



# POLICE NEWS

THE VOICE OF POLICE»

October 2020

## On the hard shoulder

QID numbers hit a speed bump

### Ten Questions with...

New VP Mike McRandle

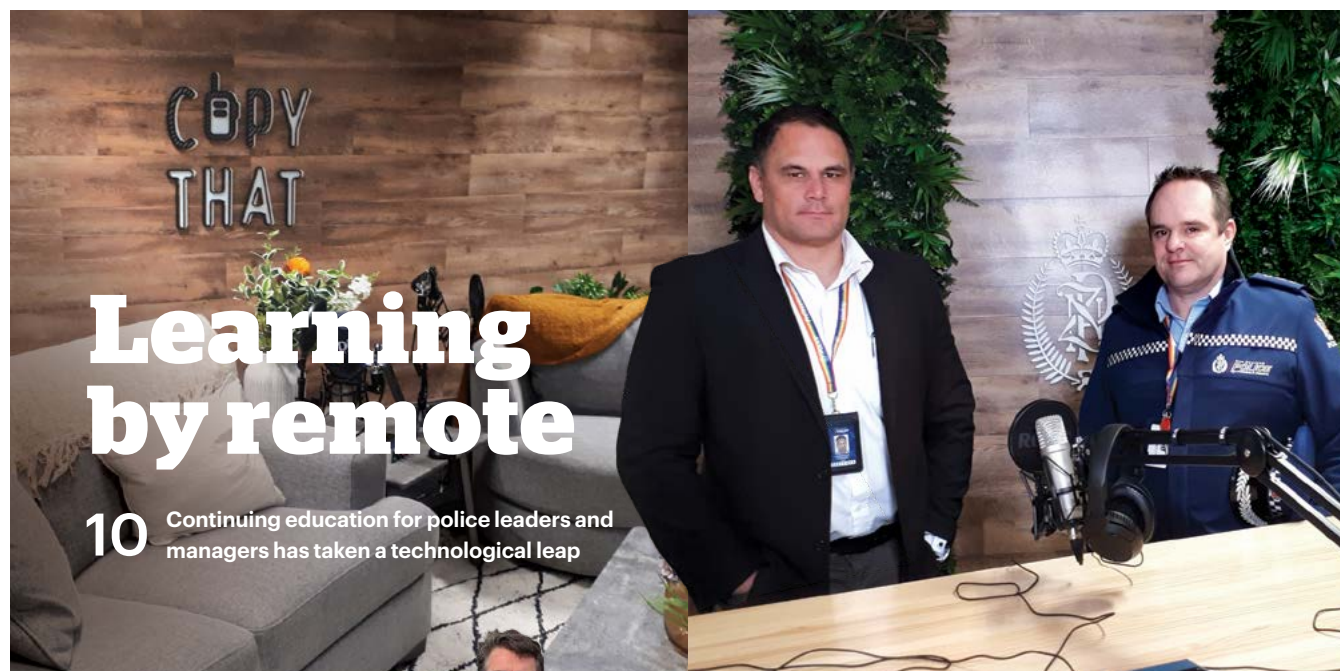
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Continuing police education goes digital

### Ready, set, mo!

Facial fundraising





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# Keeping chaos at bay

**O**n the face of it, the role of police in New Zealand society seems relatively straightforward. According to the New Zealand Police website, it is to “prevent crime and crashes, improve public safety, detect and bring offenders to account, and maintain law and order”.

If only it were that simple, but contemporary policing is a complex beast because it is an integral part of our complex and evolving community.

We tend towards holding the principles of British Home Secretary Robert Peel as the founding ethos of modern policing, despite policing as a construct having evolved many centuries earlier.

Of Peel’s nine principles, I believe the second to be the most important and the foundation of a fair and accepted police service – “to recognise always that the power of the police to fulfil their functions and duties is dependent on public approval of their existence, actions and behaviour, and the ability to secure and maintain public respect”.

This principle is undoubtedly being tested in the United States, compounded by the existence of literally thousands of police services across that country, each operating in silos in terms of operational preferences and degrees of political influence, which ultimately undermine this “Peelian” principle.

The New Zealand policing environment is less fraught and less militaristic, but we cannot be complacent about domestic challenges to the second principle, especially when we add in the demands of Covid-19.

With respect to breaches of various Covid-level restrictions, New Zealand Police has, to date, taken an appropriately measured and discretionary approach. That licence for discretion is based on the professionalism of police who are trained to assess individual situations. Essentially, they aim to “calm the farm”.

## Essentially, police aim to ‘calm the farm’.

However, they appear damned if they do and damned if they don’t use discretion. At one end of the so-called law and order spectrum are the provocatively defiant and at the other, those demanding the full force of the law.

But what would New Zealand society gain from the chaos that would have ensued with mass arrests of gang members breaching crowd restrictions at a tangihanga, thousands of anti-lockdown, anti-mask, Covid conspiracy theorists in Aotea Square, or iwi members at checkpoints?

The way police handled these events shows the value of a non-politicised police service.

Police in Victoria, Australia, have been more proactive, arresting and fining hundreds. Yes, their state is in the grip of a serious Covid outbreak, but this approach

has come at a heavy price. My counterpart in Victoria worries about the long-term harm to the reputation of police and their relationship with some communities.

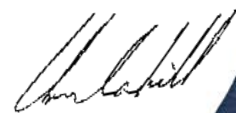
More unrest is likely as the economic impact of Covid widens the gap between those who have and those who don’t. People with assets thrive, while people without housing or jobs dive.

This potential disruption will further strain the ability of police to adhere to Peel’s second principle.

If a growing sector in our community feels ignored, disenfranchised, disadvantaged or isolated, eventually there will be pushback and police will bear the brunt of it.

A successfully functioning society requires a strong sense of fairness and equity and this will be tested as Covid and its health and economic repercussions persist.

We can’t arrest our way out of unrest. Sustained force is ultimately unsustainable, and because we police by consent, it is time to ensure we prioritise the trust of the community that we police so we remain part of that community.



**Chris Cahill**



**REMEMBRANCE AND HONOUR:**  
Prayers were sung and wreaths laid at this year’s Police Remembrance Day service on September 29, the day when the names of Police staff who have died are read aloud. After a rousing haka, the sun lit up the flowers and highlighted a new plaque on the college’s Memorial Wall honouring the sacrifice of 28-year-old Constable Matthew Hunt, killed on June 19 this year – the 33rd New Zealand police officer to be slain in the line of duty.  
Photo: STUFF





## THE BUZZ

**“I can’t have another one lost on my watch.”**

At this year’s Police Remembrance Day Service, Commissioner Andy Coster talked about the burden of responsibility he feels for his staff since the killing of Constable Matthew Hunt in June.

## 2025

The number of additional police, including 200 support staff, promised to the Queensland Police Service over five years, which will boost its total numbers to about 17,000. Queensland Police Union president Ian Leavers said that in 31 years as an officer he had never seen such a huge commitment.

## The old bedsheet rope trick.

A man in managed isolation appeared to have been able to bypass security by making a rope out of bedsheets to escape from the fourth floor of an Auckland hotel. And we thought that only happened in the movies...

# FEO feedback welcomed

Feedback in *Police News* on how FEO (flexible employment opportunities) is working in one workgroup has been welcomed by Police.

In August, a member wrote a letter complaining that FEO arrangements were driving a wedge through their workgroup, creating “haves” and “have nots”.

The writer, who chose to have their name withheld, said that while FEO worked well during normal work hours (nine to five, Monday to Friday), it did not suit a 24/7 shift environment.

The writer believed that management was “scared to reject FEO applications... for fear of losing staff”, but a “default position of a blanket ‘yes’” was causing problems.

“If everyone in my workgroup went FEO then nobody would be here on weekends and only a handful would be available at night.”

Citing some of the reasons given for needing FEO, the writer added: “Well, guess what? I have a partner and family too. I miss my social life too. I miss taking part in sport. I find parking a challenge on some shifts too. The

difference is, I get my personal life in order so I can still meet my work commitments.”

The demands of FEO also meant that the writer’s workgroup was failing to meet its service demands due to a lack of staff and staff working at the right time. “Good luck telling the public to save their calls for business hours.”

Kaye Ryan, Police’s deputy chief executive people and capability, has responded to the letter by acknowledging that Police want to hear from staff about their experiences of FEO.

“We need our people’s feedback, both those working in FEO and those working with people on FEO, to help shape our approach,” she said.

Police was now working on a National

Flexible Employment Strategy and the writer’s feedback was invaluable “in helping us to think about some of the challenges our people face”.

FEO needed to “work for everyone” and be right for Police as a 24/7 service.

She quoted Police Federation of Australia research, supported by the New Zealand Police Association, which surveyed officers in both countries and concluded that there were better outcomes for those working FEO than regular fulltime hours.

The PFA said the results showed that FEO allowed for retention of staff who would otherwise leave Police and “for many respondents, their commitment to a policing career is increased as a result”.

Ms Ryan said less than 6 per cent of Police’s 14,000 workforce were on formal FEO arrangements, and several districts had found ways to make FEO work, “even on PST and in other frontline roles”.

She said a default “yes”

setting didn’t mean FEO couldn’t be turned down. “It would be rare that we’d approve FEO for someone to work only 9am-2pm, Monday to Thursday, or Friday, when their team works shifts.”

However, she said, several districts had FEO arrangements that supported people to work two day shifts and two night shifts.

FEO meant more than just working fewer hours, she said. “It’s about flexi hours, flexi days, flexi place and flexi job sharing.”

Ms Ryan said evidence showed that organisations that valued flexible employment were more successful. She also suggested the letter-writer explore the potential of flexible employment opportunities for themselves, urging them to get in touch.

**FEO needs to ‘work for everyone’ and be right for Police as a 24/7 service.**

# Cops in defensive mode with body armour

**F**rontline police in Auckland have taken to wearing their heavy ballistic plate body armour fulltime.

The removable ceramic plates, which are part of the body armour systems (BAS) being rolled out to police officers nationwide, are not designed to be worn permanently because of the extra weight they add to the vest.

However, due to the high number of firearms in their communities, and the genuine belief they may confront an armed offender in the course of their duty, many staff in Auckland, particularly in Counties Manukau, are opting to carry the extra load.

As Region 2 director Senior Sergeant Emiel Logan (response manager for Counties Manukau West) notes, his PST sections deal with firearm incidents every day.

“Most of the response staff in Counties Manukau leave the plates in every shift because they know that we deal with firearms daily.”

The messaging from Police is that plates are meant to be inserted in the lining of the BAS vests if staff feel they might be required, and then removed.

In practice, however, the new system is slower, and the plates are more complicated to insert, than the old HAP (hard armour plate) protection, which was more easily put on over the top of the previous SRBA (stab-resistance body armour) vests.

Sliding in the plates and then removing them can be difficult if there are additional stressors due to the tight fit of the vests, Emiel says.

It seems that police officers would rather risk back pain than face the risk of heading out without ballistic protection already in place.

A feature of the new BAS is that the vests are much lighter than the SRBA, but that advantage appears to have been negated by the requirements of the current policing environment.

