

From: Webb, Darryn AIRCDRE <DARRYN.WEBB@NZDF.mil.nz>
Sent: Friday, 19 June 2020 4:49 PM
To: Chad Preece
Cc: 'CAMERON, Rebekah'; WGCDR Richard Deihl; Isaac Holliss (Parliament)
Subject: FW: Information about Stanford Plaza [unclassified]
Attachments: FW: The Stamford Residence - Hotel to provide Managed Self-isolation for Returning Overseas Citizens/Persons

Chad,

Stamford approval is not to proceed until I am satisfied that the issues in the attached are addressed. Clearly this is a matter of urgency.

Please keep me informed.

Thanks
Digby

From: Isaac Holliss <Isaac.Holliss@parliament.govt.nz>
Date: Friday, 19 Jun 2020, 4:32 PM
To: CAMERON, Rebekah <Rebekah.Cameron@police.govt.nz>, Webb Darryn, AIRCDRE <DARRYN.WEBB@NZDF.mil.nz>
Cc: pim24@ncmc.govt.nz <pim24@ncmc.govt.nz>, Nic Barkley [DPMC] <Nic.Barkley@dpmc.govt.nz>
Subject: FW: Information about Stanford Plaza

Hi Digby and Rebekah,

The Minister's office has received the below and attached information in relation to the Stamford Hotel.

Could you please look into this and provide more information to the Office as soon as you can this evening?

Regards
Isaac

s 9(2)(a)

From: s 9(2)(a)
Sent: Friday, 19 June 2020 3:51 PM
To: Isaac Holliss <Isaac.Holliss@parliament.govt.nz>
Subject: Information about Stanford Plaza

Hi Isaac,

We have received information regarding the Stanford Plaza that I would like urgently followed up.

I am told the "Plaza residence is being commandeered by Ministry of health and their shared areas with residence and cannot be isolated. "

Could we get some information about the situation asap this afternoon?

Cheers,

s 9(2)(a)

Ministerial Advisor – Office of Hon Dr Megan Woods

Minister of Energy and Resources | Minister for Greater Christchurch Regeneration | Minister of Housing | Minister of Research, Science and Innovation

s 9(2)(a)

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

From: s 9(2)(a) <[redacted]@parliament.govt.nz>
Sent: Friday, 19 June 2020 4:27 PM
To: Isaac Holliss (Parliament)
Cc: Liz Banas; Matt Greer
Subject: FW: The Stamford Residence - Hotel to provide Managed Self-isolation for Returning Overseas Citizens/Persons

Further to my previous email, please see below. Let's discuss.

Subject: FW: The Stamford Residence - Hotel to provide Managed Self-isolation for Returning Overseas Citizens/Persons

Dear,

Today we have been advised the Ministry of Health has requested to use the Stamford hotel in Albert St Auckland for Covid isolation. The management of the hotel have advised that at midday tomorrow 12 buses will arrive containing returning individuals, requiring managed isolation. Below is the email that has been sent to all residents

We have not been able to identify who has made this request in the Ministry. However, given this building is a mixed residential / hotel use building it is a completely inappropriate use.

On top of the 8 floor hotel separately (to a degree) , is 159 apartments, containing approximately 300 residents. Generally, the apartments are owner occupied, the demographic is older and there are a number with health issues, including respiratory.

These apartments share with the hotel common areas:

- Hallways in the hotel on level 3 and 4 that connect with the carpark on these levels
- Shared carpark areas on basement level 3 and 4
- The goods lift and the car lift
- Fire alarms and fire egress is shared. That is being very clear, everyone would have to share these fire escapes if there was a fire alarm with residents leaving later than these' returning individuals.

The key point here is that none of this can be divided off.

Furthermore there is no way that staff, MOH or air force personnel cannot move in these areas and not put residents at risk of contamination (cloth and metal)

Residents and owners in these apartments are being put at risk. This is not a fit for purpose facility and we ask that this hotel is not used for the purpose of housing these returning individuals.

From: s 9(2)(a) >
Date: Friday, 19 June 2020 at 1:19 PM
To: s 9(2)(a) >
Cc: s 9(2)(a) <tsrbuildingmanager@gmail.com>, s 9(2)(a) <[redacted]>
Subject: The Stamford Residence - Hotel to provide Managed Self-isolation for Returning Overseas Citizens/Persons

Hi Residents,

The Stamford Hotel has been approached by the Ministry of Health (MOH) to provide Managed Self-Isolation for returning Overseas Citizens / work and resident visa persons. These returning citizens /persons are not symptomatic of Covid-19, however,

under the MOH guidelines, they are required to quarantine for 14 days, and will be tested on Day 3 and 12. They will be receiving their first load of guests tomorrow morning. What this means for us:

1. We will not be able to access the Stamford Hotel Lobby, which means KOA and the Bar will be out of bounds for residents.
2. The front driveway will be cordoned off and will not be accessible to residents and NZ public. Be prepared that Armed forces will be present and active in these areas.
3. There will be a "pathway" for residents to access their carpark on Level 3 and 4. We have been informed that there will be a "wall" that will be erected so that we will not be able to access the hotel lifts. We have also been informed that no returning overseas guests will be staying on these levels, and will be restricted to MOH and Armed Forces personnel only.
4. No returning overseas guests will have access to the pool and gym area. This will be for the exclusive use for TSR residents.

Even though they are taking these measures, there are still vulnerabilities which we have alerted them to which includes:

1. Shared Goods/Service Lift which are accessible by hotel staff and TSR residents. I would ask that we collectively try and avoid or minimise using this lift if possible.
2. Even though there is going to be physical separation between hotel staff and TSR residents for level 3 and 4, there possibly may be sharing of space as hotel / MOH staff may need to walk through the door to get to the north side of the hotel.
3. If there is a fire evacuation, there potentially may be a risk of interaction with hotel guests / staff and TSR residents.

