



# **Advanced Security**

**SECURING NEW ZEALAND'S  
MOST IMPORTANT  
ORGANISATIONS**

## **ELECTRONIC SECURITY SYSTEMS MAINTENANCE Service Level Agreement**

Proposal prepared by

**Calder Stewart**

Food and Logistics Fund

15<sup>th</sup> March 2022

# Advanced Security

## COMPANY INTRODUCTION

Advanced Security is New Zealand owned by TPT Group Holdings (NZ) Limited and is the largest corporate and government sector, electronic security systems integrator in New Zealand.

Founded in 2002, we are an essential services provider, providing 24 hour, 365 days a year service. The company operate 13 offices across the country and we are proud to work with many of New Zealand's most security-sensitive organisations and corporations.

We develop ongoing partnerships with clients who believe in quality, reliability and innovation as much as we do.

Our focus is access control, intruder detection and CCTV systems. Other areas of expertise include intercoms, motorised gates and barrier arms, identification cards, cyber security, robots and off-site computerised monitoring.

The wider group also has a dedicated technology incubator and this works with customers to help them reinvent and navigate this ever-changing world. The incubator has technical alliances around innovation with major corporations including Panasonic Japan, Microsoft and Spark. The incubator has software developers, mechatronics, and electronic engineers.

The group and Advanced Security operate a comprehensive, controlled, quality assurance system with certification in ISO 9001:2015. We are externally audited and accredited by the New Zealand Security Association as well as the New Zealand Defence Force. The Advanced Security business systems have been recognised as some of the best in New Zealand, in line with international best practice.

Advanced Security has substantial health and safety systems and is externally certified to ISO BS OHSAS 18001:2007 & AS/NZS 4801:2001 with an intention to eliminate the risk of injury to staff, customers and the public. The business is also externally audited by multiple external bodies including Impac PreQual, the Accident Compensation Corporation and Site Safe.

As a New Zealand owned company, Advanced Security is consciously aware of our role in preserving the environment and has certification in ISO 14001:2015.



## **SERVICE PROPOSAL**

### **OVERVIEW**

In accordance with industry best practice, New Zealand Standards, New Zealand Security Association Codes of Practice and territorial authority requirements, Advanced Security Group Ltd (ASGL) proposes a Service Level Agreement, which involves the servicing and maintenance of electronic security systems, and well as providing options for guard services and offsite monitoring, if required.

We provide below a high-level overview of the services available on offer, and include a base contract for the core works of system maintenance and servicing.

### **PLANNED MAINTENANCE**

Our core proposal allows for the provision of Maintenance Services for the Electronic Security Systems, such as the Access Control System (ACS) and Closed-Circuit Television System (CCTV), and/or Intrusion Detection System (IDS). This will include servicing of the working components (card readers, electric locks, CCTV cameras, security points, power supplies, batteries, door closers, etc), as well as System Management and backups of the 'Head-end' Systems and PC's.

Our Service Rates detailed below in our service level agreement allow for a base establishment cost which includes all Documentation, Travel, 'Head-end' Server Work, and Maintenance Reports.

### **24/7 SERVICE RESPONSE**

Included in our service level agreement is 24/7, 365 day 'ad hoc' fault response servicing for the site. This is a chargeable service with detailed rates identified below. We have established local service teams and we can provide an efficient and prompt response for faults and resolution within 24 hours of notification at our office, or communication responses between both parties outlining any delays or further details.

### **IQP - BUILDING WOF SIGN-OFF**

Advanced Security Group have a number of IQP (Independent Qualified People) whom can undertake the sign-off process for Specified Systems SS 3/2 access-controlled doors. A requirement for sign-off is a maintenance regime, such as this SLA, that provides evidence of the requisite maintenance functions being undertaken. The attendance at any specific IQP testing, such as trial evacuations, is in addition to this SLA and will be charged at the prevailing ruling rates, as identified below.

### **ACCOUNT MANAGEMENT**

Advanced Security Group will provide support to you through our local Service Manager, Service co-ordination team and Service technicians.

Advanced Security Group also has a number of other services which can be added to our core offering on an 'as-required-basis'.

## VALUE ADDED SERVICES

Advanced Security Group are able to offer a number of value-added services to enhance your security operations, help manage security administration, and provide a consolidation of services.

