



SECTION C

FORM OF STATEMENT OF WORK

This document has been proactively released. Redactions have been made consistent with s 9(2)(a) of the Official Information Act 1982.

STATEMENT OF WORK 25

De-escalation Training Non Front Facing Staff

DATE: 25th September 2017

This SOW is subject to, and forms part of, the Agreement between the parties dated 7 October 2016. Terms used in this SOW have the meaning (if any) given to them in the Agreement.

- 1. Context and Purpose (clause 3.2, 5.4a.v, Section B)**
The Health Safety Security and Implementation Programme (HSSIP) have identified the need for the Ministry's non-front facing Staff to undergo de-escalation training to ensure their safety and wellbeing whilst on the job. This training will ensure a consistent approach in the safety and wellbeing of all non-front facing Staff.

- 2. Term of SOW (clause 7.2, Section B)**
Unless terminated earlier in accordance with this Agreement, this SOW will continue until the later of:
 - a. 30 Sep 2018 and
 - b. The date Provider provides the Services and Deliverables in accordance with this Agreement to the Ministry's reasonable satisfaction.

- 3. Services and Deliverables (clause 3, Section B)**
The Provider must provide the Services and Deliverables set out below.
 - a. Provision of Services and Deliverables (clause 3, Section B)**
The following Services:
A series of de-escalation workshops to meet the needs of non-front facing staff
The following Deliverables:

SIGNED

Signed for and on behalf of **HER MAJESTY THE QUEEN**)
in right of New Zealand by **ADRIAN REGNAULT**, Head of)
Safety & Security, Corporate, Governance and)
Information, Ministry of Business, Innovation and)
Employment:

Signature

Date: 26/9/2017

Signed for and on behalf of **Forensic Interview**)
Solutions FIS® by:

Signature

Jonathan Davison
Print Full Name

CEO
Print Title

Date: 25/9/17

Simon Millswell

From: Carole Dew
Sent: Tuesday, 27 March 2018 12:41 p.m.
To: Peter Carr; Katherine Jackson
Cc: Simon Millswell
Subject: RE: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]
Attachments: Signed SOW 25 De-Escalation - FIS.PDF; SOW 16 SSTC - Signed.pdf

Hi Peter

As indicated below, the master agreements were written by procurement not me and Stewart McRobbie was the signatory on these, so I would presume they will be sitting in the contract management system under him as signatory, I do not have and have not had access to these.

I've attached the SoWs for both SSTC and de-escalation, as these were created by me, however the signatory for them is Adrian and they should be loaded onto the contract management system under his name.

Regards, Carole

From: Peter Carr
Sent: Tuesday, 27 March 2018 12:21 p.m.
To: Katherine Jackson; Carole Dew
Subject: RE: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi both

We are looking for the Master Agreements and SoWs for both SSTC and de-escalation.

Thanks
Peter

Peter Carr
Senior Business Advisor
Service Quality Branch
Market Services
Ministry of Business, Innovation & Employment

Peter.carr@mbie.govt.nz | DDI:+064 4 901 3872 Mobile: [REDACTED]
Level 2, 15 Stout Street, PO Box 3705, Wellington, New Zealand



From: Katherine Jackson
Sent: Tuesday, 27 March 2018 8:59 a.m.
To: Peter Carr
Cc: Lance Goodall; Carole Dew
Subject: FW: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi Peter

See response from Carole below.

I suggest you get in touch with her with what it is your precisely after.

Katherine

From: Carole Dew
Sent: Monday, 26 March 2018 1:16 p.m.
To: Katherine Jackson
Subject: RE: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi Katherine

We have master agreements with several providers as part of the Health Safety Security and Implementation Programme work, these contracts were created by procurement and I believe Stuart McRobbie is the signatory on these. Sitting under these agreements are the specific Statements of Work we have for each of the pieces of work that is being undertaken by specific providers. These Statements of Work are supported by the key conditions that sit under the agreements.