Emiel says some staff have complained of back pain and vests have been refitted, but that doesn't always eliminate the back issues.

“So, while it was expected that there would be a decrease in back pain due to the new vests, which are lighter than the SRBA, that has not happened for those who feel the need to wear the ballistic plates fulltime.”

He says the situation will have to be monitored in terms of member wellbeing.

“The long-term effects of the spinal pain due to vests is something that can occur over time and is not recognised as a workplace-related injury. Our members currently incur the cost of any medical treatment or procedures for this as it is usually put down to wear and tear by specialists.”

Police has invested \$20.7 million over four years in the BAS vests, which it says meet international safety standards for both stab and ballistic resistance.



An officer models the BAS, with the ballistic plates at her feet.

# Covid kills more US police than guns do

**L**aw enforcement charities in the United States are reporting that Covid-19 has killed more police officers in the country this year than all other causes combined.

The National Law Enforcement Officers Memorial Fund and the Officer Down Memorial Page have been tracking line-of-duty deaths for decades. They reported earlier this year that such deaths had been trending down this year until Covid appeared.

Deaths in 2020 have already exceeded the total from 2019, when gunfire and vehicle crashes accounted for two-thirds

of the 147 deaths counted by the Officer Down group.

As of late September, Covid-19 infections contracted while on duty had killed more 200 officers, more than gun violence, car accidents and all other causes combined.

The two groups expected the figure to exceed 300 by the end of the year and predicted that by the end of the pandemic, deaths from Covid-19 will have surpassed the number of law enforcement staff killed in the 9/11 terror attacks.

Texas has had the highest number of police officer deaths from Covid (41 by last

month), followed by New York (35), where 4500 members of the NYPD have tested positive since the start of the outbreak on March 29. More than half of those who were ill have recovered and returned to work.

Nationwide, Covid-19 has become the leading cause of death in the US by a factor of three. The lists are compiled using media and news reports and the deaths are treated as line-of-duty incidents.

Police officer deaths from Covid-19 have also been reported in Peru, France, Italy and Britain.

# Police scrambles to

Some QID numbers have accidentally been recycled due to a technical error that Police is now working to correct before the next recruit wing graduates this month.

**I**t seems to be human nature to attach significance to apparently random collections of letters and numbers, especially if they are linked to formative events in our lives.

Police QID (query identification) numbers fall into that category.

When recruits graduate from Police College, they transition into the real world of policing and in doing so they transform from being one of the mob of recruits during their 16-week training, to each having their own QID number on their shoulder.

For generations, the QID numbers of New Zealand police officers have been unique identifiers.

For those in the know, they can convey a wealth of information about the officer they belong to. For the public, they are a way of identifying who is on the other end of the long arm of the law.

At one time, QID numbers consisted of a member's initials and four numbers that corresponded to the order in which they had graduated in their wing.

The system eventually changed to QIDs being issued alphabetically by surname and, as the numbers reached at 8999, additional letters were included.

The QIDs have always been a source of pride, and humour. As one older member commented to *Police News*: "There was always a sense of pride if your QID



For those in the know, QIDs can convey a wealth of information about the officer they belong to. For the public, they are a way of identifying who is on the other end of the long arm of the law.

was a number only. It meant you were experienced. For those who got the additional letters, the joke used to be 'You've got an airplane seat number!'. Eventually, though, having just a number simply meant that you were old," he joked.

There are also several members who are lucky enough to have "007" QIDs.

Now, QID numbers are randomly generated by an algorithm as part of MyPolice's ERP (enterprise resource planning) system.

But this year, something has gone wrong. Older members of staff started noticing that some new constables coming through the system appear to have been issued QIDs using recycled numbers.

Last month, Police acknowledged there had been a technical issue with the automatic generation of numbers that had resulted in some QIDs being reissued.

Superintendent Rob Cochrane, director mobility and innovation, said that once a solution had been found, hopefully before

the next wing graduates in October, Police would report more fully on the details of what had happened.

It's a sensitive issue for members. Apart from the concern that the numbers hold a lot of significance to people even after they have left Police, an even bigger worry expressed by one member was that a number that had belonged to a police officer murdered on duty might be recycled.

"This would be very disrespectful in my opinion, and I could only imagine the fallout if that particular number happened to end up working alongside one of their old colleagues," he said.

The reason for his concern was that the "E" and "F" numbers he had noticed coming through were not far off QID numbers that had belonged to slain police officers such as Glenn McKibbin, Murray Stretch and Duncan Taylor.

To further illustrate the point, he said one of the QIDs he had seen had belonged to a former supervisor who had been killed in



# fix QID glitch

a plane crash. "He was a serving member when he was killed but was off duty at the time. If he were one of my family members and I found that his number had been recycled, I would be very upset."

Another member contacted the Police Association when he noticed that Wing 342 had graduated this year with what appeared to be recycled numbers.

"It seemed that up until the past few years that the system was regular and controlled. Yet recently we are moving through QIDs at a rapid rate. I am curious about how QIDs work and how Police have been churning through them so quickly."

This unfortunate glitch in the system has deeply offended another member. "When I rejoined Police, I was told that it was not possible to get my original QID again and I was given a new one," he said.

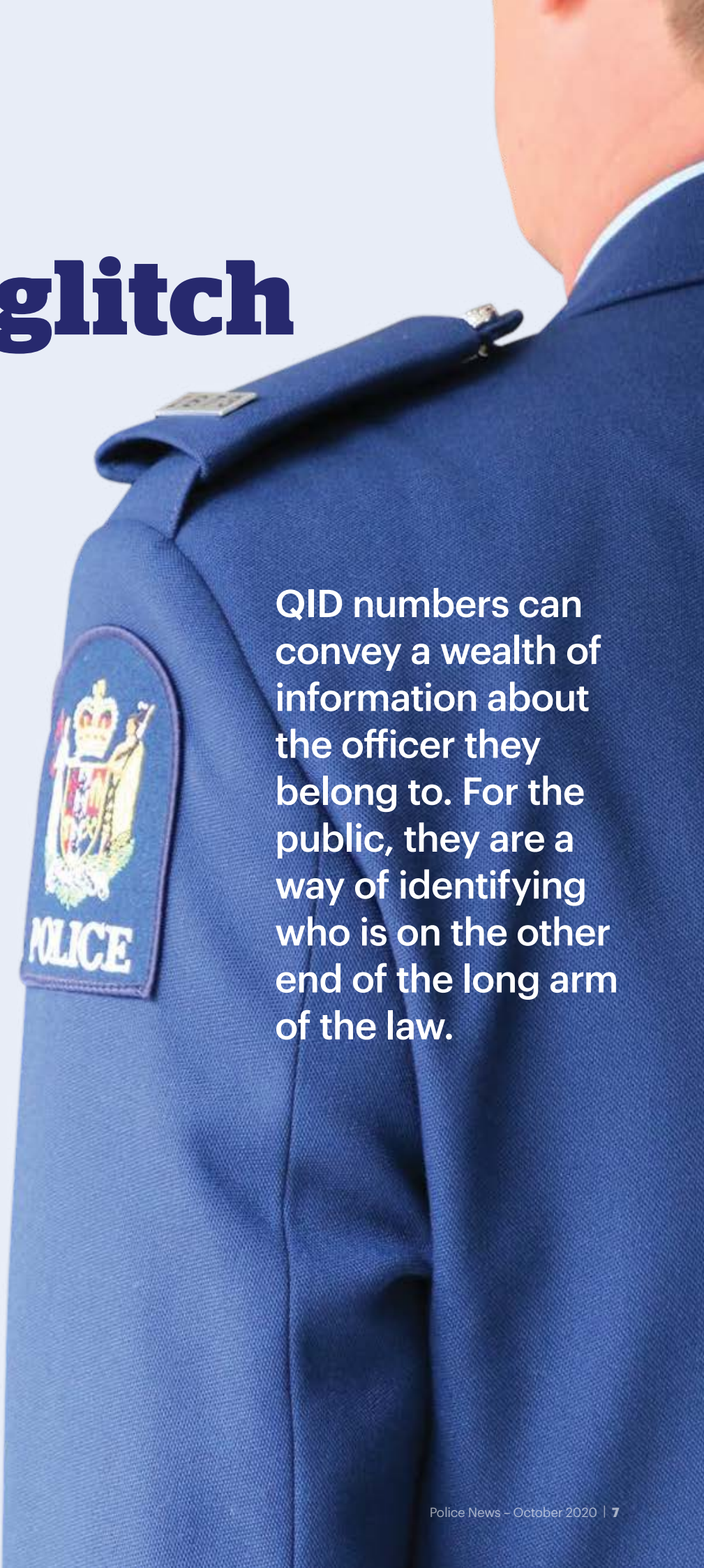
"Friends in other services, such as the military, have told me that their ID numbers remain with them for life.

"QIDs are a very personal thing and something that should not be recycled to new recruits."

The issue of identification has other potential ramifications, according to a member who pointed out that QIDs are used by comms centre dispatchers.

"These days, dispatchers can see the QIDs of all staff who are logged into the system. Dispatchers often make deployment decisions based on the experience of an officer, which they assess from their QID numbers, potentially creating the risk that junior staff could be sent to incidents when the intention was to dispatch a more senior officer."

Meanwhile, a story from Britain last month shows a respectful way of recycling ID numbers. A long-serving non-sworn South Yorkshire Police member, Michelle Phillips, who has just become a constable was given the same collar number, as they are called there, as her police officer father who retired in 2006 after 30 years' service.



QID numbers can convey a wealth of information about the officer they belong to. For the public, they are a way of identifying who is on the other end of the long arm of the law.

# Ten Questions...

*...with new Police Association vice-president Mike McRandle*



**1. You've been involved with the Police Association for more than 25 years. How has policing changed in that time?**

In the late 80s and early 90s, policing seemed simpler than it is today. We attended burglaries, did area enquiries, spoke with neighbours. Respect for the team in blue was evident and offenders would know when the game was up and accept a firm but fair approach. Today, technology sees us looking into databases and having information at our fingertips, but one of the biggest risks is lack of respect from a section of the offending community who once knew where to draw the line. They are quick to react, all too often violently. Quality interactions between people are more important now than ever before.

**2. Where did you grow up and what was your first job after leaving school?**

I am a Hurricanes supporter who was born in Palmerston North and grew up in Wellington, attending St Patrick's College (Town). My first job was with a loss adjusting firm in Wellington. Heading out to look at claims after people had suffered terrible events fed my interest in crime and then an opportunity in policing came along.

**3. Did you always want to be a police officer?**

I suppose the answer is "yes", but riding motorbikes, playing golf and rugby and fishing as financial pastimes would have been awesome too.

**4. As the Tasman and Canterbury director, you were closely involved in the welfare response after the Christchurch mosque shootings. How did that affect you, and what did you learn from the experience?**

March 15, 2019 is etched in my psyche. Everywhere I looked, there were staff with M4s watching and keeping us safe. The courage, dedication and willingness that police have when needed sets us apart.

