Victor Wells

Health and Safety Manager

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

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www.southernresponse.co.nz

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189. RE: Threat to shoot staff

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 29, 2016 15:35:53
Subject: RE: Threat to shoot staff
Attachment: [image001.jpg](#)

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 29 June 2016 3:35 p.m.
To: Victor Wells
Subject: RE: Threat to shoot staff

Hi Victor available now what's your mobile.

----- Victor Wells wrote -----

Hi Gavin,

Are you available to discuss?

Victor Wells

Health and Safety Manager

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Wednesday, 29 June 2016 6:27 a.m.
To: Victor Wells

Subject: RE: Threat to shoot staff

Hi Victor

I've just landed this.morning from the US.

A matter like this should be reported to the police straight away.

I'll give you a call later today.

Cheers

Sent from my Sony Xperia™ smartphone

---- Victor Wells wrote ----

Hi Gavin,

Can we have a chat about this tomorrow? It would be great if we could organise an urgent residential security review for the SR staff member and any recommendations in general you may have. In particular, what we should be pushing for in terms of the Police response and how much of the process we can protect staff from by having SR at the pointy end of any complaints that are made to the Police. The Police seem quite keen to have the individuals at the front of complaints given they are more minded by the victims preferences (which is fair enough) but it means singling them out more which our junior staff may not be so comfortable with.

Regards

Victor Wells

Health and Safety Manager
Southern Response

Earthquake Services Ltd

DDI 03 371 0929

Ext 8429

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.

From: Victor Wells

Sent: Tuesday, 28 June 2016 5:06 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED] 'Gavin Clark'

Subject: RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

"Go and give [REDACTED] [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."

[REDACTED] [REDACTED] also blamed [REDACTED] for stalling the claim stating:

"I will hunt you down and I will find you, I will find where you live and I will come and see you."

█████ indicated that he will report the comments that █████ █████ had made but he was unrepentant stating:

"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."

We have advised security of the comments made by █████ █████ and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on Mr █████ file. █████ █████ has a lawyer acting who has been advised of the threats made by Mr █████ and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to █████ █████ in the next day or so. Should █████ █████ attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to █████ █████ setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

Victor Wells

Health and Safety Manager

From: Victor Wells

Sent: Monday, 27 June 2016 5:40 p.m.

To: SR H&S Incidents

Cc: █████ █████

Subject: Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

Victor Wells

Health and Safety Manager

Southern Response

Earthquake Services Ltd

DDI 03 371 0929

Ext 8429

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

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190. FW: Threat to shoot staff

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: [REDACTED]@police.govt.nz [REDACTED]@police.govt.nz
Cc: Victor Wells <Victor.Wells@southernresponse.co.nz>
Sent Date: Jun 29, 2016 17:12:49
Subject: FW: Threat to shoot staff
Attachment: [image001.jpg](#)
[image002.gif](#)
[Transcript 27-06-16.docx](#)

Hi [REDACTED]

Thanks for your time today, as discussed this matter of threatening to kill as outlined below has been reported to Christchurch police, I am not aware of the file number but the complainant is [REDACTED] a Southern Response employee.

The immediate concerns are that he alleged offender, [REDACTED] has:

- A wife with mental illness which he holds SRES responsible for
- A great deal of frustration with the process of dealing with SRES but is not helping the situation
- Highly likely to have recently lost his employment and may have financial pressure

Since this event SRES have gone into lock down mode and have increased security at their Addington site and we are about to commence a security review of [REDACTED] [REDACTED] home address.

Our two immediate objectives are to ascertain the status of the current complaint so that some understanding of the actual threat is known as well as have a process going forward for auctioning these types of direct threats to SRES employees.

Although [REDACTED] [REDACTED] is the victim in this matter the company, SRES has an obligation as to his and all employees safety and therefore has a need have an active involvement and to see these types of matters through on behalf of its employees.

I understand that you will refer this to the DCC for an assessment of the file to be made.

Also please note that this is not the first matter of this type to be referred to police on behalf of SRES employees and I am sure that you will be aware that the potential for these types of matters to escalate quickly is a real possibility.

I have cc'ed Victor Wells, SRES Health and Safety Manager into this email as he is driving the overall company response in regard to this matter. Victor may have a file number for this matter?