The TSR Body Corporate are by no means in support of this decision, however, we have been advised by the hotel that this was a directive by the MOH. Given our responsibility on health and safety, on behalf of the TSR Body Corporate and Residents, I will be raising my concerns with the MOH, and if you are also concerned, I can only suggest that you do the same. Please be mindful that by doing this action, there is a real consequence that we see a shutdown of the Stamford Hotel for the foreseeable future as they are currently operating at around 5% occupancy.

Thanks and Warm Regards

s 9(2)(a) Chairperson
The Stamford Residences

From: s 9(2)(g)(ii) @nzdf.mil.nz>
Sent: Monday, 29 June 2020 5:03 PM
To: WGCDR Richard Deihl
Subject: FW: Stamford Plaza
Attachments: image001.png@01D64E37.29883B10

Evening Sir,

Are you able to confirm whether we need additional AVSEC staff at the Stamford if we end up occupying it?

Many thanks.

s 9(2)(g)(ii)

IRQ Operations Cell
New Zealand Army | Ngāti Tūmatauenga

s 9(2)(a) 7

Email: s 9(2)(g)(ii) @nzdf.mil.nz

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**DEFENCE
FORCE**
Te Ope Kāiua O Aotearoa

**A FORCE FOR
NEW ZEALAND**

From: Stephen Wagstaff [mailto:Stephen.Wagstaff@avsec.govt.nz]
Sent: Monday, 29 June 2020 4:33 p.m.
To: s 9(2)(g)(ii) @nzdf.mil.nz>; s 9(2)(g)(ii) , MAJ
s 9(2)(g)(ii) @nzdf.mil.nz>
Subject: Fwd: Stamford Plaza

Hi both

Can you confirm whether this is accurate.

Further, the additional resource being requested seems to me to come into the hotels contractual obligations
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From: Grant Marvin <Grant.Marvin@avsec.govt.nz>
Sent: Monday, June 29, 2020 3:49:32 PM
To: Stephen Wagstaff <Stephen.Wagstaff@avsec.govt.nz>; Debbie White <Debbie.White@avsec.govt.nz>; Fiona
Gatfield <Fiona.Gatfield@avsec.govt.nz>
Subject: RE: Stamford Plaza

Hi all,

As an update, as of 1515hrs today the AKL RIQCC has requested that Avsec have staff available to stand up the Stamford Plaza on Friday 3 July with the time to be advised.
They suggested that we could use the Haka staff to transfer across to the Stamford if the rostering suits.
(Nothing yet discussed about security transport requirements, if any between MIF's)
At the Stamford Plaza, due to the MIF connected apartments housing members off the public, there is a requirement in this MIF for an additional security function which is to fall under the management of Avsec.
This duty is to man the common area between the MIF and the apartment common area to ensure that the separation of parties is maintained 24/7. Therefore the expectation is that 15 Avsec staff/contracted staff will be required to man this facility.

Thanks Grant

From: Stephen Wagstaff <Stephen.Wagstaff@avsec.govt.nz>
Sent: Monday, 29 June 2020 2:39 PM
To: Debbie White <Debbie.White@avsec.govt.nz>; Fiona Gatfield <Fiona.Gatfield@avsec.govt.nz>
Cc: Grant Marvin <Grant.Marvin@avsec.govt.nz>; Sara Crawley-Allen <Sara.Crawley-Allen@avsec.govt.nz>; Philip Ennor <Philip.Ennor@avsec.govt.nz>; s 9(2)(g)(ii) <[REDACTED]@avsec.govt.nz>; Tony Sun <Tony.Sun@avsec.govt.nz>; s 9(2)(g)(ii) <[REDACTED]@avsec.govt.nz>; Tanya Gore <Tanya.Gore@avsec.govt.nz>; Nichola McKinney <Nichola.McKinney@avsec.govt.nz>
Subject: RE: Stamford Plaza

Hi Debbie,

Stanford is still be TBC, waiting on a few things that need to fall into place. But plan on the assumption it will open.

The Stanford is intended to replace the Haka, i.e the Haka will close when the Stanford opens, guests will be bussed across and staff will transfer across.
(that's the plan as of 14:30 today)

If you need any First Security backfill let me know how many and where you want them and will get it approved.

Out of Scope

Give me a call if you want to discuss.

From: Debbie White <Debbie.White@avsec.govt.nz>
Sent: Monday, 29 June 2020 1:54 PM
To: Fiona Gatfield <Fiona.Gatfield@avsec.govt.nz>
Cc: Grant Marvin <Grant.Marvin@avsec.govt.nz>; Sara Crawley-Allen <Sara.Crawley-Allen@avsec.govt.nz>; Philip Ennor <Philip.Ennor@avsec.govt.nz>; s 9(2)(g)(ii) <[REDACTED]@avsec.govt.nz>; Tony Sun <Tony.Sun@avsec.govt.nz>; s 9(2)(g)(ii) <[REDACTED]@avsec.govt.nz>; Tanya Gore <Tanya.Gore@avsec.govt.nz>; Stephen Wagstaff <Stephen.Wagstaff@avsec.govt.nz>
Subject: Stamford Plaza

Hi Fiona

By way of update

- we are continuing to work on confirming staff resource in relation to this mornings request to up Stamford for tomorrow.
- Given the short notice – I assume that we do not expect passengers before mid afternoon at the earliest?
- Dependent on arrivals times it is unlikely that we require walkers tomorrow – we should be able to manage doors.
- Is Rik / BD Team providing the interview staff?
- When the recce was conducted, was an approved walking area identified and approved in the footprint of the hotel.

Are you aware if Steve W has approval for us to have the support of FIRST Security – particularly with Stamford opening tomorrow and likelihood of more this week.