## BUREAU SERVICE - CARD MANAGEMENT

Advanced Security Group has in-house System Administration expertise that allows us to undertake the Card Administration for all your systems and sites. This allows card requests (add, delete, modify, reports, etc) to be simply emailed through and these can be done remotely by our staff (subject to a suitable broadband connection being available). This means your staff can concentrate on core business activities whilst we deliver highly efficient and accurate system administration - where you may have tenants use your base building system, we can also undertake such work on their behalf as well.

## ALARM MONITORING

Advanced Security Group can also undertake your off-site alarm monitoring. We would be happy to review your current requirements and spend and work with our monitoring partners to provide you with increased value.

## GUARD SERVICES

As part of consolidating your services, we can also provide guard response services for all of your sites. This can include regular patrols and emergency response services.

## IT SERVICES

IT Engine forms part of the TPT Group of companies and is able to offer high-end IT support, either related to your security infrastructure and/or your wider business needs.

**IT·engine™**  
Driving Your Business

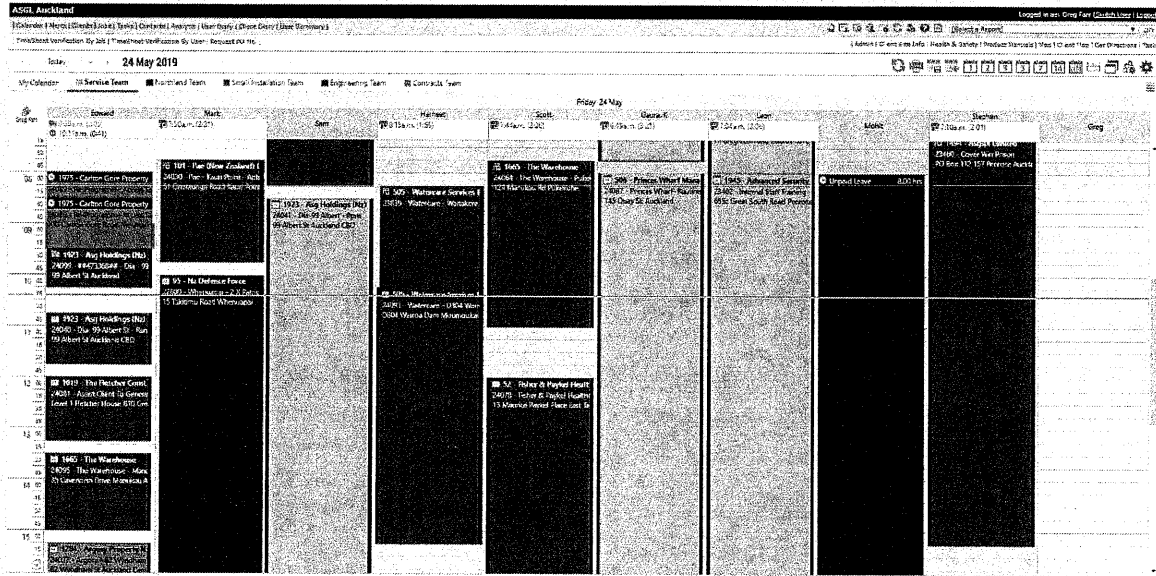


<b>Cloud</b>	Cost-effective tool that will enhance your business and productivity
<b>Support</b>	Maintenance and Monitoring solutions tailored to your needs
<b>Recovery</b>	A back-up regime that reflects how important your data is
<b>Infrastructure</b>	Providing robust and manageable infrastructure that allows for growth
<b>Cyber Security</b>	Defend your data from unauthorised access or attacks

