



24 SEP 2020

Tēnā koe

On 27 August 2020, after having engaged in a conversation with the Waikato Regional Office, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982, the following information:

- 1. All emails, letters or memos sent from MSD National Office or MSD Waikato Regional Office to WINZ branches advising them of the roles of Security guards at branches, sent out since January 1st, 2020.*
- 2. Any written instructions or manuals provided to security guards while on duty at branches.*

The Ministry endeavors to ensure that everyone feels welcome and has a positive experience when they come to one of the Ministry's service centres. Every week, Work and Income sees thousands of clients face-to-face. The vast majority of these interactions do not pose a threat to staff, and clients are able to be seen and assisted without any issues. However, as part of day-to-day work, staff assist people who are vulnerable, frustrated and who are managing complex personal situations. Occasionally these issues manifest in intimidating, threatening or inappropriate behaviour towards Ministry staff. The Ministry has zero tolerance for this type of behaviour and security guards help to make sure that the Ministry is able to manage anyone who might represent a risk to the safety of other clients or Ministry staff.

Each Ministry service centre has security guards working on site. Security guards help to control access to the service centre and observe, monitor and report to help keep staff, clients and visitors safe. Service centre managers are able to book additional security guards when they have assessed there is an increased risk. For security guards working in a service centre, their day to day duties are detailed in the Standard Operating Procedures (SOPs). SOPs are provided to the security company by the Ministry.

All Ministry security guards are contracted by a third party. Prior to 1 July 2020, the Ministry contracted Armourguard to assign security guards to each service centre. However, on 1 July 2020, the Ministry began contracting Allied Security, which is a New Zealand owned company. Allied Security also provides after-hours patrols and alarm responses. When required, their services are used to serve trespass notices or for ad-hoc services, such as offsite or after hours work activities.

On 18 June 2020, the Ministry contacted each service centre manager in New Zealand and reminded them of the change in security company. The same email template was used to inform the managers of this change. The Ministry has provided

- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter and any attached documents available to the wider public. The Ministry will do this by publishing this letter and attachments on the Ministry of Social Development's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with this response regarding the role of security guards at Ministry region offices, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Nga mihi nui



Pauline Stenhouse
General Manager
Health, Safety and Security

P.P. Mark Painter

Section 9(2)(a)

From: Section 9(2)(a)
Sent: Thursday, 18 June 2020 2:47 PM
To: Section 9(2)(a)
Subject: SOP and Escalation Process for Allied - Huntly

Hi Section 9(2)(a)

As you know the security guard contract is moving from Armourguard to a New Zealand owned company Allied on 1 July 2020.

We have reviewed the guard standard operating procedure as part of this transition. I have attached a copy. We will upload this version on to Doogee on 1 July.

Allied have prepared a contact escalation tree for your site. It highlights who you can contact in Allied if you need to escalate anything to them to do with your guards. The escalation tree also includes the names of the guards who have been confirmed to work on your site from 1 July. If one of the positions has not been confirmed it will be before the start of the contract.

Section 9(2)(a) in the Health Safety and Security Team will continue to be a contact person for you as well when dealing with Allied if you require his assistance or you have a query about the guards to be deployed on your site.

If you want you may also contact me.

Regards

Section 9(2)(a)



Section 9(2)(a)
Manager Health Safety and Security Operations
Ministry of Social Development
Section 9(2)(a)

6 The Aurora Centre | Level 5 | 56 The Terrace | PO Box 1556 | Wellington | New Zealand



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Allied Level 1 Security Guard Final .docx (40.0KB)
image001.png (41.0KB)
image002.png (24.1KB)
MSD Contact Tree MSD Huntly.docx (238.9KB)
(344.0KB)

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MSD Management Contact Tree (MSD Huntly)

The following contact tree should be used for the management of the guard resource at your Service Centre.

Our contract managers are available 24/7 to assist your needs.

If we do not answer, please leave a voicemail, and text message and we will respond to you as soon as possible. If no response has been received within 10 minutes, please escalate to the next person in the contact tree

The direct Allied management contact for your site is: [Section 9(2)(a)]

[Section 9(2)(a)] can be contacted on the following: Cell: [Section 9(2)(a)] Email: [Section 9(2)(a)]@alliedsecurity.co.nz

If [Section 9(2)(a)] is uncontactable your alternative management contact is [Section 9(2)(a)]

[Section 9(2)(a)] can be contacted on the following Cell: [Section 9(2)(a)] Email: [Section 9(2)(a)]@alliedsecurity.co.nz

If you are unsuccessful in contacting any of the above, the North Island MSD contract manager is [Section 9(2)(a)]

[Section 9(2)(a)] [Section 9(2)(a)] can be contacted on [Section 9(2)(a)] or Email: [Section 9(2)(a)]@alliedsecurity.co.nz

Alternatively, Allied Security can be contacted on 0800 333 308 24 hours per day

The staff employed to work on your site are:

[Section 9(2)(a)]

[Section 9(2)(a)]

[Section 9(2)(a)]

We are looking forward to working with you all regards

Regards

Team Allied

Protocols for Security Guards

1. Function of Security Guards

The prime function of the security guard is to observe, monitor and report for the purposes of ensuring the safety and wellbeing of MSD employees and clients.

2. Requirements for Security Company

The image guards project reflects on both their company and the Ministry; therefore, the following standards have been put in place.

The security guard company will ensure all guards deployed for MSD purposes:

- Hold and display on site a NZ Security Guard Certificate of Approval
- Meet MSD vetting/background standards before they are deployed
- Receive appropriate training in the roles and functions they are to carry out for the Ministry
- Have undertaken the security company's MSD specific training on Customer Service and Conflict Management
- Have completed security company's induction training for workplace hazards and controls and understand how to report hazards
- Can communicate effectively with MSD staff and clients
- Display a high standard of professionalism: are clean, tidy, well-groomed and in full uniform
- Perform their duties in a manner that is courteous, polite, helpful and with empathy
- Are observant of their surroundings and be immediately ready to assist
- Are issued with Radio Transmitters (RTs) and Smart Device for communication and incident reporting
- Do not leave the site (including breaks) for any reason, unless directed to by their Supervisor or when escorting a staff member to their vehicle as directed by the Site Manager

3. Requirements for Ministry of Social Development

Receive a full site orientation including

- Site procedures for emergency management outlined in the Site Safety Plan,
- CCTV monitors,
- Locking systems on all doors and windows,
- Duress and evacuation system and procedures,
- MSD site security levels including lock down procedures and,

- Identified hazards and risks noted in the site Health & Safety folder
- Know who the Site Manager is or who the appointed person in charge is if the manager is not present.
- Attend the site 'start-up brief' at the start of each day to be briefed by site management of any known risks or concerns that have been identified for the day.

