Training Systems and Solutions Ltd (TSSL)
Trading as Stratcom Security

Emergency & Critical Incident Management Procedures

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Introduction

This document outlines how staff and learners of Stratcom Security should respond in the event of an emergency or critical incident. The actions and procedures that need to be taken in the case of common emergencies are included in this guide. These procedures need to be read and understood by all staff members, as well as all individuals attending a session hosted by Stratcom Security. This document takes reference from the National Emergency Management Agency, for more information on emergency management and declaration of emergencies, please visit www.civildefence.govt.nz.

This guide can be accessed on www.stratcomsecurity.com.

Stratcom Security has no full-time learners. Our learners may be located in their workplace, at our approved training centre in Penrose, Auckland, at a temporary training venue that meets NZQA requirements or in their own homes (doing the online components of blended learning courses).

This guide outlines Stratcom Security's policy and procedures and the relevant health and safety guidelines for our training centre and temporary training venues. The related documents are:

- Quality Management System:
    - Section 5 – Physical resource management
    - Section 12 – Hazard management
- Summary of Evacuation Procedures (for 57 Walls Road, Penrose, Auckland)*
- Health and Safety Policy and Procedures
- Permanent Premises Compliance Checklist

- Temporary Venue Inspection Checklist
- Health and safety handbook (staff)
- Health and Safety Policy (learners)
- Pastoral Care Policy (Education Code of Practice 2021)
- Incident report form*
- Incident investigation form*
- Critical Incident Contact List (Template provided by NZQA)
- Critical Incident Procedure Flowchart (Template provided by NZQA)
- Critical Incident Response Plan (Template provided by NZQA)
- All relevant health and safety guidelines and floorplan of the permanent training venue and at temporary training venues

**Provided by Red Alert NZ, applies to Stratcom Security's approved training centre in Penrose, Auckland only.*

**Templates provided by Employsure, customised with Stratcom Security branding.*

All staff members of Stratcom Security should familiarise themselves with the contents of this guide and the health and safety guidelines of the temporary training venue they will be using. This includes conducting a venue check using the Physical Campus Accessibility Checklist / Temporary Venue Inspection Checklist (Appendix I) and having a record (can be a photograph) of the floorplan/emergency procedures of the temporary training venue. A "grab bag" with first aid kit and emergency supplies should be available at each training venue. It is important to keep it in a safe and accessible place and take it with you during an emergency event when safe to do so. Should an incident occur, staff member(s) of Stratcom Security that is/are onsite is responsible for completing the incident report form and incident investigation report. These

documents need to be completed as soon as possible and submitted to the director(s) of Stratcom Security.

The development and implementation of this plan is aligned with Stratcom Security's goal to provide an environment that is safe for learners and staff. This is also in line with Outcomes 1, 3 and 4 of NZQA's The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

What to do during an emergency

An emergency is an event or situation that may affect anyone who is on the training premises. As Stratcom Security has no permanent training buildings, there will be site-specific discrepancies when handling and managing an emergency situation at different training venues, but the overall management policies and procedures will be the same.

Emergency communication

In most circumstances, Stratcom Security's face-to-face training sessions will occupy one to two rooms of a training venue. In the case of emergency, affected staff members will be updated via SMS/text or by phone. Learners' primary source of information would be from tutors or any staff member(s) of Stratcom Security that are on the premises. Staff members of Stratcom Security that are not on the premises will make every effort to support those that are affected, such as keeping the people that are onsite up-to-date with the latest information and updating other communications channels such as website and social media platforms.

Emergency contact information

During an emergency, you may call the numbers listed below for assistance.

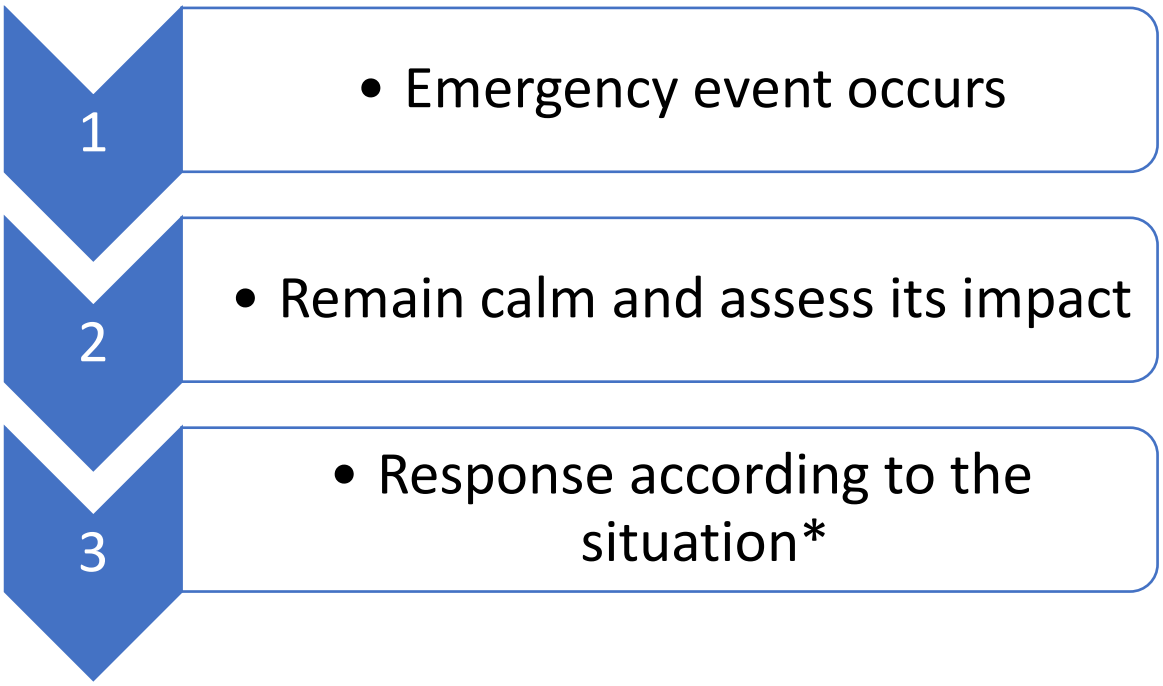
1. Stratcom Security team members*:
    - Managing Director – Darren Sapich
    - On duty campus manager
    - On duty tutor

    **Contact information will be distributed to learners after enrolment*

2. Emergency services:
    - Fire, Police or Ambulance: 111

Emergency response

While there are different types of emergencies, the initial response to all of them are summarised below:



*The response may include one or more of the following:

- Calling staff of Stratcom Security if you need to learn more or report to them of the situation
- Calling 111 if emergency services is required
- Respond to the situation immediately in ways as outlined in this plan
- Evacuate from your immediate location

General guidelines and tips when dealing with an unfolding emergency situation:

1. Apply your common sense and act swiftly.
2. Alert those that are around you.
3. Before helping others, always ensure your own safety and wellbeing.
4. If you are in the presence of a staff member of Stratcom Security, follow their instructions.
5. If there are emergency broadcasts / news / texts about the situation (in case of nation-wide or regional events), follow its instructions.
6. If you require urgent assistance, inform / call Stratcom Security staff member that is on duty or call emergency services.
7. Stay connected, but if internet access is disrupted, information will be relayed through available means and channels.

Evacuation procedures

In the event that evacuation from your current location is required, below are the evacuation procedures. Note that this is the overall procedure for Stratcom Security held face-to-face sessions, it is intended to be a guideline and to work alongside the site / venue-specific procedures and floorplan.

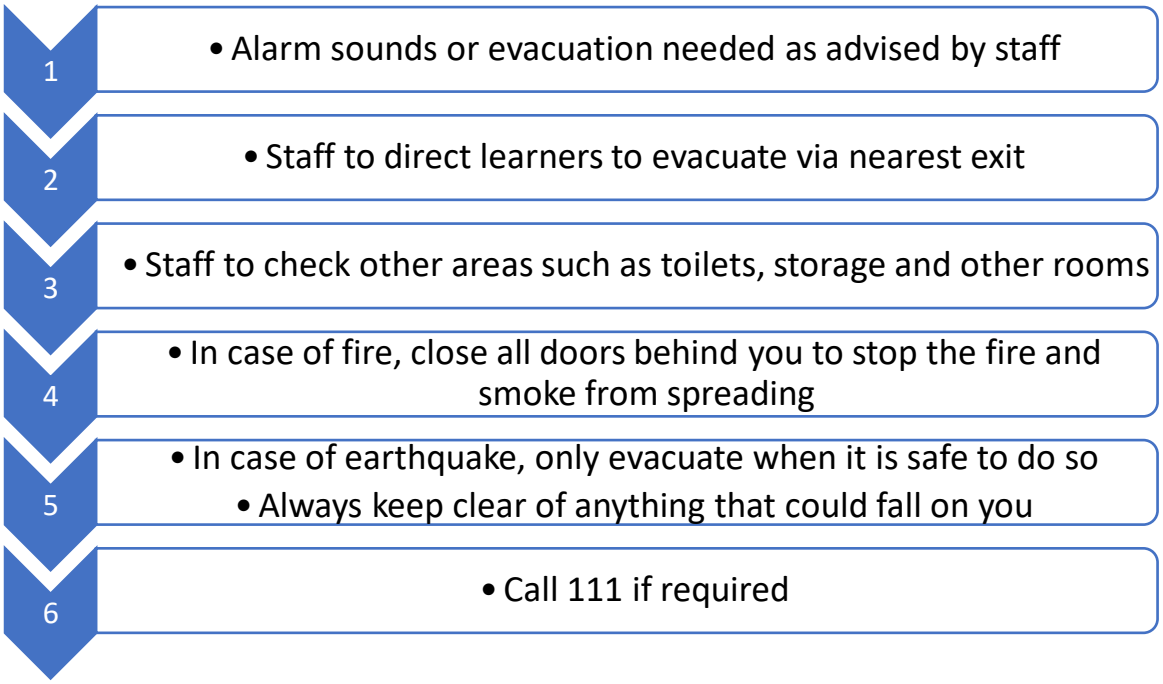
If evacuation is needed when no one that works at the organisation that owns / operates the temporary training venue (such as times outside of normal business hours – in the evenings and over the weekend), staff members of Stratcom Security onsite will act as the temporary building / floor warden. He / She / They will be responsible for the execution of the evacuation procedures, which includes checking whether the area is clear of people.

