

The Case for Adding Security Guards to Schedule 1A of the Employment Relations Act

E tū requests that the Minister of Workplace Relations, under Section 237A of the Employment Relations Act, amends Schedule 1A of the Act to add a category of employees, namely “security officers”.

We offer the following for the Minister’s consideration.

A clear identification of the category of employees

The category of employees that we wish to include under Schedule 1A is “security officer”, which is one of the five occupations in the security industry. Security officers carry out manned guarding outside banks, in courts, hospitals, universities and other buildings, watching security screens inside these buildings, crowd control for events, escorting of prisoners and mobile cash collection.

Specification of the sector in which the employees provide service

The security industry is regulated by the Private Security Personnel and Private Investigators Act 2010. It applies to property guards, security technicians, security consultants, personal guard services, crowd controllers, repossession agents and confidential document destruction workers. Companies employing these workers must be licensed and the workers must obtain Certificates of Approval and wear identification badges.

Security officers are the largest group of workers, and the most poorly paid, within the industry. The other significant groups are electronic equipment trades workers, locksmiths, technicians and trade workers and security consultants, whose pay is higher.

MBIE states that the number of security workers employed has continued to increase, with over three percent annual workforce growth projected until 2026.

The Government’s Careers website (www.careers.govt.nz) states that security officers with up to 3 years experience earn between \$17.00 and \$18.00 an hour and with more than 3 years experience between \$18.00 and \$33.00 an hour, although in E tū’s experience no security officers, outside of corrections officers, Government-employed aviation security workers, managers or private investigators would earn anything above \$21.00 an hour.

Evidence that the employees satisfy the criteria

Are employed in a sector in which the restructuring of an employer’s business occurs frequently?

Security contracts are normally let for tender at intervals of three years although occasionally this may be for longer periods. This occurs in hospitals, universities/polytechnics, local authorities, central government, banks, supermarkets, shopping malls and other institutions. If a new contractor wins the tender the existing security officers are normally faced with three options:

- redeployment to a job on another site (if one is available, although sometimes this will mean less hours)
- pick up a job with the new contractor (if one is available, but normally having to start their employment over again including losing sick leave and other service-related entitlements)
- be made redundant (it is very unusual to have any redundancy compensation in security industry employment agreements) and lose their job

Have terms and conditions of employment that tend to be undermined by the restructuring of an employer's business?

E tū has over 1000 members employed in the security industry as security officers. The only ones that are employed at reasonable pay rates and working conditions are those employed directly by the District Health Boards (rates from \$19.10-\$23.20 an hour, night and weekend penal rates, higher sick leave and other leave entitlements and redundancy compensation), who already have most of the Part 6A rights through the Code of Good Faith for the Public Health Sector. E tū has about 5 collective agreements with the major security companies on which security officers are paid a start rate of either the minimum wage or up to 30 cents an hour above the minimum wage. There are some higher rates paid for gaining a Level 3 NZQA Qualification, but this is still at no more than \$2.00 an hour above the minimum wage, which with its current increases keeps overtaking the CA pay rates.

Because of the turnover of contracts and the turnover of security officers E tū has very little power to make any difference to the wage rates and even the employers complain that the nature of the security industry contracting process means that they have to make lower and lower bids to stay in business.

Some of the recent changes in contractor in which E tū has been directly involved:

In 2017 The high-profile Countdown national security contract covering around 60 stores mainly in Auckland, Wellington, and Christchurch changed from First Security to Allied Security. The was a situation where the existing employer – First Security, didn't have alternative work for the guards so needed to make them redundant, Allied needed guards who knew the stores – so they hired a lot of the existing guards to do the job any way. Sounds like a win-win situation right? Well no – the guards existing service was not recognised, in some cases they had to accept lower wage rates, they had to do 90-day trials to keep what was in affect the same job they had already been doing for several years, and they lost their accrued sick days. And not all of them were successful at getting the jobs. In addition, none of the guards made redundant were entitled to any redundancy payment, and most of those that went across did so onto casual or part-time variable contracts from full time ones.

In 2019 Auckland District Health Boards decided to take their security services back in house. This is a good thing because the then security company was paying its security officers at very low pay rates. However, the Code of Good Faith for the Public Health Sector only provides obligations on the DHBs and contractors in the case of outsourcing or contract change, not for in-sourcing. The Auckland DHB did not have a duty to offer the jobs to the guards who have been working on that site for the past 12 years for the contractor. While some have been successful in a competitive hiring process to keep their jobs and get substantial improvements in pay and conditions, some have been

unsuccessful possibly based on information gathered on them by the DHB while they were on site for the contractor. They will soon lose their jobs in what would otherwise be a good news story.

Myka is a security guard at a shopping centre in Auckland. He has worked for Chubb Security, First Security, Armourguard, Red Badge, Armourguard, and Red Badge again, on the same site for 14 years. Every time the employer has lost the contract he has had to reapply for his job in a competitive process, lose sick leave entitlement, face 90-day trials, and see his pay go up and down without any rhyme or reason. In addition, he has never had the opportunity to accrue long service leave, something recognised by all of the security companies (probably because no one ever completes the service).