Kind Regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

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From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

Sent: Tuesday, 28 June 2016 5:06 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED] Gavin Clark

Subject: RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

"Go and give [REDACTED] [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."

[REDACTED] [REDACTED] also blamed [REDACTED] for stalling the claim stating:

"I will hunt you down and I will find you, I will find where you live and I will come and see you."

[REDACTED] indicated that he will report the comments that [REDACTED] [REDACTED] had made but he was unrepentant stating:

"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."

We have advised security of the comments made by [REDACTED] [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on Mr [REDACTED] file. [REDACTED] [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this morning who have indicated that a formal warning is likely to be issued to [REDACTED] [REDACTED] in the next day or so. Should [REDACTED] [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

Victor Wells

Health and Safety Manager

From: Victor Wells

Sent: Monday, 27 June 2016 5:40 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED]

Subject: Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

Victor Wells

Health and Safety Manager
Southern Response

Earthquake Services Ltd

DDI 03 371 0929

Ext 8429

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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191. RE: Threat to shoot staff

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: 'Gavin Clark' <Gavin.Clark@tcil.co.nz>, [REDACTED]@police.govt.nz
[REDACTED]@police.govt.nz
Sent Date: Jun 29, 2016 17:24:02
Subject: RE: Threat to shoot staff
Attachment: [image002.gif](#)
[image003.jpg](#)
[28062016131504.pdf](#)

Thanks Gavin,

Reference number is [REDACTED].

Our Board and management are naturally concerned regarding the threats that have been made and we would appreciate the matter being expedited so that an assessment can be made regarding [REDACTED] well being.

Regards

Victor Wells

Health and Safety Manager
Southern Response

Earthquake Services Ltd

DDI 03 371 0929

Ext 8429

PO Box 9052

Christchurch 8149

victor.wells@southernresponse.co.nz

www.southernresponse.co.nz

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

Sent: Wednesday, 29 June 2016 5:13 p.m.

To: [REDACTED]@police.govt.nz

Cc: Victor Wells

Subject: FW: Threat to shoot staff

Hi [REDACTED]

Thanks for your time today, as discussed this matter of threatening to kill as outlined below has been reported to Christchurch police, I am not aware of the file number but the complainant is [REDACTED] a Southern Response employee.

The immediate concerns are that he alleged offender, [REDACTED] has:

- A wife with mental illness which he holds SRES responsible for
- A great deal of frustration with the process of dealing with SRES but is not helping the situation
- Highly likely to have recently lost his employment and may have financial pressure

Since this event SRES have gone into lock down mode and have increased security at their Addington site and we are about to commence a security review of [REDACTED] [REDACTED] home address.

Our two immediate objectives are to ascertain the status of the current complaint so that some understanding of the actual threat is known as well as have a process going forward for auctioning

these types of direct threats to SRES employees.

Although [REDACTED] [REDACTED] is the victim in this matter the company, SRES has an obligation as to his and all employees safety and therefore has a need have an active involvement and to see these types of matters through on behalf of its employees.

I understand that you will refer this to the DCC for an assessment of the file to be made.

Also please note that this is not the first matter of this type to be referred to police on behalf of SRES employees and I am sure that you will be aware that the potential for these types of matters to escalate quickly is a real possibility.

I have cc'ed Victor Wells, SRES Health and Safety Manager into this email as he is driving the overall company response in regard to this matter. Victor may have a file number for this matter?

Kind Regards Gavin Clark

Gavin Clark

/ MOBILE

/ PHONE

/ FAX

/ POSTAL

/ WEBSITE

[REDACTED]

[REDACTED]

[REDACTED]

PO Box 301775, Albany, NSMC 0752, New Zealand

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From: Victor Wells [mailto:Victor.Wells@southernresponse.co.nz]

Sent: Tuesday, 28 June 2016 5:06 p.m.

To: SR H&S Incidents

Cc: [REDACTED] Gavin Clark

Subject: RE: Threat to shoot staff

Hi all,

There has been further threats made in respect of this customer to [REDACTED]. After speaking with [REDACTED] [REDACTED] was contacted by [REDACTED] at 5:20. [REDACTED] was irate and believed [REDACTED] had not been responding to his lawyers emails in a timely manner. [REDACTED] stated that [REDACTED] was to blame for his wife's mental health issues. He restated what he had said earlier to [REDACTED] stating:

"Go and give [REDACTED] [REDACTED] a call and hear what I have said to him. I have had a guts full of you guys. I am ready to get a gun and I am going to come around there and start shooting you guys."