General guidelines and tips when evacuation is needed:

1. Remain calm, move quickly and safely.
2. Calm those who appears to be anxious or unstable.
3. Use the stairs, not the lifts.
4. Evacuate through the nearest emergency exit.
5. Do not carry food or drinks
6. Do not run
7. Staff members of Stratcom Security (temporary building / floor warden) are to check all areas to ensure no one is left behind.
8. Evacuate to an area that is safe, clear of all buildings, roads and potential hazards, i.e. the assembly area of the training venue.
9. Do not go back and get your personal belongings.

10. Do not re-enter the building until advised to do so.
11. Staff member of Stratcom Security or building warden should do a name check to ensure all persons are safe and evacuated.

General evacuation plan



Evacuation for people with disabilities

The following procedures can serve as a guideline when assisting a person ("the person") who requires particular assistance to evacuate, including people with mobility, hearing, vision, cognitive or other impairments. Where a learner has disclosed an access or support need, agree a personal emergency evacuation plan with them at enrolment and brief the venue's building or fire warden at the start of the course. During an evacuation:

1. Always ask first – ask the individual whether they need assistance and how they would like to be assisted.
2. Make sure the person is aware of the alarm: alert people who are deaf or hard of hearing in person (e.g. a tap on the shoulder or a written or visual

signal), guide people who are blind or have low vision by offering your arm and describing the route, and give clear, calm and simple instructions to anyone who appears confused or distressed.

3. Assign a dedicated "buddy" to be with the person that requires assistance. This "buddy" must remain with the person, including at any place of safety inside the building, until the person has left the building or Fire and Emergency New Zealand has taken over, and ensure communication channels are maintained. If the location becomes unsafe (e.g. smoke or heat entering), the buddy should first try to move the person to another place of safety or out of the building, with help from the warden or other staff if needed. The buddy must not put themselves at serious risk; if they have to leave, they must immediately tell the warden and Fire and Emergency New Zealand exactly where the person is.
4. Always ask for help if needed.
5. Examine whether it is safe to relocate the person.
6. If the person cannot use the building's exits, relocate them only to the place of safety designated in the venue's approved evacuation scheme or evacuation procedure. A place of safety inside the building (such as a protected stairwell or an area behind smoke-stop doors) may be used only where the venue's scheme provides for it; in buildings without an automatic sprinkler system, the place of safety must be outside the building. Use evacuation equipment (e.g. an evacuation chair) only if it is provided and you have been trained to use it.
7. Ensure all smoke-stop doors are closed behind the person.
8. Report the location of the person to the floor / building warden, staff member of Stratcom Security or emergency services.

9. Ensure Fire and Emergency New Zealand has been called on 111 and told the person's exact location. If the person remains inside the building, the buddy stays with them until emergency services arrive to assist.
10. When moved to a safe environment or the evacuation is completed, check whether the person is well. Review and, if needed, update the person's personal emergency evacuation plan. Report or record the incident to relevant personnel of Stratcom Security and the person's medical team if needed.
11. Stratcom Security staff are to be briefed on these procedures and on any evacuation equipment available at each venue. These procedures are to be practised during trial evacuations and reviewed after every evacuation or drill.

Fire

The guidelines and procedures covered in this section applies in the case of fire. These guidelines and procedures work alongside the evacuation procedures outlined in this document.

During a fire, if you:

Discover smoke or fire

1. Remain calm.
2. Activate the nearest fire alarm.
3. Contain the fire and smoke if safe to do so, this includes closing all doors and windows.
4. Remove people from immediate danger.
5. Only use firefighting equipment that is available (e.g. fire extinguishers, fire blankets and fire hydrants) if you are trained to use it and safe to do so.
6. Relocate to a safe area that is clear of the building and potential hazards.
7. Ensure your own safety first and aid those that are in need; such as people with disabilities or appear anxious.
8. Call Stratcom Security staff member or the building warden from the safe area. Inform them of the location of the smoke and fire and other details that may be relevant.
9. Staff member of Stratcom Security or building warden should do a name check to ensure all persons are safe and evacuated.

Hear the fire alarm

1. Remain calm.
2. Do not linger, leave the building according to the evacuation plan or as advised as quickly as possible.
3. Leave all your belongings, do not attempt to go anywhere else to retrieve your personal items.
4. Leave swiftly but do not run.
5. Use the stairs and keep left, do not use the lift.
6. Evacuate to an area that is clear of all buildings and potential hazards.
7. Staff member of Stratcom Security or building warden should do a name check to ensure all persons are safe and evacuated.

Caught in smoke

1. Remain calm.
2. Seek help immediately if needed.
3. Try and get a clear visual of the area and locate the nearest exit.
4. When safe, drop to your hands and knees and crawl to the nearest exit, this is because smoke tends to rise when it is warmer than the surrounding air, you might be able to get a clearer visual of the area and protect yourself from inhaling the smoke by getting down.
5. Stay low and hold your breath for as long as possible.
6. When needed, breath shallowly through your nose. You may also breath through dry clothing, using it as a filter.
7. Follow the evacuation procedures once you are in an area that is no longer filled with smoke.

Trapped in a room

1. Remain calm.
2. Do what you can to prevent smoke from entering, such as closing as many doors as possible between you and the fire and placing cloths around or under the door to fill the gaps.
3. Contact staff member of Stratcom Security, building warden or other people and inform them of your location, this may include using your mobile phone or signalling to someone from a window.
4. Call emergency services if needed.

Severe weather events

Severe weather watches and warnings can be found at www.metservice.com. It may also be broadcasted by the media, via emergency mobile alerts, email and social media. Severe weather events may include heavy rain, snowfall, strong winds, thunder and lightning strikes, tornadoes and high waves. These events may lead to flooding and cause structural damage to buildings and properties.

The guidelines and procedures covered in this section applies in the case of severe weather events. These guidelines and procedures work alongside the evacuation procedures outlined in this document.

General guidelines and tips when dealing with severe weather events:

1. Remain calm.
2. Remove yourself and anyone else from immediate danger.
3. Under most circumstances, remain indoor and ensure all windows and doors are closed.
4. If it is safer to go outdoor or you are outdoor at the time of the severe weather event, be aware of flying objects and debris and stay clear of any potential hazards.
5. If you have discovered any damages to the property, report to a staff member of Stratcom Security.

Guidelines and tips when dealing with flooding:

1. Remain calm.
2. If you have discovered an area that is flooded, report to a staff member of Stratcom Security.
3. Switch off all equipment powered electrically or by gas.
4. Under safe circumstances, a staff member of Stratcom Security should check the source of the flood and ensure that no one is in danger.
5. If the flood is caused by pipe issues (such as pipe bursts), turn off the main water supply if the switches are accessible and safe to do so.
6. Under safe circumstances, a staff member of Stratcom Security will instruct and move any chemicals, documents, equipment and other valuable belongings to an area that is not affected by the flooding.
7. Do not attempt to walk or drive through flooded areas unless it is safe to do so.
8. Remain in a safe place and call emergency services if needed.

Guidelines when dealing with storms and strong winds:

1. Remain calm.
2. Remain in a safe place, under most circumstances, this would mean remain indoor.
3. Monitor multiple channels that may provide you with the latest updates, this may include emergency mobile alerts, social media, Metservice website, radio…etc.
4. Be prepared to evacuated if needed, follow the evacuation procedures and plan outlined in this guide.
5. Under safe circumstances, move equipment and documents to higher levels or an area that is safe.

6. Switch off electrical equipment.
7. Do not attempt to drive or walk through the strong winds and flooded areas unless it is safe to do so.
8. If available, close curtains, drapes and blinds so if windows are shattered the glass fragments will not spread too far.
9. Stay clear of areas with lots of glasses, such as rooms with a glass roof.