Kind Regards

Debbie White | Operations Manager

New Zealand Aviation Security Service | *Kaiwhakamaru Rererangi o Aotearoa*
6 Cyril Kay Road, Auckland 2022 | PO Box 53 008 | Auckland 2150 | New Zealand

s 9(2)(a)

Debbie.white@avsec.govt.nz

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Out of Scope

Out of Scope

Subject: FW: Unclassified: RE: Stamford Plaza Auckland MITIGATIONS [UNCLASSIFIED]
Attachments: Fire Exit Egress and Firesafety plan 210918 - UPDATED Jan 2020.pptx; Fire Safety Strategy - Building Consent Stage 9 - 11 Aug 2008.pdf; Hotel fire system description.pdf; Stamford Plaza Auckland Floor Plans.pdf; Log of Request by BC (26 Jun 2020).docx; image001.png@01D64E15.B21A0DE0; image002.png@01D64E15.B21A0DE0; image003.png@01D64E15.B21A0DE0; image004.jpg@01D64E15.B21A0DE0

Out of Scope

From: s 9(2)(g)(ii) CAPT
Sent: Monday, 29 June 2020 1:30 p.m.
To: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Cc: 'glenn.menzies@fireandemergency.nz' <glenn.menzies@fireandemergency.nz>; s 9(2)(g)(ii) SQNLDR s 9(2)(g)(ii) NZDF.mil.nz>; ' s 9(2)(a) >
Subject: RE: Unclassified: RE: Stamford Plaza Auckland MITIGATIONS

Sir,

BLUF: A-RIQ NZDF & FENZ endorses the use of the Stamford Plaza Auckland (Stamford). Mitigation required.

Recommendation: That the Stamford Plaza Auckland be approved for use as a Managed Isolation Facility

Detail:

PSA for various fire safety and egress documents, including the detailed tech evacuation plan for APEC scoping referenced in LTCOL Preece's email to yourself and others in the email chain below. Also attached are additional mitigation requests and answers between the Building Corporation and Stamford (Log of Request by BC document).

- Their fire evacuation plan is deliberately staged by floor already. **CONFIRMED. There will be a dedicated stairwell (Stairwell 4) for guests in managed isolation. This does lead above to the residences. It is not**

assessed as a large point of contention with residential members, as they only have access to Stairwell 4 on Levels 3 & 4 (Level 2 is mezzanine).

- They have a detailed, technical evacuation plan that they had to provide to NZ Police as part of APEC scoping. They are willing to provide that to us but not until tomorrow (it's too big to email). **ATTACHED.**
- In four and a half years on site, he has not seen an evacuation that required both residents and guests to evacuate. The fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel. **CONFIRMED. This detection system/ ops room can be manned 24/7.**
- There is suitable space to keep people well separated, in totally different areas, once evacuated. **CONFIRMED. Stairwell 4 goes to the front of the hotel in a cordoned off, secure area with further 2 x egress options if required. Stairwells 1-3 exit to the rear and side of the Stamford.**
- We can add staff to the site to handle managing an evacuation and ensure that the site brief covers off on that requirement. **CORRECT**
- The levels that have shared access (3/4) will only have site staff accommodated in them, not isolation guests. If necessary, we can add staff to guard the points of access. **REQUIRED. In addition to the security oriented staff discussed for mitigation purposes below, we'd need 2 x security oriented staff (total at any one time) manning Stairwell 4 on Level 3 & 4, in the unlikely event that a residential guests tries to go up Stairwell 4.**

Other:

- There are 3 x Fire Stations with a 5 min response time to the Stamford
- The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response and coord
- There are 4 x stairwells on each floor. A guest in managed isolation can open the door to the stairwell, but cannot open the door that leads to the residences. However, it is recommended that we prevent a 'Most Dangerous' situation, which would be for a guest and resident to be in the stairwell at the same time; regardless of whether there is a fire or otherwise
- Due to the various H&S requirements regarding not blocking fire escapes, but the requirement to prevent the intermingling of guests and residents, we would need 3 x security oriented staff on each of the 5 x floors (Level 5-10) at any one time. This would be to prevent unnecessary use of Stairwells 1-3, and the security oriented staff is recommended on the guest side of the stairwell. Total: 15 x security oriented staff on Levels 5-10 at any one time, 2 x security oriented staff on Levels 3-4 at any one time
- From Level 10 (the top floor we would have managed isolation guests staying), it is an approx. 3 minute walk down the 156 x steps for a 68 year old

Kind regards,

Tony

CAPT s 9(2)(g)(ii)

NZDF

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www.nzdf.mil.nz



**A FORCE FOR
NEW ZEALAND**

From: Deihl Richard, WGCDR

Sent: Monday, 29 June 2020 11:24 a.m.

To: s 9(2)(g)(ii) <@nzdf.mil.nz>

Subject: FW: Unclassified: RE: Stamford Plaza Auckland MITIGATIONS

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response
Royal New Zealand Air Force | Te Tauaarangi o Aotearoa

s 9(2)(a)
www.nzdf.mil.nz



A FORCE FOR
NEW ZEALAND

From: Deihl Richard, WGCDR
Sent: Monday, 29 June 2020 10:30 a.m.
To: s 9(2)(g)(ii) <[redacted]@nzdf.mil.nz>; s 9(2)(g)(ii) MAJ <[redacted]@nzdf.mil.nz>
Subject: FW: Unclassified: RE: Stamford Plaza Auckland MITIGATIONS

s 9(2)(g)(ii)

s 9(2)(g)(ii) will look to meet the FENZ rep this morning – please provide the details of the FENZ contact through to him

Email below is the best starting point for mitigations.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response
Royal New Zealand Air Force | Te Tauaarangi o Aotearoa

s 9(2)(a)
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A FORCE FOR
NEW ZEALAND

From: Preece Chad, LTCOL
Sent: Friday, 19 June 2020 8:57 p.m.
To: Webb Darryn, AIRCDRE <DARRYN.WEBB@NZDF.mil.nz>; s 9(2)(g)(ii), MAJ <[redacted]@nzdf.mil.nz>
Cc: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>; Katie MoH <[redacted]@nzdf.mil.nz>
Subject: FW: Unclassified: RE: Stamford Plaza Auckland

Sir,

BLUF: I believe we can mitigate the risk of a fire alarm (false or real) causing mingling of isolation guests and existing residents at Stamford.