We are currently supporting members on a large industrial site in Auckland's East Tāmaki. They have been able to negotiate a decent site allowance on top of hourly rates that are marginally higher than the industry minimum. However, the contract is now out to tender and the client wants to make savings. While they are all trained to a high level and are likely to retain their jobs they realise that if they want to keep their jobs with a new contractor they are likely to have a cut in their pay rates and will have to start their employment and service all over again.

Have little bargaining power?

As explained above the low pay rates for security officers reflect the lack of any bargaining power that they have. Most security officers are employed in isolated pockets (one each stationed outside a bank, inside a supermarket or on a train station) or employed just for crowd control at one-off events. Their ability to organise collectively to make a difference to their pay rates or working conditions is linked to the nature of their work and the nature of the industry.

Interviews with Security Officers

Last year E tū commissioned a person independent of the union to interview 100 security officers about the challenges of their work and their pay rates (the minimum wage at that point was \$16.50 an hour). Here is a record of these interviews in order to get a better understanding of the work that security officers carry out:

INTERVIEWS WITH SECURITY WORKERS CONDUCTED BY PHONE IN OCTOBER AND NOVEMBER 2018 by Catriona McClennan

1 WORKER AT TRAIN STATION - INTERVIEWED BY PHONE ON 23/10/18

- Has worked as security guard for 11 months. WINZ found her the job after she was on a benefit.
- Her contract states she is part-time. She works 36 hours a week. She doesn't know why her contract says she is part-time. She doesn't work anywhere else.
- Sometimes she works fewer hours and sometimes more hours – she can work extra hours when she wants to. Usually it's between 27 and 42 hours a week. No higher pay for working overtime – she is paid at the same rate for overtime.
- Three days' training to obtain a COA before starting work as a security guard. WINZ paid for the training because she was on a benefit. The training was not provided by her employer.
- Her employer provided her with a five-hour induction about the place where she would be working, open gates etc.

- She works at a train station every day.
- She is the only security person there.
- There are two platforms and it is a big station.
- It's quite difficult to cover two platforms by yourself;
- Station is busy when staff from a large workplace nearby and children from two high schools are waiting to catch trains.
- Work hours 2pm – 11.30pm Monday to Friday. Sometimes she works in the weekend – if she wants to.
- She enjoys the people contact – speaking to people.
- Problems – people hang about at the station instead of catching a train. They might be drunk and they smoke on platforms where they are not permitted to smoke.
- She asks people nicely to smoke in the smoking areas and they are rude in response – they tell her that it is their country and they can do what they want. They tell her to F- off. A lot of swearing. People call her a bitch. She tells them “Excuse me, I don't want to hear that.”
- “I want to be respected. I go hard out for my job. Some people stand in front of the yellow line. I say ‘Excuse me. I'm worried for your safety.’ People have to stand behind the yellow line.”
- “Some schoolgirls were roaming around the station and I told them to go home. They said something bad to me – ‘You're a bitch, etc.’ The principal said if they're not listening, send them to me. I tried to take a photo and they smashed my phone down. The screen is broken.”
- My employer didn't give me a phone. We use our own phones.
- “For me, I've got a big heart. I'm not scared.”
- “I think they don't want to come and annoy me – a lady guard.”
- Paid \$16.50 an hour. Pay will not rise. Others who have worked there for five or ten years are still on the same rate.
- “I would feel safer with two guards. But for me I'm ok by myself. When something happens, I'm not a person that's shy of telling people off.”
- In emergencies she calls the police or Auckland Transport. She has called the police several times and they have come quickly.
- She has repeatedly asked her employer whether she can do a First Aid course but they have not organised it.

2 WORKERS AT RAILWAY YARD – INTERVIEWED BY PHONE ON 27/10/18

- Has worked in security for nine years. Now a supervisor.
- Works in an office at a rail yard. It is not open to the public. Most of the time he is in an office watching CCTV.
- Paid \$25 an hour.
- The training he received when he started the job he would not actually call training, compared to the way he trains his team now.
- “I remember the first time I started. They gave me a notebook and a pen. They told me ‘Make sure nobody crosses from here on the tracks’.”
- Previously he worked at train stations.
- For the last four or five years he has worked 6am to 6pm Monday to Friday. He wants to cut back his hours a bit as he is getting older.
- Rail company are in control now and they require security guards working in rail corridors to go to health and safety training. Track Partition Intermediate course – three days. Then

electrical awareness course. 45K volts. Anyone working around rail corridors is supposed to have that training.