Hazardous Material

Chemical spills of all forms (liquid, solid, powder or gas) must be treated as toxic and dangerous. If this happens, staff member of Stratcom Security should either contact staff member of the temporary training venue or the New Zealand National Poisons Centre: 0800 764 766. Only call after you have removed yourself and others from any danger or threat.

Below are the general guidelines if there is a hazardous materials alert (gas leak, chemical spill or release…etc.) at the temporary training venue:

1. Do not attempt to treat it by yourself. Do not smell, touch or taste the suspect hazardous material.
2. If the hazard is spreading in the form of powder and gas, cover your mouth and nose with a cloth.
3. Remove yourself or others from immediate danger.
4. Contact a staff member of Stratcom Security.
5. Call emergency services if needed. Only call when you have moved yourself into a safe area. If the hazard has got to do with gas, only call when you are far away from the affected area outside the building. Give the exact location and type of material involved.
6. If the hazard has got to do with gas, do not operate any electrical switches, activate building alarms, electronic equipment or light up any flammable material, as this may trigger an explosion. In this case, inform and pass on the warning by word of mouth.
7. Isolate the hazardous material by clearing the area and closing all the doors.

8. If safe to do so, turn off isolator switches, ventilation and machinery.
9. Do not allow others into the area.
10. If someone is affected or contaminated, set up an isolation area. If possible, the isolation area should be another room that is safe from the area that is affected.
11. If personal protective equipment is available, put it on and observe and support those that are affected or contaminated until emergency services arrive. Only do this if you feel confident and when it is safe to do so, do not put yourself or anyone at risk.
12. Close all doors as you move away from the affected area and into safe areas.
13. If evacuation is needed, evacuate according to the evacuation procedures outlined above.

Below are the guidelines when dealing with gas leaks:

Liquid Petroleum Gas (LPG) is used in New Zealand, it has a distinctive smell so that it is detectable by most people even when it is below hazardous levels.

1. If a gas leak is detected or discovered, do not operate electrical switches (such as turning on the light) activate building alarms, use mobile phones, hand-held radios, any electric equipment, lighters, matches or light flammable material. Electric devices cannot be used in the area where leak is occurring, even if outside of the building.
2. Shout the warning to those that are nearby and remind everyone not to activate the building alarm, use any electrical devices or equipment or do anything that may cause an ignition.

3. If certain electric devices or switches are already on when the gas leak is detected, do not switch it off, because switching it on or off may cause ignition.
4. If safe to do so, open windows and doors that lead to outside to allow the gas to dissipate into open air. Close doors that leads to other parts of the building to contain the gas.
5. If any flames are found in the area, ensure it is extinguished and check the nearest gas isolator switch is turned off.
6. Evacuate the building according to the evacuation plan outlined above.
7. While evacuating, avoid the area of contamination if possible, close doors of affected area to keep the gas from spreading.
8. Inform staff of Stratcom Security or call emergency services, only call when you are far removed from the affected area outside of the building.

Earthquake, aftershocks and tsunami

Earthquakes can happen abruptly without any indications, so it is important to be prepared to respond to it. Emergency supplies and first aid kit should be available at the training venue, it is important to keep it in a safe and accessible place and take it with you if safe to do so. While Stratcom Security does not operate its own training venue, it is important for staff members to familiarise themselves with the temporary training venues and practice “Drop, Cover and Hold” (refer to image below) regularly.



Image Source: Civil Defence National Emergency Management Agency (NEMA) Te Rākau Whakamarumaru

Aftershocks and tsunami may occur as a result of an earthquake. As the entire coastline of New Zealand is exposed to tsunami hazard, it is therefore important to check whether the temporary training venue in use is located in a tsunami

evacuation zone. If it is, then you should know and practice the tsunami evacuation drill of the training venue.

If the temporary training venue is near the coastline or located in a tsunami evacuation zone, staff members of Stratcom Security should plan an evacuation route. The route should take you out of tsunami evacuation zones. it is important to recognise the natural warning signs and act swiftly. This is because a tsunami can arrive within minutes after a strong earthquake, there might not be enough time to wait for an official warning. Staff members of Stratcom Security should visit the "Get Ready" website to check whether the temporary training venue is located in a tsunami evacuation zone: https://getready.govt.nz/en/emergency/tsunami/tsunami-evacuation-zones.

Below are the general guidelines if an earthquake or an aftershock happens:

1. Remain calm.
2. Remove yourself and anyone from immediate danger when safe to do so.
3. Report any hazards to staff of Stratcom Security, building warden or emergency services.
4. If a staff member of Stratcom Security, building warden or a member of emergency services is onsite, wait and follow their directions.
5. Evacuate according to the evacuation procedures outlined above if you are in an area or a building that is unsafe.
6. Do not use elevators or lifts.
7. If you are advised to evacuate from a building, do not re-enter it until you are given the permission to do so by a staff member of Stratcom Security, building warden or emergency services.

8. Continue to monitor various communication channels for a few days because aftershocks can continue over the next hours or days.

During an earthquake or aftershock, if you are:

Indoors:

1. Stay inside unless a staff member of Stratcom Security, building warden or a member of emergency services advises you otherwise.
2. Drop, Cover and Hold (refer to image above) – Drop down on your hands and knees, Cover your head and neck or your entire body if possible under a table or desk (if available and within a safe distance), if there is no shelter nearby, cover your head and neck with your arms and hands, Hold on to your shelter (the table or desk) until the shaking stops. If the shaking causes your shelter to move, move along with it.
3. Keep away from windows, big furniture and shelves with heavy objects that may fall on you.
4. When the shaking stops or if the fire alarm is activated, evacuate the building immediately according to the evacuation procedures outlined above.
5. If you come across any damages and hazardous conditions, report it to staff member of Stratcom Security, building warden or emergency services.

Outside:

1. Stay outside, unless a member of Stratcom Security or emergency services advises you to do otherwise.
2. Do not attempt to go through buildings or indoor areas to get to a safe area, always use external routes.

3. Stay with others.
4. Move to an open area when safe to do so.
5. Avoid falling hazards, such as near a building or trees.

Trapped in an elevator/lift or a room:

1. If power fails, the lift or elevator will stop and all lights will go off.
2. Check whether there is an emergency phone or intercom and use it to call for support.
3. Check if your mobile phone still has connection, call 111 if needed, tell them your location and wait calmly for a rescue.
4. If all connections with external is lost, remain calm and pay attention to sounds that may signal others are nearby, when that is the case, generate noises that may lead others to discover you.

In a vehicle:

1. Pull over and stop in a clear and safe area.
2. Avoid areas where there are things that may fall on your car, such as near trees, power lines and buildings.
3. If it is safe, remain in the vehicle until the shaking stops.

When the shaking stops:

1. Assess your surroundings and ensure your personal safety.
2. Check to see if there are people injured.
3. If anyone is injured and requires medical assistance, inform staff member of Stratcom Security or call emergency services. Administer first aid if you have the knowledge to do so.

4. Be mindful of any instructions, announcements or broadcast, given by staff member of Stratcom Security, emergency services or the local / national government.
5. Evacuate if required or instructed to do so.
6. Check whether your current location is near the coastline or a large body of inland water (such as lakes), if yes, be aware of possible Tsunami.
7. Move to a clear area when safe, beware of things falling.
8. When moving, proceed with caution and stay clear of any structural damages, exposed live electric wires or other hazards.
9. Turn off the gas, as it may be leaking.
10. Stay in a safe and clear area as there may still be aftershocks that could lead to more damages and things falling.
11. In the event of a major earthquake, buildings and streets maybe closed, under such circumstances, remain at a safe place and follow the instructions of emergency services.

Below are the general guidelines if a tsunami happens during training:

1. If the training venue is not in a tsunami evacuation zone, stay where you are or in a safe location, try not to use the roads to reduce congestions.
2. If the training venue is in a tsunami evacuation zone and you feel a long and strong earthquake, act swiftly and do not wait for an official warning.
3. You may need to apply common sense and determine whether it is safe to make the move. When safe, move as quickly as you can following the planned evacuation route. Do not wait for an official warning, because tsunami can happen within minutes depending on your location.
4. Walk, run or cycle if you can, this reduces the chances of getting stuck in traffic and help reduce congestion. If you need to drive, keep going even

after you are outside of the evacuation zones, so that more room is allowed for those that may come behind you.

5. If your planned evacuation route is not safe or blocked, move to the nearest high ground or as far inland as you possible, every metre counts.
6. Once you have arrived at a safe location, continue to monitor warnings and advisories that are provided at www.civildefence.govt.nz and shared on other media and communications channels.
7. Stay clear of tsunami evacuation zones until you receive official advise that you can return. If the tsunami is caused by an earthquake, aftershocks may generate another tsunami, it would be essential to remain cautious.