Risk:

A fire or false alarm causes a full evacuation of Stamford Plaza, resulting in mingling of existing residents and isolation guests.

Consequence:

An isolation guest with undetected COVID-19 passes it to a resident, resulting in a new case and possible cluster.

Mitigation:

The below email from FENZ indicates that a staged evacuation is feasible and safe on this site. I have personally spoken to the Hotel Engineer and he informed me that:

- Their fire evacuation plan is deliberately staged by floor already.
- They have a detailed, technical evacuation plan that they had to provide to NZ Police as part of APEC scoping. They are willing to provide that to us but not until tomorrow (it's too big to email).
- In four and a half years on site, he has not seen an evacuation that required both residents and guests to evacuate. The fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel.
- There is suitable space to keep people well separated, in totally different areas, once evacuated.
- We can add staff to the site to handle managing an evacuation and ensure that the site brief covers off on that requirement.

Regarding the other concerns:

- The levels that have shared access (3/4) will only have site staff accommodated in them, not isolation guests. If necessary, we can add staff to guard the points of access.
- We could also add staff to cover the shared service elevator.
- A comms guru could speak to the residents if they wish.

If we use them, I have indicated that it is highly likely that we will pay for the fencing required on site. This is consistent with what we have been doing elsewhere.

OIC MIF – **IF we get permission to open Stamford, the measures I have described above are to be followed. All site staff, from every agency, are to be briefed accordingly and handover briefs adopted to ensure this happens for any rotating staff.**

Lt Col Chad PREECE, HQ NZDF

Team Lead - Auckland Regional Isolation and Quarantine Cell

COVID-19 A-RIQ, Beldisloe House, Auckland.

s 9(2)(a) | Email: chad.preece@nzdf.mil.nz |

From: Pike, William [<mailto:William.Pike@fireandemergency.nz>]

Sent: Friday, 19 June 2020 7:33 p.m.

To: Preece Chad, LTCOL <CHAD.PREECE@NZDF.mil.nz>

Cc: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>; Oldershaw Blair, WGCDR <BLAIR.OLDERSHAW@NZDF.mil.nz>; SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>

Subject: Re: Unclassified: RE: Stamford Plaza Auckland

We normally would leave the evacuation process and assembly to IQR lead, or hotel management. Being a sprinkler building we are happy with a staged or limited evacuation. My understanding is the separation of occupants is decided prior to stand-up, not normally a FENZ decision

Regards

W Pike

I am out and about on portable device

From: Preece Chad, LTCOL <CHAD.PREECE@NZDF.mil.nz>
Sent: Friday, June 19, 2020 6:57:07 PM
To: Pike, William <William.Pike@fireandemergency.nz>
Cc: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>; Oldershaw Blair, WGCDR <BLAIR.OLDERSHAW@NZDF.mil.nz>; SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Subject: Unclassified: RE: Stamford Plaza Auckland

Thanks for that Bill. Do you know if there was an assessment of the ability to **separately** evacuate both the residents' tower and the guest accommodation at the same time?

Chad.

Lt Col Chad PREECE, HQ NZDF
Team Lead - Auckland Regional Isolation and Quarantine Cell
COVID-19 A-RIQ, Beldisloe House, Auckland.
s 9(2)(a) | Email: chad.preece@nzdf.mil.nz |

From: Pike, William [<mailto:William.Pike@fireandemergency.nz>]
Sent: Friday, 19 June 2020 6:50 p.m.
To: Preece Chad, LTCOL <CHAD.PREECE@NZDF.mil.nz>
Subject: Fwd: Stamford Plaza Auckland

Nice to catch up and looking forward to meeting next week at some stage.
Below is approval email on behalf of FENZ for Stanford Plaza

Regards
W Pike

I am out and about on portable device

From: Pike, William <William.Pike@fireandemergency.nz>
Sent: Friday, June 12, 2020 7:41 AM
To: GEN_AKGEOCManagerOperations
Cc: 'SHADBOLT, Rachael (APEC21 OPS)'; s 9(2)(g)(ii), MAJ; chad.preece@nzdf.mil.nz
Subject: RE: Stamford Plaza Auckland

Morning, Our records indicate a good level of protection, including Sprinkler System and an up to date Evacuation Scheme.

No trends or consistency with False alarms

Regards

William Pike
Assistant Area Commander
Regional Stakeholder & Planning Advisor – Covid-19
Te Hiku – (Region 1)



Mobile: s 9(2)(a)
Email: william.pike@fireandemergency.nz

From: GEN_AKGEOCManagerOperations <akgeocmanageroperations@AucklandCouncil.govt.nz>
Sent: Thursday, 11 June 2020 3:21 PM
To: Pike, William <William.Pike@fireandemergency.nz>
Subject: FW: Stamford Plaza Auckland

Afternoon Bill,

As per discussion, please can you get you FR team to look at the facility for any red flags. I will be in touch regarding a site visit.

Regards

Mark

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Thursday, 11 June 2020 2:26 PM
To: GEN_AKGEOCManagerOperations <akgeocmanageroperations@AucklandCouncil.govt.nz>; s 9(2)(g)(ii) SQNLDR
s 9(2)(g)(ii) @nzdf.mil.nz>
Cc: Preece Chad, LTCOL <CHAD.PREECE@NZDF.mil.nz>; s 9(2)(g)(ii) MAJ s 9(2)(g)(ii) @nzdf.mil.nz>; s 9(2)(g)(ii)
CAPT s 9(2)(g)(ii) @nzdf.mil.nz>
Subject: FW: Stamford Plaza Auckland

[UNCLASSIFIED]

s 9(2)(g)(ii)

Further to our zoom call today – I have spoken with Stamford Plaza about you meeting with the hotel (and the GM) to assess its suitability as a Managed Isolation Facility.

s 9(2)(a)

I haven't made any promises to them at this time – rather have said we have some strict criteria that we need to assess the hotel against before we make any decisions.