- People's hearing and vision are checked to ensure they are fit to work in this workplace.
- His company gives staff a health and safety induction. "For me, your life comes first."
- He works at the maintenance depot for electric trains. It is fully secured with high fences and there is no access by the public.
- "There are two types of people from my experience with security guards. Some people do it because they are desperate for work and don't see any positive in the job. The others – including myself – think if you cannot have what you love, try to love what you have. My team love it because we do a security job that is so boring – it's more exciting when you learn more, do more, be positive about the job. It's a job people can do when they don't know what to do with their life."
- "Sadly, the community, even though we work for them, they don't respect us really. How the public treat security officers – the things they say every day... eg my CEO. I've never seen him. He's never bothered to come and have a cup of tea with us. A guard is there in the freezing night wearing a short-sleeved shirt. He doesn't have a jacket or a hat. In hot weather he doesn't have sunglasses."
- Guards are sent to large fields on their own at night. "This is really difficult and scary. They don't really try to do something about this. They ask us to do this and do more and more. But when you go for a pay rise it takes you a long time to achieve 50 cents."
- It would be safer to send two people when guards have to go places late at night. "It's not only people attacking you. Anything can happen – a heart attack, I might black out. I want someone to be there. But the customer won't pay for that. The customer always wins. If you have a standard [for example, two guards at night] the customer would have to follow it."
- If there is a big space to cover, he weighs up the situation then states if two guards are needed. "If customers had respect they would follow standards. I come back to respect. I think the security in general they are the forgotten people in this country. I don't hear people talking about us. The newspaper says 'Security didn't intervene.' But a guard paid \$15 or \$16 an hour, why would they do something? The company will not even send their family a bunch of flowers if something happens. Our company always says there is not much money to give more money. Competition between security companies allows the customers to look for the cheapest. Our problem is we are forgotten. Life is getting more expensive. We have to work longer hours. We get tired. We need more money and for people to respect us. In winter sometimes I stop my car and give my jacket to a person standing in front of a bank because he is going to stand there for two more hours. They don't train them properly. They should treat them as heroes. They do something really important for the community. It goes back to the law. The law needs to change."
- MBIE should create standards for the security industry. "These people don't live in this environment. They don't work in this environment. For companies, it's about numbers. It's about money. We need laws and standards about uniforms, training and money."

3 WORKERS AT TRAIN STATION - INTERVIEWED BY PHONE ON 29/10/18

- Been working in security for three years.
- Three weeks' training. COA. Two-day induction when started at company.
- Paid \$16.50 an hour.
- Works 46 hours a week, Monday to Friday, during the day.
- Busy station as it is a junction.

- Manages alcohol-impaired behaviour, monitors, provides customer services by answering questions about locations, where trains go to etc.
- Two guards on at a time - one monitors and controls gates and the other looks after platforms.
- Colleagues find it hard to communicate with some customers – wide variety of languages.
- Doesn't matter how rude or arrogant people are, training teaches guards to deal with everyone. We are taught to find a solution eg to a domestic. We get quite a few domestics. They usually start off on the bridge and a commuter will come and tell us. I have to wait til they get to the platform before I can do anything. There's always a solution to turn it around from a negative to a positive. The couple know not to have their tiffs on the platform any more.
- I had one gentleman who had just left Middlemore Hospital. He was on the train to Papatoetoe. He knew he was having an angina attack. I calmed him down.
- "I'm very privileged to do a professional job."
- "I've always been taught that once I get off this platform I can cut off and become an ordinary person and member of the community."
- I've just done First Aid training. It's a concern of mine. I've asked my colleagues whether they have First Aid training. It's needed in case something happens on a platform.
- I generally have two days off, but occasionally do events such as concerts. I've been trained in crowd control. You never stop learning.
- I'm passionate about the work I do. "There are no issues of concern. Use your personal initiative. Do the work. Always enjoy every single day because every day it's changing."
- Three-quarters of my colleagues have never been trained.

4 WORKERS AT MALL – INTERVIEWED BY PHONE ON 31/10/18

- Started in the security industry 13 years ago. Then did other work before coming back to security.
- Paid \$16.50 an hour.
- Two weeks' training when started work.
- 12-14 or 15 hours in one day.
- Three security guards at mall.
- Probably a problem occurs every day.
- People steal. Someone was held up at the mall.
- Company provides a phone.
- The money is not good. You have to work long hours to get enough money.
- The only good thing with the job maybe is meeting people.
- We deal with drunk people outside and they walk inside.
- There is a lot of violence.
- There has been violence to me.
- People steal and when you call out to them they turn around and start swearing and push you. People are angry and push you around. I know it's not safe. You need to walk away and report it. It's more like waiting for someone to do something bad to you before you can defend yourself.
- I haven't been injured.
- It's not safe at all. When I call for back-up, no-one turns up.
- We need more cars around because it's not safe at all.