Volcanic activity

Volcanic activity includes eruptions, ashfall, falling rocks, lava flows, mudflows...etc. It is essential to know of the volcanic risks of the temporary training venues. Regions such as Auckland, Bay of Plenty, Tairāwhiti, Hawke's Bay, northern Manawatū, Northland, Taranaki and Waikato are most at risk. If the temporary training venue is at risk of ashfall, it is important to have gloves, dust masks and goggles in the emergency supplies. During a volcanic activity, it is important to stay informed, this includes listening to announcements on the radio and monitoring the website and social media channels of the Civil Defence Emergency Management Group and emergency services. An emergency plan should be in place for each temporary training venue, it is important to refer to the plan should volcanic activity happens during a training session.

Below are the general guidelines if ashfall happens during training:

1. Refer to the emergency plan of the relevant temporary training venue.
2. Monitor multiple communication channels for updates and follow the instructions from emergency services.
3. If you are outside when ashfall happens, seek shelter immediately (inside a car or to the nearest building). If you do not have a mask with you, cover your nose and mouth with a handkerchief or cloth.
4. Stay indoors, ash is a health hazard, especially to those with respiratory issues.
5. Check that all windows and doors are closed and ventilation systems shutdown to avoid ash from entering the indoor area.

6. Check that gaps (windows or doors) are filled with damp cloth or towels to prevent ash from entering the indoor area.
7. While indoor, monitor the amount of ash on roofs (you may observe through the window of the amount of ash falling, as roofs may collapse under the weight of ash. Watch out for signs of the roof sagging, evacuate from the building if that happens.
8. Avoid unnecessary exposure to ash until it is settled. Do not attempt to clear the ash while it is still falling.
9. Only go out if it is absolutely necessary to do so, when you go out, make sure to wear protective clothing, this includes gloves, sturdy footwear, goggles, dust mask (N95 or P2) and clothing that covers your arms and legs. Do not wear contact lenses because trapped ash can scratch and injure your eyes. Wear glasses instead.

Below are the general guidelines if ashfall is forecasted for the region of the temporary training venue:

1. Return home if there is enough time for you to do so, so that you do not have to drive or walk during ash fall.
2. If there is not enough time for you to return home, stay indoors, preferably a place with emergency supplies.
3. If you have a visual impairment that requires you to wear correction lenses, wear glasses and not the contact lenses.
4. Close all windows and doors, shut down ventilation systems to avoid ash from entering the indoor area.
5. Fill all gaps (windows and doors) with damp cloth or towels to prevent ash from entering the indoor area.

Suicide prevention

If anyone that is in the temporary training venue is attempting to commit suicide or making a threat to do so, the priority is to ensure their physical safety.

Below are the general guideline and procedures should a suicide threat or attempt takes place:

1. Remain calm and contact staff of Stratcom Security or call 111 (emergency services). If a mental health professional happens to be onsite, seek their support immediately.
2. Do not put yourself or others at risk.
3. The individual that made the threat or suicide attempt is very likely to be in an emotionally unstable condition, make the environment as safe and provocation-free as possible.
4. Assign someone as a support person and stay with the individual at all times until professional help arrives and takeover.
5. Follow the instructions of the mental health professional or emergency services.

Medical emergency or situation

This section covers incidents such as serious injuries, death, traumatic incident and other medical situations.

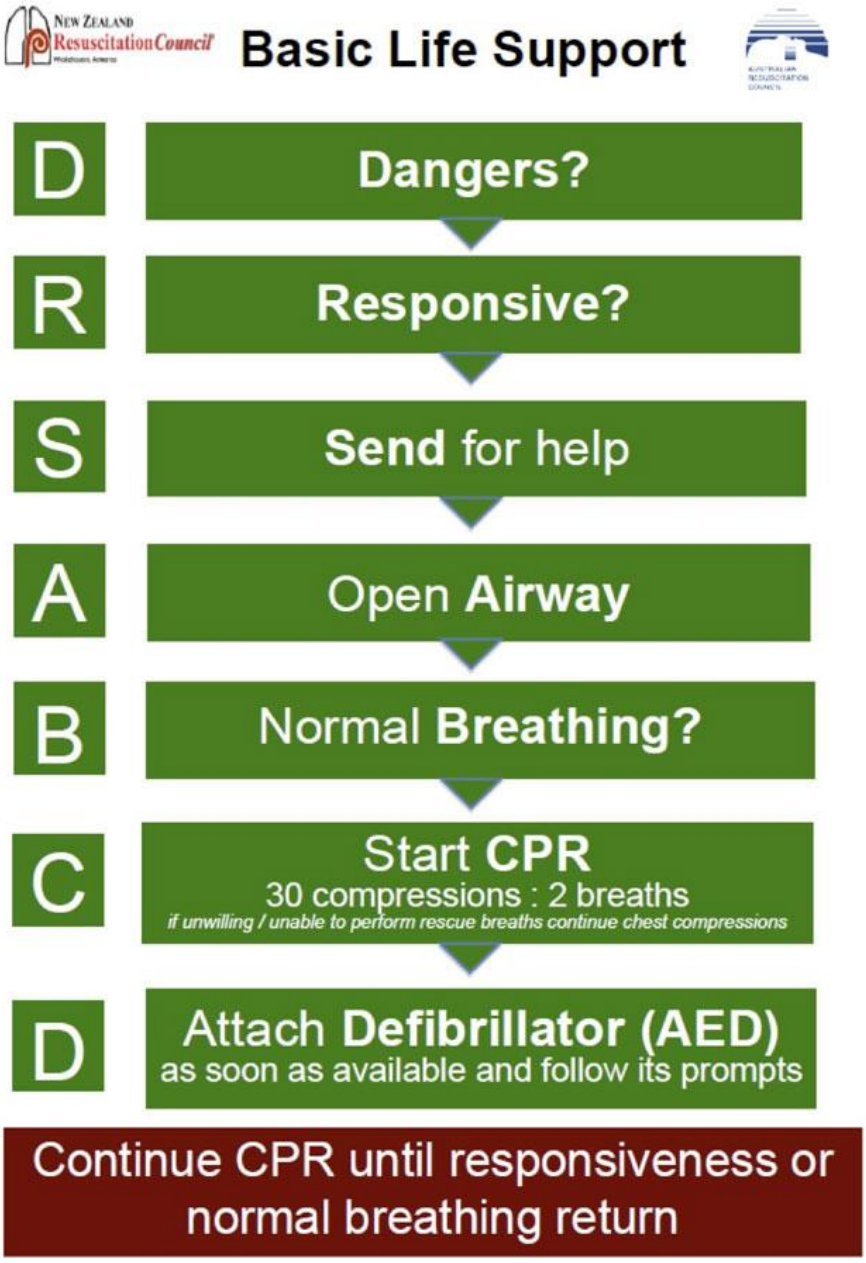
When first aid is needed:

As per Stratcom Security's Quality Management System (QMS) and Health and Safety policy, at least one staff member at the temporary training venue is trained to administer first aid and holds a first aid certificate that is valid and current, the person will act as the first aider of the temporary training venue. In addition, tutors are required to maintain professional qualifications and competencies in first aid training:

- NZRC Emergency Care Instructor (renewed annually)
- Pre-Hospital Emergency Care PHEC (renewed 4-yearly)

When first aid is required, it is essential to inform the first aider onsite and ask them to do it. In the unlikely event where the first aider is unavailable, only apply first aid when you are confident and it is safe to do so. Call out for assistance if you are not confident or trained.

Remember the “DRSABCD” of first aid:



Source: New Zealand Resuscitation Council

It is worth noting that during B, if the person is breathing normally, there is no need to start CPR and attach defibrillator. Rather, check whether or not the person has normal circulations (such as feeling for their pulse) and bleeding, apply pressure if needed.

First aid kits and defibrillator/AED should be available at the temporary training venue, staff members of Stratcom Security should know where they are and always check that they are there when conducting the venue check. Below is a diagram showing the suggested content of a work first aid kit. It is also advisable to keep a notebook and pen to hold records of the incident, such dates, times, nature of the incident, equipment used…etc.