## JOB MANAGEMENT SYSTEM

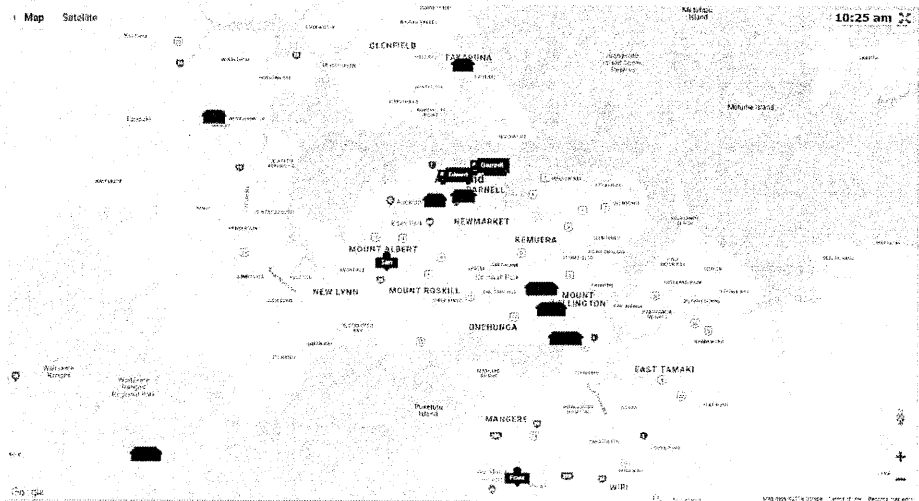
### SCHEDULING

Advanced Security offers a powerful job scheduling solution that ensures the right person always turns up for the right job, at the right time, resulting in faster resolution to service faults. Each task that is entered is assigned with adequate response levels based on the urgency of the jobs logged.



### GEO SCHEDULING

Our Service Coordinators are able to check the arrivals and work for the field staff from their desktop. User mapping functionalities enable us to locate the nearest technician to respond to any critical jobs that are logged. Also allowing us to provide accurate estimate arrival times.



## CLIENT PORTAL

Our Client Portal is a powerful job management solution that offers you the flexibility to you to view your tasks, review, query, close, create and attach information to jobs giving you full transparency around the maintenance of your Security Assets. This also provides a full historical overview.

ASGL Client Portal Logged in as: Waterc

Add Task View Task List You currently have 20 open tasks.

**Open Tasks for Watercare Services Ltd**

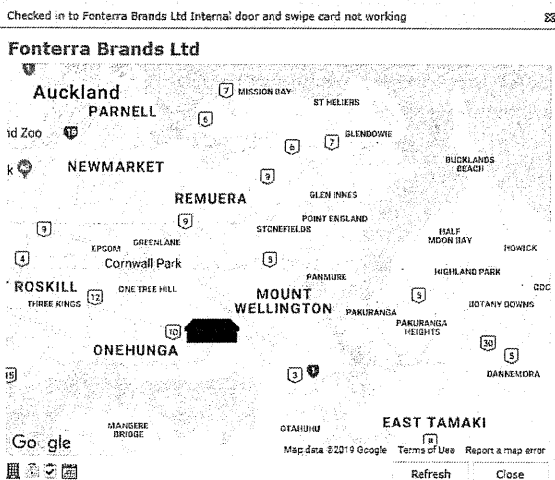
Listed below are the Tasks (jobs) that we have opened by our service team currently for your organisation. You can monitor the progress of your jobs here. To view more details on a Task simply click the title of the Task. You can also rank the columns by clicking on the column header.

Search:  All Common Fields Search

Task	Task ID	Assigned To	Your Urgency	Status	Contact
<input type="checkbox"/> Fortines Fortgate Appliance (1719494)					
<input type="checkbox"/> CARRY ON WITH INSTALS	1878	Ben Lloyd		In Progress	Alan Foulister
<input type="checkbox"/> Install Hardware	1999	Ramon Zambrano		In Progress	Alan Foulister
<input type="checkbox"/> Watercare - Hula Wye - Damaged Gate (5214897)					
<input type="checkbox"/> HUIA WATER TREATMENT PLANT WOODLANDS PARK RD	1725	Christina Takiva	High	In Progress	Alan Foulister
<input type="checkbox"/> Watercare - Mangere Wwtp - Cctv Faults (522503)					
<input type="checkbox"/> Watercare - Mangere WWTP - CCTV Faults	1694	Kham Anothai		In Progress	Alan Foulister
<input type="checkbox"/> Watercare - Newmarket - Scada Interface Errors (522617)					
<input type="checkbox"/> Watercare - Newmarket - SCADA Interface errors	1805	Ben Lloyd		New Job	Alan Foulister
<input type="checkbox"/> Watercare - Newmarket - Weekly Review (522711)					
<input type="checkbox"/> Watercare - Newmarket - Weekly Review	1943	Sam Melfos		In Progress	Alan Foulister
<input type="checkbox"/> Watercare - Newmarket - Weekly Review (5219430)					
<input type="checkbox"/> Watercare - Newmarket - Weekly Review	2284	Unlocated		New Job	Alan Foulister
<input type="checkbox"/> Watercare - Paki Bucklands Beach - New Dialler (522625)					
<input type="checkbox"/> INSTALL MICROK DIALLER AND AERIAL PS 33	1738	Ben Lloyd	Medium	In Progress	Alan Foulister

## NOTIFICATIONS & TASK TICKETING

All jobs once logged into the system, will automatically generate a Ticket Number for efficient updates, Check-In and Check-Out notifications on jobs with Geolocation from Technicians working on your jobs so you are kept up to date on the progress.



