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| **WHANGANUI BAY MAORI RESERVATION TRUST**  **PAPAKAINGA O NGĀTI TE MAUNGA** | |
| POLICY NAME: **SECURITY, SAFETY AND FIRST RESPONSES** | POLICY NUMBER: P008 |
| ORIGINAL AUTHORISATION: Chairperson | DATE: Apr 2017 |

Version Control:

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| Serial | Date | Change | Responsible | Sign |
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Associated policies: The associated policies include:

1. Policy 004 0 Health and Safety Policy

**Purpose**

1. The purpose of this SOP is to detail the equipment, people and procedures to be used in Whanganui Bay as part of the series of security and safety response SOP.
2. This SOP will focus on the first response to a Safety, Security or other incident that does not adhere to the Trust policies.

**Responsible**.

1. The Trust is responsible for the security and safety of the reservation, this can be achieved by the following ,but not limited to:
   1. Practice tikanga and respect
   2. Provide policies.
   3. Provide procedures.
   4. Install security measures and equipment.
   5. Employ security and safety services.
   6. Make safe the reservation.
   7. Communicate security and safety actions and information.
2. The beneficiaries are key to achieving security and safety of the reservation. This can be achieved by:
   1. Adhering to policies.
   2. Managing their visitor’s behaviours.
   3. Controlling access.
   4. Reporting incidents.

**Prevention as the First Measure.**

1. The following prevention measures and actions will be taken:
   1. Restrict access by policy.
   2. Release and communicate policies.
   3. Identify hazards and risks – communicate and mitigate these.
   4. No unescorted visitors or friends.
   5. Coord with Whakarawa security measures.
   6. Ensure house standards include adequate security and safety fittings and equipment.
   7. Provide police briefing and security information.
   8. Employ cameras.
   9. Employ security services.
   10. Employ a neighbourhood watch group and procedures.
   11. Provide training to key personnel.
   12. Coordinate and report to local authorities and police.
   13. Provide an incident reporting system to be closely managed and followed-up.

**First Response – *Security***.

1. The First Response Security will be a whanau who are resident in Whanganui Bay. The responsibilities include:
   1. Calling Emergency Services.
   2. Report incidents to the Trust.
   3. Coordinate those present in the Bay to keep each other safe.
   4. NOT engage directly with any threat.
2. A Whanganui Bay Warden will be appointed to provide trained initial response and greater communication, coordination and reporting. The warden(s) will provided with the following equipment as a minimum;
   1. Smart Phone and service data.
   2. Heavy Duty Torch.
   3. Fluorescent Vest and West Weather Coat.
   4. Formal Identification as Warden. Authorised to act on behalf of the Trust.
   5. First Aid Kit.
   6. Fire Extinguisher.
   7. Recover strop.
3. The Whanganui Bay Warden is to respond to incident as follows:
   1. Provide First Aid.
   2. Advice, warn and record any individuals.
   3. Collect evidence and mark areas.
   4. Alert residents via person, call or siren.
   5. Call police.
   6. Call Security Company.
   7. Call Emergency Services.
   8. Report to the Chairperson of the Trust.

**Second Response – *Security***.

1. The Second Response to a security incident will come in the form of a security service and the NZ Police.

**First Response – *Safety***.

1. The First Response Safety will be a whanau who are resident in Whanganui Bay. Their responsibilities will include:
   1. Maintain and Provide a First Aid kit.
   2. Operate the AED machine.
   3. Capable of calling the Emergency Services or Taupo Coast Guard.
   4. Provide recovery to stranded vehicle or people.
   5. Provide fire-fighting capability.

**Second Response – *Safety***.

1. The Second Response to a safety incident will come in the form of Reservation Watch Group (RWG). The RWG is made up from the permanent and very regular beneficiaries of the Reservation. The RWG actions are:
   1. Provide First Aid.
   2. Call the emergency services.
   3. Assist the Whanganui Bay Warden by observing, manning a particular point or waiting for Emergency Services.
   4. Assist in recording and reporting.

**Training.**

1. The training for security roles will include:
   1. CERTIFICATE OF APPROVAL (COA) MANDATORY TRAINING.
      1. The Ministry of Justice and the PSPLA now require security guards to undertake mandatory training in order to hold a full Certificate of Approval (COA). The training consists of the following unit standards:
         1. 27360 - Conflict Management (Theory)
         2. 27361 - Conflict Management (Practical)
         3. 27364 - Introduction to the Security Industry.
      2. These three unit standards (12 credits) also sit within the National Certificate in Security Level 2 Version 8. Regardless of where you work, all guards holding a COA with the following endorsements must complete the programme:
         1. Crowd Controller
         2. Personal Guard
         3. Property Guard
   2. LEVEL 2 NATIONAL CERTIFICATE.
      1. The National Certificate in Security Level 2 provides a minimum entry level qualification for the security industry. It provides knowledge and skills training across a range of areas including:
         1. Introductory knowledge of the security industry
         2. Health and Safety
         3. First Aid
         4. Fire safety
         5. Communications
         6. Conflict management
         7. Law
         8. Professional standards
         9. Risk management
         10. Managing emergencies
         11. Observational skills
         12. Customer service
         13. Crowd control
         14. Entry and exit management
         15. Operational requirements
      2. The qualification is designed to provide a strong platform from which the security industry can continue to build its professional standing.
   3. FIRST AID LEVEL 1.
      1. Ideal for anyone who wants to learn basic first aid or needs to refresh their first aid qualification. Minimum qualification requirement for a workplace first aider. Includes NZQA unit standards 6401, 6402 (or by special arrangement 26551, 26552).
         1. A Fee: Approximately $169 (includes GST)
         2. Duration: One day

**Remuneration**.

1. The following remuneration shall apply if approved by the Trust:
   1. Whanganui Bay Security Warden:
      1. Training Fees.
      2. $18 an hour for a Certificate qualified person. $21 an hour for Level 1 qualification.
   2. First Aider:
      1. Training Fees.
   3. Fire Warden Training
      1. Training Fees.
   4. Fire Extinguisher Training.
      1. Training Fees.

**Emergency Location**.

1. The Emergency Assembly Area are indicated by the Trust Signs and the Whanganui Bay Marae. The signs are located at:
   * 1. The top of the hill.
     2. The bottom of the hill.
2. A helicopter landing area will be designated and maintained. A panel will be kept by the warden.
3. The marae is the designated evacuation shelter. The alternate evacuation shelter is the home of the Chairperson.