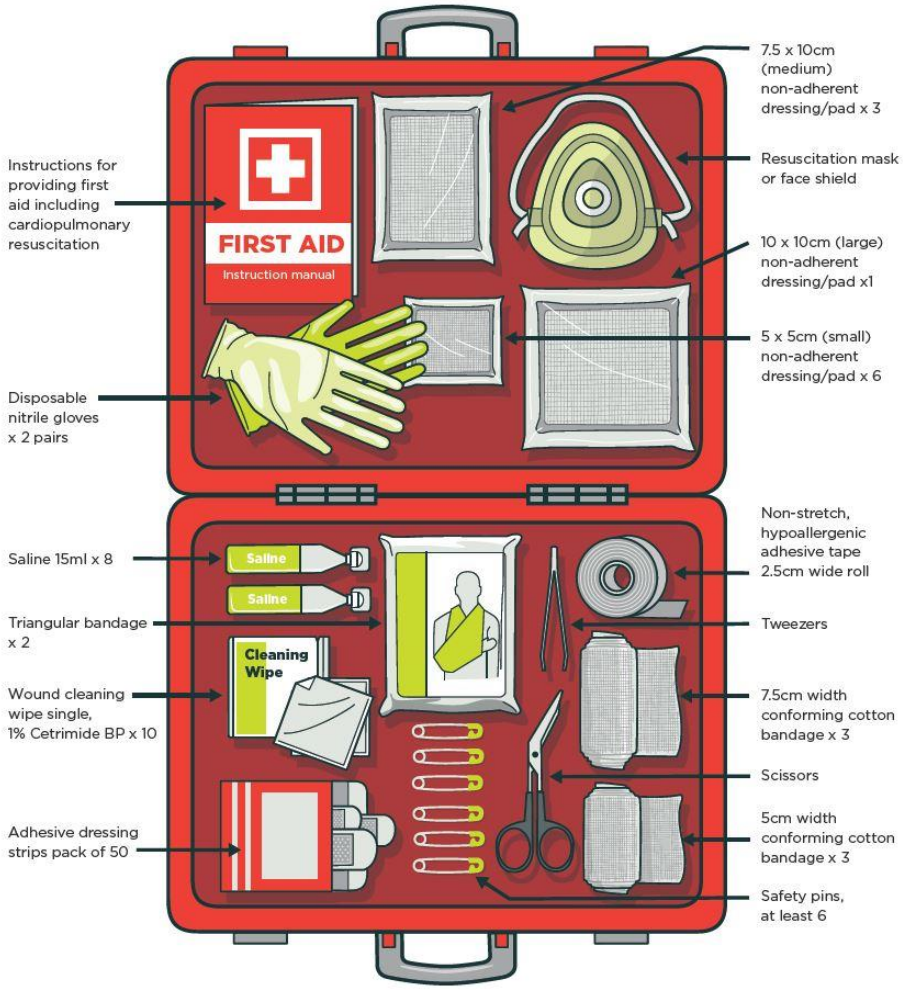


Image Source: WorkSafe New Zealand

When there is a medical situation / emergency:

1. Assess the scene to ensure it is safe for you to help.
2. Only move the person if they are in immediate danger.
3. Check for the person's response to speech and touch.
4. If the person is responsive, try and understand what their conditions are, in some cases, the person may carry relevant medications themselves.
5. Apply first aid if needed, only do so if you are trained and confident to do so. Otherwise call for help, this may include first aider onsite, other people who are onsite that has relevant knowledge and emergency services (111).
6. Send someone to get help, do not leave the person unattended.
7. If emergency services has been called, send someone to wait and meet them outside, so that they can get to the scene as quickly as possible.
8. If emergency services is called, provide as much detail of the event as you can, these include location, symptoms…etc.

When there is a serious injury:

1. Ensure you and everyone else is safe.
2. Assess area and check whether there are any hazards or danger.
3. Do not assume death, apply first aid if needed (only if you are trained and confident), call for help (Stratcom Security staff member or emergency services).
4. Clear the area so that it is not crowded.
5. Take note and record the details of the incident after everything is sorted.

Response to infectious disease, pandemic outbreak:

During a pandemic or infectious disease outbreak, while we may not be able to contain it, there are basic procedures and principles we can apply to minimise

its impact. Below are the guidelines should training occurs at a temporary training venue during a pandemic or infectious disease outbreak:

- Practice hand hygiene – wash your hands frequently with soap for 15 to 20 seconds then dry them thoroughly.
- Hand sanitizers should be available and accessible for learners and staff.
- Cough and sneeze into your elbow or tissues, wash and dry your hands thoroughly and dispose the tissues you used into covered bins.
- If you are unwell, do not come to training.
- If you become unwell during the training, minimise close contact with others and head home.
- Make sure the venue is ventilated, such as opening windows and switching on ventilation systems.
- Wipe surfaces (tables and chairs) and touchpoints (keyboards, door handles) frequently with disinfectants.
- Wear a face covering if needed.

Notifying the learner's nominated person:

If the person who is experiencing the medical emergency is a learner, staff member on site should contact the learner's nominated person when:

- it is safe to do so,
- the learner has given consent,
- the staff member has reasonable grounds to believe contacting the nominated person will be beneficial to the learner's safety, health or wellbeing.

Motor vehicle accident

In an event that anyone (staff, learner or visitor) is caught in a car accident at the temporary training venue, below are the general guidelines to follow:

1. Remain calm. Remember whoever it is that is in the wrong, there is no point in reacting in anger or irrationally.
2. If needed, call emergency services (111) directly.
3. If you are directly involved in the accident, however slight it is, do not leave the scene until you have spoken to the other driver(s) or the police.
4. Stay out of danger, such as moving away from the main road and on to the side when safe. Turn on hazard lights to signal to others that an accident has occurred.
5. Report the accident to staff of Stratcom Security as soon as possible.

Dealing with suspicious letter/package, bomb threats

As Stratcom Security do not operate its own campus, all training venues are used temporarily, staff members or learners should not be responsible for receiving letters, mails or packages on behalf of these venues. But in the unlikely event that a suspicious package is delivered/discovered/found within the premises, it is important to be cautious. In most cases, delivery of letters and packages to an individual that works at the temporary training venue should be received or arrange without anyone from Stratcom Security (staff or learner) needing to be involved.

Below are the guidelines should an unexpected letter or package is delivered or found:

1. Remain calm.
2. Do not attempt to receive, touch, move or examine it.
3. Inform a staff member of Stratcom Security.
4. Staff member of Stratcom Security should contact representative of the temporary training venue and check whether or not they are expecting a delivery.
5. If the representative of the temporary training venue cannot be reached or if they couldn't confirm whether a delivery is expected, staff member of Stratcom Security should be cautious and use the features listed below to identify whether the letter or package should be identified as suspicious (just observe, no touching or moving if possible):

• Excessive postage
• Incorrect titles

• Title but no name
• Misspelled common words
• Handwritten or poorly typed addresses
• Oily stains, discolourations or odour
• No return address
• Unusual weight considering the size (if you have already lifted up or moved the item, if you haven't, do not attempt to do so)
• Lopsided or uneven envelop
• Protruding wires or aluminium foils
• Excessive security material such as masking tape, string…etc.
• Visual distractions
• Ticking sound
• Marked with restrictive endorsements, such as "Personal" or "Confidential"
• Shows a city, state or province in the postmark that does not match the return address.

Source: New Zealand Police

6. If there is a ticking sound or protruding wires or aluminium foil, then it should be regarded as suspicious.
7. Try and contact someone from the temporary training venue again and verify whether the recipient or information listed on the letter or package is correct. If this cannot be confirmed, the letter or package can be considered as suspicious if is obviously not promotional or marketing mail and has at least three features in the list above.

Below are the general guidelines if a package or letter is identified as suspicious and is remained untouched:

1. If no one has touched the package or letter, let it remain as it is and do not attempt to touch or move it.
2. Do not touch, shake, open, smell, taste the package /letter/content.
3. Note the location of the package and isolate the item.
4. Call staff emergency services and staff member of Stratcom Security and inform them of the location of the item.
5. If the item is suspected to be a bomb (ticking sound, protruding wire, exposed aluminium foil…etc.), do not use mobile phone or radio devices near it.
6. Leave doors and windows open.
7. Turn off any equipment that could disturb airlow.
8. Consider evacuating the area according to the evacuation procedures outlined above.

If someone is holding or has touched/opened the suspicious package or letter:

1. If someone has already touched or is holding it, do not shake, open, smell, taste the package/letter/content and put down the item gently.
2. If the package or letter has been opened and the content has been spilt on the area or on clothing, do not clean up or wipe spilt content.
3. Avoid breathing in the content, whatever it may be.
4. Clear and isolate the area.
5. Switch off air conditioning.
6. Wash hands with soap and water.
7. Find a room to remove the clothing that has the content spilt on it.

8. Take a shower and clean thoroughly with soap if showering facility is available.
9. Change into other clothes.
10. Isolate both the room that you changed/showered and the area where the content was first found.

Below are the general guidelines when dealing with bomb threats:

1. Remain calm, treat as if the threat is genuine.
2. Do not hang up if the threat came through a phone call.
3. Determine whether the threat is a “specific threat” or “non-specific threat”. Specific threat is when the caller or the threat given contains specific information, such as location, when it will explode…etc. A non-specific threat is when there is no information given other than “There is a bomb in the building or somewhere”.
4. Do not use a mobile phone, set of the fire alarm or use radio devices in the area.
5. Use the bomb threat checklist provided by New Zealand Police (see image and hyperlink below) to record all relevant information.
6. Warn everyone in the area by mouth.
7. If you or anyone come across any suspicious objects, note down the location and leave it as it is.
8. Evacuate from the area and inform staff of Stratcom Security or staff of the temporary training venue. If you are contacting them via mobile phone, only do so when you are far removed from the area affected by the bomb threat.
9. Staff of Stratcom Security or staff of the temporary training venue will call emergency services and give further advise to affected learners.