## ASGL Auckland

Check In - Service

GeolocationLastResponse: 9/01/2019 09:20  
Click Here For Geolocation

**Id:** 674  
**Client:** ASG Holdings (NZ) Ltd - (DIA)  
**Job:** Service ticket: 459443 Duress Alarm Being Triggered  
**Completed by:** Edward Samsudin  
**Completed at:** 9/01/2019 9:20:11 a.m.

**Services**

**Perform Risk Assessment - Choose Score**

1

**Can this be Eliminated?**

Yes

**Hazards & Actions Understood**

Ed

## **SERVICE LEVEL AGREEMENT**

AGREEMENT made this 15<sup>th</sup> March 2022

BETWEEN **Calder Stewart Food and Logistics Fund Ltd.** (The Customer)  
Jack McFarlane  
Telephone: (021) 220 7357

AND **Advanced Security Group (Sth Is) Limited** (The Company)  
Telephone: 0508 000 080

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### **1.1 CUSTOMER SITE(S)**

This proposal is based on providing services to the client site, as follows:

#### **SITES**

- NZ Dairy Collaborative  
9 Ashford Avenue  
Fairton Industrial Park,  
Ashburton

This schedule may need to be amended from time to time as Access Controlled Points / Cameras are added or deleted from the Customer's Portfolio.



All Planned Preventative Maintenance (PPM) forms and paperwork are forwarded along with the invoice for works. Any matters requiring urgent attention will be identified immediately after the service with the required remedy.

**(h) Service Details**

- Service check and functionality test of PIR detectors, glass break detectors and panel tampers.
- Operation Testing of all access control doors including emergency fire egress devices.
- Service check and functionality test, focus and field-of-view of all CCTV cameras.
- Offsite testing of all system points.
- Completion of Software and Database Backups.
- Completion of all Service Maintenance forms and paperwork.
- Replacement of batteries within the period of the Contract. Cost of replacement batteries not included.
- Service check and test all power supplies including lock supplies.
- IQP Certification for Access Control Doors and submission of forms (if required).
- A four-level priority service rating would be applicable for callouts, this being:

Priority 1	Immediate response within 2 hours on site
Priority 2	As soon as possible but same day service
Priority 3	24-hour response
Priority 4	48-hour response

- Replacement or repair of the components, on or off site, are at the discretion of the company pursuant to this agreement at "Special Trade Pricing".

**(i) Additional Works**

Any additional works resulting out of the Planned Preventative Maintenance (PPM) inspection and not covered by this agreement will be carried out at the current labour ruling rates ((m) below) plus materials, invoiced monthly, due and payable on the 20<sup>th</sup> of the following month, following invoice.

**(j) Offsite Monitoring (Where Applicable)**

Offsite monitoring is provided by Advanced Security via our monitoring Bureau. The costs associated with offsite monitoring are detailed below (m).

**(k) Documentation**

Full Inspection and Test Sheets will be provided for the Planned Preventative Maintenance (PPM) inspections. These will be submitted with the invoice.

Any matters requiring attention will be identified during the inspection or immediately following.

**(l) Staff**

All Staff employed on the contract will be qualified and experienced in the installed systems and will hold a current Justice Department Security License.

**(m) Price Details: (Where Applicable)**

<b>Maintenance Options</b>		
Maintenance	\$ 908.00	(plus GST) per visit
2x Preventative Maintenance Inspections per Annum, Annual IQP SS3/2 12a Certification.		
<b>Annual Maintenance Check Total:</b>	<b>\$1,816.00 (Plus GST)</b>	
All other items are charged at listed Rates below		

<b>Labour Ruling Rates</b>		
Business Hours	\$ 98.00	(plus GST) per hour
After Hours	\$ 185.00	(plus GST) per hour
Call Out	\$ 730.00	(plus GST) per hour (includes 2 hours)
Mileage (From Christchurch)	\$ 300.00	(plus GST) per visit
Call Out on a Public Holiday	\$ 1,000.00	(plus GST) per call (includes 2 hours)
IT Services	\$ 160.00	(plus GST) per hour

<b>Remote Dial-in Support</b>		
First half hour	\$ 70.00	(plus GST) per half hour
Each additional half hour	\$ 65.00	(plus GST) per half hour

<b>Offsite Monitoring</b>		
Normal Base Charge	\$ 39.00	(plus GST) per month
Normal Additional Area	\$ 8.00	(plus GST) per month

<b>Cloud Rates</b>		
Please make contact with your account manager to discuss customised pricing to migrate your system to the cloud.		