The incredible acts of bravery displayed by many that day truly amazed me. The public support for police and other emergency services was also humbling to see. We get kicked so often. The team effort that finally saw justice delivered in August, safely and appropriately, was great to see. Looking back on that tragedy, I now realise how important it is to share your feelings with someone. Looking after yourself has never been more important.

**5. You're a senior sergeant working as a team leader for the Commercial Vehicle Safety Team - what's the best thing about that job?**

Being in a specialist team looking after the South Island in a leadership road policing role. We have a dedicated and talented team who know their stuff. Interacting with key police strategic partners and heavy hitters in the transport sector is challenging and rewarding. One day I might even be allowed to drive a big truck!

**6. You've said you're keen to nurture a more diverse committee base for the association. What's the key to that?**

We have a growing, younger workforce coming through. Diversity of thought, background, gender, approach and makeup is important to ensure the committees stay relevant and are communicating well. Getting area commanders, managers, supervisors and peers to discuss issues openly and freely is vital. If we ensure people are not afraid to ask questions, we will see courageous conversations and better understanding and support, whatever side of the fence you are on.

**7. Tell us about your family?**

I live in the river town of Kaiapoi, just north of Christchurch. I met my beautiful wife, Alwyn, in 1987. We have two adult children: one lives in Auckland and the other is still in Christchurch. Alwyn has travelled with me in my policing endeavours from Auckland to Christchurch and a few stops in between. We have a miniature sausage dog, Lola, and her nemesis, Ted the cat.

**8. What do you do in your spare time?**

I enjoy sport in general. My rugby-playing days stopped early for me and I took up refereeing. Police sport is always fun. The annual police rugby fixture of Wellington v Hutt in Petone about 1994 saw a few classic plays (some in the rule book, others perhaps not...). Afterwards, the beer always tasted great. Nowadays, enjoying family time, exploring the Canterbury hills and a game of golf take up my spare time.

**9. It's been a challenging year, locally and globally. Do you have any advice for members on how to keep positive in uncertain times?**

Challenging is an understatement! Our community is hurting on many levels and with policing we need a consistent and fair approach. The public deserve that, and our members have an inherent moral compass that moves us forward. Stay true, back yourself and keep talking.

**10. If you weren't a police officer, what would your other dream job be?**

Playing golf for a living, travelling the world and then coming home and relaxing with a view of the Southern Alps.

**11. Bonus question - Who's the boss?**

That easy, Bruce Springsteen and the E Street band. If you haven't realised that yet, watch the movie *Blinded by the Light* and you'll get a whole new understanding of musical brilliance.

**Constable Paul Hampton, a family violence safety officer based in Timaru, has been confirmed as the new Region 6 director.**





## Iam Keen

This column is written by a frontline police member. It does not represent the views or policies of the Police Association.

### Punching bagged

A recent IPCA report into a use-of-force case has got me scratching my head wondering once again about the level of minutiae the authority gets involved in.

I'm not saying that a punch to the head is a trivial matter, but when the IPCA takes the time to differentiate between two punches thrown during an attempt to subdue and arrest a drunk and struggling offender who was attempting to flee, it feels a little petty.

The IPCA said the first punch to the torso, which was unsuccessful in terms of helping to get the cuffs on, was justified, but the second punch to face, when the officer believed the offender was going to spit at him as they grappled on a steep bank, was not.

The hindsight view was that the officer should have waited for other staff to get there before he attempted the arrest.

I feel sorry for that police officer. I suppose that next time, he will hang back, making a risk assessment as he watches the guy disappear over the horizon.

### Another brother taken

Another Kiwi police officer killed in the line of duty this year. This time, it was a respected and popular officer who worked for the London Met, but Sergeant Matiu Ratana also served for a few years with New Zealand Police. As the Police commissioner rightly said, although Matt spent most of his career in Britain anyone who serves here will always be a part of our police whānau. The shockwaves from his death have touched us all, leaving us once again in despair over the brutal consequences of senseless violence.

### I told them so

I see that the bosses have taken on board my suggestion that it's time for a woman in a deputy commissioner role. Okay, maybe it wasn't completely down to me, but congratulations to Tania Kura, the first woman to hold that position, and no need to thank me.

### Not fit to print

I had some sympathy recently when I found a colleague from CIB whimpering

quietly in a corner. He's quite a tough guy, but when I found out what the problem was, I immediately understood what had happened... It was all because of the default settings on the work printer.

Police wants us to avoid waste – hence the edict that all Police printers be set to “automatic, double-sided, greyscale” printing. Sure, but if you do need the “single-page, colour” setting, for example, on court documents or other papers that need to look professional, and you don't remember to change the setting, you will be doomed to reprint your files. Thus wasting paper and your time, as my defeated workmate pointed out.

I gently handed him a sticky note with this handy reminder: Think before you print. Perhaps it should be added to our core values?

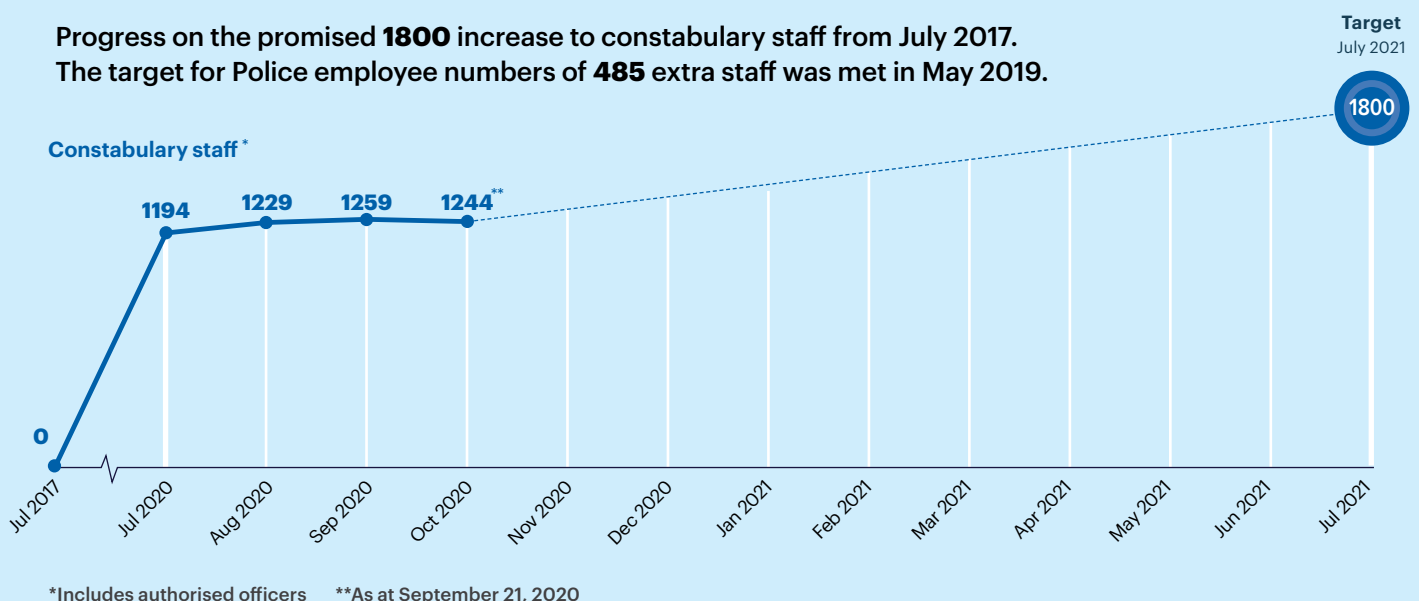
*Kia kaha and stay safe.*

**Constable Iam Keen**

To update Iam Keen with information, email [iamkeen@policeasn.org.nz](mailto:iamkeen@policeasn.org.nz)

## Counting Cops

Progress on the promised **1800** increase to constabulary staff from July 2017. The target for Police employee numbers of **485** extra staff was met in May 2019.



# Learning by remote

Continuing education for police leaders and managers has taken a technological leap. Ellen Brook reports.

**T**here's a new phrase around the Police College – “reflective practice” – and it's a key part of how postgraduate leadership training is now being delivered though the campus.

So, don't be surprised if you hear colleagues saying they are busy with self-reflection and writing the results of that in an online journal.

It's not navel-gazing as you might imagine, but a new way of showing that you have understood the lessons and requirements of leadership now being taught through a year-long online programme, rather than a two-week residential course followed by a 12-month field learning programme.

The on-site regime has been remodelled and absorbed into a CEP (continuous education programme), with the emphasis on remote learning supported by podcasts and live-streamed conference events.

Some of the exam courses as previous generations of cops knew them no longer exist (although the CPK is still available). It's now about learning from experience, employing reflective practice and being judged by your peers, rather than “box ticking”. It's up to you to identify your strengths and weaknesses and decide what you need to work on.

Inspector Iain Saunders, acting general manager of training at the college, says he believes New Zealand Police is the first law enforcement agency in the world to apply CEP to ongoing learning. It is more commonly used in other high-risk areas such as medicine and aviation.

From February this year, the Career Progression Framework (CPF) delivery model for sergeant and senior sergeant courses, which catered for up to 24 people at a time for two weeks on site, ended. There used to be 18 courses a



Inspector Chris Kerekere, acting director of training, left, and Inspector Iain Saunders, acting general manager of training at the college, in the Police College's new video suite from where the commissioner's monthly podcasts are filmed. The studio includes a lounge seating area, right.

year for those wishing to promote to sergeant and up to six courses for those seeking to become senior sergeants, followed by field learning and a final oral conversation.

The CPF has been replaced with the online Leadership Programme, which is still aligned to Police's core competencies, but facilitated through the CEP.

If a member wants to apply for a position that would be a promotion, say from constable to sergeant, they still need to pass the CPK (core policing knowledge) exam and be permanently appointed to the position. Once promoted, the new sergeant must enrol and complete the Leadership Programme to qualify at the rank (wearing provisional slides until then).

Anyone in Police who has been recently promoted to a team leader/manager level, or whom a supervisor believes would benefit from leadership training, is eligible to enrol within their district or service centre.

The first course began on August 3 and Mr Saunders says that by June 2021

every leader in Police, including non-sworn, should be enrolled in CEP. “With CEP we can reach up to 1000 people at a time,” he says.

“We've had experienced staff enrol who are already qualified. Only 54 actually need to qualify this year; the rest are doing it to find out what it's all about, which means 373 staff are doing it for the sake of learning.”

Or because they are curious to find out what it's all about, including many Police employees who have previously not had such development opportunities.

Mr Saunders points out that some leaders in Police “have not been involved in learning for 15 or 20 years”.

CEP was launched with a three-day conference on August 3, attended by 427 staff – 130 onsite and the rest beaming in from virtual hubs at 18 police stations – with the focus on the “best thought leadership”.

The first podcast was released on August 17. In it, Commissioner Andy Coster talked to Mr Saunders and Inspector Chris Kerekere, acting »



COPY  
THAT



## Conference call

To highlight the concept of “best thought leadership” at the inaugural Leadership Programme Conference in August, the organisers brought in an eclectic line -up of speakers and facilitators.

