



BRIEFING

Managed Isolation and Quarantine Security Enhancement Programme: Current Status and Progress

Date:	17 November 2020	Priority:	High
Security classification:	In Confidence	Tracking number:	2021-1365

Action sought		
	Action sought	Deadline
Hon Chris Hipkins Minister for COVID-19 Response	Noting	24 November 2020

Contact for telephone discussion (if required)				
Name	Position	Telephone		1st contact
Shayne Gray	General Manager, Service Quality and Programme Sponsor	04 49011617	Privacy of natural persons	✓
Privacy of natural persons	Programme Manager, MIQ Security Enhancement Programme	04 830 7335	Privacy of natural persons	

The following departments/agencies have been consulted

- Minister's office to complete:**
- | | |
|---|--|
| <input type="checkbox"/> Approved | <input type="checkbox"/> Declined |
| <input type="checkbox"/> Noted | <input type="checkbox"/> Needs change |
| <input type="checkbox"/> Seen | <input type="checkbox"/> Overtaken by Events |
| <input type="checkbox"/> See Minister's Notes | <input type="checkbox"/> Withdrawn |

Comments



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Purpose

The purpose of this briefing is to:

- outline the background and stand-up of the Managed Isolation and Quarantine security enhancement programme of work
- provide an update on the status and progress of this work.

Executive summary

Managed Isolation and Quarantine (MIQ) initiated a security enhancement programme (the programme) in August 2020.

The purpose was to ensure we provide a safe, secure and sustainable work environment for workers, returnees and guests in managed isolation facilities and prevent the spread of COVID-19 in Aotearoa New Zealand.

Since the establishment of the managed isolation system, we have learned a lot about facility security requirements and have continuously improved, strengthened and standardised our security approach. Security enhancement initiatives underway include:

- designing and deploying CCTV and associated technologies
- rolling out integrated radio communications solutions
- reviewing and remediating MIQ facility fencing (where risk warrants remediation)
- transitioning contracted security personnel to MBIE security staff
- issuing photo identity cards.

The technology initiatives are progressing at pace with radios deployed by the end of November 2020 and CCTV and associated technologies are expected to be substantially complete by the end of the year.

The recruitment process to transition contracted security personnel to MBIE staff is underway. The initial focus is to appoint MBIE Site Security and Operations Managers before replacing the majority of the remaining contracted security personnel. This is expected to be complete by early 2021 but there are external dependencies, for example, market response at the pace and numbers needed.

Key Messages

- The MIQ security enhancement programme was initiated in August 2020.
- We have seen a month-on-month reduction in onsite security incidents (absconders and unauthorised access to sites) since August 2020.

- Security enhancement initiatives underway include rolling out technology solutions to support layered security i.e. using multiple security measures (technology, process and people) to deter, detect, respond and recover from breaches.
- We have improved security oversight and rationalised the total number of security firms from 18 to five (with the aim to reduce this to one by early 2021, with the possible exception of the Jet Park Hotel, the Ramada and SO Auckland as these sites have specialist security requirements).
- Recruitment of MBIE Site Security and Operations Managers is underway.
- By early 2021 we aim to have transitioned to a right-sized security workforce with a blend of MBIE security staff, New Zealand Defence Force (NZDF) personnel and Aviation Security (Avsec) staff while retaining a small residual contracted security workforce to provide surge capacity and contingency support.

Recommended action

The Ministry of Business, Innovation and Employment recommends that you:

- a **Note** the Managed Isolation and Quarantine security enhancement programme was initiated in August 2020. *Noted*
- b **Note** that security enhancement initiatives are underway across managed isolation and quarantine facilities and technology installations will substantially be complete by the end of this year. *Noted*
- c **Note** that reduced reliance on contracted security personnel is a key focus of the Managed Isolation and Quarantine security enhancement programme and recruitment of Ministry of Business Innovation and Employment Site Security and Operations Managers has commenced. *Noted*