4. Guard responsibilities

Duties may vary to suit changing needs, but they should not detract from the primary purpose of keeping staff and other clients safe. The list below is not exhaustive, but the guard is to;

- Control access and assess the potential risk of any client or visitor to the site
- Utilise protocols to further engage and delay entry by requesting ID to assess the risk of clients and visitors who appear to be intoxicated or agitated
- Act in a manner towards all clients and visitors that is courteous, polite, helpful and with empathy
- Ensure access into the site is always controlled by a minimum of one guard (where three or more guards are onsite there should be at least two guards controlling access at all times)
- Be proactive in the identification and reporting of potential health, safety and security hazards in the work environment
- If asked, by the Site Manager, continue working when clients remain onsite after hours (5pm)
- Be involved in the planning and monitoring of interviews where there is the potential for conflict
- Move around the site monitoring the behaviour in a discreet, professional and friendly manner in the role of Internal Roaming Guard
- Respond as appropriate to any duress alarm or emergency that may occur on site
- If requested by the Site Manager, escort staff to their vehicles
- Assist clients to access toilet/bathroom facilities where requested by the Site Manager
- Manage the visitor's book and ensure visitors are inducted
- Ensure that Security, Visitor and Contractor identification is worn
- Follow the Security Company radio and electronic security procedures
- Report all security and safety concerns, activity and incidents;
 - to the Site Manager;
 - by way of incident report to the security company and escalate accordingly
 - if in doubt report and seek guidance from your supervisor

- Place the site into lock down if there is an immediate and serious risk to the safety of staff and clients onsite
- A guard will be a member of the Health and Safety committee

5. Tasks guards will not undertake:

- Photocopy or handle client files, open mail or conduct any filing of client information under any circumstances
- Be responsible for holding onto or storing any clients' personal property
- Be responsible for reception duties
- Be responsible for general cleaning duties i.e. cleaning staff room, un/loading the dishwasher
- Be sent off/leave site for any reason unless approved by your supervisor
- Serve trespass notices off site on behalf of the Ministry

6. Managing conflict:

- Guards have the same rights as any other member of the public when dealing with conflict. As such, when dealing with conflict on site the guard will be acting as an agent for the Ministry under the direction of the Site Manager
- The guard needs specific instruction from the Site Manager before they can ask a person to leave and/or trespass them from the site
- Guards are required by law to warn the person that they are acting on the authority of the MSD and they must leave. The person is then to be given adequate time and opportunity to leave the premises without the use of force. If the person refuses to leave, or becomes aggressive or violent the Police should be contacted via 111
- The Site Manager may invoke the duress procedure
- In the event of any person being requested to leave an MSD site, such an event must be entered in the reporting system

7. Incident Report

- The incident is to be reported to the Site Manager
- Incidents are required to be reported in the electronic reporting system as soon as practicable
- As directed in the escalation procedure below, notify your supervisor

The following are examples of where an Incident Report must be completed:

- Any **assault** on MSD staff, guard(s), and/or client(s), including be spat on or spat at
- Any **use of force** by any guard on any person at any time

- Any incident where **Police** have been called to attend
- Any **injury, medical event or fatality**
- Any **verbal abuse** towards any person where the guard is involved
- Any threat to spit at or on any person
- Any **alarm** activation or **security system** issue
- Any **warning** issued to any client where the guard is involved
- Any **weapons** presented or observed upon any person
- Any **hazard** or risk in the site
- Any time a person is **denied entry**
- Any **trespass** notice issued
- Any building **evacuation**
- Any **damage** observed or created due to a client, MSD staff, visitor or guard
- Any **threat** of any kind to the site and/or guard, client or MSD staff
- Any time the site goes into **lock down or restricted access**
- Any **aggressive behaviour** made by any person to any other person
- Any time a person is **escorted** from site for any reason
- Any **other** incident deemed Incident Report worthy not listed above

If guards have any doubt, they must report and seek guidance from their supervisor immediately.

8. Security Guard Escalation Process

Guards will escalate all the following incidents as soon as possible after the incident has been managed:

- Immediate and/or critical support is required
- Any **assault** on MSD staff, guards or clients
- Any **use of force** by any guard on any person
- Any **use of force** by any MSD staff on any person where the guard is involved in the incident
- Any incident where **Police** have attended
- Any **serious injury, medical emergency or fatality**
- Any **weapons** presented in a threatening manner
- Any emergency **evacuation**
- Any time the site goes into **lock down**

9. Action to take if a person is unwell or discloses that they should be in self-isolation

Take the following action:

1. If outside, ask the person to leave, keep the doors closed. If necessary, move inside and lock the door
2. If inside, ask the person to leave, if they will not leave, inform the site manager
3. Inform the other guards via your RT and follow the direction of the site manager

Do not try to physically escort the person from the site

10. Action to take if a weapon is seen or suspected to be carried (or duress system activated)

DO NOT CONFRONT THE PERSON IF YOU CAN AVOID IT, KEEP YOURSELF SAFE

Take the following action:

1. If outside, move inside and place the site into lock down
2. If inside, keep the person under constant observation
3. Quietly and discretely inform the other guards via your RT and ensure Police are called on 111
4. Inform the Site Manager and follow any directions given
5. Ensure the safety of yourself and people in the area by discretely moving people to a secure/safer area
6. Contact the Security Company and inform them of the situation as soon as practicable
7. Complete an Incident Report in your electronic reporting system

11. Levels of Operation on Site

Each site will operate at any time under one of the following two (2) models.

A. Appointment only

Sites will operate on an appointment only basis until further notice.

This means that guards will:

- Refer all clients to the health signage
- Follow these steps to manage access to sites:
 - The Site Manager will issue the appointment list to the Guards
 - Guards will greet each client and visitor or contractor advising that the site has moved to appointment only
 - Guards will check the clients' name against the appointment list
 - Refer all clients to the health signage
 - Guards allow access for all clients with an appointment, those that have MSD forms to drop off or items to collect, and any other people such as visitors or contractors who do not pose any risk
 - If a client or visitor poses a risk, Guards will deny them access to the site
 - Guards will be courteous, polite, helpful and display empathy at all times
 - If in doubt seek the advice of the Site Manager
 - All contractors must sign the site visitor register

Managing people who do not have an appointment

MSD sites will operate on an appointment only access model. Generally, this will mean that only clients with a booked appointment will be allowed to enter a service centre.

There may be some cases, where people who don't have a booked appointment may come to a service centre to get help. This may include wanting to drop off MSD forms to the site or they may not be able to easily access MSD services over the phone or online,

The following steps are to be taken to keep Guards, clients and staff safe.

1. The external guard will use the radio to let guards inside the service centre know that there is a client outside who needs assistance
2. The Service Centre Manager, Connector or Front of House person will assign a case manager to talk to the client.
3. The Guard will follow the directions of the Service Centre Manager or the case manager that has been assigned to talk with the client.

4. Allow the person to enter the service centre but remain as close as practical to the entrance
5. The Site Manager or case manager will ask the person refer the client to the health messages
6. If all answers are satisfactory, the case manager will escort the person to the Front of House area (after they've used hand sanitiser) to manage their query or book an appointment

B. Lock Down

- A Lock Down is when credible information is received that there is an **imminent and significant threat** to staff at the site
- No people other than emergency personnel can be let into the site
- Clients, staff, and visitors may be allowed to leave the site after a discussion with the Site Manager who will explain the risks to them
- A guard, who identifies an **imminent and significant threat**, can place the site into Lock Down
- The guard must immediately notify the Site Manager that the site has been put in Lock Down and the reason why
- The Guard must follow the direction of the Site Manager
- Guards will be courteous, polite, helpful and display empathy at all times to clients and visitors who remain onsite
- Guards must contact their supervisor and inform them of the situation
- An Incident Report is required to be reported in the electronic reporting system as soon as practicable

Protocols for Security Guards

1. Function of Security Guards

The prime function of the security guard is to observe, monitor and report for the purposes of ensuring the safety and wellbeing of MSD employees and clients.

2. Requirements for Security Company

The image guards project reflects on both their company and the Ministry; therefore, the following standards have been put in place.