[REDACTED] also blamed [REDACTED] for stalling the claim stating:

"I will hunt you down and I will find you, I will find where you live and I will come and see you."

[REDACTED] indicated that he will report the comments that [REDACTED] [REDACTED] had made but he was unrepentant stating:

"You put those comments down, you put those comments down. I am happy for you to do that as I stand by what I say. I never make threats to people I only make promises."

We have advised security of the comments made by [REDACTED] [REDACTED] and an extra security guard has been on the premises today. EMS/lviis have been updated and a caution flag placed on Mr [REDACTED] file. [REDACTED] [REDACTED] has a lawyer acting who has been advised of the threats made by [REDACTED] [REDACTED] and our intention to complain to the Police. A complaint was laid with the Police this

morning who have indicated that a formal warning is likely to be issued to [REDACTED] in the next day or so. Should [REDACTED] attitude remain aggressive and should he make further threats against Southern Response, consideration will be given to initiating prosecution action against him. We are in the process of drafting a letter for Peter to send to [REDACTED] setting out how the management of his claim is to proceed and the restriction that will be placed on his interaction with staff.

The claim has been transferred to TRR for processing.

Regards

Victor Wells

Health and Safety Manager

From: Victor Wells

Sent: Monday, 27 June 2016 5:40 p.m.

To: SR H&S Incidents

Cc: [REDACTED] [REDACTED]

Subject: Threat to shoot staff

Hi all,

We have received a threat against staff (over the phone to [REDACTED] from a customer, [REDACTED] from [REDACTED] [REDACTED] advised [REDACTED] that he and his lawyer had been calling Southern Response for 3 weeks without reply. [REDACTED] wanted a copy of the backsheet from the DRA. He advised that his wife had been having mental health issues and presented as extremely angry.

[REDACTED] asked [REDACTED] "what do I have to do, do I have to come down to your office with a gun and blow you guys away"

[REDACTED] advised that he will be contacting [REDACTED] tomorrow and would say the same thing to him.

I will advise the security guard in the morning and will catch up with [REDACTED] also. I will also refer the matter on the Police through the general comms channel tomorrow.

Regards

Victor Wells

Health and Safety Manager

Southern Response

Earthquake Services Ltd

DDI 03 371 0929

Ext 8429

PO Box 9052

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victor.wells@southernresponse.co.nz

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192. Residential security review

From: Gavin Clark <Gavin.Clark@tcil.co.nz>
To: Victor Wells <Victor.Wells@southernresponse.co.nz>
Cc: [REDACTED]@t60.co.nz <[REDACTED]@t60.co.nz>
Sent Date: Jun 30, 2016 16:41:20
Subject: Residential security review
Attachment: [image003.jpg](#)

Hi Victor,

My Christchurch associate is available tomorrow afternoon to conduct a security review for [REDACTED] or alternatively could do Saturday morning.

Are you able to check [REDACTED] availability and provide his home address.

Kind Regards

Gavin Clark

/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

[REDACTED]
[REDACTED]
[REDACTED]

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193. RE: Residential security review

From: Victor Wells <Victor.Wells@southernresponse.co.nz>
To: Gavin Clark <Gavin.Clark@tcil.co.nz>
Sent Date: Jun 30, 2016 17:11:14
Subject: RE: Residential security review
Attachment: [image001.jpg](#)

Cheers Gavin,

Will arrange with [REDACTED] and revert back.

Victor

From: Gavin Clark [mailto:Gavin.Clark@tcil.co.nz]
Sent: Thursday, 30 June 2016 4:41 p.m.
To: Victor Wells
Cc: [REDACTED]@t60.co.nz
Subject: Residential security review

Hi Victor,

My Christchurch associate is available tomorrow afternoon to conduct a security review for [REDACTED] [REDACTED] or alternatively could do Saturday morning.

Are you able to check [REDACTED] availability and provide his home address.

Kind Regards

Gavin Clark
/ MOBILE
/ PHONE
/ FAX
/ POSTAL
/ WEBSITE

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