Shayne Gray
General Manager, Service Quality
 Market Services, MBIE

17 / 11 / 20



Hon Chris Hipkins
Minister for COVID-19 Response

15 / 12 / 2020

Background and Overview

1. Managed Isolation and Quarantine (MIQ) initiated a security enhancement programme (the programme) in August 2020.
2. The purpose was to ensure we provide a safe, secure and sustainable work environment for workers, returnees and guests in managed isolation facilities and prevent the spread of COVID-19 in Aotearoa New Zealand. We will do this by:
 - a. putting in place the right technology, processes and people to enable us to deter, detect, provide tiered responses and recover from security breaches as rapidly as possible
 - b. continuing to monitor and improve our layered security approach.
3. Since taking on responsibility for MIQ, we have learned a lot about facility security requirements and have strengthened our overall security approach. We have seen a month-on-month reduction in onsite security incidents (absconders and unauthorised access to sites) since the programme commenced in August 2020.
4. We have improved security oversight and rationalised the total number of security firms from 18 to five (with the aim to reduce this to one by early 2021).
5. We have also taken on additional responsibilities including the establishment of sports managed isolation facilities, improved exercise areas and transport. These have required an increase in security support across the system.
6. We are implementing enhanced security technology solutions across all sites noting we are working closely with Hotel owners and management to facilitate this work. Roll-out is progressing at pace, with the aim to substantially complete installations by the end of 2020. The technologies will influence the way security operates and the security personnel needed on sites.
7. Recruitment of MBIE security staff is underway with the first step to appoint MBIE Site Security and Operations Managers at all sites (estimated 32). These managers are expected to be in place early 2021 and will be responsible for day-to-day management of security guards and broader site operations.
8. We are undertaking independent security site assessments over the next couple of months, aligned with the roll-out of CCTV and associated technologies, to identify security personnel numbers and capabilities needed once technology solutions are in place. These assessments will inform further rationalisation of security personnel on sites. We will be progressively transitioning the remaining contracted private security personnel to MBIE security staff commencing by the end of this year extending into 2021.

Specific MIQ Security Enhancement Initiatives

CCTV and Associated Technologies

9. **Outcome sought.** Enhanced security technologies that contribute to layered security at sites including:
 - a. CCTV camera coverage across sites (perimeter and floors), including motion detection sensors and infrared capability where appropriate
 - b. Establishing control rooms to monitor CCTV footage, door alarms and intruder detection systems

- c. Alarming doors (exits)
 - d. Centralised electronic locks allowing:
 - i. Controlled site access (i.e. swipe cards which supports contact tracing)
 - ii. Lockdown and segregation of the facilities
 - e. Installation of intruder detection systems (i.e. geo-fencing) at selected sites allowing rapid detection of perimeter breaches.
10. **Summary of current status.** The current status of the 32 sites as at 17 November 2020 is:
- a. Audits of all 32 sites are complete
 - b. Installation at one site is complete (the Ramada)
 - c. Installations at six sites are underway
 - d. 13 sites have been approved for installation (targeted for completion by mid-December 2020).
11. **Next steps.** Continue with the installation schedule of the CCTV and associated technologies with the aim to substantially complete site installations by the end of this year.

Integrated Radio Communications

12. **Outcome sought.** An integrated secured communications solution with a single button 'press to talk' open communications channel supporting operational responsiveness.
13. **Summary of current status.** Radios have been distributed to Christchurch sites and were received for central region sites on 5 November 2020 and are due for distribution once fully programmed.
14. **Next steps.** Roll-out of Auckland region radios will commence in the next few days and are expected to be fully deployed by 27 November 2020.

MIQ Facility Fencing

15. **Outcome sought.** A national MIQ facility fencing standard in place and remedial work completed on MIQ facility fencing should the risk assessment warrant the work.
16. **Summary of current status.** A national standard has been approved and site assessments are underway to compare current site fencing against the standard.
17. **Next steps.** Complete site-by-site risk assessments to identify those sites that warrant fence remedial work (and undertake the work).

Onsite Security Personnel

18. **Context.** We are committed to staging a managed transition of contracted site security personnel to MBIE staff while maintaining safe and secure MIQ facilities. The size and distribution of the current contracted workforce, coupled with the pace to replace these personnel, will be a significant recruitment exercise and will place a demand on the market. An outline of the transition approach of contracted private security personnel to MBIE security staff with indicative timeframes is attached as Appendix 1.
19. **Outcome sought.** Reduced reliance on contracted security personnel by transitioning to a blend of MBIE security staff, NZDF personnel and Avsec staff by early 2021 while retaining a small residual contracted security workforce to provide surge capacity and contingency support.

20. **Summary of current status.** The recruitment process for MBIE Site Security and Operations Managers has commenced. The aim is to replace current contracted Site Security Managers and establish an MBIE management structure ahead of replacing the majority of contracted security personnel.
21. **Next steps.** The next steps for onsite security personnel include:
 - a. Appointing MBIE Site Security and Operations Managers.
 - b. Commence the recruitment process for the remaining contracted security workforce.
 - c. Completing independent security site assessments to identify security personnel numbers and capabilities needed once CCTV and associated technology solutions are in place.
 - d. Using the security site assessments as a basis to further rationalise the security personnel required on sites (numbers and capabilities).
 - e. Transition to a 'right sized' blended security workforce leveraging the deployed technologies to deter, detect and respond to security matters.