**CLIENTS CONTACT OR AGENT:**

Office Hours  
Jack McFarlane  
(021) 220 7357

**ADVANCED SECURITY CONTACT:**

Office Hours  
0508 000 080

**ACCEPTANCE:**

The Client

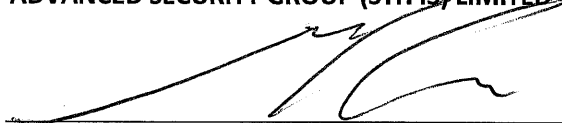
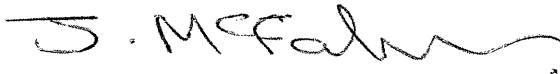
The Company

For and on Behalf of

For and on Behalf of

**Calder Stewart Food and Logistics Fund Ltd.**

**ADVANCED SECURITY GROUP (STH IS) LIMITED**



Signature

Signature

**Jack McFarlane**

**Mark Chesam**

Name of Signatory

Name of Signatory

Dated this 15 day of March 2022

Dated this 15<sup>th</sup> day of March 2022

## CONDITIONS OF SLA AGREEMENT

1. This agreement and its' Product responsibilities of the company excludes all 'Acts of God' scenarios and other situations, such as Vandalism, Negligence, Lightning Strikes, Earthquakes, Fire resulting outside the Security Product scope, Water damage from Plumbing, Building appendages, Fire Sprinklers, etc.
2. This agreement covers the customer for labour only subject to clause 3 herein. During the normal service call, the Company's Technician will check the parts, wiring and total working system. When it is necessary to remove any faulty part of the equipment from the customer's premises a fully operational service exchange part will be provided where practical by the Company in lieu of the removed part. Should a service exchange part be not available, the Company will notify the customer and advise of action being taken. Every effort shall be made to keep the remainder of the system operational. Reinstatement of any defective sections shall be undertaken as soon as practicable. Any parts requiring to be replaced will be chargeable to the customer at current list prices for those parts.
3. This agreement covers servicing between 8.00am and 4.30pm on normal working days only. Any calls required by the customer outside these hours will be chargeable to the customer at normal call out rates for transport and labour prevailing at that time for after-hours servicing. Refer to item (m) of this agreement.
4. The customer will permit the company at all reasonable times to have access to the premises where the system is located in order to carry out any servicing under this agreement.
5. All work carried out under the agreement shall be in a good, proper and workmanlike manner to the highest industry standard. Should the company or its servants fail to execute the work in the manner described by this clause the company shall be liable only for any failure to carry out the service in a good, proper and workmanlike manner. The company shall not incur any liability under this agreement for any loss or damage to the equipment being maintained nor any liability for consequential losses of whatsoever nature and description directly or indirectly suffered by the customer by reason of the defective or improper working of the equipment or the breakdown of any part thereof.
6. Should any action of Advanced Security result in the system being unable to perform adequately, then it shall at its own cost provide a security guard for the duration of the period that the system is unable to perform. Alternatively, the company will execute temporary repairs and/or provide materials, personnel and equipment that will allow the system to operate in a manner acceptable to the customer, until such time that permanent re-instatement is made. This shall be at no additional cost to the customer.
7. This agreement shall constitute the sole evidence of the agreement between the parties hereto the exclusion of all terms implied by statute or otherwise not expressly incorporated herein AND the customer hereby admits and declare that the has entered into this agreement solely and exclusively in reliance upon his own judgment and not upon any representation made or alleged to have been made by the company or any servant of the company.
8. This agreement may be terminated by either party giving not less than six (6) months' notice in writing by registered mail to the address shown on this document.

# **Advanced** *Security*

9. In the event that notice to terminate is not advised by either party within six (6) months of the Agreement termination date then the Agreement will renew for the period identified in (d) above.
10. The Company will remain insured for Public Liability Insurance to the Value of \$20,000,000 for the duration of the contract.
11. The Company will hold Vehicle Liability Insurance to the Value of \$10,000,000 for the duration of the contract.
12. The contract values and labour ruling rates are subject to annual adjustments, calculated at 1st April each year, to align for CPI adjustments and labour market adjustments.