FYI – this hotel has a residential tower which is accessed via a separate lift (similar to the Pullman) – however I think they can access the pool / gym etc from an internal door linking the two towers – this needs to be checked out as we wouldn't want our guests crossing paths with the residents.

I did provide them with the 'Establishing a managed isolation facility' handbook to give them some idea of what was involved.

s 9(2)(g)(ii)

1. can I leave it to you to contact Justin to arrange a time to assess the hotel.
2. can you also get your FENZ person to cast their eye over the hotel and provide their assessment.

Once this meeting is completed, can you provide a short email assessment of suitability (or not).

Thanks

Rach

From: [REDACTED] s 9(2)(a) [REDACTED] <[\[REDACTED\]@stamford.com.au](mailto:[REDACTED]@stamford.com.au)>
Sent: Wednesday, 10 June 2020 4:52 PM
To: SHADBOLT, Rachael (APEC21 OPS)
Subject: RE: Accommodation Assistance - Stamford Plaza Auckland

Hi Rachael,

Hope this finds you well.

Just following up from the below. I have had an opportunity to share with my GM about the opportunity and what it entails which seems to be something we can offer.

With that said is it at all possible to arrange a face to face meeting this Friday here at the hotel?

I tried calling through and am just following through with a short email.

Look forward to your feedback on a possible meeting this week.

Thank you.

Best regards,

[REDACTED] s 9(2)(a) | **Director of Sales & Marketing**
Stamford Plaza Auckland | Private Bag 92125, Auckland 1142 | New Zealand
Albert Street | AUCKLAND | New Zealand
[REDACTED] s 9(2)(a)
Web www.stamford.com.au/spak/ | [Facebook](#)
For the Best Available Rate book on www.stamford.com.au



From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Thursday, 4 June 2020 8:50 PM
To: [REDACTED] s 9(2)(a) [REDACTED] <[\[REDACTED\]@stamford.com.au](mailto:[REDACTED]@stamford.com.au)>
Subject: FW: Accommodation Assistance - Stamford Plaza Auckland

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[UNCLASSIFIED]

s 9(2)(a)

Thanks for taking my call today to discuss what a Managed Isolation Facility is.

As discussed we currently have 15 hotels in Auckland operating as Managed Isolation Facilities and dependent on demand may have a need for more in the future.

Please find attached the 'Establishing a Managed Isolation Facility' Handbook – which ,while not absolutely specific to hotels, will give you a good idea of what it takes to operate as a managed isolation facility. If you have any contacts in any of the hotels around Auckland who are currently operating as a Managed Isolation Facility, can I suggest you contact them and ask them how it actually works in real life.

Please do not hesitate to contact me if anything needs further clarification.

Rachael

Rachael Shadbolt

s 9(2)(a)

From: Lynne.Ellims@health.govt.nz [<mailto:Lynne.Ellims@health.govt.nz>]

Sent: Thursday, 4 June 2020 11:36 AM

To: Justin Croker

Subject: Re: Accommodation Assistance - Stamford Plaza Auckland

Mōrena Justin,

Statement of confidentiality: This e-mail message and any accompanying attachments may contain information that is IN-CONFIDENCE and subject to legal privilege. If you are not the intended recipient, do not read, use, disseminate, distribute or copy this message or attachments.

I am not part of the team that reviews the hotels and makes any movements around selection.

I will refer your email and they may be in contact.

Thank you.

He ra nui

Lynne Ellims

Ph: s 9(2)(a)

From: s 9(2)(a) @stamford.com.au>
To: "lynne.ellims@health.govt.nz" <lynne.ellims@health.govt.nz>
Date: 04/06/2020 11:18 am
Subject: Accommodation Assistance - Stamford Plaza Auckland

Hi Lynne,

Hope this finds you well.

By way of introduction my name is [s 9(2)(a)] and I oversee the sales and marketing here at the Stamford Plaza Auckland.

I wanted to reach out to understand if there was any accommodation requirements for MOH that we could potentially assist with.

At the initial start of the lockdown the Stamford Plaza had actually gone into a temporary closure scheduled till the end of June however a decision has been made to re-open on the 15th of June and I wanted to reach out to gauge if there was any accommodation requirements you may have that I can assist with.

Happy to get on a call if you would like to discuss further and I look forward to your feedback.

Wishing you a good day ahead.

Best regards,

[s 9(2)(a)] **Director of Sales & Marketing**
Stamford Plaza Auckland | Private Bag 92125, Auckland 1142 | New Zealand
Albert Street | AUCKLAND | New Zealand

[s 9(2)(a)]
Web www.stamford.com.au/spak/ | [Facebook](#)
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From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Monday, 29 June 2020 2:35 PM
To: Oldershaw Blair, WGCDR; s 9(2)(g)(ii) MAJ; s 9(2)(g)(ii) MAJ
Cc: s 9(2)(g)(ii) LTCOL; 'Rachael.Shaxxxx@xxxx.xxxx.xx'; s 9(2)(g)(ii) CAPT
Subject: Recommendation to utilise Stamford Plaza Auckland as a Managed Isolation Facility, noting Building Corporations concerns have been addressed. Unclassified
Attachments: Fire Exit Egress and Firesafety plan 210918 - UPDATED Jan 2020.pptx; Fire Safety Strategy - Building Consent Stage 9 - 11 Aug 2008.pdf; Hotel fire system description.pdf; Stamford Plaza Auckland Floor Plans.pdf; Log of Request by BC (26 Jun 2020).docx

All Stamford Plaza Hotel Floor Plans are withheld in full under section 9(2)(b)(ii) of the Act.