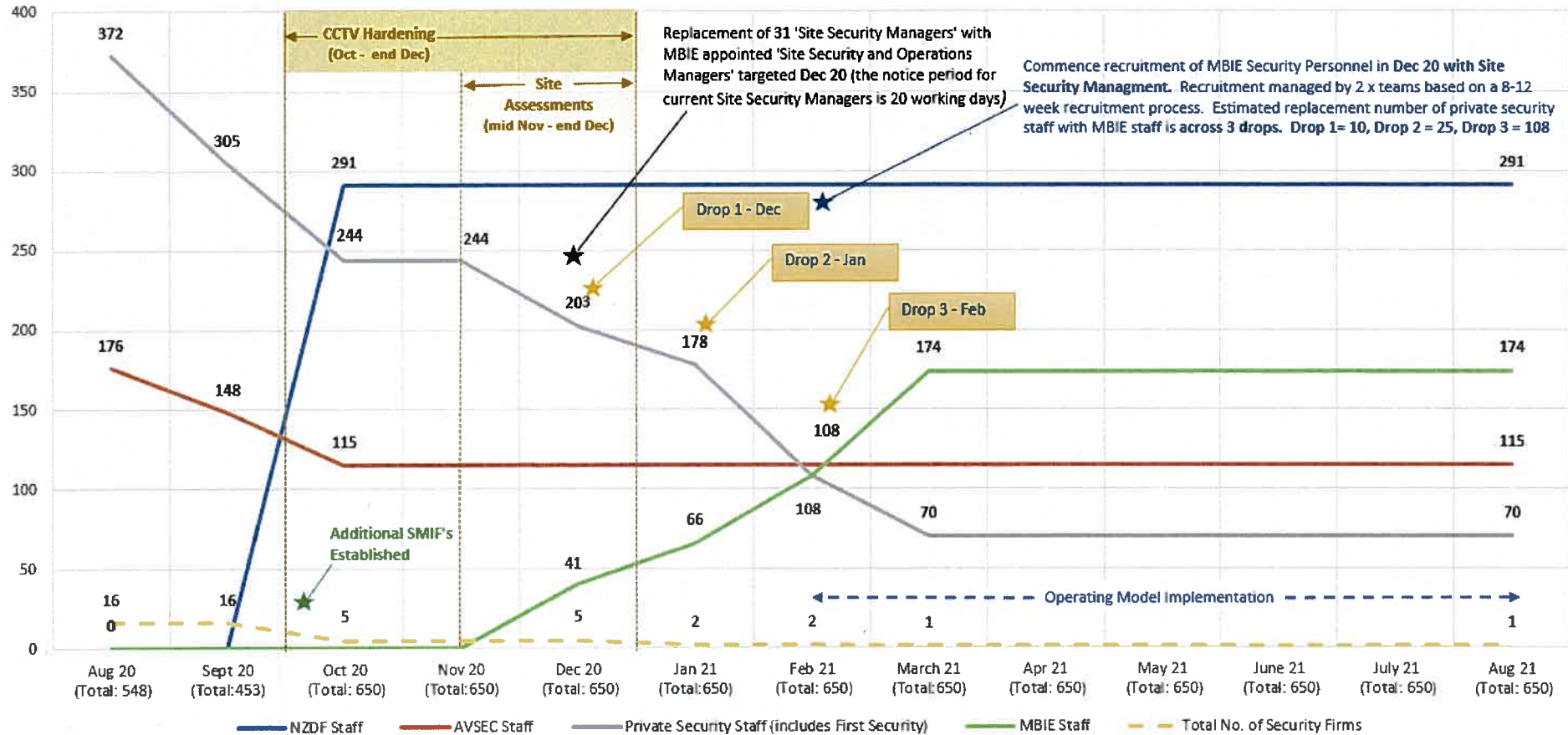
Photo Identity Cards

22. **Outcome sought.** Smart identity cards issued to MIQ facility personnel leveraging the technologies and supporting managed access to sites and contact tracing.
23. **Summary of current status.** Supplier of smart cards confirmed and collection of personnel details to be loaded on the cards is underway in conjunction with Site Security Managers.
24. **Next steps.** Progress the collection of personnel details and commission the production run of cards on a batch basis.

Appendix

1. Approach to Transition Contracted Private Security Personnel to MBIE Security Staff (with Indicative Timeline)

Appendix 1: Approach to Transition Contracted Private Security Personnel to MBIE Security Staff (with Indicative Timeframe)



Notes:

1. The personnel transition is not to compromise security on site
2. The personnel transition timeline is very ambitious
3. There are a number of external dependencies outside of our control (critical dependency on the market to respond at the pace and in numbers needed)
4. The transition requires the retention of NZDF and Avsec personnel for at least the medium term
5. The intention is to appoint Site Security and Operations Managers ahead of recruitment of the majority of the remaining site security personnel