- We should be paid more and there should be more guards so we feel safe.
- “When you look at your family, it’s good to be paid more and you feel that way you can deal with whatever problem happens. You can deal with it for your family. When you get only a little pay, it’s not good.”
- “It’s very hard. Three people come. The managers ring me and say they’ve got a lot of stuff in their clothes. When they come, I ask them nicely ‘Can you bring the stuff out of your clothes?’ I know they are going to start doing something – they throw stuff at you and run outside. All you can do is ring the police. You can chase them and ring the police. Now it’s all about your safety. If something is wrong, you pull back.”
- The supermarket manager is angry all the time because the new security guard is not stopping people because they fear for their safety.
- If you know someone has stolen stuff in the mall and the supervisor rings you to attend – I have to approach them and talk to them. When you talk, they start coming straight to you. You pull out your phone or your notes and start writing. They start throwing things. If we don’t stop people, our company will lose the job.
- The supermarket manager said people stole \$700 worth of stuff and I didn’t stop them. I pulled back and let them go. They got in their car and were gone. That’s our safety. We have to pull back and ring the police. The supermarket was not happy. They think I should have stopped them because they were running away. They’re looking for another company because they need strong security guards to stop people from taking meat.

5 WORKERS AT SUPERMARKET – INTERVIEWED BY PHONE ON 31/10/18

- 20 years working in security.
- Works at supermarket where serious violence occurred.
- He was on holiday when the violence occurred as he was off work after being attacked by someone earlier. He chased a thief and was just about to grab him when his friend jumped on him and he fell to the ground. He broke his rib and knocked his knee on the kerb and injured both knees. Had to have an operation on his knee. Off work for long time. His knee is still painful when there is bad weather.
- Security guards should have body cameras.
- There is abuse every day.
- He has had death threats.
- One person sat in his car earlier this year and drew his finger across his throat at me.
- The police won’t charge people.
- The job is very dangerous. He wears a stab-proof vest which he provides himself. The company will not provide one. He also wears military boots. He has a shaved head so people can’t grab his hair. He wears a weapons belt with two torches and a Swiss Army knife. He provides all these things. The company only provides a high-vis vest. “I would love to wear a body cam and kevlar vest.” They say my footwear is borderline OTT.”
- “I don’t know who’s going to have a go at me. I have really good relationships with Black Power and the Mongrel Mob. They are no problem. It’s the people who are wannabes, trying to prove themselves.”
- He used to work at an embassy overseas.
- He is probably threatened with physical violence two to three times a week. Verbal abuse is once or twice a day.

- “I have a unique outlook on life. My faith in God is tantamount to who I am. I meet 500 – 2000 people a day. Three people maybe are bad. The people who put good into my day, I’m thankful for. I brush off the bad. I laugh. I don’t let their day ruin my day. Being a chrome dome, it’s physically impossible for me to have a bad hair day. I buy lollies out of my pocket and hand them out to customers. It makes their day. In this job you have to be a personality. I’m also multilingual. I greet people in 22 languages. I’m learning more te reo at the moment. I greet them in their own language. It makes them feel important. I make the connection with people. It puts them at rest with me. But you can’t please everyone. There are some people who go through their day determined to ruin your day. I go through my day determined to make you smile.”
- Works 10 hours a day, five days a week. Tuesday to Saturday.
- He is paid \$20 an hour. This is an exception and much more than other guards’ pay. The supermarket approached his boss and asked if they had someone who could do the job. They take it more seriously because of the guard who was killed. He gets taken more seriously because of his age – 50. He gets paid more than his boss.
- He thinks guards should have authority to detain people. If he sees someone in a store putting something into their pockets, he can’t do anything.
- He would like to carry pepper spray.
- He gets a huge amount of grief when he polices disabled parking spaces.
- One man threatened to kill him. He had to back up inside the store and pull out his torch while he was talking to the police. “I warned him to back off or I would be forced to defend myself. If I had had pepper spray I would have been able to stand my ground and spray him outside.”
- When I worked at the embassy overseas, we had accidental death insurance. Here we have nothing. If I get killed, my wife gets nothing.
- “The police always work in pairs. Where’s the difference [with security work] ? I wear body armour. The police wear stab-proof vests and they go to where crap happens. I’m in a workplace where crap happens.”
- He said more intensive training should be mandatory, including crowd control. New workers should work with someone else for at least two to three months. There should be unarmed combat training.
- “It’s not a job where you should be standing alone by yourself. It’s too dangerous.”
- There is much wrong with the industry.
- “We have a lot of guards who don’t have the personality and shouldn’t be in the job. With me, I will stand between an angry customer and a staff member. To me security means something.
- Guards should be in pairs.
- He works 10am - 8.30pm and a second guard works from 2pm – 10.30pm.
- Better-paid staff are needed in the industry. “If you pay peanuts you get monkeys. The people who oversee the industry should be sacked. You need people from the frontline who know the industry.”
- He believes the supermarket he works at should employ a meeter and greeter, instead of employing a security guard to carry out that role. It’s a waste of money. People can walk around the store and steal. If there were two guards, one could be at the door and one in the store.
- He is considering moving to work at the Courts as there is better equipment and back-up.
- “My boss doesn’t understand the crap we get. He flies a desk.”