Team, for approval.

A-RIQCC NZDF & FENZ endorses the use of the Stamford Plaza Auckland (Stamford) with Building Corporation's concerns addressed.

Recommendation: Approve Stamford Plaza Auckland for use as a Managed Isolation Facility [once consultation with Stamford and Building Corporation has occurred]

Detail: Please find attached a document labelled 'Log of Request by BC (26 Jun 2020)' detailing the concerns of the Stamford Building Company, and Stamford's response regarding how the concerns have been addressed. Having reviewed this document, I am comfortable all the residents' concerns have been addressed. Some further detail on how the concerns have been addressed are detailed below.

- There will be a dedicated stairwell (Stairwell 4) for guests in managed isolation. While Stairwell 4 can be accessed by residents on Levels 3 and 4, as the fire evacuation plan is deliberately staged by floor there is no risk of residents mixing with guests in isolation even in an evacuation. The levels that have shared access (3 & 4) will only have site staff accommodated in them, not isolation guests.
- In four and a half years on site, the Manager has not seen an evacuation that required both residents and guests to evacuate. The fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel, and will be manned 24/7.
- There is suitable space to keep people well separated, in totally different areas, once evacuated. Stairwell 4 goes to the front of the hotel in a cordoned off, secure area with further 2 x egress options if required. Stairwells 1-3 exit to the rear and side of the Stamford.
- We will require additional security staff to manage an evacuation and ensure that the site brief covers off on that requirement – 15 Security between Levels 5-10 (3 on each).

Other:

- There are 3 x Fire Stations with a 5 min response time to the Stamford.
- The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response and coord.
- There are 4 x stairwells on each floor. A guest in managed isolation can open the door to the stairwell, but cannot open the door that leads to the residences.
- While we cannot block fire escapes, to prevent the intermingling of guests and residents, we would need three security staff on each of the five floors (Level 5-10) at any one time. This would be to prevent the use of Stairwells 1-3 and direct guests to Stairwell 4. Total: 15 x security staff on Levels 5-10 at any one time.
- From Level 10 it is an approx. 3 minute walk down the 156 x steps for a 68 year old

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response
Royal New Zealand Air Force | Te Tauaarangi o Aotearoa

s 9(2)(a) |
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NEW ZEALAND

From: s 9(2)(g)(ii) CAPT
Sent: Monday, 29 June 2020 1:30 p.m.
To: Deihl Richard, WGCDR <RICHAXX.XXXXX@XXXX.XXX.XX>
Cc: 'glenn.menzies@fireandemergency.nz' <glenn.menzies@fireandemergency.nz>; s 9(2)(g)(ii) SQNLDR
<s 9(2)(g)(ii) NZDF.mil.nz>; 's 9(2)(g)(ii) @police.govt.nz>
Subject: RE: Unclassified: RE: Stamford Plaza Auckland MITIGATIONS

Sir,

BLUF: A-RIQ NZDF & FENZ endorses the use of the Stamford Plaza Auckland (Stamford). Mitigation required.

Recommendation: That the Stamford Plaza Auckland be approved for use as a Managed Isolation Facility

Detail:

PSA for various fire safety and egress documents, including the detailed tech evacuation plan for APEC scoping referenced in LTCOL Preece's email to yourself and others in the email chain below. Also attached are additional mitigation requests and answers between the Building Corporation and Stamford (Log of Request by BC document).

- Their fire evacuation plan is deliberately staged by floor already. **CONFIRMED. There will be a dedicated stairwell (Stairwell 4) for guests in managed isolation. This does lead above to the residences. It is not assessed as a large point of contention with residential members, as they only have access to Stairwell 4 on Levels 3 & 4 (Level 2 is mezzanine).**
- They have a detailed, technical evacuation plan that they had to provide to NZ Police as part of APEC scoping. They are willing to provide that to us but not until tomorrow (it's too big to email). **ATTACHED.**
- In four and a half years on site, he has not seen an evacuation that required both residents and guests to evacuate. The fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel. **CONFIRMED. This detection system/ ops room can be manned 24/7.**
- There is suitable space to keep people well separated, in totally different areas, once evacuated. **CONFIRMED. Stairwell 4 goes to the front of the hotel in a cordoned off, secure area with further 2 x egress options if required. Stairwells 1-3 exit to the rear and side of the Stamford.**
- We can add staff to the site to handle managing an evacuation and ensure that the site brief covers off on that requirement. **CORRECT**
- The levels that have shared access (3/4) will only have site staff accommodated in them, not isolation guests. If necessary, we can add staff to guard the points of access. **REQUIRED. In addition to the security oriented staff discussed for mitigation purposes below, we'd need 2 x security oriented staff (total at any one time) manning Stairwell 4 on Level 3 & 4, in the unlikely event that a residential guests tries to go up Stairwell 4.**

Other:

- There are 3 x Fire Stations with a 5 min response time to the Stamford
- The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response and coord
- There are 4 x stairwells on each floor. A guest in managed isolation can open the door to the stairwell, but cannot open the door that leads to the residences. However, it is recommended that we prevent a 'Most Dangerous' situation, which would be for a guest and resident to be in the stairwell at the same time; regardless of whether there is a fire or otherwise
- Due to the various H&S requirements regarding not blocking fire escapes, but the requirement to prevent the intermingling of guests and residents, we would need 3 x security oriented staff on each of the 5 x floors (Level 5-10) at any one time. This would be to prevent unnecessary use of Stairwells 1-3, and the security oriented staff is recommended on the guest side of the stairwell. Total: 15 x security oriented staff on Levels 5-10 at any one time, 2 x security oriented staff on Levels 3-4 at any one time
- From Level 10 (the top floor we would have managed isolation guests staying), it is an approx. 3 minute walk down the 156 x steps for a 68 year old

Kind regards,

s 9(2)(g)(ii)

CAPT s 9(2)(g)(ii)

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1.3 GENERAL DESCRIPTION OF SYSTEMS

Fire Alarm System --- Technical/Design Descriptions

The Stamford Plaza complex has as its fire alarm system a TYCO-NZ purpose built MX4428 panel-link setup. This "state of the art" technology was evolved to suit the design parameters and engineering requirement the Stamford Plaza represented.