We have Situational Safety and Tactical Communications training (SSTC) which CERT Systems are our supplier for, and we also have De-escalation training which is for our contact centre staff and our supplier for this is WARN International under sub-contract to FIS. The SoWs for this training sit under Adrian Regnault.

Based on this is it the Master Agreements you want, or the SoWs or both, and is it SSTC or de-escalation, the answer to that will help work out who would have access to these in the contract management system! Hope that helps.

Cheers

From: Katherine Jackson
Sent: Monday, 26 March 2018 11:58 a.m.
To: Carole Dew
Subject: FW: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi Carole

Do you have the below contract with Cert as per below?

I've check and it's not one of mine

Katherine

From: Lance Goodall
Sent: Monday, 26 March 2018 10:39 a.m.
To: Katherine Jackson
Cc: Peter Carr
Subject: FW: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi Katherine – can you please point Peter to the ZX Security contract. If you can dig out the Cert Systems SSTC / De-escalation contract that would also be good, though I think this was held by Carole Dew (I'm not sure)

Cheers - Lance

From: Peter Carr
Sent: Monday, 26 March 2018 9:20 a.m.
To: Lance Goodall
Subject: FW: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi again

I've also been asked to check if we have information on a contract for de-escalation training. Can you help here?

From: Peter Carr
Sent: Friday, 23 March 2018 2:32 p.m.
To: Lance Goodall
Subject: FW: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi Lance

Are you able to provide the info below?

Thanks

Peter Carr

Senior Business Advisor
Service Quality Branch
Market Services
Ministry of Business, Innovation & Employment

Peter.carr@mbie.govt.nz | DDI:+064 4 901 3872 Mobile: [REDACTED]
Level 2, 15 Stout Street, PO Box 3705, Wellington, New Zealand



From: Simon Millswell
Sent: Friday, 23 March 2018 2:27 p.m.
To: Peter Carr
Cc: Jane Baxter; Allison Bennett
Subject: RE: Protective Security Services - sweep of CERT premises [UNCLASSIFIED]

Hi Peter,

Around November 2017 Lance Goodall was working on a contract with a company called ZX Security Limited for advance social media investigation training. I can't find the contract in CMS, can you track this down for me and let me know if it was finalised in the end? If it was, could you send me a copy of that contract.

Let me know if you have any questions.

Kind regards,

Simon Millswell

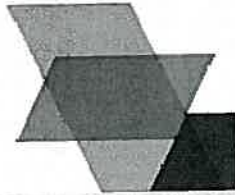
SOLICITOR
Legal Services, Commercial
Corporate, Governance and Information

Ministry of Business, Innovation & Employment

Telephone: (04) 896 5811 | PO Box 1473 | Level 7, 15 Stout Street, Wellington

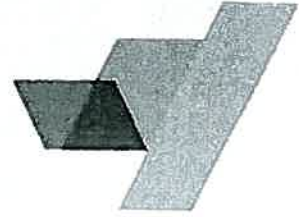


**MINISTRY OF BUSINESS,
INNOVATION & EMPLOYMENT**
HIKINA WHAKATUTUKI



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SECTION C

FORM OF STATEMENT OF WORK

STATEMENT OF WORK 16

Situational Safety and Tactical Communications Training

DATE: 6 Apr 2017.

This SOW is subject to, and forms part of, the Agreement between the parties dated 7 October 2016. Terms used in this SOW have the meaning (if any) given to them in the Agreement.

1. **Context and Purpose** (*clause 3.2, 5.4a.v, Section B*)
The Health Safety Security and Implementation Programme (HSSIP) have identified the need for the Ministry's front facing Staff to undergo Situational Safety and Tactical Communications (SSTC) training to ensure their safety whilst on the job. This training will ensure a consistent approach in the safety and wellbeing of frontline Staff.

2. **Term of SOW** (*clause 7.2, Section B*)

Unless terminated earlier in accordance with this Agreement, this SOW will continue until the later of:

- a. 30 June 2018 and
- b. The date Provider provides the Services and Deliverables in accordance with this Agreement to the Ministry's reasonable satisfaction.

