

FIRST Security Guard Services Limited

413 St Asaph St Phillipstown Christchurch
P O Box 13346, Christchurch

24th March 2017

[REDACTED]
Health & Safety Administrator
Southern Response Earthquake Services Ltd
P.O.Box 7852
Christchurch

REF: Booking of Ad Hoc & Casual Guard Deployment

Dear [REDACTED]

You may be aware that as from 1 April 2017 there have been some changes to the Employment Relations Act 2000 in relation to hours of work and when and how a person's shift commitments can be remunerated .

Although the majority of these changes can be managed internally by us the new legislation around shift cancellation will have a direct impact on our ad hoc / casual services.

Effective from 1 April 2017, shifts can no longer be cancelled without reasonable notice. As from 1 April 2017 FIRST Security will be required to pay any Officer who is rostered to a deployment which is then subsequently cancelled with 4 hours or less notice.

What does this mean to you?

Effective from 1st April 2017:

- All casual or ad hoc requests must have at least an estimated end time. We appreciate that this may fluctuate and will continue to provide a flexible service but for rostering purposes a start and end time must be allocated. Please note that the minimum 4 hour shift will still apply
- In the event that the requested shift is cancelled with less than 4 hours' notice, FIRST Security will still invoice for the original booked and scheduled hours.
- If this shift is cancelled 4 hours or more from the original booked start time, no fees will be incurred.
- All cancellations must be phoned through to 0800 347 787

We will continue to work with you during this transition phase and will assist you where possible to reduce any unnecessary fees.

Should you have any queries or questions regarding the above please do not hesitate to contact me directly.

Yours Sincerely

FIRST Security Guard Services Ltd
[REDACTED]

Branch Manager