The fire alarm system was split into two areas of coverage, the Stamford Plaza Hotel and the Stamford Plaza apartment. The system consisted of the following items:

- Fire Alarm Control Panel SID 1 & SID 2 for Hotel
- Fire Alarm Control Panel SID 3 & SID 4 for Apartment
- Evacuation Control Panel Master
- Evacuation Control Panel Slave
- Fire Mimic Panel
- Alarm Display Panel ADU

An panel link network System has been installed to link the two area which allowing information share between two panels while keep operate independly.

All alarms are able to be read in real time by the 24 hours Stamford Plaza personnel.

The fire alarm system also provides monitoring for the fire protection system (i.e Monitor Valve) and interfacing with associate life safety systems e.g. Lifts, doors, air-conditioning and fire fans.

The fire alarm system was essentially designed specifically for the Stamford Plaza Hote & Apartmentl but is still based on the New Zealand Fire Standard NZS4512: 2003 and the New Zealand Building Code where applicable.

Manual Call Point System

The manual call points have been installed throughout the building in accordance with NZS4512:2003.

When one manual call point is activated, the Stamford Plaza security team is alerted and the fire callout signal will be sent to the NZ Fire Service.

Evacuate, or alert, fire alarm zones in accordance with the Fire Alarm Evacuation Matrix.

Smoke Detector System

- i) Tyco MX 814PH type smoke detector have been installed on level 3 and level 8 where smoke is allowed in the hotel room on these two floors. Tyco MX 814P type smoke detector has been installed on the rest levels of Stamford Plaza Hotel and Apartment. Activation of a smoke detector in hotel/Apartment room:

- a) Local sounder activated.
- b) Display alarm on ADU (alarm display unit) in Stamford plaza Hotel Security room and Apartment manager's office.

A Smoke hush button is installed inside cupboard in kitchen. This hush button will mute local smoke Alarm for three and resound if smoke still remains.

Activation of safe path smoke detector:

- a) Evacuate, or alert, fire alarm zones in accordance with the Fire Alarm Evacuation Matrix.
- b) Display alarm on ADU (alarm display unit) in Stamford plaza Hotel Security room and Apartment manager's office.

The operations of fire alarm system upon activation of smoke detectors for above-mentioned area have been detailed in Fire Alarm Evacuation Matrix.

Monitor Valve and Flow Switch

Interfacing between the sprinklers DBA, flow switch and monitored stop valves, is achieved via field addressable input/output devices. Monitored stop valves are fitted on every floor to isolate water flow to the floor. This valve is monitored by the MX4428 fire alarm Panel, an indication light is activated when the valve is shut, and a fire signal is generated via the sprinkler DBA.

Evacuation to the particular floor is achieved through the combined signals of the sprinkler system dropping pressure, and a flow-switch activation alarm. (Refer to Fire Alarm Evacuation Matrix)

Fire Alarm Interfacing

i) Lifts.

There is fire alarm output modules installed in each lift motor room.

ii) Security System

There is one general fire alarm signal has been provided in the Security room on ground floor.

iii) Mechanical HVAC

There are output modules installed adjacent to each mechanical switchboard, providing output signals under fire alarm conditions to be used by the Mechanical HVAC trade. For detail please refer to Mechanical Services Controls (Function Description).

Smoke Stop door holding Device

There are smoke door holding device fitted for the passenger lift lobby door and double door within main corridor in each north and south wing. Upon activation of smoke detector located on either side of the door will release this door.

Evacuation System- Technical/Design Description

The evacuation system in this building is consisted two EWIS panel – the master panel installed in fire alarm control room on ground floor for Stamford Plaza Hotel, slave panel is installed on level 11 Plant Room for Stamford plaza apartment.

1.4 OPERATION OF THE BUILDING IN THE FIRE MODE

When a fire condition within the building has been detected by manual or automatic means the building services will automatically function in a coordinated sequence to minimise the effect of the fire, maximise safety of building occupants, and ensure orderly evacuation of the building or affected area.

Operation of any of the following will put the building in the fire mode;

- i) Operation of manual call point

Detail, refer to Section 3, Fire Alarm Evacuation Matrix.

When the building fire mode is activated, the following functions occur;

- i. The effected lifts will return to the Ground or Basement floor, and remain inactive with the doors open.
- ii. There is no Stairwell pressurisation.
- iii. The air conditioning system will function in an automatic pre-programmed manner designed to contain smoke to the fire affected area. Refer to Mechanical HVAC manual for details.
- iv. The New Zealand Fire Service will be automatically notified to attend the site, under the general alarm condition, or as required by the conditions of the Matrix.
- v. The Internal evacuation system will be initiated with appropriate alert or evacuate tones followed by verbal instructions over the evacuation system

2. DESCRIPTION OF SYSTEM

2.1 General - Fire Alarms

- 2.1.1 Alarm System
- 2.1.2 MX 4428 Control Panel
- 2.1.3 Mimic Panel/NLDU
- 2.1.4 Alarm Display Panel/ADU
- 2.1.5 Field Devices

2.2 General-EWIS

- 2.2.2 EWIS System
- 2.2.3 EWIS Control Panel
- 2.2.4 Field Devices

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2.1 General - Fire Alarms

2.1.1 Alarm System

The system is split into two areas of coverage, The Stamford Plaza Hotel and the Stamford plaza apartment. Each area is covered by its own fire alarm control panel and the panels communicate with each other over a network link.

