

**IN THE MATTER OF**

The Private Security Personnel and  
Private Investigators Act 2010

**AND**

**IN THE MATTER OF**

Complaint against **PLATFORM 4  
GROUP LIMITED** and **BOYD  
POMARE** made under s 73 of the Act

**DECISION**

- [1] Czeslaw Jones has made a complaint against Platform 4 Group Limited in relation to the conduct of one of their security staff, Mr Boyd Pomare, who was working at JB Hi-Fi Queensgate, Lower Hutt on 29 September 2022. Mr Pomare holds a certificate of approval (COA) in the classes of crowd controller, property guard and personal guard that is valid until 16 February 2023.
- [2] Mr Jones is concerned that Mr Pomare was not displaying his identification badge whilst working, and aggressively searched his bag in unjustified circumstances. On 13 October leave was granted by the Authority for the complaint to be filed.
- [3] Upon direction the Authority has received responses from Platform 4 and Mr Peters who was Mr Pomare's supervisor. They detail the investigation Platform 4 conducted into the incident which included speaking with the store manager and viewing the CCTV footage. They are satisfied that Mr Pomare did not act aggressively. With respect to the claim that his identification badge was not visible, they have issued him with a reminder of the legislated requirement to display his COA badge.
- [4] Having considered the evidence available to me, I do not find it proven that Mr Pomare was aggressive in this interaction. I am also satisfied as to the integrity of Platform 4's investigation. I am further satisfied that Platform 4 have responded appropriately and will monitor Mr Pomare, and their other staff, to ensure their observance of the requirement, pursuant to s67 of the Act, to wear their identification badge at all times whilst performing their duties, in a way that is readily visible, unless doing so would put them in danger.
- [5] Accordingly, I am satisfied that the complaint has been appropriately responded to by Platform 4 and therefore dismiss it.
- [6] This decision is to be provided to Mr Jones, Platform 4 and Mr Pomare, and published.

**DATED** at Wellington this 10th day of November 2022



K A Lash  
Deputy Private Security Personnel Licensing Authority