- He is older and doesn't believe he should be working on the frontline by the time he's 60 as it is too dangerous.
- "They are not allowed to teach us unarmed combat. You can't use pepper spray in the supermarket. You can use pepper gel. We need to be aggressively defensive."
- "Training. Training. Training and people. Your staff is only as good as what you can train them.
- The company does not want him to train and upgrade. They want the barest minimum. Our company wants us to pay for our own First Aid certificates on our own time. Yet it is a company requirement to have a certificate. They said no, they wanted it to be done in work time and with work paying.
- He is Level 2. Why isn't he put to Level 3 ?
- There needs to be a monitoring system to check whether people have their licences or interim licences and meet minimum standards. There should be industry standards and training. People should carry their licences at work.
- "It's woefully, woefully, woefully undertrained."

6 WORKERS AT COMMERCIAL PREMISES - INTERVIEWED BY PHONE IN NOVEMBER 2018

- Extensive security industry experience of over 10 years, including border security and top-level personnel security in the United States.
- Says the training in New Zealand is pitiful.
- Now working at commercial premises. Monitors screens in Wellington, Auckland and Christchurch from one location.
- When an alarm goes off they don't call the police. They send a patrol car to check, or else call the facilities manager. It costs extra money when a patrol is called out.
- She does patrols. There are always two security workers on site at a time. New workers do patrols. The person doing patrols is by himself or herself.
- Paid \$16.50 an hour. "This is the lowest-paid job I've ever been to."
- "The system is also pathetic. Down in Wellington they have a different system. If you work on a holiday you get a day in lieu and pay. In Auckland, you have to work a certain number of days prior before you get a lieu day. If you do shift work as we do, you don't get a lieu day. I've argued that with them. I've really been fighting. I see a big difference between Wellington and Auckland." She moved on an internal transfer and thought her conditions would be the same. She was full-time in Wellington and thought it would be the same here. It's up to the manager whether someone is full-time or part-time. She is part-time. They call 40 hours part-time. As full-time, if you don't get 40 hours they are supposed to make up the difference. That's why they describe people as part-time.
- She does four days on and two days off. If someone is sick and they are short-staffed, she works and can do 60 hours. 12-hour shifts. As the pay rate is low, she is happy with working 60 hours because she needs the money.
- Her employer did not give her any training. She has experience from overseas and she did Level 2 and Level 3 to get her COA before she started work. It took her 12 weeks. She wasn't paid while training.
- "Females are treated differently from males. A man and I were on the same course. He got paid more than me. He climbed up the ladder a lot faster than I did."
- There is a supposed to be a site allowance. The union is putting in a grievance. We found out the manager told the other guy to make sure he got the site allowance.

- We use our own phones. They only give you a phone if you patrol or are a supervisor but the majority of guards use their own phones.
- We buy our shoes. They give you a jumper and jacket.
- It's safe to have a person patrolling on their own at night because you can see on the camera and we can see cars outside.
- Our employer doesn't provide any petrol money or assistance with parking. At one site there was no parking for security workers. I had to pay for parking.
- Better communication is needed from management.
- The manager at one security company gave incentives to some people but not all. He gave \$44.60 a week to two men. That is a lot of money.
- We got an extra 50 cents but only while we were at one site.
- "The unfairness of it. That's the way females are treated. When you complain, I thought my complaint was being looked at but instead of getting a guy reprimanded for abuse of staff on site, he did nothing. It's so different to other security. You get payback."
- "We did have a guy who abused all the females. Verbal abuse. He was a bully. Management didn't do anything. I complained last year. In March he abused the cleaner. In April he abused someone else. Management allowed him to continue with his behaviour. I've never in my life experienced [things like] this. My family said it was not worth it. "
- They need to get people who are suitable for particular sites instead of just bringing people in to cover.
- You need good English because you have to talk to clients.
- Human resources needs to be up to date. There needs to be better communication. Human resources did not know what the manager was doing.
- Our security here don't have any pride. You are selling yourself, your image, when you are out in the public eye. The pride is not there.

7 WORKERS AT MSD SITE - INTERVIEWED BY PHONE ON 2/11/18

- 30 years in the industry.
- Done a lot of door work at bars, events, red carpets. Done security work across the board – also patrols.
- Been with current employer for seven years doing static work. Mainly at MSD sites.
- Works 50 to 60 hours a week.
- There only used to be one guard on but after the killings at MSD in Ashburton they brought in three guards. At one site they had three guards when really we should have had four.
- The safety issue is quite high.
- There's too much bullying going on at sites by management and even people I work for at the site.
- New guards that come on site have never worked with the public.
- Management says to new guards who are unsure "We can easily replace you right away."
- Paid \$16.50 an hour but at MSD sites they are paid an extra 25 cents an hour.
- Where I am, I am the only guard. At other MSD sites there are three guards.
- When it comes to self-defence, you have to learn that yourself.
- A lot of guards suffer from depression. There should be some sort of counselling. The counselling side should play a big part but it doesn't. The counselling idea has been put through, but nothing happens.
- If you make a mistake, they get rid of you.