The security guard company will ensure all guards deployed for MSD purposes:

- Hold and display on site a NZ Security Guard Certificate of Approval
- Meet MSD vetting/background standards before they are deployed
- Receive appropriate training in the roles and functions they are to carry out for the Ministry
- Have undertaken the security company's MSD specific training on Customer Service and Conflict Management
- Display a high standard of professionalism: be clean, tidy, well-groomed and in full uniform
- Have completed security company's induction training for workplace hazards and controls and understand how to report hazards
- Are able to communicate effectively with MSD staff and clients
- Perform their duties in a manner that is courteous, polite, helpful and with empathy
- Are observant of their surroundings and be immediately ready to assist
- Must not leave the site (including breaks) for any reason unless directed to by your Supervisor or escorting a staff member to their vehicle as directed by Site Manager
- Conduct hourly welfare checks via Armourguard electronic reporting system as required
- Are issued with Radio Transmitters (RTs) and Smart Device for communication and incident reporting

3. Requirements for Ministry of Social Development

MSD are to ensure all guards deployed on site:

- Receive a full site security orientation including; site procedures which includes emergency management outlined in the Site Safety Plan, CCTV monitors, locking systems on all doors and windows, duress and evacuation system and procedures, lock down procedures and, identified hazards and risks noted in the site Health & Safety folder. (Records of the guards' site inductions are to be kept in the site Health and Safety folder)
- Attend the site 'start-up brief' at the start of each day to be briefed by site management of any known risks or concerns that have been identified for the day
- Know who the Site Manager is or who the appointed person in charge is if the manager is not present

MSD will also

- Provide the security guards a copy of the client's appointment list each morning
- Ensure that the clients appointment list is returned by the guard at the end of the day and destroyed

4. Guard responsibilities

Duties may vary to suit changing needs, but they should not detract from the primary purpose of keeping staff and other clients safe. The list below is not exhaustive, but the guard is to;

- Follow the directions of the site manager

- Every morning obtains a copy of the client's appointment list from the Site Manager which must be kept secure and returned to the site manager at the end of each day. (There will be one copy of the appointment list which should be held by the external security guard and used to help control access to the service centre.)
- Control access to the site by ensuring that only clients with appointments, those that have forms to drop off at the site or items to collect, or clients approved by the Site Manager/Connector/Front of House person are granted access to the site.
- Assess the potential risk of any client or visitor to the site and refuse entry where required
- Refer all visitors to the signage that reminds people who are unwell or who should be in self-isolation to phone MSD not enter the site
- Act in a manner towards all clients and visitors that is courteous, polite, helpful and with empathy
- Ensure access into the site is controlled by a minimum of one guard at all times (where three or more guards are onsite there should be at least two guards controlling access at all times)
- Be proactive in the identification and reporting of potential health, safety and security hazards in the work environment
- If asked, by the Site Manager, continue working when clients remain onsite after hours (5pm)
- Be involved in the planning and monitoring of interviews where there is the potential for conflict
- Lead Guard is a member of the Health and Safety committee
- Respond as appropriate to any duress alarm or emergency situation that may occur on site
- If requested by the Site Manager, escort staff to their vehicles
- Assist clients to access toilet/bathroom facilities where requested by the Site Manager
- Manage the visitor's book and ensure visitors are inducted (all visitors should be reminded to read the health signage before entering)
- Ensure that Security, Visitor and Contractor identification is worn
- Follow the Armourguard radio and electronic security procedures
- Report all tasks in Silvertrac
- Report all security and safety concerns, activity and incidents;
 - to the Site Manager;
 - by way of Incident report in Silvertrac and escalate accordingly
 - if in doubt report and seek guidance from your supervisor
- Place the site into lock down if there is an immediate and serious risk to the safety of staff and clients onsite

5. Tasks guards will not undertake:

- Photocopy or handle client files, open mail or conduct any filing of client information under any circumstances
- Be responsible for holding onto or storing any clients' personal property
- Be responsible for reception duties
- Be responsible for general cleaning duties i.e. cleaning staff room, un/loading the dishwasher
- Be sent off/leave site for any reason unless approved by your supervisor
- Serve trespass notices off site on behalf of the Ministry

6. Managing conflict:

- Guards have the same rights as any other member of the public when dealing with conflict. As such, when dealing with conflict on site the guard will be acting as an agent for the Ministry under the direction of the Site Manager

- The guard needs specific instruction from the Site Manager before they can ask a person to leave and/or trespass them from the site
- Guards are required by law to warn the person that they are acting on the authority of the MSD and they must leave. The person is then to be given adequate time and opportunity to leave the premises without the use of force. If the person refuses to leave, or becomes aggressive or violent the Police should be contacted via 111
- The Site Manager may invoke the duress procedure
- In the event of any person being requested to leave an MSD site, such an event must be entered in Silvertrac

7. Incident Report

- Incidents are required to be reported in the Silvertrac system as soon as practicable
- The incident is to be reported to the Site Manager
- As directed in the Welfare Department Escalation procedure below, notify your supervisor and/or Armourguard Welfare Department as required

The following are examples of where an Incident Report must be completed:

- Any **assault** on MSD staff, guard(s), and/or client(s), including be spat on or spat at
- Any **use of force** by any guard on any person at any time
- Any incident where **Police** have been called to attend
- Any **injury, medical event or fatality**
- Any **verbal abuse** towards any person where the guard is involved
- Any threat to spit at or on any person
- Any **alarm** activation or **security system** issue
- Any **warning** issued to any client where the guard is involved
- Any **weapons** presented or observed upon any person
- Any **hazard** or risk in the site
- Any time a person is **denied entry**
- Any **trespass** notice issued
- Any building **evacuation**
- Any **damage** observed or created due to a client, MSD staff, visitor or guard
- Any **threat** of any kind to the site and/or guard, client or MSD staff
- Any time the site goes into **lock down**
- Any **aggressive behaviour** made by any person to any other person
- Any time a person is **escorted** from site for any reason
- Any **other** incident deemed Incident Report worthy not listed above

If guards have any doubt, they must report and seek guidance from their supervisor immediately.

8. Armourguard Welfare Department Escalation

Guards will escalate all available information to Armourguard Welfare Department as directed in the Incident Report:

- Immediate and/or critical support is required
- Any **assault** on MSD staff, guards or clients
- Any **use of force** by any guard on any person
- Any **use of force** by any MSD staff on any person where the guard is involved in the incident
- Any incident where **Police** have attended
- Any **serious injury, medical emergency or fatality**
- Any **weapons** presented in a threatening manner
- Any emergency **evacuation**

- Any time the site goes into **lock down**

9. Action to take if a person is unwell or discloses that they should be in self-isolation

Take the following action:

1. If outside, ask the person to leave, keep the doors closed. If necessary, move inside and lock the door
2. If inside, ask the person to leave, if they will not leave, inform the site manager
3. Inform the other guards via your RT and follow the direction of the site manager

Do not try to physically escort the person from the site

10. Action to take if a weapon is seen or suspected to be carried (or duress system activated)

DO NOT CONFRONT THE PERSON IF YOU CAN AVOID IT, KEEP YOURSELF SAFE

Take the following action:

4. If outside, move inside and place the site into lock down
5. If inside, keep the person under constant observation
6. Quietly and discretely inform the other guards via your RT and ensure Police are called on 111
7. Inform the Site Manager and follow any directions given
8. Ensure the safety of yourself and people in the area by discreetly moving people to a secure/safer area

TRY NOT TO BRING ATTENTION TO THE PERSON IF POSSIBLE

AWAIT POLICE ARRIVAL

9. Contact Armourguard Welfare Department and inform them of the situation as soon as practicable
10. Complete an Incident Report in Silvertrac

11. Levels of Operation on Site

Each site will operate at any time under one of the following two (2) models.

A. Appointment only

Sites will operate on an appointment only basis until further notice.

This means that guards will:

- Refer all clients to the health signage
- Follow these steps to manage access to sites:
 - The Site Manager will issue the appointment list to the Guards
 - Guards will greet each client and visitor or contractor advising that the site has moved to appointment only
 - Guards will check the clients' name against the appointment list
 - Refer all clients to the health signage
 - Guards allow access for all clients with an appointment, those that have MSD forms to drop off or items to collect, and any other people such as visitors or contractors who do not pose any risk
 - If a client or visitor poses a risk, Guards will deny them access to the site
 - Guards will be courteous, polite, helpful and display empathy at all times
 - If in doubt seek the advice of the Site Manager
 - All contractors must sign the site visitor register

Managing people who do not have an appointment

MSD sites will operate on an appointment only access model. Generally, this will mean that only clients with a booked appointment will be allowed to enter a service centre.

There may be some cases, where people who don't have a booked appointment may come to a service centre to get help. This may include wanting to drop off MSD forms to the site or they may not be able to easily access MSD services over the phone or online,

The following steps are to be taken to keep Guards, clients and staff safe.