3. **Services and Deliverables** (*clause 3, Section B*)

The Provider must provide the Services and Deliverables set out below.

- a. **Provision of Services and Deliverables** (*clause 3, Section B*)

The following Services:

A series of workshops and refresher courses in situational safety and tactical communications delivered between April 2017 and Jun 2018. This will include both the facilitating of the workshops and any associated administration of booking of venues and travel for the facilitators.



The following Deliverables:

- Workshops of two day duration in Situational Safety and Tactical Communications for high risk staff and relevant external contractors engaged by the Ministry (Staff) (**Two Day SSTC Workshop**).
- Workshops of one day duration in Situational Safety and Tactical Communications for Staff that the Ministry have deemed to be in a controlled environment (**One Day SSTC Workshop**).
- Workshops of three day duration in SSTC including handcuffing and search for applicable Staff (**Three Day SSTC Workshop**).
- Refresher workshops for 1 day duration in SSTC for Staff that have previously attended an SSTC course (**One Day Refresher Workshop**).

b. Ministry inputs (clause 4, Section B)

The following inputs:

The Ministry will work with the Provider to determine a schedule for these courses. The Ministry will also provide access to relevant policies and procedures relating to this training where those policies are available.

4. Standards for Services (clause 3.1.a, Section B)

The services and deliverables shall be supplied to a standard of industry best practice and in accordance with the Ministry's Health and Safety policies and procedures.

5. Timeframes and Milestones for Services (clause 3.1.a, Section B)

The timeframes and Milestones will be set out in an agreed schedule of courses between April 2017 and Jun 2018. The Parties will meet to finalise this schedule by 30 Jun 2017.

6. Charges for Services (clause 6.1, Section B)

The Ministry will pay Charges for the Services as set out in Schedule 2 of the Agreement. The Ministry will also pay additional Charges as set out below:

- \$1035.00 for each Staff member who attends a Three Day SSTC Workshop.

The total amount payable by the Ministry in accordance with this SOW is \$400,000.00

7. Invoice Terms (clause 6.2, Section B)

Invoice on completion of each workshop to the Ministry's satisfaction.

8. Expenses incurred in providing Services and Deliverables (clause 6.6, Section B)

Reimbursement of reasonable third party expenses (including venue hire cancellation fees) incurred in the provision of the Services and Deliverables provided that:

- a. the Ministry has given its prior written consent to the Provider incurring the expenses; and

b. the expenses are charged at cost separately from the Charges.

9. Reporting Requirements (clause 11.1, Section B)

A list of attendees will be required at the completion of each workshop.

10. Other terms

NA

SIGNED

Signed for and on behalf of **HER MAJESTY THE QUEEN**)
in right of New Zealand by **ADRIAN REGNAULT**, Head of)
Safety & Security, Corporate, Governance and)
Information, Ministry of Business, Innovation and)
Employment:


Signature

Date: 6/4/2017

Signed for and on behalf of **CERT SYSTEMS Limited** by:)
)