Top of the keynote speaker list was the commissioner, who will have an ongoing role in the programme with his monthly podcasts. He was joined by criminal justice advocate Kim Workman (patron of Wing 334, which graduated in January), activist and artist Tame Iti and public speaker David Galbraith, known as Habit Of Greatness man (HOGman).

The programme’s goal of developing good coaching habits was supported by sports specialists Yvette McCausland-Durie (head coach of the Pulse netball team), Pulse midcourter Claire Kersten and cognitive performance coach Ken Franks. They joined a team of police leaders and three psychologists to deliver the conference material.

**The next CEP conference/workshop will be held on January 18, 2021, on the theme of Command and Control/ Emergency Management.**



“

director of training, in an informal “cafe-style” chat (filmed in the college’s new video suite) covering the topic of Command and Control/ Emergency Management, the first of four key learning areas.

The other learning areas, which will also be the subject of monthly podcasts, are: Cultural Competence/Te Huringa o te Tai; High Performance; and Stress Management.

The emergency management theme was timely considering the resources that Police has been pouring into its response to the Covid-19 pandemic. Because of Covid-19 restrictions, some staff attended the conference remotely from their homes rather than from police stations.

And, Mr Saunders reports, it was a smash hit, with 3500 views.

The challenge for those delivering the podcasts, etc, is to measure the engagement of remote staff to make sure they are not just clicking into a podcast and then ignoring it while it plays.

Enrolled staff are required to provide feedback on the content.

Access to the Leadership Programme is through the Ten One website, where the digital content is made available to participants. An annual commitment of 83.2 hours (an average of 1.6 hours a week) is expected from each staff member. Fifty-six of those hours will be formally scheduled, with the rest managed by a learner’s supervisor during work time.

A core principle of the Leadership Programme is that “most of learning is incidental to practice”, which is explained like this: “While undergoing coaching, someone might be expected to practise the DESC (describe, explain, suggest, consequences) feedback model. This could be achieved in many ways – an FTO (field training officer) could coach a new member of a PST, someone else could use it at rugby training, and another person might provide feedback to a colleague on the way a file has been entered.”

So, how is the Leadership Programme going to be assessed?

There are 85 learning groups throughout the country, with five staff in each group. Each group has a coach and will hold monthly discussions during which the participants will reflect on what they have learnt and what they need to improve on. Peer assessment within the group is encouraged. The idea is that staff must show through journal entries and discussion that they have engaged with the online material.

And if you think that sounds easy, Mr Saunders reckons that “peer assessment can be quite tough”. “With only five in a group, you can’t hide at the back of the room. We get rich feedback and we can also support anyone who might be struggling.

“The learners are audited at least twice over the year and advised of any concerns regarding their progress. A final progress board will be held at the conclusion of the year’s study where each candidate will be assessed on their year’s work and they must meet minimum learning standards to pass.”

It’s fair to say that understanding this way of learning might require a shift in mindset for some, but the groundwork for this change was laid some time ago.

**‘It’s about life-long education, but you educate yourself. It’s like a YouTube channel for police education. If you want to know how to do something, log in to the Leadership Programme.’**

– Inspector Iain Saunders

The emphasis in the CPF had already started to move away from traditional rote-learning and a military-style format towards more “behaviour-transforming” models of critical thinking and problem solving.

So it’s no surprise that so-called “transformational” policies are now being embedded in on-the-job learning (for anyone who has recently been promoted to a team leader/manager position), with the added value of being able to be delivered in a digital environment.

Inevitably, there are those who are not yet totally convinced that CEP will be able to deliver an accurate assessment of learning.

One member of Police notes: “We’ll have to wait and see how it pans out. I think the concept is good, but, from the

coalface, the planning, implementation and preparedness for delivery seems sort of ad hoc.”

It appears that some participants have also been tardy about getting their reflective journals to their coaches. One observer believes it may be because of poor communication with the enrolled staff. “They are not sure who they should be talking to or who can answer questions about the material. I don’t want to be too negative about it because it’s early days, and CEP has merit, but it could fall over.

“It’s possible that not everyone who enrolls will stay the distance. Not all those who signed up for the conference realised they were committing to a full-year programme.

“Also, the problem I see is that if staff appointed to positions such as sergeant miss the conference this year, they cannot be fully qualified for two years. That will be very frustrating for them.”

If that problem did arise, Mr Saunders says, the college would be “very able to commence courses based on demand” due to the flexibility in the programming of CEP.

Another sceptical member says the changes have simply been made to save money.

It will save money, though Mr Saunders says that’s not the main driver. “It’s the coming-of-age of digital tools to do the job better and with more capacity. It’s not saying that we don’t value face-to-face networking opportunities. We do, and they can occur in these small-group environments too.”

With CEP, team leaders, leader managers and strategic leaders can log in from anywhere, including through an app on their phone, if they choose.

As Police continues training ever more recruits, with an 1800-strong bulge in early service staff predicted, Mr Saunders says pressure will mount to move them more quickly through the system, getting them into on-the-job learning earlier.

And it doesn’t stop there... Next year, the college is hoping to provide a remote learning service for its partners such as Customs and Justice.

“It’s about lifelong education, but you educate yourself,” Mr Saunders says. “It’s like a YouTube channel for police education. If you want to know how to do something, log in to the Leadership Programme.”

It’s not just a 12-month journey, he says, but a career-long learning tool.



Is there something about our Kiwi way of being, and of policing, that could lead us to a new worldview of policing safe communities, wonders Shona Munro, a teaching and learning adviser at the Police College.

# Lessons from Level 4

**A**merican historian David Fischer, who has spent time living in New Zealand, wrote in his 2012 book *Fairness and Freedom* that there is a striking difference in core values between the United States and New Zealand.

American culture, he says, is based fundamentally on liberty, freedom and rights of the individual. For example, the “right to bear arms” and, in the current context, the “right not to wear a mask”. In contrast, Fischer says, New Zealand culture is fundamentally based on fairness and natural justice.

Although we know that serious inequities exist in New Zealand, Fischer’s observations on our national psyche go some way towards explaining how, and why, as a nation we were able to mostly “be kind” and behave as a “team of five million” during Covid-19 lockdown periods.

During this crisis, fairness has been evident in the way the Government responded with inclusive information and financial aid. There was a real sense that we were all in this together.

The way we responded as police was deeply embedded in the notion of fairness and natural justice. The “Four Es” – engage, educate, encourage and enforce – were a spectacular success with the public who were fully aware and supportive of the approach.

By contrast, it was reported that Queensland Police issued A\$1 million in fines on just one weekend in early April. The public there were incensed and felt alienated.

Back in New Zealand, our staff worked alongside iwi to keep communities safe.

The sense of community was evident in the massive increase in donations to charities and in the images on TV and social media of neighbourhoods and whānau supporting each other. There was a sense of belonging and connectedness that naturally bubbled to the surface.

As we consider the lessons from the pandemic, we have been given a stark



The “Four Es” – engage, educate, encourage and enforce – were a spectacular success with the public who were fully aware and supportive of the approach.

**‘We must leverage off the sense of belonging and connectedness that shone through during the Level 4 lockdown. It wasn’t a new phenomenon; we were simply given an opportunity to notice it.’**

reminder that what happens elsewhere in the world (eg, a fish market in Wuhan or the death of George Floyd in the US), has an impact on us too.

The virus has reminded us that the “every man for himself” approach as we have seen played out in the US is a fundamentally flawed way of being and confirms Fischer’s view of the American obsession with freedom and the rights of the individual.

I’m now wondering if New Zealand Police’s stated vision to be the “safest country in the world” is unwittingly aligned to competitive American core values rather than our own?

For us to be the safest country, logic says that other countries must be doing worse than us – and that their communities need to be less safe than ours.

To reflect our core values, we must leverage off the sense of belonging and connectedness that shone through during the Level 4 lockdown. It wasn’t a new

phenomenon; we were simply given an opportunity to notice it. What appears to be happening in New Zealand Police is that we are learning to recognise where our real strengths lie and we are beginning to police in ways that are starting to make a positive differences in our most vulnerable communities. In doing so, we are capturing the attention of other policing jurisdictions.

The Wanganui, Rangitikei and Ruapehu Area Leadership Development Programme, Tū

Tika Tū Pono, which calls for participants to “be just and fair, be genuine and true to ourselves and our communities” is taking a collective leadership approach using a te ao Māori (Māori worldview) perspective to shape their policing responses.

If our national core values are indeed fairness and natural justice, and our sense of connectedness and belonging as shown in lockdown are a demonstration of who we really are, then perhaps the commissioner’s request to “Be First, Then Do” is not as complex as many first thought.

Policing is difficult and complicated, but our people find ways to be authentic and connected to our communities, and this shapes what we do.

In every district, there are police approaching their jobs in innovative and creative ways with positive outcomes in our communities.

We have an alternative vision for policing linked to our sense of natural justice and fairness. This sets us apart as a policing jurisdiction and sets the scene for us to offer guidance, direction and alternative ways of policing to a world in which we are all inextricably connected.

**Shona Munro has recently been awarded a Fulbright Research Scholarship related to the collective leadership development work she is doing alongside Police’s Wanganui, Rangitikei and Ruapehu Area Leadership Development Programme.**



# READY, SET, MO!

**W**e are approaching the time of year when male police officers can openly, and without fear of ridicule, express their complicated and enduring relationship with their facial hair – because it's all for a good cause.

The Movember campaign to fundraise and create awareness about men's health will kick off, as usual, on November 1.

Last year, New Zealand police challenged Toronto police to a moustache-growing and fundraising battle. Across New Zealand, 95 police officers joined the "NZ Moliche" for a CanKiwi Mo-Police Challenge. At the end of the month, Toronto came out on top for money raised, but the Kiwis had the most people involved and raised nearly \$9000. The ICT crew alone raised \$3000.

The New Zealand police team was captained by Senior Constable Bryan Ward, of Bryan and Bobby fame, and he's back in the fray this time around, rallying support for the cause.

This year, there are several ways to take part:

## Grow a moustache

Don't worry if you can't grow a showstopper; the worst moustaches start the best conversations.

## Move for Movember

Commit to running or walking 60 kilometres over the month (60km for the 60 men lost to suicide each hour around the world). You can join a team or run solo.

## New Zealand police challenged Toronto police to a moustache- growing and fundraising battle.

### Host a Mo-ment

Rally a crew and do something fun. If necessary, you can always put a virtual spin on your plans. Virtual events are easy to organise, cheap to run and you can go in your slippers. Suggestions include an online gaming tournament, Mo Bingo or a virtual trivia night.

### Mo Your Own Way

A choose-your-own-adventure challenge, for teams or individuals. You make the rules. Take a hike, run a relay, ride from Bluff to Blenheim. Get creative, push your limits and inspire donations with sheer grit.

The Movember charity, set up in 2003, is on a mission to promote men's health and has broadened its scope over the years to include not only awareness of prostate cancer, but also of testicular cancer (the most common cancer in young men) and of mental health and suicide prevention among men.