1. The external guard will use the radio to let guards inside the service centre know that there is a client outside who needs assistance
2. The Service Centre Manager, Connector or Front of House person will assign a case manager to talk to the client.
3. The Guard will follow the directions of the Service Centre Manager or the case manager that has been assigned to talk with the client.
4. Allow the person to enter the service centre but remain as close as practical to the entrance
5. The Site Manager or case manager will ask the person refer the client to the health messages
6. If all answers are satisfactory, the case manager will escort the person to the Front of House area (after they've used hand sanitiser) to manage their query or book an appointment

B. Lock Down

- A Lock Down is when credible information is received that there is an **imminent and significant threat** to staff at the site
- No people other than emergency personnel are allowed to be let into the site
- Clients, staff, and visitors may be allowed to leave the site after a discussion with the Site Manager who will explain the risks to them
- A guard, who identifies an **imminent and significant threat**, can place the site into Lock Down
- The guard must immediately notify the Site Manager that the site has been put in Lock Down and the reason why
- The Guard must follow the direction of the Site Manager

MSD Guard Standard Operating Procedures – Level 1, 5 June 2020

- Guards will be courteous, polite, helpful and display empathy at all times to clients and visitors who remain onsite
- Guards must contact the Armourguard Welfare Department and inform them of the situation
- An Incident Report is required to be reported in the Silvertrac system as soon as practicable

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Guard deployment model

All guards will rotate through all positions during the course of each day. This rotation is expected to be hourly but may be more frequent depending on weather conditions.

The External Door Security Guard will be in place throughout opening hours.

External Door Security Guard		
Task	Description	Action
<i>Tone and Treatment – Messaging</i>	<ul style="list-style-type: none"> Treat all people accessing the site with respect, courtesy and empathy Greetings provide time to engage and assess whether any clients and visitors pose a risk to the site 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> "Hello, how are you today?" "Morena, how's our morning going?" Guards will check the clients' name against the appointment list Guard will check to see if the client has an appointment Any client who does not have an appointment will be advised to call the contact centre on 0800 559 009 for assistance If a client cannot call the contact centre, have an MSD form to drop off at the site or advises that that they have an immediate need the guard will use the RT to advise the Service Centre Manager know that there is a client outside the site who needs assistance. The guard will then follow the direction of the Service Centre Manager. . Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> "Thank you, have a good day" "Take Care" Refer all clients, visitors and contractors to the health signage Ask the client to remove inappropriate headdress such as hoodies and helmets This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc

Control Access	<ul style="list-style-type: none"> Maintain client flow through the manual open/close of the front door (door dependant) 	<ul style="list-style-type: none"> The site is on appointment only access Obtain a daily list of client appointments from the Site Manager Only clients with an appointment, have MSD forms to drop off to the site or approved by the Site Manager will be granted entry The door must not be on automatic entry at any time Each location will need to assess 'best practice' in relation to door control i.e. sites with automatic doors may need to be opened from the inside, therefore two guards will be required to man-the-door at all times RTs are to be used to communicate between the External and Internal Door Guards The guard must be satisfied that the client does not appear to pose a risk (i.e. they are not intoxicated, threatening or angry etc.) Guards will politely ask all clients for their name Any client who does not have an appointment will be advised to call the contact centre on 0800 559 009 for assistance Complete an Incident Report for any person denied entry to the site
Intoxicated people	<ul style="list-style-type: none"> Deny entry to any person that appears to be intoxicated, under the influence of drugs or behaves erratically 	<ul style="list-style-type: none"> Note - some medications and medical conditions may cause a client to present as under the influence Staff should familiarise themselves with regular clients and be aware of any existing conditions
Monitor client behaviour	<ul style="list-style-type: none"> Assess each person to determine potential threat (concealed weapon/item capable of being used as a weapon) 	<p>If you have any concerns about a person's behaviour:</p> <ul style="list-style-type: none"> Request their name Ask them for their reason for visiting Only clients with an appointment, have an MSD form to drop off at the site or approved by the Site Manager will be granted entry If you have any concerns, ask the Site Manager and follow their direction Advise the Site Manager that a client has been denied entry and the reason for the denied entry If the client becomes threatening, ensure you keep safe The Police must be contacted

		<ul style="list-style-type: none"> • Inform the Armourguard Welfare Department and complete an Incident Report <p>If there is an incident inside, prevent clients entering the site until;</p> <ul style="list-style-type: none"> • the incident has been resolved or, • the client has left the site
Maintain visibility	<ul style="list-style-type: none"> • Breaks must be managed between the guards, with a guard to be positioned outside at all times 	<ul style="list-style-type: none"> • Under no circumstances are staff to provide coverage to guards

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Internal Door Security Guard		
Task	Description	Action
<i>Tone and Treatment Messaging</i>	<ul style="list-style-type: none"> To treat all people with respect, courtesy and empathy 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> "Hello, how are you today?" "Morena, how's our morning going?" Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> "Thank you, have a good day" "Take Care" Ask the client to remove inappropriate headdress such as hoodies and helmets This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) A client can wear a face mask while they are on site Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc
	<ul style="list-style-type: none"> Maintain client flow through the manual open/close of the front door (if two guards are required) 	<ul style="list-style-type: none"> The site is on appointment only access Only clients with an appointment, have an MSD form to drop off at the site or approved by the Site Manager will be granted entry Each location will need to assess 'best practice' in relation to door control. e. sites with automatic doors may need to be opened from the inside. In these cases, a guard must remain by the door at all times. In the event of an incident inside the office, the door must be opened immediately to let the client leave. It is important you give the client a clear path to leave the site without interference. The goal is to prevent any further harm to staff or clients inside the site.
<i>Environmental Scan</i>	<ul style="list-style-type: none"> Observe client/staff interactions and behaviour (e.g. 	<ul style="list-style-type: none"> Advise the Internal Roaming Guard of the situation via the RT Monitor the situation and provide assistance if required Only intervene when directed by the MSD staff member or Site Manager Escort the client from the building immediately (if directed by the Site Manager)

	Raised voices/swearing)	<ul style="list-style-type: none"> If the client refuses to leave contact the Police on 111 and wait for assistance
Site Coverage	<ul style="list-style-type: none"> Provide cover for front door guard 	<ul style="list-style-type: none"> A guard must be present at the front door at all times MSD Staff are not to provide coverage at any time Each site will need to assess best practice for managing breaks for Internal Door and Internal Roaming Guard
Managing an incident on site	<ul style="list-style-type: none"> Manual door entry - Ensuring safety on the inside of a site 	<ul style="list-style-type: none"> If the door is controlled manually, a guard must remain by the door and open it allowing free egress from the site In the event a client becomes angry or aggressive whilst on site, all staff will avoid confrontation and make every effort to keep calm, stay safe and avoid unsafe situations. A guard will remain by the door and open it to allow free egress from the site. The site may then be placed into lock down as directed by the Site Manager

Internal Roaming Security Guard		
Task	Description	Action
Tone and Treatment – Messaging	<ul style="list-style-type: none"> Treat all people within the site with respect, courtesy and empathy 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> “Hello, how are you today?” “Morena, how’s our morning going?” Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> “Thank you, have a good day” “Take Care” Ask the client to remove inappropriate headdress such as hoodies and helmets A client can wear a face mask while they are on site This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site Manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc
Incident Prevention	<ul style="list-style-type: none"> Be involved in the planning and 	<ul style="list-style-type: none"> Attend the site ‘start-up brief’ at the start of each day to be briefed by site management of any known risks or concerns that have been identified for the day

	<ul style="list-style-type: none"> monitoring of interviews where there is potential for conflict 	<ul style="list-style-type: none"> Obtain a daily list of client appointments from the Site Manager The Site Manager will keep a list of trespassed clients available for the guards to refer to Move around the site monitoring the behaviour in a discreet, professional and friendly manner Respond as appropriate to any duress alarm or emergency situation that may occur on site
Environmental Scan	<ul style="list-style-type: none"> Observe client/staff interactions and behaviour (e.g. Raised voices/swearing) 	<ul style="list-style-type: none"> Make your presence known in all cases where any person displays inappropriate behaviour. Make eye contact and maintain a safe distance as not to escalate the situation Advise Guard team of the situation via the RT Only intervene when directed by the MSD staff member or Site Manager Escort the client from the building immediately (if directed by the Site Manager) If the client refuses to leave contact the Police on 111 and wait for assistance
Relief	<ul style="list-style-type: none"> External guard needs urgent relieving 	<ul style="list-style-type: none"> Urgent Situations may arise i.e. client demands to see the Manager where the external guard must talk with the Manager. In these cases, the External Guard will contact the Internal Roaming Guard by RT who will advise the Manager.

