



30 August 2024

Tēnā koe

Official Information Act request

Thank you for your verbal request received 5 August 2024, requesting:

a copy of the security operating procedures.

I have considered your request under the Official Information Act 1982 (the Act).

Please see the attached **Appendix** which outlines the standard operating procedure for the Ministry's Tautiaki (Security Guards).

Some information has been withheld from the document under section 6(d) of the Act where making that information available would be likely to endanger the safety of any person.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

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 my decision on your request, 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.

Ngā mihi

pp.

Magnus O'Neill
General Manager
Ministerial and Executive Services

MSD Protocols for Tautiaki (Security Guards) October 2023

1. Function of tautiaki

Tautiaki observe, monitor and report, to ensure the safety and wellbeing of employees, clients and others in MSD Service Centres.

2. Requirements for Allied Security

The image tautiaki project reflects on both their company and the Ministry. Allied Security will ensure all tautiaki:

- Hold and display a NZ Security Guard Certificate of Approval
- Meet MSD vetting/background standards before deployment
- Receive appropriate training in the roles and functions they are to carry out for the Ministry before deployment including:
 - Allied Security's MSD specific training on Customer Service and Conflict Management
 - The Allied Security 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 immediately ready to assist

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3. Requirements for Ministry of Social Development

The Site Manager or their delegate will ensure tautiaki receive a full site orientation on their first day including:

- Site Manager and who the appointed person in charge is if the manager is not present
- Location of lunchroom, bathrooms and first aid supplies
- Site procedures for emergency management outlined in the Site Safety Plan
- MSD site security levels including lockdown procedures
- CCTV monitors
- Locking systems on all doors and windows
- Duress and evacuation system and procedures
- Identified hazards and risks noted in the site Hazard Risk Register
- Visitor sign in procedures (including health and safety inductions for visitors)

The Site Manager or their delegate will ensure tautiaki are briefed at the start of each day regarding any identified risks or concerns.

The Site Manager will keep an up-to-date list of trespassed clients available for tautiaki to refer to so they can manage access to the Service Centre.

One Tautiaki will be a member of the MSD Health and Safety committee and invited to attend all health and safety committee meetings.

4. Tautiaki roles and responsibilities

Duties may change to suit individual sites, but should not distract tautiaki from keeping staff and other clients safe.

Site roles:

Under controlled access (the normal MSD operating level) tautiaki will be positioned to manage the following functions:

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All tautiaki will:

- Act in a manner towards all clients and visitors that is courteous, polite, helpful and with empathy

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- Be proactive in identifying and reporting potential health, safety and security hazards

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- Respond as appropriate to any duress alarm or emergency that may occur on site
- Assist clients to access toilet/bathroom facilities where requested by the Site Manager and as long as this does not compromise the management of safety in the office
- Manage the visitors book and ensure visitors are inducted
- Ensure that Security, Visitor and Contractor identification is worn
- If formally delegated by the Site Manager, conduct contractor health and safety inductions for the site

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- Place the site into Lockdown if there is an immediate and serious risk to the safety of staff and clients on site (or if instructed to by the Site Manager or their delegate)
- Report all security and safety concerns, activity and incidents:
 - to the Site Manager
 - by way of incident report to Allied Security and escalate accordingly
 - if in doubt report and seek guidance from your supervisor.

Tautiaki will not:

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- Photocopy or handle payment cards or client paperwork, 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

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7. Security Escalation Process

Tautiaki will escalate all the following incidents to both the Site Manager and Allied security management as soon as possible after the incident has been managed:

- Immediate and/or critical support is required
- **Assault** on MSD staff, tautiaki or clients
- **Use of force** by any tautiaki or MSD staff member on any person
- Any incident where **Police** or other Emergency Services have attended
- **Serious injury, medical emergency or fatality**
- Any **weapons** observed or presented
- Any emergency **evacuation**
- Any time the site goes into **Lockdown**

8. Duress Procedures

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9. Knives and other weapons

If someone has a weapon tautiaki must keep themselves safe. s6(d)

Weapon outside the office:

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Weapon inside the office:

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10. Levels of Operation on Site (Site Security Levels)

A. Controlled Entry

Controlled Entry is the usual (default) state of access and means that the main public entry door to the site is opened by the tautiaki once they are satisfied the client does not pose a safety or security risk.

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- All visitors to the site should be greeted by the external tautiaki with a smile and politely welcomed. s6(d)
- If a client or visitor poses a risk, tautiaki will deny them access to the site
- Tautiaki will be courteous, polite, helpful and display empathy at all times
- If in doubt seek the advice of the Site Manager
- The Site Manager will keep a list of trespassed clients available for tautiaki to refer to
- Tautiaki may politely ask for identification of a client or visitor if:
 - They suspect the client or visitor is trespassed from the site
 - The Site Manager has advised to deny entry to a person of that name and/or description
 - They need more interaction to assess for aggression or intoxication
- In addition to welcoming visitors, tautiaki will also acknowledge people by saying goodbye politely as they leave.

B. Restricted Access

Restricted Access limits entry to a site in response to a security or safety concern.

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