New Zealand POLICE
Nga Pirihimana O Aotearoa

Place this card under your telephone

BOMB THREAT CHECK LIST QUESTIONS TO ASK:

1. When is the Bomb going to explode?
2. Where is the Bomb?
3. What does the Bomb look like?
4. What kind of Bomb is it?
5. What will make the Bomb explode?
6. What is the Explosive Type and Quantity?
7. Why did you place the Bomb?
8. What is your name?
9. Where are you?
10. What is your address:

EXACT WORDING OF THREAT:

ACTION

Report call immediately to:
Phone Number:
Trace 111

Police Advised:
Date/Time:
Members name:

CALLER'S VOICE

Accent (specify):
Any impediment (specify):
Voice (loud, soft, etc):
Speech (fast, slow, etc):
Diction (clear, muffled):
Manner (calm, emotional, etc):
Did you recognize the voice?
If so, who do you think it was?
Was the caller familiar with the area?

THREAT LANGUAGE

Well spoken:
Incoherent:
Irrational:
Taped:
Message read by caller:
Abusive:
Other:

BACKGROUND NOISES

Street noises:
House noises:
Aircraft:
Voices: Standard Call:
Music: 111/Cellular:
Machinery: STD:
Vehicle (Cellular):
Other:

OTHER

Sex of caller:
Estimated age:

CALL TAKEN

Date: / / Time:
Duration of call:
Number called:

RECIPIENT

Name (print):
Telephone number:
Signature:

POL 940
11/02

Source: New Zealand Police

The full checklist can be download at:

www.police.govt.nz/sites/default/files/publications/bomb-threat-checklist.pdf

Suspicious, violent or aggressive behaviour and incident

In the case of Stratcom Security, it is very difficult for staff members and learners to know whether a person on the premises is an unauthorised visitor. Communications prior to the training session is therefore very important. Staff or tutors of Stratcom Security are advised to check with a staff of the training venue whether or not there will be other personnel onsite during the time that the training takes place. This may include delivery services, other people that are also using the venue, a tradesperson coming in for repair work…etc.

Suspicious behaviour

If a person comes into the venue and acts suspiciously, ensure your own safety first. From a safe area, contact the security guard of the venue (if there is one present) or contact the staff of Stratcom Security and seek help. During your communications, provide description, location and direction of travel of the suspicious person.

Violent and/or aggressive behaviour and incident

If you come across threatening behaviour or aggression (verbally or physically), it is important to remain calm and do not behave or act in a way that may provoke the aggressor.

Below are general guidelines when dealing with different types of violent and/or aggressive behaviours.

Threatening behaviour and aggression (physical and/or verbal)

1. Remain calm and do not provoke the aggressor.
2. Remove yourself and others from harm, but only if it is safe to do so.
3. Obey the offender's requests or instructions as long as it does not put yourself or others in danger, do not try to argue or negotiate.
4. Do not take risks, safety of everyone always comes first.
5. Observe the aggressor if it is possible and safe to do so, take note on things such as:
    - Clothes
    - Physical features (ethnicity, height, weight…etc.)
    - Distinguishing features (e.g. tattoos, scars…etc.)
    - Voice
    - Presence of weapon or items that can be used as a weapon (whether they brought it or taken at the venue)
    - Their potential escape route and tools (vehicle, bicycle…etc.)
6. If the situation continues to escalate and you feel unsafe, contact staff of Stratcom Security or emergency services immediately, tell them the details you may have noted from step 5 above.

If you are a victim of, or witness to violence or a crime in progress:

1. Remain calm.
2. Observe what is happening without having eye contact with the offender, as that might provoke him/her/them.
3. Move to a safe place if it is possible.
4. Prioritise your own safety first, do not take risk and make any attempts to confront or stop the offender.
5. Do not put yourself or anyone else in danger.

6. If you are not directly involved, stay away from the scene.
7. If you are involved or caught in the violent act, protect yourself as best as you can.
8. From a safe place, contact emergency services (111) immediately and give them as much detail as possible. This may include their threats or demands.
9. Inform other people in the building so that they do not enter the affected area.

Active shooter on campus

The first warning of gun violence or the presence of a shooter at a temporary training venue would be the sound of gunfire. If you hear the sound of a gun firing, stay in your current area if it is safe, do not attempt to move around the temporary training venue until the “all clear” signal is given my a staff member of Stratcom Security/building warden/emergency services.

If the shooter is inside the venue and there is a need for you to escape:

1. Remain calm.
2. Keep low and take cover as you make your way to the exit.
3. Escape through the nearest exit, such as climbing out the window if it is safe to do so.
4. Notify anyone you encounter to exit safely.
5. Once you are outside, continue to keep low and evacuate to an area that is further away from danger. After arriving a safe area, continue to stay low and take cover.
6. Once you are safe, call emergency services (111) immediately.

If the shooter is inside the venue and you are unable to escape:

1. Remain calm.
2. Keep low, quietly move out of hallway or corridors and into a room (office or classroom) with a door if possible.
3. Lock the door if possible, if the door cannot be locked, barricade it with whatever that is available (such as placing furniture against the door). Do so in a quiet manner.

4. Turn off the lights.
5. Continue to keep low, take cover and stay away from doors and windows.
6. Make sure any mobile devices are turned into silent mode.
7. Observe (listen) for sounds outside the room.
8. When safe, call emergency services (111) and give them as much details (your location will be the most important) as possible in a softer voice.
9. Wait for the police to come and find you.
10. Do not respond to anyone knocking or talking through the door until you are certain that it comes from a police officer or staff of Stratcom Security.

If a shooter enters the training venue (classroom) unannounced:

1. Remain calm, keep low and take cover.
2. If possible, call 111 immediately.
3. If you cannot speak, leave the line open so emergency services can hear what is going on.
4. Depending on the venue, you may be able to find a place to hide.
5. If you are close to an exit (such as a window or the door), escaping could be an option if it is safe to do so. But do so quietly and continue to keep low.
6. If escaping is impossible, you need to consider all options, this may include to remain in hiding, slowly move to a location that will be easier to make an escape, negotiation with the offender or even playing dead.
7. In extreme circumstances, you and others (if there are others present) may need to overcome the offender with force, but only do this when there are no other options.

Lockdown of temporary training venue

Locking down of a venue is required when there is violent or other dangerous situations taking place somewhere within the venue or the surrounding community. The purpose of the lockdown is to keep everyone in a safe area so that the situation does not escalate or become more complicated than it already is.

As face to face training of Stratcom Security may take place during the odd hours where there is no one else using the campus or the venue, if anything happens during such instances, it is up to the staff member of Stratcom Security present to decide whether a lockdown is needed. If a lockdown is necessary because of an internal threat, trainings will be disrupted as everyone may be required to move to a safe area or evacuate from the training venue. If the lockdown is initiated because of a threat in the surrounding area (external threat), then training might be able to continue as usual, and everyone is required to remain in the venue until the area is cleared. During such situations, staff members and learners should monitor multiple communications channels to ensure the most updated information is received.

Staff members should familiarise themselves with the emergency guidelines and health and safety procedures of the temporary venue, so that they would have an understanding of the lockdown procedures (such as activating the building alarm or making an announcement over the communications channels that are available) that are specific to the venue. This is particularly important in the

event that Stratcom Security trainings are taking place in multiple rooms of the temporary training venue and a campus lockdown is required. Lockdown may be

Below are some of the ways to inform all Stratcom Security personnels (staff and learners) and the actions that need to be taken should a lockdown is required:

- If training is taking place only in one room, the most direct way is to alert everyone verbally.
- If training is taking place in multiple rooms, or if another room is occupied by staff of Stratcom Security to conduct administrative duties, find the fastest and most effective way to let them know what is happening. If the two rooms are next to each other, it could be going there physically (only when it is safe to do so), otherwise a SMS/text or a call would suffice. Under such circumstances, the recipient of the text should always reply and acknowledge that they have received the message.
- Check whether anyone is missing, there might be an individual that went out for a break, or went to the bathroom. Again, use the fastest and most effective way to contact them. Most likely a call on their mobile number or sending them a text. Recipient of the message should reply and make way to safety as soon as possible.

Below are the general guidelines if a lockdown takes place:

1. Remain calm.
2. Ensure that you are in a safe area.
3. Move away from common areas, corridors and hallways and into a room that is safe.
4. Lock or barricade the doors of the room that you are in.

5. Turn off the lights to avoid attention.
6. Block windows or close blinks if these are available.
7. Turn off any devices (such as radio, computers…etc.) that may draw attention.
8. Silence mobile phones but do not turn it off.
9. Keep low and quiet, find cover and stay out of sight.
10. Do not take actions that would endanger yourself or others.
11. Only leave the area when instructed to do so.
12. If the lockdown is due to an internal threat (dangerous or violent situation arising within the venue), call 111 and report as much detail as you can to the police or emergency services.

Utilities failure

Utilities failure refers to the malfunctioning of infrastructure of the temporary training venue. This could be the result of internal failure or issues affecting the wider area. Some examples of utilities failure include loss of power, lighting, water, Wi-Fi, computer network…etc.

If utilities failure take place during training, staff of Stratcom Security should inform the staff of the temporary training venue as soon as possible. Especially when the outage affects the training or puts anyone in the building at risk.

Due to the nature of the training provided by Stratcom Security, training does not rely heavily on computers and Wi-Fi, should these systems stop working unexpectedly, training should be able to continue as usual.