Protocols for Security Guards

1. Function of Security Guards

The prime function of the security guard is to observe, monitor and report for the purposes of ensuring the safety and wellbeing of MSD employees and clients.

2. Requirements for Security Company

The image guards project reflects on both their company and the Ministry; therefore, the following standards have been put in place.

The security guard company will ensure all guards deployed for MSD purposes:

- Hold and display on site a NZ Security Guard Certificate of Approval
- Meet MSD vetting/background standards before they are deployed
- Receive appropriate training in the roles and functions they are to carry out for the Ministry
- Have undertaken the security company's MSD specific training on Customer Service and Conflict Management
- Display a high standard of professionalism: be clean, tidy, well-groomed and in full uniform
- Have completed security company's induction training for workplace hazards and controls and understand how to report hazards
- Are able to communicate effectively with MSD staff and clients
- Perform their duties in a manner that is courteous, polite, helpful and with empathy
- Are observant of their surroundings and be immediately ready to assist
- Must not leave the site (including breaks) for any reason unless directed to by your Supervisor or escorting a staff member to their vehicle as directed by Site Manager
- Conduct hourly welfare checks via Armourguard electronic reporting system as required
- Are issued with Radio Transmitters (RTs) and Smart Device for communication and incident reporting

3. Requirements for Ministry of Social Development

MSD are to ensure all guards deployed on site:

- Receive a full site security orientation including; site procedures which includes emergency management outlined in the Site Safety Plan, CCTV monitors, locking systems on all doors and windows, duress and evacuation system and procedures, lock down procedures and, identified hazards and risks noted in the site Health & Safety folder. (Records of the guards' site inductions are to be kept in the site Health and Safety folder)
- Attend the site 'start-up brief' at the start of each day to be briefed by site management of any known risks or concerns that have been identified for the day
- Know who the Site Manager is or who the appointed person in charge is if the manager is not present

MSD will also

- Provide the security guards a copy of the client's appointment list each morning
- Ensure that the clients appointment list is returned by the guard at the end of the day and destroyed

4. Guard responsibilities

Duties may vary to suit changing needs, but they should not detract from the primary purpose of keeping staff and other clients safe. The list below is not exhaustive, but the guard is to;

- Follow the directions of the site manager

- Every morning obtains a copy of the clients appointment list from the Site Manager which must be kept secure and returned to the site manager at the end of each day. (There will be one copy of the appointment list which should be held by the external security guard and used to help control access to the service centre.)
- Control access to the site by ensuring that only clients with appointments are granted access to the site.
- Assess the potential risk of any client or visitor to the site and refuse entry where required
- Refer all visitors to the COVID-19 signage that reminds people who are unwell or who should be in self-isolation to phone MSD not enter the site
- Monitor the physical distance between clients that are queuing outside the site, while waiting to be checked in at reception, waiting area waiting to be seen by the case manager
- Act in a manner towards all clients and visitors that is courteous, polite, helpful and with empathy
- Ensure access into the site is controlled by a minimum of one guard at all times (where three or more guards are onsite there should be at least two guards controlling access at all times)
- Be proactive in the identification and reporting of potential health, safety and security hazards in the work environment
- If asked, by the Site Manager, continue working when clients remain onsite after hours (5pm)
- Be involved in the planning and monitoring of interviews where there is the potential for conflict
- Lead Guard is a member of the Health and Safety committee
- Respond as appropriate to any duress alarm or emergency situation that may occur on site
- If requested by the Site Manager, escort staff to their vehicles
- Assist clients to access toilet/bathroom facilities where requested by the Site Manager
- Manage the visitor's book and ensure visitors are inducted (all visitors should be reminded to read the COVID-19 signage before entering)
- Ensure that Security, Visitor and Contractor identification is worn
- Follow the Armourguard radio and electronic security procedures
- Report all tasks in Silvertrac
- Report all security and safety concerns, activity and incidents;
 - to the Site Manager;
 - by way of Incident report in Silvertrac and escalate accordingly
 - if in doubt report and seek guidance from your supervisor
- Place the site into lock down if there is an immediate and serious risk to the safety of staff and clients onsite

5. Tasks guards will not undertake:

- Photocopy or handle client files, open mail or conduct any filing of client information under any circumstances
- Be responsible for holding onto or storing any clients' personal property
- Be responsible for reception duties
- Be responsible for general cleaning duties i.e. cleaning staff room, un/loading the dishwasher
- Be sent off/leave site for any reason unless approved by your supervisor
- Serve trespass notices off site on behalf of the Ministry

6. Managing conflict:

- Guards have the same rights as any other member of the public when dealing with conflict. As such, when dealing with conflict on site the guard will be acting as an agent for the Ministry under the direction of the Site Manager
- The guard needs specific instruction from the Site Manager before they can ask a person to leave and/or trespass them from the site
- Guards are required by law to warn the person that they are acting on the authority of the MSD and they must leave. The person is then to be given adequate time and opportunity to leave the premises without the use of force. If the person refuses to leave, or becomes aggressive or violent the Police should be contacted via 111
- The Site Manager may invoke the duress procedure
- In the event of any person being requested to leave an MSD site, such an event must be entered in Silvertrac

7. Incident Report

- Incidents are required to be reported in the Silvertrac system as soon as practicable
- The incident is to be reported to the Site Manager
- As directed in the Welfare Department Escalation procedure below, notify your supervisor and/or Armourguard Welfare Department as required

The following are examples of where an Incident Report must be completed:

- Any **assault** on MSD staff, guard(s), and/or client(s), including be spat on or spat at
- Any **use of force** by any guard on any person at any time
- Any incident where **Police** have been called to attend
- Any **injury, medical event or fatality**
- Any **verbal abuse** towards any person where the guard is involved
- Any threat to spit at or on any person
- Any **alarm** activation or **security system** issue
- Any **warning** issued to any client where the guard is involved
- Any **weapons** presented or observed upon any person
- Any **hazard** or risk in the site
- Any time a person is **denied entry**
- Any **trespass** notice issued
- Any building **evacuation**
- Any **damage** observed or created due to a client, MSD staff, visitor or guard
- Any **threat** of any kind to the site and/or guard, client or MSD staff
- Any time the site goes into **lock down**
- Any **aggressive behaviour** made by any person to any other person
- Any time a person is **escorted** from site for any reason
- Any **other** incident deemed Incident Report worthy not listed above

If guards have any doubt, they must report and seek guidance from their supervisor immediately.