Some of last year's NZ Moliche contenders.





## Jonny on the spot

In tandem with the Movember campaign, the Movember charity has set up an ambassador programme in New Zealand that includes Auckland constable Jonny Hurn, who already has an online profile with his successful series of YouTube "ride along" vlogs about his police work.

The tactical crime unit officer from Glen Innes is one of seven Movember envoys around New Zealand. He'll be visiting police stations and talking to colleagues, helping spread key Movember messages.

Jonny became involved in the community ambassador programme after last year's campaign, although he's previously been a supporter of the causes involved.

"Not only is men's mental health important to us as officers, of both genders," he says, "but it is important to the communities we serve."

He'll continue to produce related social media content, including content for the new Movember "Conversations" site ([conversations.movember.com](https://conversations.movember.com)), which offers advice on talking to mates in your life who might be struggling.

An interactive online tool lets you practise questions and responses, with tips on how to approach difficult conversations.

The big question for Jonny is, will the fresh-faced and currently clean-shaven constable be growing a mo himself?

He admits he's not entirely confident, but he's looking forward to encouraging more Police staff to get involved in the cause. "I'll be around Auckland City trying (and undoubtedly failing) to grow a mo."

This year, in partnership with The Distinguished Gentleman's Ride (involving riders from around the world dressing up and riding classic and vintage motorbikes), Movember has announced multi-country funding for mental health programmes to improve support for veterans and first responders, connecting locally with Fire and Emergency NZ and the New Zealand Defence Force.

Movember NZ & Asia fundraising manager Alex King says that over the next two years, NZ\$6.85 million will be

invested in men's health projects. She says all funds raised in New Zealand will stay in New Zealand, with 72.6 cents of every dollar being spent on health programmes.

The charity has also funded a documentary to be screened on TVNZ over two nights this month, October 26-27. *Man Enough*, hosted by *Survivor* NZ host Matt Chisholm, talks to a range of New Zealanders, including farmers and All Blacks, about what it means to be a Kiwi man.

If you haven't previously taken part in Movember, you can sign up and create a Mo Space at [nz.movember.com/register](https://nz.movember.com/register). Once you're signed up, search "NZ Molic" in the top right hand corner of your Mo Space or click on the team link at [movember.com/t/nz-molic?mc=1](https://movember.com/t/nz-molic?mc=1). If you were a part of the team last year, log back in at [nz.movember.com/login](https://nz.movember.com/login).



Advice from Police College Health Clinic nurse manager Andrea Adams



## Are you health literate?

### How to get the best out of your medical appointments.

There's a phenomenon in healthcare whereby a patient comes in to get health advice from their GP or nurse; they nod knowingly throughout the conversation, answer yes or no at the right points but then leave none the wiser about what they need to do about their situation.

In my world it's called health literacy, defined by the Ministry of Health in 2010 as, "The capacity to obtain, process and understand basic health information and services in order to make informed and appropriate health decisions."

I took this for granted for years. How could my clear, concise medical speak not translate into power and knowledge for my patient to make excellent health choices?

Alas, this is often not the case. For the patient it can result in poor health outcomes. For health providers, it leads to frustration that a patient didn't action our well-meaning advice.

To get the best outcome from your medical appointment be prepared to question your health professional and ensure you understand what you have been told before you leave their office. Here are a few tips:

- **Don't store up a list of concerns** – that long list of needs can't be covered off well in a short appointment.
- **Write down your symptoms** – being in a health clinic can be daunting and, put on the spot, we can forget.
- **Write down any questions you have** – think about what you want to know by the end of your appointment. **Bring a friend or family member** – your second pair of ears and a second voice to support you.
- **Tell the truth** – honesty will get the best care and outcomes. We both want the best for you, so let's work together towards that.

Check out the Wellness Hub for more health and wellness info and support (accessible from non-Police devices too): [nzpolice.synergyhealthltd.com](https://nzpolice.synergyhealthltd.com).



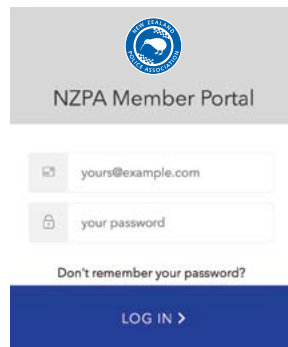
**YOUR  
WELFARE  
FUND**

## MEMBER PORTAL ACCESS

The New Zealand Police Association website enables members to manage many of their Police Welfare Fund products online.

With the recent upgrade of the system, we want to remind members who have not yet logged in that you will need to reset your password.

1. Go to **[www.policeassn.org.nz/first-login#/](http://www.policeassn.org.nz/first-login#/)**  
Select LOGIN to be directed to our secure portal that manages login verification to ensure your privacy and security.
2. Select "Don't remember your password?" and follow the prompts to enter the email address you use to access the NZPA Member Portal.
3. You will receive an email with a link to a secure password reset. We recommend you create a password that is 12 characters long, using letters, numbers and special characters.
4. After setting your password, you will be able to log in to the NZPA Member Portal, where you can view and manage your products and information.



## IMPORTANT

### EMAIL

The email you use needs to be your preferred email as registered with your NZPA membership. If you are unsure, email us at **[enquiries@policeassn.org.nz](mailto:enquiries@policeassn.org.nz)** or call 0800 500 122, between 8am and 5:30pm, Monday to Friday.

### PASSWORD

The system will not accept an old password, so you must set a new password to proceed.



## YOUR MEMBERSHIP CARD

Access your digital membership card, any time, anywhere, via your device within the member portal on our website ([policeassn.org.nz](http://policeassn.org.nz)).

Here is how to view the membership card on your phone.

1. Simply select "My Profile" (at the top of the screen).
2. Select "Membership Card – View Card" (you may need to scroll down if you are on your phone).

To find out what Member Discounts are available, go to the Member Discounts section of the website

**[www.policeassn.org.nz/products-services/member-benefits/member-discounts](http://www.policeassn.org.nz/products-services/member-benefits/member-discounts)**.

If you have any trouble accessing your online membership card and redeeming Member Discounts, email **[enquiries@policeassn.org.nz](mailto:enquiries@policeassn.org.nz)**.

# Get FREE roadside assistance on us\*!

Take out a full-cover vehicle insurance policy through us, and we'll shout you FREE roadside assistance for the lifetime of your policy – valued at \$79\* per year.

\*Based on an annual single user AA membership and for full-cover vehicle policies only.





# How the Holiday Home ballots work



*Our network of Holiday Homes is a fantastic benefit available to Police Association members.*

Due to the popularity of the Holiday Homes, a ballot system was developed to provide a fair way of allocating bookings for the most popular destinations at the most popular times, such as Christmas, Easter, winter holidays and significant annual events such as the Napier Art Deco Weekend, the Whangamatā Beach Hop, Womad in New Plymouth and the Taupō round-the-lake cycle race.

Ballot periods are notified via email to eligible members.

## Who is eligible?

Only serving members who belong to the Welfare Fund are eligible to enter the ballots.

## How do I enter?

Once you have been notified by email that the ballot is open:

1. Log in at [policeassn.org.nz](http://policeassn.org.nz).
2. Click "My Profile".
3. Scroll down and click "View Ballots" under Police Holiday Homes.
4. Click "View Open Ballots" to enter.

## How long can I stay?

The Christmas and Winter ballot periods are divided into week "lots". Each week is for seven nights, from 1pm Saturday to 11am the following Saturday. The Napier Art Deco Weekend, Whangamatā Beach Hop, Womad and the Taupō cycle race are balloted around the weekend of the event. Depending on the event, the ballot is for four to five nights. Each ballot is for one Holiday Home unit or campsite.

## Can I enter the ballot for fewer than seven nights?

You must book and pay for seven nights, regardless of whether you stay for the full period.

## How are the bookings selected?

The results are randomly generated by our membership computer system. Ballot winners are automatically notified by email the day after the ballot closes. If your entry is not successful, your first entry will automatically go on a waitlist. You will be notified by email if your waitlist ballot is successful.

When the ballots end, if there are still places available at more than five locations, a re-ballot option is sent to those who missed out in the first round, giving them the chance to enter the ballot again.

## What happens if I am not successful?

You will receive an email to notify you if you are not successful, and your first entry will be added to the waitlist.

## What is the payment process?

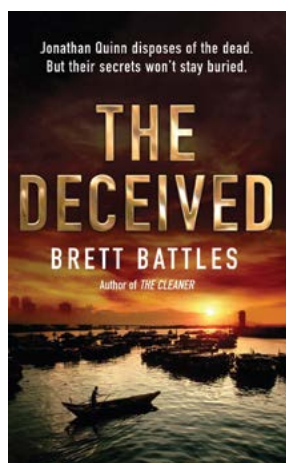
You will be notified via email if you are successful and you will have seven days to pay for the booking. If payment isn't received, the booking will be passed on to the next member on the waitlist.

## Can I cancel my ballot booking?

If you cancel more than three months out from the booking, you get a full refund. If you cancel less than three months out, you get no refund unless the dates are rebooked by another member.

**Ballots are notified via your Police email, so keep an eye out for them.**

Holidaymakers at Akaroa on Banks Peninsula where the Police Association has two Holiday Homes.



***A body in a shipping container. Just another corpse to be removed and never seen again.***

## THE DECEIVED

By Brett Battles

People disappear for all manner of reasons. Bodies come and bodies go. If they go with Jonathan Quinn, they won't be coming back.

His police career far behind him, Quinn is known as a cleaner. He disposes of the dead, makes problems go away. For a good fee, and with absolute discretion, anyone can be made to disappear. They're the ones nobody wants, the criminals and low-lives that have been capped by those further up the food chain – the ones ruthless enough to kill people without a second thought and wealthy enough to have Quinn tidy up afterwards.

He's good at his work. Emotionally detached. Non-judgmental. Loyal only to the cash and his own professional pride.

Until he gets the job he never wanted. A body in a shipping container. Just another corpse to be removed and never seen again.

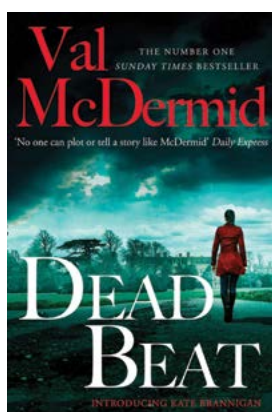
But he knows this one. More than that, he's a friend. When your job is making people disappear for the big players in the underworld, friends are hard to come by. Steven Markoff was one of the few that Quinn trusted, that he got close to. Markoff was CIA. Quinn owes him his life.

And Quinn knows his secrets. Like who his girlfriend is. Jenny needs to know.

For the first time, Quinn is emotionally drawn into the job. He can't just walk away this time. But nobody else can know.

After completing the job, Quinn travels to DC to see Markoff's girlfriend. She works for an ambitious congressman who's taking a run at the White House. But Jenny's on vacation and nobody can tell him when she'll be back. And then there is Jenny's friend, Tasha, who also wants to find her, but is just getting in the way...