Signature

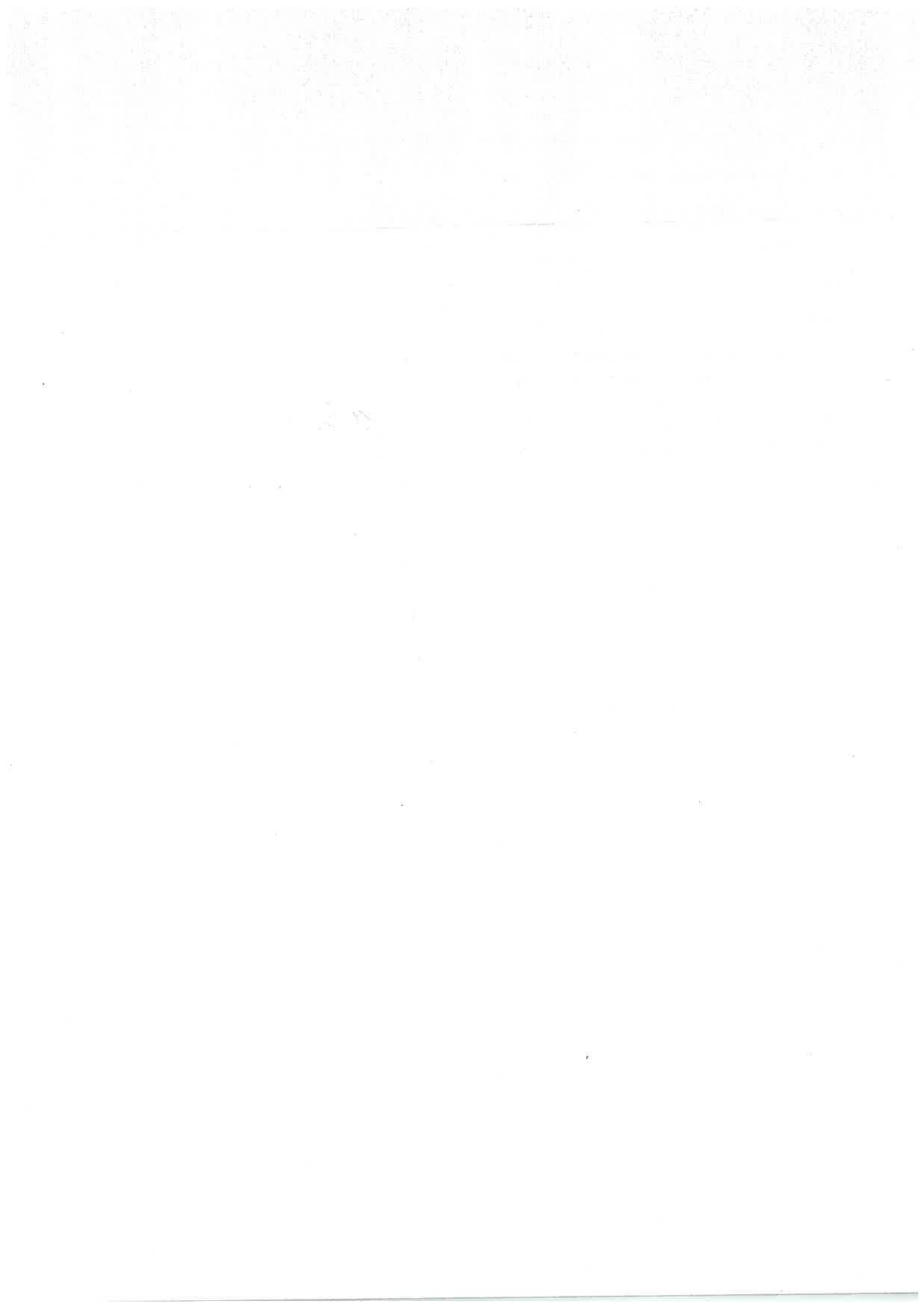
BRADLEY JOHN DANNFELD

Print Full Name

MANAGING DIRECTOR

Print Title

Date: 05/04/2017





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4 Somerset Street Hamilton
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Tel: +64 (07) 834 8106
Fax: +64 (07) 839 0832
Email: accounts@waikatosecurity.co.nz

GST No. 38 - 170 - 042

Account 661
Ministry of Business Innovation & Emp
Private Bag 3090
Hamilton 3240

Tax Invoice 258598
Invoice Date 29 December 2017
Order No.
Ref No.

Description

Price Discount Amount

2x Site Security Officers Requested By Gemma Lawson To Assist With Employment Meeting At Hamilton Airport Conference Centre

ADDITIONAL SECURITY

6/12/17 12:45 - 13:30 2x Site Security Officers
Travel

\$210.00

\$210.00

PAYMENT DUE 20/01/2018

CONTACT US TO ASK ABOUT PAYING BY VISA OR DIRECT DEBIT
PAY INTO OUR ANZ ACCOUNT 06-0317-0143480-02
Please ensure you show your client account number as a reference.