- At MSD sites, you get some guards who are not suited to those areas.
- At MSD they say people come first, but you're first in the injury line.
- The low pay rates mean people have to work long hours to make enough to live on. This takes young guards away from their families.
- They say we are part-time variable. The company I work for only has four full-time guards in the whole of New Zealand and they're on old contracts.
- People need to be paid more. We're fighting for the Living Wage. We're pushing that quite big. We're trying to get more of our guards to join the union.
- Guards need more training.
- Our company's standard operating procedure is that you ring the police if something happens. "By the time you ring the cops, why should you stand there and get hit? I've been around lots of different things. They talk about you can use reasonable force only if you are attacked. The police get paid to use reasonable force. We don't. If we make a mistake, we're fired."
- One city has had "such a big turnover in the last months, it's not funny."
- Management needs to treat the guards better. Bullying happens right across New Zealand.
- A lot of areas are short of site phones. You have to use your own phone.
- We wear the same uniform all year. You've always got to wear something warm underneath.
- Standards would be higher if management looked after us properly. Standards are not going to be high if guards are not happy. The money side does play a big part.
- Clients want to cut back on safety. It would be far better for there always to be at least two guards where I am. Luckily, I've been around a long time.
- The two biggest security companies in New Zealand pay the lowest wages – Armourguard and First Security.
- "A lot of guards don't have Level 2 because they're not there long enough. You make a mistake, and you're gone."
- They bring a lot of guards straight in – no training.

8 WORKERS AT MSD SITE – INTERVIEWED BY PHONE ON 2/11/18

- Seven years in the security industry.
- Works at MSD site. Three guards on site.
- You don't get much training at all in relation to MSD. First Aid training. Had fire training recently. Usually they just put you on the site and the head guard shows you the ropes.
- Favouritism by head guard.
- At times we feel safe. We get some guards who have been there for ages. Others don't know what they are doing. As long as you have the right guards and don't wind the public up, you are pretty safe.
- Three guards on MSD sites since the Ashburton killings.
- One guard at a particular site had multiple complaints made against him, but he is still there.
- Works four days a week 8am until 5pm and one day 9am until 5pm.
- You can be forced to do overtime. One guard started on Friday and worked 12 hours then had three hours off, then worked 12 hours and had three hours off and continued for the whole weekend. Another guard found him on Monday with blood coming out of his nose and he was rushed to hospital. We are forced to do 24 hour shifts at times.

- I worked long hours in the past and nearly drove off the road one time, so I don't do such long hours any more.
- "A lot of employment rules, they breach. If they investigated, they would find a lot of breaches. This has been going on for years. 24 hour back to back shifts. I live in [one town]. I drove to [another town] and did a nine hour shift. Then I was told to do the night shift at speedway in [a third town]. I drove to [a fourth town] to get the patrol car then drove to [the third town] and did a 12 hour shift. I finished at 7am on Saturday. There were no available toilets or smoko rooms. I drove to [the fourth town] to take the car back and get my car and drove back [to the first town where I live]. That sort of thing has been happening for years. We might get a contract cover guard at [a particular town] site – he works all day and then does all night covering his patrols at the MSD site."
- I get paid \$16.75 an hour. The Government pays an extra 25 cents an hour. If you're not on an MSD site, you get \$16.50. The company refused to give us a pay rise.
- You get time and a quarter after 12 hours. They are supposed to provide smoko facilities but half the sites you go to there are no toilets or smoke rooms and you are not allowed to leave the site.
- Uniforms: if you ask for a new jersey, it can take four or five months to get one. "A mate took six months to get a jersey and when it arrived it had a hole in it was and was frayed. It was second hand. A lot of people who need new jerseys, it doesn't happen."
- We're expected to use our own phones. No allowance is paid for that. Guards have to ring toll numbers.
- We provide our own shoes and torches. I've got three torches.
- We have the same uniform all year. The pants we're provided cost the company \$3. They are see-through at times. "They're as cold as anything. The wind goes straight through them. They're nasty, nasty pants. The cash crew get cargo pants. They cost \$180. They are really nice and warm. At MSD sites you are no longer allowed to wear those. Half the time we're outside dancing to keep warm. The shirts are no better. They're also really thin."
- Pay definitely needs to be improved. "I was working at [a particular] hospital for three months. I was getting \$15.75. I was getting physical altercations – mental patients and people high on drugs."
- Better training is definitely needed. They give the cash drivers all the training. I was a cash driver. I did armed robbery and conflict training. MSD guards need better training. A lot of guards out there don't know what they're doing.
- All MSD guards are full-time guards but on our contracts it says "part-time variable" because then they can call you tomorrow if they want and say there is no more work.
- We do 44 hours a week. We're full-time on MSD sites.
- "If there is a job at the weekend – eg an event – it doesn't matter what your plans are – church or a family wedding – you have to cancel. If you don't cancel, you get in trouble by management. It can lead to disciplinary – a warning. Even though it says in the collective agreement that you're allowed to turn it down. I see emails saying 'You have no choice but to come to the job.'"
- Every site you go to, you get a lot of abuse from the public – threats. It's still happening on a daily basis at MSD sites. We get called all sorts of names.
- "When I worked at [a particular] hospital, one the first day I had only been on shift for four hours and the other guard got into quite a rough physical altercation with a guy on P. We had to hold him down and restrain him until the police arrived. That is not right on only \$15.75 an hour. It should be at least \$20 an hour."