Below are the general guidelines if utilities failure occur during training:

1. Remain calm.
2. Provide assistance to others if necessary.
3. Assess the extent and impact of the failure.
4. Check the immediate surrounding to ensure the failure is not caused by a wider event (such as severe weather, earthquake, flooding…etc.) that will endanger those that are in the building.
5. Contact staff of the temporary training venue and inform them of the failure.
6. Leave all electronic equipment as it is.

7. Do not use the lift during any forms of utilities failure, as a power outage could occur anytime.
8. Training might continue as usual or be rescheduled, follow the instructions from staff members of Stratcom Security that are onsite.

If trapped in an elevator/lift:

1. If power fails, the lift or elevator will stop and all lights will go off.
2. Check whether there is an emergency phone or intercom and use it to call for support.
3. Check if your mobile phone still has connection, call 111 if needed, tell them your location and wait calmly for a rescue.
4. If all connections with external is lost, remain calm and pay attention to sounds that may signal others are nearby, when that is the case, generate noises that may lead others to discover you.

End of document

Appendix I

Annual Physical Campus Accessibility Checklist

NZQA Code of Practice (Outcome 3, Clause 18) and related NZ access requirements
Prepared for: Training Systems and Solutions Ltd t/a Stratcom Security — Penrose campus | Date:_____

1. What the Code requires

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 sets out physical/digital environment obligations under Outcome 3, Process 3, Clause 18. This is the current text (confirmed against the NZQA-published edition, no changes since the April 2023 amendment):

Clause 18 — Providers must have practices for:

- ☐ (a) providing healthy and safe learning environments; and
- ☐ (b) identifying and, where possible, removing access barriers to provider facilities and services; and
- ☐ (c) involving learners in the design of physical and digital environments when making improvements; and
- ☐ (d) engaging with Māori and involving Māori in the design of physical and digital environments where appropriate.

Note: the Code itself is principle-based — it does not set out technical building specifications (ramp gradients, door widths, etc). Those sit in the separate legal framework below, and NZQA's self-review toolkit expects you to evidence how you've applied clause 18 in practice, not just that a building consent was issued.

Source: NZQA, "The Tertiary and International Learners Code of Practice" (nzqa.govt.nz), Education Code of Practice 2021 PDF, pp.17-18. Checked 17 Jul 2026.

Related clauses that touch physical accessibility

- ☐ Clause 16(1) (Outcome 3, Process 1 — Safe and inclusive communities): practices for reducing harm from discrimination and promoting an inclusive learning environment — relevant to how the campus is laid out and signposted.
- ☐ Clause 20(2) (Outcome 4): if food is provided on campus, healthy options must be available at reasonable cost — relevant if Penrose hosts shared meals during f2f sessions.
- ☐ Clause 22(1)(h) (Outcome 4): practices for making arrangements with disabled learners or those affected by health/wellbeing difficulties to accommodate learning needs, including studying off-campus.

2. Legal requirements beyond the Code

Clause 18 doesn't specify technical standards, so in practice providers rely on the general building/disability access law that applies to any commercial premises in New Zealand:

- ☐ Building Act 2004 & Building Code Clause D1 – Access routes: governs safe entry/exit, corridors, stairs, ramps and lifts, including access for people with disabilities. Still current (MBIE, 2nd edition amendment 6).
- ☐ Building Code Clause G1 – Personal hygiene: covers sanitary facilities, including accessible toilets.

☐ Human Rights Act 1993, s.44: makes it unlawful to deny or restrict access to a place the public can enter (including a training campus) on the grounds of disability.

☐ Building Warrant of Fitness (BWoF): the annual/ongoing check for any specified systems in the building (e.g. accessible lifts) — TSSL already obtains these for delivery sites.

This checklist is a self-review planning tool, not a substitute for sign-off by a building certifier or access consultant. Since Penrose is a newly established campus (Mar 2025) with no formal accessibility audit on file yet (a gap flagged in your 2025 Tool A gap analysis), engaging a qualified access consultant for a one-off walk-through is the recommended next step.

Source: Ministry of Business, Innovation and Employment, building.govt.nz, "D1 Access routes" and "Building Code compliance" pages. Checked 17 Jul 2026.

3. Practical walk-through checklist

A. Entry and access routes

☐ Step-free (or ramped) path of travel from car park/street to the main entrance.

☐ At least one accessible car park close to the entrance, correctly marked.

☐ Door widths and thresholds allow wheelchair/mobility device access.

☐ Ramps (if any) have a safe gradient, handrails, and non-slip surface.

☐ Entrance signage is clear, well-lit and at a readable height.

B. Internal movement

☐ Corridors and doorways wide enough for wheelchairs/mobility aids.

☐ Training rooms are on the ground floor, or a lift is available and working.

☐ Handrails on any stairs; contrasting nosing on step edges.

☐ Clear wayfinding signage to classrooms, toilets and exits.

C. Facilities

☐ At least one accessible toilet, compliant with Building Code G1.

☐ Classroom seating/desk layout can accommodate a wheelchair or mobility device.

☐ Any shared dining/kitchen area used for f2f sessions is accessible.

☐ Emergency egress is usable by learners with mobility or sensory needs (evacuation chairs or refuge points identified if the building is multi-storey).

D. Communication and sensory accessibility

☐ Adequate lighting and acoustics in learning spaces.

☐ Visual as well as audible fire/emergency alerts, where practicable.

☐ Learner materials available in an alternative format on request.

☐ Tutors and pastoral care staff know how to support a learner who discloses a disability or access need.

E. Digital environment parity (Clause 18(c)-(d) covers digital, not just physical)

- ☐ Moodle content uses readable fonts, sufficient contrast, and alt text on images.
- ☐ Digital enrolment (Fillout) form is usable via keyboard and screen reader.
- ☐ Online components are usable across common devices (phone, tablet, laptop).

F. Consultation

- ☐ Learners have been asked for input before/when physical or digital environment changes are made.
- ☐ Māori have specifically been invited to input on design where appropriate.
- ☐ Any access barriers identified are logged, actioned, and the fix is dated and recorded.
- ☐ Findings from this checklist are kept as evidence for the next Code of Practice self-review (Outcome 3).

4. Evidence to keep on file

- ☐ BWoF and health & safety sign-off for the Penrose site.
- ☐ A dated, completed copy of this accessibility walk-through.
- ☐ Any learner feedback specifically about accessibility.
- ☐ Records of learner/Māori consultation on design changes.
- ☐ Correspondence with a building certifier or access consultant, if engaged.

This checklist was compiled from the NZQA-published Code of Practice text and MBIE Building Performance guidance, both checked live on 17 Jul 2026. For a legal opinion on building consent or Building Code compliance specifically, engage a licensed building practitioner or access consultant — this document does not constitute legal or engineering advice.

Appendix I

TRAINING SYSTEMS & SOLUTIONS LIMITED | STRATCOM SECURITY
Upskilling the Security Sector

Temporary Training Venue Inspection Checklist

Stratcom Security checks the following items for each venue before proceeding to use the premises. If facilities are inadequate or high risk hazards are found the premises are not used. Minor issues are reported to building owner/manager and remediation is arranged before occupancy.

Venue Name:

Venue location:

Programme/Course:

Start date: **End date:**

Approx. size of room (sq.m) **Maximum number of occupants proposed, learners and staff**

Current Building WOF posted: **Check done by:** **Date:**

Work Environment	✓ if fit to use
Venue space is adequate for number of occupants (at least 2 sq. metres per person)* *see notes over page*	
Building meets earthquake strength requirements for occupancy.	
There is room for a sign-in place close to the entrance.	
Current safety, information is displayed.	
Access and egress and disabled access are clear, functioning, meet building and fire safety standards	
Walkways are free of obstacles that prevent escape.	
Floors are free of slip / trip or fall hazards.	
Stair handrails are in place and firmly fixed	
Ventilation and temperature control are adequate.	
Lighting is adequate and there are blinds to reduce glare	
All areas are free of dust or irritants.	
Walls, floors, ceilings free of any visible damp or mould.	
Kitchens tea/lunchrooms are clean, tidy and hygienic	
There are sufficient toilets, one is accessible for people with disability - **see notes over page*	
There is at least 1 hand basin with adequate hand washing and drying facilities	
Rubbish disposal is available on site or alternative plans for removal are made.	
Furniture and Fittings	
There is sufficient seating and tables for learners	
Furniture is safe - not broken.	
Shelving and heavy furniture is properly fixed for earthquake.	
Electrical Fittings	
Electrical sockets and light fittings are secure and undamaged.	
Data/power cables are of adequate length and tied back as appropriate.	
No more than one multi-box per socket to run equipment needed.	
Wifi access is available	
Fire & Emergency	
There is a compliant fire alarm system in the building - **see notes over page*	
There is a published evacuation plan on site, including assembly point - *sent photo of it to tutor*	
Lighting on emergency exit sign is working.	
Fire extinguishers and/or hose reels are in place, accessible, with clear signage and a current service tag.	