SubTotal \$253.20
GST \$37.98
Amount \$291.18

DETACH HERE

RETURN THIS SECTION WITH YOUR REMITTANCE



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WAIKATO SECURITY SERVICES LIMITED
4 Somerset Street Hamilton
PO Box 697 Hamilton 3240
New Zealand
Tel: +64 (07) 834 8106
Fax: +64 (07) 839 0832
Email: accounts@waikatosecurity.co.nz

Account 661
Ministry of Business Innovation & Emp
Invoice Date 29/12/2017
Invoice No. 258598
Invoice Amount \$291.18





SECTION C
FORM OF STATEMENT OF WORK

STATEMENT OF WORK 28

Duress Alarm First Responder Training

DATE: 6 Nov 17.

This SOW is subject to, and forms part of, the Agreement between the parties dated 11 October 2016. Terms used in this SOW have the meaning (if any) given to them in the Agreement.

1. **Context and Purpose** (clause 3.2, 5.4a.v, Section B)
The Health Safety Security and Implementation Programme (HSSIP) have identified the need for nominated staff at locations that are fitted with fixed duress alarms to undergo duress and first responder training. This training will ensure a consistent approach in the safety and wellbeing of frontline Staff.

2. **Term of SOW** (clause 7.2, Section B)
Unless terminated earlier in accordance with this Agreement, this SOW will continue until the later of:
 - a. 30 Sep 2018 and
 - b. The date Provider provides the Services and Deliverables in accordance with this Agreement to the Ministry's reasonable satisfaction.

3. **Services and Deliverables** (clause 3, Section B)
The Provider must provide the Services and Deliverables set out below.
 - a. **Provision of Services and Deliverables** (clause 3, Section B)
The following Services:
A series of workshops to identify and train the individual process and procedures required at the Ministry's Immigration New Zealand (INZ) locations that have fixed duress alarms and that require this training. This may also include some combined locations with INZ and Market Services.

The following Deliverables:



- Workshops of up to four hours duration for staff at the agreed locations that have fixed duress alarms. This training will include:
 - the review of existing procedures to ensure that they are fit for purpose
 - consultation where required to bring existing procedures to the required best practise industry standard
 - where no procedures currently exist consult and work with the appropriate personnel to produce procedures that meet best practise industry standard
 - training of staff and first responders to ensure that they understand and can follow the appropriate procedures

b. Ministry Inputs (clause 4, Section B)

The following inputs:

The Ministry will work with the Provider to determine a schedule for these courses. The Ministry will also provide access to relevant policies and procedures relating to this training where those policies are available.

4. Standards for Services (clause 3.1.a, Section B)

The services and deliverables shall be supplied to a standard of industry best practice and in accordance with the Ministry's Health and Safety policies and procedures.

5. Timeframes and Milestones for Services (clause 3.1.a, Section B)

The Ministry will work with the Provider to determine dates and locations.

6. Charges for Services (clause 6.1, Section B)

The Ministry will pay Charges for the Services as set out in Schedule 2 of the Agreement.

7. Invoice Terms (clause 6.2, Section B)

Invoice on completion of each workshop to the Ministry's satisfaction.

8. Expenses incurred in providing Services and Deliverables (clause 6.6, Section B)

Reimbursement of reasonable third party expenses (including venue hire cancellation fees) incurred in the provision of the Services and Deliverables provided that:

- a. the Ministry has given its prior written consent to the Provider incurring the expenses; and
- b. the expenses are charged at cost separately from the Charges.

9. Reporting Requirements (clause 11.1, Section B)

A list of attendees will be required at the completion of each workshop.



10. Other terms

NA

SIGNED

Signed for and on behalf of **HER MAJESTY THE QUEEN**)
in right of New Zealand by **ADRIAN REGNAULT, General**)
Manager Enterprise Risk & Assurance, Corporate,)
Governance and Information, Ministry of Business,)
Innovation and Employment:



Signature/

Date: 13/11/2017

Signed for and on behalf of *Allsafe Solutionz Limited*)
by:)



Signature

Dean Howard Chandler

Print Full Name

Director, Allsafe

Print Title

Date: 6/11/2017