Brett Battles has an unusual character in Quinn – he should be thoroughly unlikeable, but he's not. He follows his own moral compass through a murky world of criminals and corruption, and takes the reader with him.



***The accents are thicker than Glaswegian porridge and the stakes are higher than the first heroin shot of the morning.***

## DEAD BEAT

By Val McDermid

For readers wanting a strong, engaging female lead and storytelling that burns the midnight oil, Val McDermid is the answer.

In Kate Brannigan, she has a private eye who doesn't carry a gun, doesn't knock guys out every chapter and isn't on the hard stuff before midday. What she is, however, is determined, authentic, believable and edgy.

Brannigan works the lower-class streets of Manchester – home to broken-down cars, junkies and crime – making a living from mundane cases that pay the bills and don't make headlines.

That is until her boyfriend, a music journo, asks her to find a missing person. Moira Pollock, a songwriter. Not a master criminal. Should be a walk in the park. If only it were that easy.

The case takes Kate through the blocked arteries of the industrial blue-collar north – Manchester, Leeds and Bradford – where the accents are thicker than Glaswegian porridge and the stakes are higher than the first heroin shot of the morning.

Finding the missing songwriter is just the start. As Kate tries to juggle other cases on the side to keep the cashflow going – this is a case done for love, after all – she finds herself in far deeper than she ever imagined. Private eyes don't usually do murders, and she's not ready to make that change, but when she realises that Moira Pollock is just the tip of the iceberg, she has no choice but to forge ahead.

McDermid's work is a master class in crime writing. She knows the streets, worked them as a journo herself, and she writes with authenticity and strong local flavour.

The first in the Kate Brannigan series, *Dead Beat* is a great start and I will be reading more.



# A gay old war

New Zealand historian Brent Coutts has written a groundbreaking book telling the stories of gay New Zealand soldiers in World War II.

At the centre of *Crossing the Lines* (pb, Otago University Press) are three Kiwi soldiers – Harold Robinson, Ralph Dyer and Douglas Morison – who connected with each other through their shared identity as gay men and a love of theatre and performance.

As female impersonators in the Kiwi and Tui concert parties in the Pacific, they found a place to live as queer men in the military forces,

Coutts worked on his book for 10 years, conducting multiple first-hand interviews and wide archival research.

He discovered that, considering its illegal status, there was a surprising level of acceptance of homosexuality in the military. “We assume people had to keep their sexuality hidden and, yes, discretion was necessary, but homosexual soldiers had a fairly open experience regarding being gay during the war,” he says.

There were very few prosecutions on the grounds of homosexuality. “Of thousands of court-martials, there were just eight prosecutions involving 10 gay men.”

His richly illustrated account is a window into the fringes of gay history in New Zealand, but it is also a story of mateship.

During the war, Harold, a ballet dancer from Dunedin, met Ralph Dyer at a dance class in Auckland. Ralph, in turn, was friendly with Douglas Morison who worked in radio and was also involved in theatre.



All three men were outgoing, with a keen sense of humour, and “unapologetic about their sexuality”, writes Coutts.

Harold found a role as batman (personal servant) for Major John Marshall, who later became New Zealand’s prime minister. “He’s gone down in history as being one of our conservative PMs, yet, during the war, he had a batman who cross-dressed,” Coutts says.

Harold later married well-known Auckland socialite and lesbian Freda Stark in 1947.

*Crossing the Lines* follows the three men’s formative pre-war lives and on to their post-war experiences of living in London.

There was little doubt the trio had “a very good war”, Coutts says. As pivotal members of the concert parties in the Pacific, they were able to express their true selves while boosting morale and, along the way, falling in love with some of the men they met.

Coutts says World War II had immense significance for New Zealand’s emerging gay subculture, setting the scene for subsequent law reform and gay liberation movements.



**ASK YOUR  
AUNTY...**  
She’s firm but fair

## Dear Aunty

My workgroup was discussing callbacks because we were told that we would be starting work at 0600 for a job instead of 0800 and then finishing at our normal time of 1700. Some of us think this is a callback to work at 0600, so it should be recognised as a callback where a minimum of three hours of toil (time off in lieu) is accrued. But our sergeant says this is incorrect and that we just started work earlier and the extra time goes towards our Toil balance. Who is right?

**Callback?**

## Dear Callback?

In short, your sergeant is right. Your workgroup’s situation is “extended duty”, which is duty worked as an extension of your normal rostered shift. This extension of time can occur before or after a shift. In your case, it was before your normal working day. As your workgroup finished at your normal finishing time, those extra two hours are part of the overtime you accumulate for that week. Any more than two hours of overtime is added to your toil balance.

A “callback” is when you have finished your normal working day, left work and been “called back” to work for a period of time, and then you go home again. This is where, as you note, there is a minimum of three hours of toil, with the time starting from when you leave home to when you get back home again (“gate to gate”). If you get called out again within this three-hour period, the time counted is from the beginning of the first callout to the end of the second.

**Email questions for Aunty to  
editor@policeasn.org.nz.**

**GIVEAWAY**

We have a copy of *Crossing the Lines* by Brent Coutts (pb, Otago University Press) to give away. To be in the draw, email editor@policeasn.org.nz with CROSSING in the subject line and your name and address in the body of the email. The draw closes on October 23. The book will be posted to the winner.

BRAIN  
TEASER

1. The penny-farthing, also known as a high wheel, was the first machine to be called a what?
2. Born into a family of Dutch Americans, who was the only United States president to speak English as a second language?
3. What year was the New Zealand Police Association formed?
4. Who was voted in as mayor of London in May 2012?
5. Abraham Lincoln was assassinated in what year?
6. A tandoor is a type of what?
7. What is the name for a community of ants?
8. How many square stickers are on each face of a classic Rubik's Cube?
9. Dendrophilia is the love of what?
10. Which famous singer was made a captain in the Memphis Police Reserve in 1976?

10. Elvis Presley.  
7. Colony; 8. Nine; 9. Trees;  
Johnson; 5. 1865; 6. Oven;  
Buren; 3. 1936; 4. Boris  
1. Bicycle; 2. Martin Van

## Answers

Canterbury  
does have its  
own Eagle

Eagle Brewing might just be one of the biggest breweries that you've missed because it tends to fly under the radar, despite winning a slew of awards.

And when I say big, I'm not kidding – a potential brewing capacity of 1 million litres a year is where it's currently sitting.

It wasn't always like that, though. Yorkshireman Dave Gaughan moved to New Zealand in 2006 and, like many before him, he missed the dark beers of his homeland. That was all he needed to justify his first iteration of a microbrewery.

Officially founding Golden Eagle Brewery in 2010, Dave was using his Rolleston garage as the brewery premises, but it quickly outgrew that space and he set up a commercial brewery in suburban Christchurch in 2013.

The "Golden" part of the moniker was dropped in 2015 and a consistent rise in demand ultimately led to the fulfilment of Dave and wife Marilyn's dream of their own brewpub. The Port & Eagle bar and eatery was established in Kaiapoi in 2019. Job done. The rest is history.

## Recommended

Get down to the Brewpub. There is something for everyone on the menu.

## Availability

At the Brewpub, 184 Williams St, Kaiapoi; selected supermarkets and most liquor stores nationwide: online through their website and most online liquor retailers.

**Web:** eaglebrewing.nz

**Facebook/Instagram:** @EagleBrewingNZ



**EAGLE**  
BREWING  
NZ

## Untamed NZ Pilsner - 5.2%

★★★★★

A golden-straw pour with a thick white head. Muted biscuit aromas carry through the first taste. Medium malt body with a crisp finish.

*Would I shout a mate one?*

Thirst quenchingly refreshing. Yes



## Raptor APA - 5.2%

★★★★★

Light amber pour with a thick off-white head. Pine herbaceous aromas. Quite sharp on the palate with a fruity, almost tart flavour profile. Lingering bitterness in the aftertaste.

*Would I shout a mate one?*

If they were a fan of bitter beers, yes. Otherwise, no – it might be a bit cheek-puckering.



## Whitecaps Hazy Pale Ale - 4.2%

★★★★★

Hazy (as expected) pale-gold pour with a thick head. Mango aromas with a light malt body and tropical citrus notes.

*Would I shout a mate one?*

Undecided. Very light body for a pale ale, but not bad in its own right. Bonus point for being sessionable.



## Alpine NZ Pale Ale - 5.2%

★★★★★

Nice amber pour with a lacy white head that disappeared quickly. Slightly fruity aromas. Crisp body that leads into a bitter hop finish.

*Would I shout a mate one?*

Yes. Refreshing. Although the bitterness might be a bit grapefruit-esque for some.



## Coalface Stout - 6.2%

★★★★★

Dark pour (did you expect something different?) with almost no head to speak of. Strong coffee and chocolate aromas. Those aromas are repeated on the palate, albeit toned down. Dark choc bitterness to finish that sits nicely. Well balanced.

*Would I shout a mate one?*

Yes. Good mouthfeel without being over the top.



# Let's focus on 2019

Let's face it, 2020 is a year we'll remember for all the wrong reasons, but one positive thing to emerge since this time last year is the quality of New Zealand wines from the 2019 vintage.

British wine critic Jancis Robinson had this to say: "The quality is universally lauded, with many producers of the opinion that 2019 was their best-ever vintage."

It's not unusual for wineries to wax lyrical about their latest vintage. It's their job, after all, to sell those wines and make way for the next vintage. On reflection, though, many of the 2019 wines I've tried have been pretty impressive, so maybe they are onto something.

Here are three 2019 Marlborough whites and two reds I really enjoyed tasting and recommend.



\$20

## Two Rivers Convergence Marlborough Sauvignon Blanc 2019

★★★★★ Outstanding | 17 points

There are lifted notes of capsicum and cut grass on the nose, with intense capsicum, gooseberry and tropical fruit characters on the palate. Texturally, it's rich, crisp and full of life, while the finish is long and inviting. It's an alluring expression of New Zealand's most famous wine variety.



\$18

## Ara Single Estate Marlborough Pinot Gris 2019

★★★★★ Excellent | 16 points

Immediate impressions of pear drops, confection and a hint of spice appear on the nose and palate. The mouthfeel is full bodied and well balanced, while the finish is fine with good carry. It's medium-sweet in style and ready to enjoy now, on its own or as a complement to spicy food.



\$18

## Tohu Awatere Valley Pinot Gris 2019

★★★★★ Excellent | 16 points

This pinot gris kicks off with delightful aromas of pineapple, pear and ripe apple. Flavour-wise, it's fruit forward and intense with notes of fruit jubes, pear and nectarine. The mouthfeel is rich, juicy and nicely integrated. It's a well-balanced wine with a long, drying finish.



\$25

## Hunters Offshoot Marlborough Pinot Noir 2019

★★★★★ Excellent | 16.5 points

There's an interesting mix of red fruits, dried herbs, dust and tar on the nose here. It's perfumed and intensely varietal on the palate, with notes of ripe red fruits, toasted oak and a hint of bramble. Texture-wise, there's a lot going on. It's medium-bodied with excellent structure and balance. The finish is long and silky. A wine that punches well above its price point.