Phone is available on site for emergency calls - can bring mobile and charger, check connection OK at site.	
First Aid kit on site is fully stocked (can include bringing own kit) and a First Aider will be on site.	
Civil Defence cabinet is readily accessible. Emergency water supplies are stored on site.	

* *= see notes on back of this page*

Notes on New Zealand Building Code Requirements

OCCUPANCY RATE
https://www.building.govt.nz/assets/Uploads/building-code-compliance/c-protection-from-fire/asvm/cas4-protection-from-fire-amendment-3.pdf
See Page 25 - ' Classroom' category is the most applicable of the groups listed.
Minimum occupant density rate required is 2 square metres per person.

FIRE
https://www.building.govt.nz/assets/Uploads/building-code-compliance/c-protection-from-fire/asvm/cas4-protection-from-fire-amendment-3.pdf

Less than 100 people and maximum escape height less than 4m requires a Type 2 fire alarm system with the following provisions:
Type 2 = A manual fire alarm system activated by manual call points, connected to NZ Fire Service.
NOTE: A direct connection to NZ Fire Service is not required if a phone is available at all times for emergency calls.
This system is not required if the escape routes serve no more than 50 people in a single-level building.

Less than 100 people and escape height is 4m to 25 m requires a Type 4 fire alarm system with the following provisions:
Type 4 = Automatic fire alarm system activated by smoke detectors and manual call points with automatic signalling to NZ Fire Service. Heat detectors are allowed to replace smoke detectors in some locations.
NOTE: A direct connection to the Fire Service is not required if:
1. there are less than 200 people, and
2. the escape height is 0 m
3. a phone is available at all times for emergency calls.

Greater than 25m escape height or more than 1000 people require:
Type 7 sprinkler and alarm system connected to NZ Fire Service plus a Type 4 or Type 4f fire detection and alarm system with smoke detectors and manual call points
Type 9 smoke control in air handling systems, and
Type 18 building fire hydrant system in all cases where the height from the Fire Service attendance point to any floor is greater than 15.0 m. Otherwise, a Type 18 system is required unless the Fire Service hose run distance from Fire Service vehicular access to any point on any floor is less than 75 m.

TOILET FACILITIES
http://www.building.govt.nz/building-code-compliance/g-services-and-facilities/g1-personal-hygiene/calculator-for-toilet-pan/toilet-calculator/
'School' category is the most applicable of the building uses listed in the calculator.

Up to 30 students and 2 teachers requires a minimum of:
1 unisex toilet and 1 accessible toilet.
1 basin

30 - 70 students and 2 teachers requires provision of
2 unisex toilets and 1 accessible toilet.
2 basins
NOTE: these are minimum recommendations, more may be required. Use judgement as to what is sufficient.

NZQA Requirements for Temporary sites
Category 1 or 2 TEOs are required to notify NZQA via email to Client Services in advance if they propose to commence delivery at a temporary site.
Planned repeated use of a temporary delivery site by Category 1 or 2 TEOs should be incorporated into the Permanent Delivery Site Approval Forms a permanent delivery site. The notification to NZQA to use a temporary site must confirm to NZQA the:



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- location of the new temporary delivery site it intends to use
- programmes or training schemes to be delivered at the temporary delivery site, including the anticipated number of students per programme
- suitability of each temporary site and how it meets all legal, and health and safety requirements
- anticipated start and end dates of use
- confirmation that all other NZQA requirements have been met.

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INCIDENT REPORT FORM

To be completed in the event of a worker witnessing/being involved in any non-conformance, or an incident, or resulting, or potentially resulting, in an injury or an unsafe practice or a near hit.

Personal details

First name(s):	**Surname:**	**DOB:**
Position:	**Managers Name:**	
Address:		
Telephone number:	**Email address:**	

Incident details *(completed by person involved)*

Date of incident:	**Time of incident:**
Location of incident:	
Description of incident: *(in your own words, what happened?)*	

Primary Injury or Disease:
(Tick Primary injury. If more than one, tick Multiple Injuries)

- ☐ Strain/Sprain - Pain Gradual
- ☐ Strain/Sprain - Pain Sudden
- ☐ Cut / Open Wound
- ☐ Bruising
- ☐ Crushing
- ☐ Dislocation
- ☐ Fracture
- ☐ Fatigue
- ☐ Acute Hearing Loss
- ☐ Other:_____
- ☐ Infectious /Parasitic Disease: _____
- ☐ Burns
- ☐ Dermatitis
- ☐ Chemical Exposure
- ☐ Poisoning
- ☐ Electrocution
- ☐ Concussion
- ☐ Impact Injury
- ☐ Foreign Body
- ☐ Breathing Difficulties
- ☐ Multiple Injuries

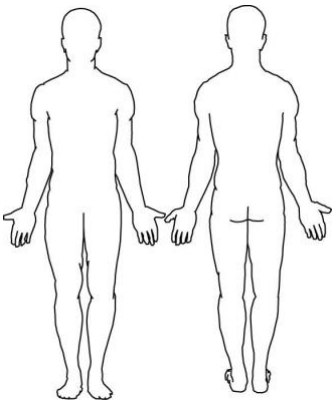
I was injured by: (Mechanism of Injury -Tick one)

- ☐ Slip /Trip / Fall
- ☐ Body Stressing
- ☐ Heat / Radiation / Energy
- ☐ Hitting object with body
- ☐ Chemicals / other Substance
- ☐ Sound / Pressure
- ☐ Biological Factors
- ☐ Mental Stress
- ☐ Fatigue
- ☐ Moving object

CAUSE OF HARM
Which of these injured or potentially injured me? (Tick one)

- ☐ Machinery / Fixed Plant
- ☐ Mobile Plant / Machinery
- ☐ Powered Equipment / Tool / Appliance
- ☐ Biological
- ☐ Non-powered Tool / Appliance / Equipment
- ☐ Chemical
- ☐ Material
- ☐ Substance
- ☐ Animal / Human

Circle where the injury is located on your body:



Details of other persons involved

Did the incident involve any other person or witness?	▪ Yes	▪ No
(If yes, provide their names and contact details)		

Other details		
Did any damage to property occur?	▪ Yes	▪ No
(If yes, provide details of the damage)		
Were the Police involved?	▪ Yes	▪ No
(If yes, provide details of the officers attending)		
Was the regulator (e.g. WorkSafe) informed?*	▪ Yes	▪ No
Is this an accident compensation related incident?	▪ Yes	▪ No

*WorkSafe *must* be informed of a notifiable illness, injury or a notifiable incident occurring in the workplace. If you are not sure if this incident needs to be reported, please notify management.

Signature: _____ **Date:** _____
(Injured party / Person Reporting Event)

INCIDENT INVESTIGATION REPORT

The objective of incident investigation is not to apportion blame but to get the relevant facts.

Incident details				
Location site:				
Location section/building:				
Date of incident:		**Time of incident:**		**am / pm**
Description of Incident:				
Investigation details				
Date of Investigation:		**Time of investigation:**		**am / pm**
Nature of investigation:	▪ Fatality	▪ Damage	▪ Injury	▪ Near Hit
Investigation Team				
Name:			**Contact number:**	
Name:			**Contact number:**	

Name of persons involved in the incident				
Name		**Company / position**		**Contact details (phone)**

Witness details				
Name		**Company/position**		**Contact details (phone)**

Sequence of events that led up to the incident	
1	
2	
3	
4	
5	
6	

ROOT CAUSE ANALYSIS

(What contributed to the Event)

☐ Individual Factors ☐ Task Invariability ☐ Psychosocial Factors ☐ Environmental Issues
☐ Workplace layout/awkward postures ☐ Work Organisation ☐ Load/Forceful Movements

Other contributing factors
Summary of conditions at the time of the incident, *eg weather, visibility, noise, lighting etc.*
Summary of variations from standard operating procedures
Summary of identified deficiencies that may have contributed

Was a new Hazard identified? YES / NO

Has the Hazard been entered on the Permanent Hazard Register? YES / NO

Actions taken at time of incident to minimise the impact of the incident	
Eg removal of guards, emergency procedures, equipment removal etc.	
1	
2	
3	
4	
5	
6	
Annexures supporting this report	
Eg photographs, statements, witness reports, risk assessments, SWMS, etc.	
1	

2	
3	
4	

What action has or will be taken to prevent recurrence?	When	By whom (Name and Position)	Date of Completion	Management Approval (Name and Signature)

Have all affected personnel been advised of procedure and/or process changes as a result of this investigation? YES / NO

Follow up *(to be completed by management)*		
Date for review of corrective actions:		
Name of person reviewing actions:		
Date corrective actions reviewed:		
Does the register of injuries record coincide?	▪ Yes	▪ No

Was this a serious harm accident? **NO / YES**

If serious harm – has Worksafe been notified? **NO / YES**

Name of person contacted at Worksafe:

_____

Date of Contact: _____ **Time:**_____

Please attach all documents sent to Worksafe

Copies of this report have been sent to

Date sent	Sent to
… / … / ……	HR
… / … / ……	MD

Signatures

Investigating team leader	Manager	Person making the report	Witness