8. Armourguard Welfare Department Escalation

Guards will escalate all available information to Armourguard Welfare Department as directed in the Incident Report:

- Immediate and/or critical support is required
- Any **assault** on MSD staff, guards or clients
- Any **use of force** by any guard on any person

MSD Guard Standard Operating Procedures – Level 2 COVID May 2020

- Any **use of force** by any MSD staff on any person where the guard is involved in the incident
- Any incident where **Police** have attended
- Any **serious injury, medical emergency or fatality**
- Any **weapons** presented in a threatening manner
- Any emergency **evacuation**
- Any time the site goes into **lock down**

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9. Action to take if a person is unwell or discloses that they should be in self-isolation

Take the following action:

1. If outside, ask the person to leave, keep the doors closed. If necessary, move inside and lock the door
2. If inside, ask the person to leave, if they will not leave, inform the site manager
3. Inform the other guards via your RT and follow the direction of the site manager

Do not try to physically escort the person from the site

10. Action to take if a weapon is seen or suspected to be carried (or duress system activated)

DO NOT CONFRONT THE PERSON IF YOU CAN AVOID IT, KEEP YOURSELF SAFE

Take the following action:

4. If outside, move inside and place the site into lock down
5. If inside, keep the person under constant observation
6. Quietly and discretely inform the other guards via your RT and ensure Police are called on 111
7. Inform the Site Manager and follow any directions given
8. Ensure the safety of yourself and people in the area by discreetly moving people to a secure/safer area

TRY NOT TO BRING ATTENTION TO THE PERSON IF POSSIBLE

AWAIT POLICE ARRIVAL

9. Contact Armourguard Welfare Department and inform them of the situation as soon as practicable
10. Complete an Incident Report in Silvertrac

11. Levels of Operation on Site

Each site will operate at any time under one of the following two (2) models.

A. Restricted Access

Sites will operate on Restricted Access (appointment only) until further notice.

Restricted access will result in;

- appointment only access
- Refer all clients to the COVID19 health signage
 - Appointment only access
 - The Site Manager will issue the appointment list to the Guards
 - Guards will greet each client and visitor or contractor advising that the site has moved to appointment only
 - Guards will check the clients' name against the appointment list
 - Any client who does not have an appointment will be advised to call the contact centre on 0800 559 009 for assistance
 - Refer all clients to the COVID19 signage
 - Guards allow access for all clients with an appointment, visitors or contractors who do not pose any risk
 - If a client or visitor poses a risk, Guards will deny them access to the site
 - Guards will be courteous, polite, helpful and display empathy at all times
 - If in doubt seek the advice of the Site Manager
 - All contractors must sign the site visitor register

B. Lock Down

- A Lock Down is when credible information is received that there is an **imminent and significant threat** to staff at the site
- No people other than emergency personnel are allowed to be let into the site
- Clients, staff, and visitors may be allowed to leave the site after a discussion with the Site Manager who will explain the risks to them
- A guard, who identifies an **imminent and significant threat**, can place the site into Lock Down
- The guard must immediately notify the Site Manager that the site has been put in Lock Down and the reason why
- The Guard must follow the direction of the Site Manager
- Guards will be courteous, polite, helpful and display empathy at all times to clients and visitors who remain onsite
- Guards must contact the Armourguard Welfare Department and inform them of the situation
- An Incident Report is required to be reported in the Silvertrac system as soon as practicable

Guard deployment model

All guards will rotate through all positions during the course of each day. This rotation is expected to be hourly but may be more frequent depending on weather conditions.

The External Door Security Guard will be in place throughout opening hours.

External Door Security Guard		
Task	Description	Action
<i>Tone and Treatment – Messaging</i>	<ul style="list-style-type: none"> Treat all people accessing the site with respect, courtesy and empathy Greetings provide time to engage and assess whether any clients and visitors pose a risk to the site 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> “Hello, how are you today?” “Morena, how’s our morning going?” Guards will check the clients’ name against the appointment list Any client who does not have an appointment will be advised to call the contact centre on 0800 559 009 for assistance Monitor the physical distance between clients that are queuing outside the site and remind them of the physical distancing requirements. Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> “Thank you, have a good day” “Take Care” Refer all clients, visitors and contractors to the COVID19 health signage Ask the client to remove inappropriate headdress such as hoodies and helmets This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc
<i>Control Access</i>	<ul style="list-style-type: none"> Maintain client flow through the manual 	<ul style="list-style-type: none"> The site is on Restricted Access Obtain a daily list of client appointments from the Site Manager

	open/close of the front door (door dependant)	<ul style="list-style-type: none"> Only clients with an appointment will be granted entry The door must not be on automatic entry at any time Each location will need to assess 'best practice' in relation to door control i.e. sites with automatic doors may need to be opened from the inside, therefore two guards will be required to man-the-door at all times RTs are to be used to communicate between the External and Internal Door Guards The guard must be satisfied that the client does not appear to pose a risk (i.e. they are not intoxicated, threatening or angry etc.) Guards will politely ask all clients for their name Any client who does not have an appointment will be advised to call the contact centre on 0800 559 009 for assistance Complete an Incident Report for any person denied entry to the site
<i>Intoxicated people</i>	<ul style="list-style-type: none"> Deny entry to any person that appears to be intoxicated, under the influence of drugs or behaves erratically 	<ul style="list-style-type: none"> Note - some medications and medical conditions may cause a client to present as under the influence Staff should familiarise themselves with regular clients and be aware of any existing conditions
<i>Monitor client behaviour</i>	<ul style="list-style-type: none"> Assess each person to determine potential threat (concealed weapon/item capable of being used as a weapon) 	<p>If you have any concerns about a person's behaviour:</p> <ul style="list-style-type: none"> Request their name Ask them for their reason for visiting Only clients with an appointment will be granted entry If you have any concerns, deny entry and suggest they phone the 0800 559 009 number to request assistance Advise the Site Manager that a client has been denied entry and the reason for the denied entry If the client becomes threatening, ensure you keep safe The Police must be contacted Inform the Armourguard Welfare Department and complete an Incident Report <p>If there is an incident inside, prevent clients entering the site until;</p> <ul style="list-style-type: none"> the incident has been resolved or, the client has left the site
<i>Maintain visibility</i>	<ul style="list-style-type: none"> Breaks must be managed between 	<ul style="list-style-type: none"> Under no circumstances are staff to provide coverage to guards

	the guards, with a guard to be positioned outside at all times	
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Internal Door Security Guard		
Task	Description	Action
<i>Tone and Treatment Messaging</i>	<ul style="list-style-type: none"> To treat all people with respect, courtesy and empathy 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> "Hello, how are you today?" "Morena, how's our morning going?" Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> "Thank you, have a good day" "Take Care" Ask the client to remove inappropriate headdress such as hoodies and helmets This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) Monitor the physical distance between clients that are queuing while waiting to be checked in at reception remind them of the physical distancing requirements while waiting to be seen by the MSD staff member Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc
	<ul style="list-style-type: none"> Maintain client flow through the manual open/close of the front door (if two guards are required) 	<ul style="list-style-type: none"> The site is on Restricted Access Only clients with an appointment will be granted entry Each location will need to assess 'best practice' in relation to door control. e. sites with automatic doors may need to be opened from the inside. In these cases, a guard must remain by the door at all times. In the event of an incident inside the office, the door must be opened immediately to let the client leave. It is important you give the client a clear path to leave the site without interference. The goal is to prevent any further harm to staff or clients inside the site.
<i>Environmental Scan</i>	<ul style="list-style-type: none"> Observe client/staff interactions and behaviour (e.g. 	<ul style="list-style-type: none"> Advise the Internal Roaming Guard of the situation via the RT Monitor the situation and provide assistance if required Only intervene when directed by the MSD staff member or Site Manager

	Raised voices/swearing)	<ul style="list-style-type: none"> Escort the client from the building immediately (if directed by the Site Manager) If the client refuses to leave contact the Police on 111 and wait for assistance
Site Coverage	<ul style="list-style-type: none"> Provide cover for front door guard 	<ul style="list-style-type: none"> A guard must be present at the front door at all times MSD Staff are not to provide coverage at any time Each site will need to assess best practice for managing breaks for Internal Door and Internal Roaming Guard
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- Have completed security company's induction training for workplace hazards and controls and understand how to report hazards
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- Perform their duties in a manner that is courteous, polite, helpful and with empathy
- Are observant of their surroundings and be immediately ready to assist
- Must not leave the site (including breaks) for any reason unless directed to by your Supervisor or escorting a staff member to their vehicle as directed by Site Manager
- Conduct hourly welfare checks via Armourguard electronic reporting system as required
- Are issued with Radio Transmitters (RTs) and Smart Device for communication and incident reporting