\$33

## Jules Taylor Marlborough Pinot Noir 2019

★★★★★ Excellent | 16.5 points

This has immediate impact on the nose and palate with intense notes of ripe red and dark fruits, tamarillo, spice and oak. It's youthful and vibrant with depth of flavour, excellent structure and seamless integration. The finish is long, fresh and chewy, suggesting there's plenty of life left in the tank.

## Sports Diary

To contact Police Sport, email  
Kerry Fenton at [info@policesport.co.nz](mailto:info@policesport.co.nz)

### Run With Matt events

**When:** November 1, 2020  
**Where:** Auckland, 11km Traverse

**When:** November 21, 2020  
**Where:** Queenstown, Half  
Marathon

**When:** December 6, 2020  
**Where:** Omaha, Half Marathon

**Contact:** Run with Matt  
Facebook group

[facebook.com/  
groups/1402881813234240](https://facebook.com/groups/1402881813234240)

### NZPA South Island Golf Championships

**When:** November 1-3, 2020  
**When:** Hokitika  
**Contact:** Jug Price,  
[Jugprice03@gmail.com](mailto:Jugprice03@gmail.com),  
[Grant Russell, rooster@xtra.co.nz](mailto:Grant Russell, rooster@xtra.co.nz)

### North Island Touch Tournament

**When:** November 6, 2020  
**Where:** Lower Hutt  
**Contact:** Jason McCarthy,  
[jason.mccarthy@police.govt.nz](mailto:jason.mccarthy@police.govt.nz)

### NZ Police Women's Rugby v NZDF Tournament

**When:** November 14, 2020  
**Where:** Auckland  
**Contact:** Stephen Cross,  
[stephen.cross@police.govt.nz](mailto:stephen.cross@police.govt.nz)

### NZ Police Men's Rugby v NZDF Tournament

**Where:** Wellington  
**When:** November 19, 2020  
**Contact:** Stephen Cross,  
[stephen.cross@police.govt.nz](mailto:stephen.cross@police.govt.nz)

### NZPA Police and Services Sailing Regatta

**Where:** Auckland  
**When:** November 20, 2020  
**Contact:** Nicholas Davenport,  
[nicholas.davenport@police.govt.nz](mailto:nicholas.davenport@police.govt.nz)

**2022** AUSTRALASIAN  
POLICE & EMERGENCY  
SERVICES GAMES  
ROTORUA – TAURANGA – NEW ZEALAND

# All-round

Huntville's newest sole charge officer Constable Caleb Gardner has also made his debut as the poster boy for the 2022 Australasian Police and Emergency Games, which are being held in Rotorua and Tauranga, March 4-11, 2022.

Games manager Detective Sergeant Dave Wishnowsky thought Caleb was the ideal candidate for the role, which involved showcasing first responder jobs. Caleb has nine years' experience in Police, but for the past 12 years has also been a volunteer firefighter with the Feilding brigade.





# der...



When Dave approached Caleb about the photo shoot with Police photographer Robin Walker, he agreed even though, he says, he knew he might get a bit of a ribbing from his colleagues.

The results are pretty impressive, though Caleb admits he doesn't play any of the sports featured... he's too busy with his police work.

To find out more about the 2022 games, visit [apes2022.co.nz](http://apes2022.co.nz).

## Something for everyone?

You should be able to find a sport that appeals from the more than 50 that are planned for the 2022 AP&ES games in 2022.

- |   |                                    |
|---|------------------------------------|
| <i>AFL nines</i>                                  | <i>Ocean surf ski</i>              |
| <i>Aquathlon</i>                                  | <i>Open water swim</i>             |
| <i>Badminton</i>                                  | <i>Pistol shooting</i>             |
| <i>Basketball</i>                                 | <i>Rowing</i>                      |
| <i>Beach volleyball</i>                           | <i>Rugby sevens</i>                |
| <i>Brazilian jiu jitsu</i>                        | <i>Skeet shooting</i>              |
| <i>Cricket (indoor and T20)</i>                   | <i>Smallbore rifle shooting</i>    |
| <i>Cross country</i>                              | <i>Soccer (outdoor and indoor)</i> |
| <i>CrossFit</i>                                   | <i>Softball</i>                    |
| <i>Cue sports</i>                                 | <i>Stand-up paddleboarding</i>     |
| <i>Cycling (road race, time trial, criterium)</i> | <i>Surf lifesaving</i>             |
| <i>Darts</i>                                      | <i>Surfing</i>                     |
| <i>Equestrian</i>                                 | <i>Swimming</i>                    |
| <i>Fire truck pull</i>                            | <i>Table tennis</i>                |
| <i>Firefighter race</i>                           | <i>Tennis</i>                      |
| <i>Fishing</i>                                    | <i>Tenpin bowling</i>              |
| <i>Golf</i>                                       | <i>Touch rugby</i>                 |
| <i>Hockey</i>                                     | <i>Track and field</i>             |
| <i>Kayaking</i>                                   | <i>Trap shooting</i>               |
| <i>Lawn bowls</i>                                 | <i>Triathlon</i>                   |
| <i>Manu</i>                                       | <i>Tug-of-war</i>                  |
| <i>Marathon (half and quarter)</i>                | <i>Waka ama</i>                    |
| <i>Mountain biking</i>                            | <i>Water polo</i>                  |
| <i>Netball (regular and Fast Five)</i>            | <i>Whitewater rafting</i>          |



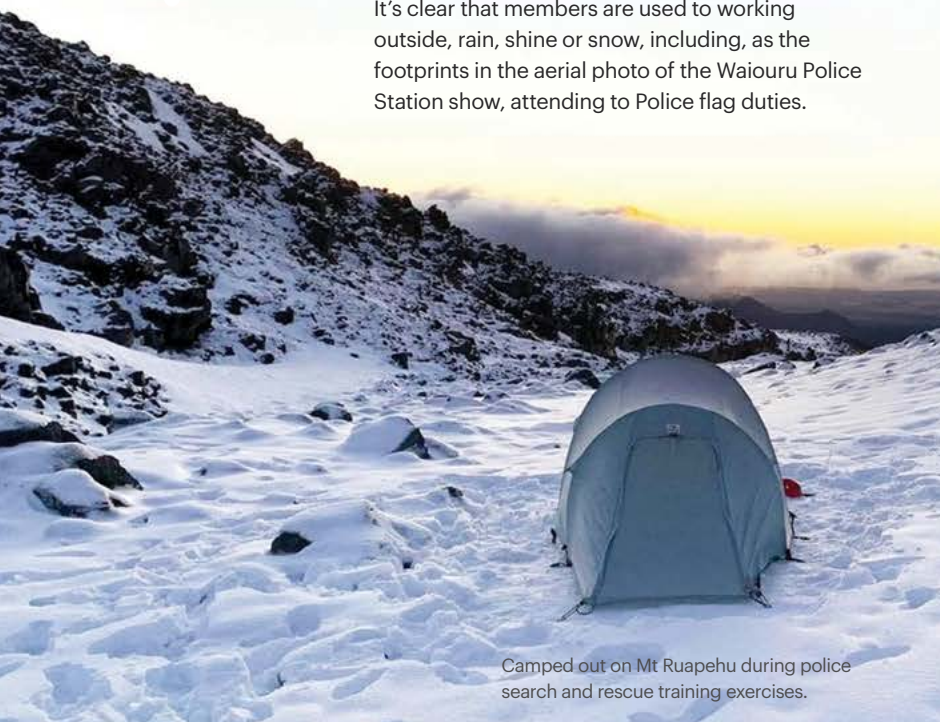




# COLD CASES

We have just been through New Zealand's warmest winter on record, according to official Niwa climate data (1.14C above average), but the country has still experienced a few severe cold snaps as these images from Police social media posts show.

It's clear that members are used to working outside, rain, shine or snow, including, as the footprints in the aerial photo of the Waiouru Police Station show, attending to Police flag duties.





# Have you got the bot?

**N**ew Zealand has recently faced an unprecedented wave of DDoS (distributed denial of service) attacks against financial and media institutions.

It's a primitive but effective attack method that has been around for years and continues to be extremely disruptive, flooding company services with data and tying up resources so the server can no longer respond.

It follows the same principle as an overload of phone calls to a receptionist.

Imagine a phone call to a receptionist that's answered but left hanging with no engagement on the other end. The phone line stays open and the receptionist is waiting for the person to talk, but there's no communication. Multiply that by hundreds of thousands of phone calls to the same receptionist, all at the same time, all answered and waiting for a person on the other end. In server terms, the resources are overloaded and eventually crash.

As soon as the attacks cease, the server is back up and running again with no long-term damage.

"Distributed" simply means there are a lot of computers managed by the perpetrator, adding processing power to the attack, and it's usually done by way of an online service selling botnets (see below) for hire.

According to software security company Norton, the first known DDoS attack was in 2000 when a 15-year-old Canadian boy, Michael Calce, used it to temporarily bring down huge websites such as Yahoo, CNN and eBay. Attacks have been on the rise ever since.

One of the biggest was launched by activist hacker group Anonymous against the Church of Scientology in 2008. It followed an interview with church member actor Tom Cruise, which upset Anonymous so much it launched an attack against the church's server over several days. One of the hackers was eventually found, arrested and imprisoned.

## Why do it they do it?

For many reasons, including:

- Hacktivism (think Anonymous)
- Proof of concept (I can do this)
- To cause financial loss to another party
- Revenge

- Masking other malware (while IT staff are dealing with a DDoS, other malware can silently be going to work)
- Ransom (not to be confused with Ransomware), where the offending party bombards the server with a DDoS and demands Bitcoin in exchange for remediation
- State sponsored

## Who is responsible?

No one knows for sure. There is usually too little information to determine whether attacks are state sponsored. They are more likely to be Russian, Chinese or North Korean hacking gangs who follow up attacks with a ransom demand. If the victim pays (usually via Bitcoin), the attacks end, and they move on.

Why can't we figure out who they are?

Black hat (or bad) actors use masking techniques to hide IP addresses.

## Can attacks be prevented?

We can try with:

- Upstream remediation to filter internet traffic before it hits company servers, looking for indicators of botnets, etc
- Web application firewalls
- Intrusion detection and prevention systems
- Behavioural anomaly systems
- Traffic profiling
- Rate limiting, where servers are programmed to deal with only a certain amount of traffic before dropping it, or sending it to another server to be processed
- Syn-Cookies to enable proper sequential auditing for data
- Blacklisting IP addresses, but this is difficult when being attacked with a botnet that has many and varied IP addresses.
- Virtual private servers allow for cloud-based hosting of servers. If an attack were to occur, the cloud-based servers would be attacked, not the physical ones.

## How can we remediate an attack?

- Blacklist offending IP addresses via outbound and inbound rules
- Switch to backup CDN/VPN servers while remediating the affected server



- Contact Spark to run AI over incoming traffic to look for similarities in the traffic. Spark runs the internet backbone for New Zealand and can choke a lot of infections at the gateway.