- “People are too scared to tell what is going on. People are too scared to join the union because when they go for the job interview, management asks them about the union in a way that scares people off.”
- Workplace bullying is quite a big thing. One guard told me that a complaint was made about a head guard. Management got on the phone and abused the person who made the complaint and tore strips off the person on the phone. Verbal abuse and intimidation by management happens quite a lot.

9 WORKERS AT MSD SITE – INTERVIEWED BY PHONE ON 5/11/18

- 23 years in the security industry.
- Three guards on site.
- Works 44 hours a week.
- \$16.50 an hour paid by company and an extra 25 cents an hour from the Government.
- “When we get ordered to work on the weekend, we have to. At the moment, I just say no. I’m not bothered. I don’t think being ordered is a good thing. On principle I say no. They get real snotty. They order you to or you get into serious trouble – disciplinary action against you. They take you off a full-time site and you’re not consider for other jobs in future. They threaten. They tend to think we’re in the army and you have to do what you’re told. It’s very negative. If you fall asleep because you’re over-tired, it’s out fault, not theirs.”
- I’ve had plenty of training but with [my current employer] you may as well say nothing [as far as training goes].”
- I started off with another company and they gave good training. They were good at making certain you knew what to do.
- I really have to train the guards on site now. I shouldn’t have to do that.
- Moved from working on cash trucks to static site and been at MSD for three years.
- The uniform is below adequate. Not warm in winter. Not good quality. “\$2 shop stuff.”
- Our uniform is a year-round uniform. “They gave me a new jersey probably two to three months back. I was quite pleased to get a new jersey. I was washing it and it got holes in it.”
- Workers working on cash trucks get boots and a decent uniform.
- We’re not allowed to use our own phones. They don’t supply us on site with a phone.
- We get abused and threatened every day.
- We are not allowed to be sick. We have to give 12 hours’ notice of being sick. If you’re sick on a guard site you’re not allowed to leave even if MSD says you look sick and should go home. You have to stay until 5pm. If you’re home sick they ring you to check and say why are you sick ? You weren’t sick yesterday.
- The abuse or threats we get are from people who are drunk or stoned or volatile. We do the best we can to show empathy and all that to them. Most times they’re good but now and then we get a stroppy one. Verbal abuse mainly. Sometimes it does get pretty nasty.
- With the company I work for there is absolutely no training. They get a guard for the site. They don’t get a guard for the job. We have a head guard who’s been here for years. When there’s an incident he walks in circles. He interferes with the police investigation. He hides. He doesn’t know what to do.
- Another guard thinks he’s in the army. Sooner or later one of these boys is going to get us into trouble. Our company knows, but doesn’t want to know. Money is the main priority, not our health and safety.
- I don’t think abuse of guards by management is a good thing.

- “One that got me: I said I can’t work Sunday because I’ve got church. He said ‘You’ll just have to bloody cancel it, won’t you?’ Actually, the words were a bit stronger.”
- The union is not very liked at our company because they’re scared of the union – that it will influence people to join. The union delegate came to our site and a guard got on the i-pad and told the boss the union was on site.
- Training is inadequate. “From what I’ve seen from the guards I work with, they really have no idea on anything – even simple things like using the R/T you only get half the words.”
- Secondhand uniforms are not nice to get into. The trousers I’ve got on at the moment, I held up to the sunlight and you could see through them. If you ask for a replacement uniform you are waiting four or five months.
- They are making a profit at the guards’ expense. To them we’re a commodity to be used and abused. It’s a shame because other than a couple, the guards here are all pretty decent, hard-working men.
- Advancement in the company is all about nepotism.

10 WORKERS AT MSD SITE – INTERVIEWED BY PHONE ON 5/11/18

- Eight years in security industry.
- Does static guarding at MSD site. Monitors entry of people, looks after clients as well as managers at MSD. “If there is any problem, we sort it.”
- Works five days during week at MSD (8am til 5pm four days and 9am til 5pm one day) and then works 6pm Saturday until 6am Sunday at another site.
- Paid \$16.75 an hour at MSD and \$16.50 an hour at the other site.
- Working to complete Level 2. Three standard units - 27364 Intro to security industry; 37368 Conflict management theory; 27362 – Conflict management practical.
- Security company gave them SOP protocols so they know what to do on site.
- “There is abuse and violence everywhere. Security is about tolerating all those behaviours on different sites. That’s what we deal with. That’s our game. We deal with it every day.”
- Quite a lot of violence. We have to look after ourselves first. People don’t want to wait. We are the ones who control the situation when clients are yelling at case managers.
- We should have a pay rise.
- “Security is a very important industry but people don’t really know. They see us standing in front of the doors and think we don’t do anything. The public out there don’t understand what we do. Even the case managers don’t understand what we do. They think it’s a boring job. There’s a lot involved. You have to do a lot of observing. People are under our care. We get no recognition at all.”