3. Requirements for Ministry of Social Development

MSD are to ensure all guards deployed on site:

- Receive a full site security orientation including; site procedures which includes emergency management outlined in the Site Safety Plan, CCTV monitors, locking systems on all doors and windows, duress and evacuation system and procedures, lock down procedures and, identified hazards and risks noted in the site Health & Safety folder. (Records of the guards' site inductions are to be kept in the site Health and Safety folder)
- Attend the site 'start-up brief' at the start of each day to be briefed by site management of any known risks or concerns that have been identified for the day
- Know who the Site Manager is or who the appointed person in charge is if the manager is not present

MSD will also

- Provide the security guards a copy of the client's appointment list each morning
- Ensure that the clients appointment list is returned by the guard at the end of the day and destroyed

4. Guard responsibilities

Duties may vary to suit changing needs, but they should not detract from the primary purpose of keeping staff and other clients safe. The list below is not exhaustive, but the guard is to;

- Follow the directions of the site manager

- Every morning obtain a copy of the clients appointment list from the Site Manager which must be kept secure and returned to the site manager at the end of each day. (There will be one copy of the appointment list which should be held by the external security guard and used to help control access to the service centre.)
- Control access to the site by ensuring that only clients with appointments are granted access to the site.
- Request identification from the client to confirm their appointment
- Assess the potential risk of any client or visitor to the site and refuse entry where required
- Refer all visitors to the COVID-19 signage that reminds people who are unwell or who should be in self-isolation to phone MSD not enter the site
- Act in a manner towards all clients and visitors that is courteous, polite, helpful and with empathy
- Ensure access into the site is controlled by a minimum of one guard at all times (where three or more guards are onsite there should be at least two guards controlling access at all times)
- Be proactive in the identification and reporting of potential health, safety and security hazards in the work environment
- If asked, by the Site Manager, continue working when clients remain onsite after hours (5pm)
- Be involved in the planning and monitoring of interviews where there is the potential for conflict
- Lead Guard is a member of the Health and Safety committee
- Respond as appropriate to any duress alarm or emergency situation that may occur on site
- If requested by the Site Manager, escort staff to their vehicles
- Assist clients to access toilet/bathroom facilities where requested by the Site Manager
- Manage the visitor's book and ensure visitors are inducted (all visitors should have been remind to read the COVID-19 signage before entering)
- Ensure that Security, Visitor and Contractor identification is worn
- Follow the Armourguard radio and electronic security procedures
- Report all tasks in Silvertrac
- Report all security and safety concerns, activity and incidents;
 - to the Site Manager;
 - by way of Incident report in Silvertrac and escalate accordingly
 - if in doubt report and seek guidance from your supervisor
- Place the site into lock down if there is an immediate and serious risk to the safety of staff and clients onsite

5. Tasks guards will not undertake:

- Photocopy or handle client files, open mail or conduct any filing of client information under any circumstances
- Be responsible for holding onto or storing any clients' personal property
- Be responsible for reception duties
- Be responsible for general cleaning duties i.e. cleaning staff room, un/loading the dishwasher
- Be sent off/leave site for any reason unless approved by your supervisor
- Serve trespass notices off site on behalf of the Ministry

6. Managing conflict:

- Guards have the same rights as any other member of the public when dealing with conflict. As such, when dealing with conflict on site the guard will be acting as an agent for the Ministry under the direction of the Site Manager

- The guard needs specific instruction from the Site Manager before they can ask a person to leave and/or trespass them from the site
- Guards are required by law to warn the person that they are acting on the authority of the MSD and they must leave. The person is then to be given adequate time and opportunity to leave the premises without the use of force. If the person refuses to leave, or becomes aggressive or violent the Police should be contacted via 111
- The Site Manager may invoke the duress procedure
- In the event of any person being requested to leave an MSD site, such an event must be entered in Silvertrac

7. Incident Report

- Incidents are required to be reported in the Silvertrac system as soon as practicable
- The incident is to be reported to the Site Manager
- As directed in the Welfare Department Escalation procedure below, notify your supervisor and/or Armourguard Welfare Department as required

The following are examples of where an Incident Report must be completed:

- Any **assault** on MSD staff, guard(s), and/or client(s)
- Any **use of force** by any guard on any person at any time
- Any incident where **Police** have been called to attend
- Any **injury, medical event or fatality**
- Any **verbal abuse** towards any person where the guard is involved
- Any **alarm** activation or **security system** issue
- Any **warning** issued to any client where the guard is involved
- Any **weapons** presented or observed upon any person
- Any **hazard** or risk in the site
- Any time a person is **denied entry**
- Any **trespass** notice issued
- Any building **evacuation**
- Any **damage** observed or created due to a client, MSD staff, visitor or guard
- Any **threat** of any kind to the site and/or guard, client or MSD staff
- Any time the site goes into **lock down**
- Any **aggressive behaviour** made by any person to any other person
- Any time a person is **escorted** from site for any reason
- Any **other** incident deemed Incident Report worthy not listed above

If guards have any doubt, they must report and seek guidance from their supervisor immediately.

8. Armourguard Welfare Department Escalation

Guards will escalate all available information to Armourguard Welfare Department as directed in the Incident Report:

- Immediate and/or critical support is required
- Any **assault** on MSD staff, guards or clients
- Any **use of force** by any guard on any person
- Any **use of force** by any MSD staff on any person where the guard is involved in the incident
- Any incident where **Police** have attended
- Any **serious injury, medical emergency or fatality**
- Any **weapons** presented in a threatening manner
- Any emergency **evacuation**
- Any time the site goes into **lock down**

9. Action to take if a person is unwell or discloses that they should be in self-isolation

Take the following action:

1. If outside, ask the person to leave, keep the doors closed. If necessary, move inside and lock the door
2. If inside, ask the person to leave, if they will not leave, inform the site manager
3. Inform the other guards via your RT and follow the direction of the site manager

Do not try to physically escort the person from the site

10. Action to take if a weapon is seen or suspected to be carried (or duress system activated)

DO NOT CONFRONT THE PERSON IF YOU CAN AVOID IT, KEEP YOURSELF SAFE

Take the following action:

4. If outside, move inside and place the site into lock down
5. If inside, keep the person under constant observation
6. Quietly and discretely inform the other guards via your RT and ensure Police are called on 111
7. Inform the Site Manager and follow any directions given
8. Ensure the safety of yourself and people in the area by discreetly moving people to a secure/safer area

TRY NOT TO BRING ATTENTION TO THE PERSON IF POSSIBLE

AWAIT POLICE ARRIVAL

9. Contact Armourguard Welfare Department and inform them of the situation as soon as practicable
10. Complete an Incident Report in Silvertrac

11. Levels of Operation on Site

Each site will operate at any time under one of the following two (2) models.

A. Restricted Access

Sites will operate on Restricted Access (appointment only) until further notice.

Restricted access will result in;

- appointment only access
- Refer all clients to the COVID19 health signage
 - Appointment only access
 - The Site Manager will issue the appointment list to the Guards
 - Guards will greet each client and visitor or contractor advising that the site has moved to appointment only
 - Guards will check IDs against the appointment list
 - Any client who does not have an appointment will be advised to call the contact centre on 0800 559 009 for assistance
 - Refer all clients to the COVID19 signage
 - Guards allow access for all clients, visitors or contractors who do not pose any risk
 - If a client or visitor poses a risk, Guards will deny them access to the site
 - Guards will be courteous, polite, helpful and display empathy at all times
 - If in doubt seek the advice of the Site Manager
 - All contractors must sign the site visitor register

B. Lock Down

- A Lock Down is when credible information is received that there is an **imminent and significant threat** to staff at the site
- No people other than emergency personnel are allowed to be let into the site
- Clients, staff, and visitors may be allowed to leave the site after a discussion with the Site Manager who will explain the risks to them
- A guard, who identifies an **imminent and significant threat**, can place the site into Lock Down
- The guard must immediately notify the Site Manager that the site has been put in Lock Down and the reason why
- The Guard must follow the direction of the Site Manager
- Guards will be courteous, polite, helpful and display empathy at all times to clients and visitors who remain onsite
- Guards must contact the Armourguard Welfare Department and inform them of the situation
- An Incident Report is required to be reported in the Silvertrac system as soon as practicable

Guard deployment model

All guards will rotate through all positions during the course of each day. This rotation is expected to be hourly but may be more frequent depending on weather conditions.