## What is a botnet?

A botnet is several internet-connected devices, each running one or more bots. Botnets can carry out DDoS attacks, steal data, send spam and allow attackers to access a device and its connections.

With the advent of IOT (internet of things) devices and the fact they all talk to a C2 server (a command and control web server, managed by a "bad actor"), botnets are a prevalent threat.

When called upon, the bot fires up, connects to the C2 and uses its IP address to join the battle. If the bad actor uses a botnet with hundreds of thousands of devices (if not millions), all broadcasting an individual IP address, it's difficult to blacklist them all, let alone detect them all.

It may not be immediately noticeable, but there are a few signs that malicious activity could be going on in the background on your device, such as frequent crashes, longer load times and strange error messages

Use anti-virus software Spybot – Search & Destroy, and never click the link!  
– **CONAN BRADLEY**

*Detective Sergeant Conan Bradley, a leadership and investigations trainer in Police Professional Development, also lecturers in InfoSec systems, ethical hacking and, from next year, digital forensics at Unitec.*

## Operation PCT

When I first saw "Operation PCT" on the Police Wellness Hub, I thought it would be following someone overcoming a serious illness or a police officer who had been injured operationally or while doing the PCT.

But, no, it was an inspector who works with the Safer People Team who was "getting close to the wrong side of 50".

I talked about it with a friend in Police. We are both heading to the wrong side of 50. I will get there before her. Not that it's a race.

I didn't lose my hair because of chemotherapy. She did. It has grown back, but it took a while.

In the past decade, I have been on death row twice and had six months of chemotherapy treatment during which I felt like somebody was trying to kill me slowly.

I probably would have been suicidal if I didn't have a family to live for and, hopefully, a lot more living to do.

As for my friend, she has also been on death row at least twice in the past decade.

We have played tag for surgery over the past seven years. We don't really define our friendship around our health. When we do check in with each other, our conversations are normal, about wine or work.

I do know she has planned her surgeries to fall between PCT passes, if she can manage it, so she can be deployable again as quickly as possible.

Both of us have to go against our surgeon's advice and undertake exercise regimes to pass our PCT, even though we are both in roles where it's unlikely we would ever be deployed on the street.

Our skills and knowledge require us to work elsewhere, and there are a lot of cops who would be called on before us, unless we were "Johnny on the spot", which could happen, I guess.

Attempting to remain sworn is our choice, though, so we are both aware that we have to do the PCT, so we take the advice on board and make our choice. In 20 years, surgeons' advice might change and they will be recommending what to do for rehab.

What I do know is that having the PCT hanging over my head has meant that I am fitter, stronger and mentally tougher than I would have been.

It has also meant that my quality of life with my family and friends has improved by having to do it, but, mentally, it has been

tough on them too. They have had to put up with the tears and tantrums as I have fought the battle. They wish I were less stubborn and that I would take up a less stressful vocation.

I have considered that, but I'm not ready yet. I am hoping I can pass another couple of PCTs, but I will keep looking to see if something suitable comes up.

The inspector was happy for it all to be over after nine weeks of her Operation PCT. Try nine months, or nine years.

NAME WITHHELD

**Both of us have to go against our surgeon's advice and undertake exercise regimes to pass our PCT, even though we are both in roles where it's unlikely we would ever be deployed on the street.**

## No choice on funds

Brendon Pearson's comments (*Police News*, August 2020) made interesting reading, but although he is (nearly) correct to say 7 per cent is taken from police officers' salaries, it is actually 7.5 per cent that is taken from our base salary, and another 15 per cent is taken from our TR (total remuneration), which is the "employer's contribution".

So, it's actually a total of 22.5 per cent of pre-tax TR that we have no choice but to put into a super fund that we have little control over.

While I understand the response from Charlie Cahn (*Police News* September 2020), and I do appreciate that investment funds go up and down over time, it does sound like someone under pressure – "It's not what we would have liked or anticipated. We have been upfront with members..." – and it doesn't make it any easier to accept.

As Brendon has indicated, and taking it a bit further, I would actually be way better off financially to be on an employee contract where I could choose to put 22.5 per cent of my pre-tax TR into a superannuation scheme of my choice.

SCOTT SVENDSEN  
Auckland

## Upside down

It's interesting how your sports wrap-up of the annual Defence Force interservices hockey tournament (*Police News*, August 2020) was headlined with the loss by the men's team, when the women's hockey team was actually victorious – again.

Then, to add insult to injury, it featured the photo of the losing men's team at the top, and the photo of the undefeated women's team was relegated to the bottom.

It's sad that the opportunity to really celebrate the women's team achievements was deemed not as important as the men's team loss.

I would like to think this wasn't done out of deliberate sexism, but rather unconscious bias rearing its unfortunate and ugly head.

KIRSTY SILCOCK  
Perth

*Thanks for pointing this out. We agree, and will be wary of such discrepancies in future.*  
– Editor



## BOOK WINNER

The winner of a copy of *Free to be Children (Preventing child sexual abuse in Aotearoa New Zealand)* edited by Robyn Salisbury (pb, Massey University Press), which features a chapter by Detective Senior Sergeant Neil Holden, is **VIVIENNE SUTTON**. Your book will be posted to you.



# Tributes for slain officer

Our members are among those who have been deeply affected by the death of New Zealander Sergeant Matiu Ratana who worked for the London Metropolitan Police and was killed on duty on September 25, shot while working at a custody unit in Croydon.

He is the first officer to have been slain on duty in Britain since 2012, but for New Zealand Police, the incident comes only three months after the killing of Constable Matthew Hunt in Auckland.

Police Association president Chris Cahill is among those who have sent messages of condolences to the Police Federation of England and Wales. "In New Zealand, we are acutely aware of the pain your members will be feeling at this time and we extend our aroha to you all."

Matt, as he was known, was 54. Originally from Hawke's Bay, he served with the Met for almost 30 years after moving to Britain in 1989. In 2003, he joined New Zealand Police as part of the first British High Commission Wing, No 212, serving in Auckland City and Counties Manukau before returning to London in 2008.

Matt was a member of the association during his time with NZ Police. Mr Cahill said it was clear from the messages from family and



friends that Matt was an exceptional person who had the ability to talk to anyone.

The highly popular officer was also a powerhouse in the world of rugby. He had turned down a career in the game to join the Met, but outside of work he was head coach for the East Grinstead Rugby Football Club where he was described as a father figure to many players.

Glowing tributes to Matt were reported in the media, including from Metropolitan Police Commissioner Cressida Dick who said: "Matt was an extraordinary person... a real larger-than-life character. So many people knew him. He had a wonderful personality and was very good at his job."



HATHAWAY, Graeme	16 Aug 18	Retired	Ashburton
WRIGHT, Catherine Dougherty	12 Feb 20	Resigned	Paraparaumu
MACFARLANE, Lucy Sarah	26 Feb 20	Spouse	Rangiora
POULTON, Anne	30 Jul 20	Retired	Orewa
SHEARMAN, Errol Patrick	30 Jul 20	Retired	Levin
MEINUNG, Lynette	12 Aug 20	Police employee resigned	Whitianga
ALBERTSMA, Frank John	14 Aug 20	Resigned	Rodney
McLAUGHLAN, James	23 Aug 20	Resigned	Wellington
JENNINGS, Evan James	30 Aug 20	Retired	Napier
BROWN, Kenneth	7 Sep 20	Retired	Palmerston
BELL, Mary	13 Sep 20	Partner	Auckland
RORANI, Stephen	17 Sep 20	Retired	unknown
GANNAWAY, Peter	18 Sep 20	Retired	Auckland
COLEMAN, Adrienne	23 Sep 20	Partner	Christchurch
ROBERTS, Peter	23 Sep 20	Police employee serving	Christchurch
RATANA, Matiu (Matt)	25 Sep 20	Resigned	London

## Contacts

### New Zealand Police Association

Phone 04 496 6800  
Freephone 0800 500 122  
Email [enquiries@policeassn.org.nz](mailto:enquiries@policeassn.org.nz)

### Police Health Plan 0800 500 122

For benefit information and claim forms, visit our website, [www.policeassn.org.nz](http://www.policeassn.org.nz)

### Police Fire & General Insurance

Online quotes and information see "Insurances" at [www.policeassn.org.nz](http://www.policeassn.org.nz)

or call 0800 500 122

or 04 496 6800

0800 110 088

### Police Home Loans 0800 269 4663

### Police Credit Union

Freephone 0800 429 000

[www.policecu.org.nz](http://www.policecu.org.nz)

### GSF information 0800 654 731

### PSS information 0800 777 243

[www.policesuper.co.nz](http://www.policesuper.co.nz)

### Field Officers

#### Waitemata and Northland Districts

Steve Hawkins 027 268 9406

#### Auckland City District

Natalie Fraser 027 268 9423

#### Counties Manukau District

Stewart Mills 027 268 9407

#### Waikato and BOP Districts

Bobbi Richardson 027 268 9408

#### Eastern and Central Districts

Kerry Ansell 027 268 9422

#### PNHQ, RNZPC and Wellington District

Ron Lek 027 268 9409

#### Tasman and Canterbury Districts

Catherine McEvedy 027 268 9410

#### Southern District

Debbie Ericsson 027 268 9427

### Vice-presidents

Marcia Murray 027 268 9411

Mike McRandle 027 268 9417

### Region Directors

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Waitemata and Northland Districts

Murray Fenton 027 268 9419

#### Region Two

Auckland and Counties Manukau Districts

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#### Region Three

Waikato and Bay of Plenty Districts

Scott Thompson 027 268 9414

#### Region Four

Eastern and Central Districts

Paul Ormerod 027 268 9415

#### Region Five

PNHQ, RNZPC and Wellington District

Pat Thomas 027 268 9416

#### Region Six

Tasman and Canterbury Districts

Paul Hampton 021 136 1007

#### Region Seven

Southern District

Grant Gerken 027 268 9418

### Assaults on police

The Police Association keeps track of assaults on police, injuries to members and firearms incidents. This helps us provide assistance and keep a record of these events. If you have been assaulted or injured while on duty, or involved in a firearms incident, notify your committee rep, who will email the details to [assaults@policeassn.org.nz](mailto:assaults@policeassn.org.nz).

**For urgent advice after a police shooting or critical incident, call 0800 TEN NINE (0800 836 6463) – a 24 hour/seven days a week service.**



Police Welfare Fund Benefits\*\* are available to our members any time they are in need.

Benefits available include:

- Birth or adoption benefits
- Welfare grants if you're seriously injured at work or facing financial hardship
- Relationship counselling

**The Police Welfare Fund\* provided over \$28,000 of value in welfare assistance in 2019.**

In 2019, the Police Welfare Fund\* provided 112 birth benefits, over \$28,000 of value in welfare assistance and gifted over 400 nights of accommodation\*\* in our Police Holiday Homes.

We are here to support our members for life, so please find out more about how we can help you, and your family, on our website: **[policeassn.org.nz/member-benefits](https://policeassn.org.nz/member-benefits)**

\*Source: NZPA Annual Review 2019. \*\*Terms and conditions apply.