11 WORKERS AT MALL – INTERVIEWED BY PHONE ON 7/11/18

- Been working in security for 19 years.
- Works three days a week. 17 – 20 hours a week.
- Paid \$16.50 an hour.
- I stood up against bullying and was removed from a site. They say if you’re unhappy you can leave. “I have no respect for bullies. I tried to do it the right way, the lawful way and it didn’t work.”
- I patrol the mall and car park.

- I walk around by myself.
- Has Level 2.
- Uniform jacket is not warm enough.
- Worked previously for a company which has now left New Zealand. Big drop when contract dissolved. I was paid \$17.85 in 2002.
- When the contract with a supermarket finished, pay went down.
- People I work with don't have enough training.
- No training when people come on site. They learn on the job.
- Guards are being given fewer hours of work. The company wants people to use sick leave or annual leave when the company doesn't give them hours.

12 WORKERS AT COMMERCIAL SITES – INTERVIEWED BY PHONE ON 19/11/8

- Been working in security for one year.
- Doesn't work at a particular site – sent to a couple of different sites.
- The work start time is different every day, depending on which site it is.
- Works between 20 and 38 hours a week. At one point was working full-time at one site – 62 hours a week, 7pm til 7am. The hours were too long. Now working on call and part-time. Working long hours and night shift had too much of an impact on health. Felt unwell.
- Paid \$16.50 an hour.
- Doing Level 2 at moment.
- Uniform provided. Not warm in winter. The shirt and cardigan they supply are good. Workers supply own pants. "Sometimes when we order pants, they can't give us the right size. They order a large size that doesn't fit."
- Uses own phone. No allowance for phone.
- Worker is the only guard on site. It would be better to have two guards on every site, especially at night. Very dangerous working by yourself.
- "Sometimes people are aggressive to me. Just treat that person nicely and kindly."
- Hard to live on \$16.50. It's low pay for working 24/7. Guards should be paid for working weekends. Sometimes rostered on for Saturday and Sunday.
- Guards shouldn't work longer than nine or 10 hours. Working 12 hours is too long. "If you're working 12 hours every night for five days, you can feel it. You can't even speak very well."

13 WORKERS AT DIPLOMATIC SITE – INTERVIEWED BY PHONE ON 19/11/18

- Two years in industry
- Did a year of full-time training. Level 2 and Level 3. National certificate. Training cost \$6000. He is paying off a student loan. Thought would be paid more because of study.
- Paid \$17 an hour. Before latest minimum wage rise, was paid \$1.50 extra an hour for working at diplomatic site. But since minimum wage went up, only gets an extra 50 cents an hour.
- Averages 50 to 60 hours a week. 8am til 8pm. Rostered on every weekend. Been working all weekend for quite a while. Asked for one day off in the weekends, but has not been given one. If I want time off, the other guard on site will accommodate me as long as I put in a leave form.
- Has to work 48 hours to get enough money to survive. Student loan repayments are at least \$50 a week, more if he works longer hours.

- “It’s not right doing all that training and being paid so low.”
- Might move to another workplace as has been told pay is higher.
- No pay rise in 14 months been working for the company.
- They don’t see the accumulation of their holiday pay. They have to ring up and ask about it.
- There are four guards at the site. Two do nights and two do days.
- It is safe because there are also private staff there and they would be in in a flash if there was trouble. These people are quite serious.
- The uniform is very good. It was brand new when I got it. Asked for a second jersey at the office because he was cold. Was told we weren’t supposed to have a second jersey but she would give me one if I didn’t tell anyone. Jacket is the best jacket I’ve ever owned. Best quality. Has good and you can go out in the pouring rain and stay warm and dry. They pay half the cost if you want boots.
- I don’t understand that there is no extra pay for extra training. “Guards who know nothing about security, they’re on the same wage as me. I did a whole year of full-time training. It was really hard.”
- The company has a large turnover of staff because of the contract, staffing and wages. “You think ‘Gee, for the minimum wage, what you’ve got to do, it’s appalling.’”
- Plans to look for another job next year.
- The company provides “specialised training.” It’s a bit of a joke. I went to it – 8 hours over a couple of weeks. I was providing my knowledge. That was for their top guards in their top contracts.
- They give you a booklet. A lot of the stuff in there is really good.
- They didn’t give any training. If you have had no training, you just go in and they have to give a briefing and they give you a book and you’re on your way in one to two hours. So dangerous.
- Every guard should have a certain level of training for their safety and the client’s safety.
- Mobile patrol can be very dangerous.
- Some guards who have never done security before just go straight in and start their careers on mobile patrol.

14 WORKERS AT TRAIN DEPOT – INTERVIEWED BY PHONE ON 20/11/18

- 18 months in security industry.
- Used to work 60 hours a week. Now 18 to 20 hours. Mostly during the day.
- \$17 an hour.
- Controls who enters the site.
- Tiring working 60 hours a week.

John Ryall
Assistant National Secretary
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Date: 3 July 2019