The External Door Security Guard will be in place throughout opening hours.

External Door Security Guard		
Task	Description	Action
<i>Tone and Treatment – Messaging</i>	<ul style="list-style-type: none"> Treat all people accessing the site with respect, courtesy and empathy Greetings provide time to engage and assess whether any clients and visitors pose a risk to the site 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> “Hello, how are you today?” “Morena, how’s our morning going?” Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> “Thank you, have a good day” “Take Care” Refer all clients, visitors and contractors to the COVID19 health signage Ask the client to remove inappropriate headdress such as hoodies and helmets This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc
<i>Control Access</i>	<ul style="list-style-type: none"> Maintain client flow through the manual open/close of the front door (door dependant) 	<ul style="list-style-type: none"> The site is on Restricted Access Obtain a daily list of client appointments from the Site Manager Only clients with an appointment will be granted entry The door must not be on automatic entry at any time Each location will need to assess ‘best practice’ in relation to door control i.e. sites with automatic doors may need to be opened from the inside, therefore two guards will be required to man-the-door at all times RTs are to be used to communicate between the External and Internal Door Guards The guard must be satisfied that the client does not appear to pose a risk (i.e. they are not intoxicated, threatening or angry etc.) Guards will politely ask all clients for identification

		<ul style="list-style-type: none"> Any client who does not have an appointment will be advised to call the contact centre on 0800 559 009 for assistance Complete an Incident Report for any person denied entry to the site
<i>Intoxicated people</i>	<ul style="list-style-type: none"> Deny entry to any person that appears to be intoxicated, under the influence of drugs or behaves erratically 	<ul style="list-style-type: none"> Note - some medications and medical conditions may cause a client to present as under the influence Staff should familiarise themselves with regular clients and be aware of any existing conditions
<i>Monitor client behaviour</i>	<ul style="list-style-type: none"> Assess each person to determine potential threat (concealed weapon/item capable of being used as a weapon) 	<p>If you have any concerns about a person's behaviour:</p> <ul style="list-style-type: none"> Request their ID Ask them for their reason for visiting Only clients with an appointment will be granted entry If you have any concerns, deny entry and suggest they phone the 0800 559 009 number to request assistance Advise the Site Manager that a client has been denied entry and the reason for the denied entry If the client becomes threatening, ensure you keep safe The Police must be contacted Inform the Armourguard Welfare Department and complete an Incident Report <p>If there is an incident inside, prevent clients entering the site until;</p> <ul style="list-style-type: none"> the incident has been resolved or, the client has left the site
<i>Maintain visibility</i>	<ul style="list-style-type: none"> Breaks must be managed between the guards, with a guard to be positioned outside at all times 	<ul style="list-style-type: none"> Under no circumstances are staff to provide coverage to guards

Internal Door Security Guard		
Task	Description	Action
<i>Tone and Treatment Messaging</i>	<ul style="list-style-type: none"> To treat all people with respect, courtesy and empathy 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> "Hello, how are you today?" "Morena, how's our morning going?" Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> "Thank you, have a good day" "Take Care" Ask the client to remove inappropriate headdress such as hoodies and helmets This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc
<i>Control Access</i>	<ul style="list-style-type: none"> Maintain client flow through the manual open/close of the front door (if two guards are required) 	<ul style="list-style-type: none"> The site is on Restricted Access Only clients with an appointment will be granted entry Each location will need to assess 'best practice' in relation to door control. e. sites with automatic doors may need to be opened from the inside. In these cases, a guard must remain by the door at all times. In the event of an incident inside the office, the door must be opened immediately to let the client leave. It is important you give the client a clear path to leave the site without interference. The goal is to prevent any further harm to staff or clients inside the site.
<i>Environmental Scan</i>	<ul style="list-style-type: none"> Observe client/staff interactions and behaviour (e.g. Raised voices/swearing) 	<ul style="list-style-type: none"> Advise the Internal Roaming Guard of the situation via the RT Monitor the situation and provide assistance if required Only intervene when directed by the MSD staff member or Site Manager Escort the client from the building immediately (if directed by the Site Manager) If the client refuses to leave contact the Police on 111 and wait for assistance
<i>Site Coverage</i>	<ul style="list-style-type: none"> Provide cover for front door guard 	<ul style="list-style-type: none"> A guard must be present at the front door at all times MSD Staff are not to provide coverage at any time Each site will need to assess best practice for managing breaks for Internal Door and Internal Roaming Guard

Managing an incident on site	<ul style="list-style-type: none"> Manual door entry - Ensuring safety on the inside of a site 	<ul style="list-style-type: none"> If the door is controlled manually, a guard must remain by the door and open it allowing free egress from the site In the event a client becomes angry or aggressive whilst on site, all staff will avoid confrontation and make every effort to keep calm, stay safe and avoid unsafe situations. A guard will remain by the door and open it to allow free egress from the site. The site may then be placed into lock down as directed by the Site Manager
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Internal Roaming Security Guard		
Task	Description	Action
Tone and Treatment – Messaging	<ul style="list-style-type: none"> Treat all people within the site with respect, courtesy and empathy 	<ul style="list-style-type: none"> Acknowledge all persons entering the site with a smile and warm welcome, for example: <ul style="list-style-type: none"> “Hello, how are you today?” “Morena, how’s our morning going?” Acknowledge people politely as they leave the site, for example: <ul style="list-style-type: none"> “Thank you, have a good day” “Take Care” Ask the client to remove inappropriate headdress such as hoodies and helmets This messaging is supported by signage Consider religious headdress and attire e.g. burka/turbans (if in doubt seek the advice of the Site Manager) Consider religious/cultural/ceremonial items (if in doubt seek the advice of the Site Manager) Consider service dogs such as; guide dogs (red harness) and assistance dogs (blue harness) etc
Incident Prevention	<ul style="list-style-type: none"> Be involved in the planning and monitoring of interviews where there is potential for conflict 	<ul style="list-style-type: none"> Attend the site ‘start-up brief’ at the start of each day to be briefed by site management of any known risks or concerns that have been identified for the day Obtain a daily list of client appointments from the Site Manager The Site Manager will keep a list of trespassed clients available for the guards to refer to Move around the site monitoring the behaviour in a discreet, professional and friendly manner Respond as appropriate to any duress alarm or emergency situation that may occur on site
Environmental Scan	<ul style="list-style-type: none"> Observe client/staff interactions and behaviour (e.g. 	<ul style="list-style-type: none"> Make your presence known in all cases where any person displays inappropriate behaviour. Make eye contact and maintain a safe distance as not to escalate the situation Advise Guard team of the situation via the RT

	Raised voices/swearing)	<ul style="list-style-type: none">• Only intervene when directed by the MSD staff member or Site Manager• Escort the client from the building immediately (if directed by the Site Manager)• If the client refuses to leave contact the Police on 111 and wait for assistance
Relief	<ul style="list-style-type: none">• External guard needs urgent relieving	<ul style="list-style-type: none">• Urgent Situations may arise i.e. client demands to see the Manager where the external guard must talk with the Manager. In these cases, the External Guard will contact the Internal Roaming Guard by RT who will advise the Manager.