The Stamford plaza Hotel & Apartment Fire Alarm network as shown in schematic drawing is the backbone for the communications.

2.1.2 MX4428 Control Panel

The control panel used in Stamford Plaza is the MX4428 Intelligent Fire Alarm Panel.

The MX4428 panel employs intelligent four wire loops installed in the fire raiser in both Hotel & Apartment. It is the responders that the fire alarm call points, smoke detectors and other necessary equipment are wired to.

The base Stamford plaza Hotel panels are located in the Fire Control Room on ground floor, Albert Street.

The Stamford plaza apartment panels are located on Level 11 Plant room.

Each field device connected to the MX4428 panels has been given its own physical address.

Indication of alarm status is done a number of ways;

1. To comply with the New Zealand regulatory standard NZS4512 a brigade mimic has been placed at Ground floor (Albert Street side) control room.
2. The MX4428 panel has a standard interface, an AS1648 compliant FFCIF, with an 80 character 2 Line LCD. Combined with ADU display's located in the Stamford Plaza security control room and level 12 Apartment manager's office. These give a compact informative maintenance of the system status. They also allow system interrogation.

This panel is housed in a 19" rack cabinet with overall 1865 (height) x 575 (width) x 380 (depth).

The MX4428 system can accommodate up to 127 logical responders, each with 4 input circuit making 528 circuits in total.

The TYCO-NZ MX4428 is an intelligent distributed multiprocessor fire alarm and fire protection control system, which combines both conventional and analogue addressable detection. It features a cost saving Responder Loop design and powerful control programmability to handle the most complex applications.

Powerful Programmable Control

The TYCO-NZ MX4428 is freely programmable using logic equations and times, in addition to all standard functions.

Features used in the installation at the Stamford plaza Hotel & apartment Fire Alarm system comprise:

- Compact fire alarm cabinet
- Zone LEDs
- Remote LCD Repeater panel located in Duty Managers Office
- Zone test for each point
- Fire Brigade system compatibility
- Outputs for door holders, air conditioning
- Wide detector compatibility
- Conventional and analogue addressable detector
- Logical zone for brigade use
- Comprehensive test facilities
- Automatic self test
- Lower power consumption
- Integral charger (5A)
- Field-programmable

Innovative Loop Design

Central to the MX4428 system is the innovative "Responder Loop" design. Intelligent Responders are installed in the building fire services riser. Alarm Zone Circuits and Control Outputs wire locally to these Responders, which in turn are connected by a 4-wire loop to the master FIP.

This loop is fully protected: a partial or complete break, or short, anywhere on the loop is detected and isolated automatically at the adjacent Responders. All system operations are fully maintained even in the presence of the fault condition. This innovative design has many benefits applicable to the above site.

- Cable concentration at master FIP greatly reduced.
- Lower installed cost because the loop design requires less wiring than conventional methods.
- High integrity communications are both monitored and fully protected by redundant paths.
- Loop fault sensing and isolation at every Responder.
- System's intelligence pinpoints location of faults rapidly.
- Expansion and alterations are easily accommodated with minimal additional wiring.

Reliable

- System and input circuits are fully monitored.
- Automatic daily test of all inputs and analogue detectors verifies alarms and faults can be generated.
- Analogue loop Short Circuit Isolators has been installed in the riser adjacent to the MPR.
- Supervisor "Watchdog" ensures warning is transmitted in case of FIP or Responder processor failure.
- Powerful on-line diagnostics allow service interrogation and testing of individual analogue devices.
- Analogue loop Short Circuit Isolates have been installed in the ceiling space adjacent the MXP.
- Random polling allows analogue devices to be polled, verified or controlled at any time.

Versatile Input Monitoring

Each zone circuit is individually programmable to meet the needs of the Stamford Plaza fire alarm system.

- Latching or non-latching zones.
- Standard transient suppression delay (2sec).
- Alarm Verification Facility (AVF).

- Automatically bypassed by Manual Call Point activation.

True Analogue Detection

The MX4428 analogue addressable smoke detectors return true analogue values corresponding to the measured quantity of smoke at each location. These values are analysed by SMART SENSE software and alarms/faults (identified for individual detectors) are generally by the local Responder according to programmed parameters. These parameters can be set for each detector, or selected from two preset standards which may also be "fine tuned" to affect the detectors globally.

Each analogue loop can support up to 100 devices and 100 modules.

Individual detectors may be removed without affecting loop/line operations (a fault is logged). Individual modules may be installed in the loop for addressable input or output signalling.

Automatic Compensation

True analogue detector tracking is performed every 15 minutes, compensating for changes in ambient conditions over the course of a day. This reduces the risk of false alarms and virtually eliminates the need for complex and inflexible night/day modes and procedures. The standard maximum tracking compensation is 0.7%/m obscuration per hour.

Soiling of the analogue detectors is automatically software-compensated up to a preset limit. This maintains a constant sensitivity for each device, reducing the risk of false alarms, and extending the service interval. A maintenance fault is logged when the tracking limit is reached.

Fire Alarm

When a fire circuit i.e.; Manual Call Point circuit is sensed to be in the alarm state, The controller latches into the fire state. The evacuation relay turns on, activating the alerting devices. The controller is Brigade connected, the fire relay will de-energise, signalling a fire to the Brigade Signalling Device.

Fire indication is provided by both internal and external flashing red indicators. Separate indicators are provided for each zone in addition to one which indicates the fire state. Reference to these indicators and the index panel will assist the Brigade in which area of the premises the fire was detected. The LCD display's located on the main MX4428 alarm panel and the Net-Work display Unit in the Security Office will show what area the alarm device has been activated. If the controller power fails, the normally energised fire relay will drop out, sending a fire call via the Brigade Signalling Device. If power is restored, the fire and battery low indicators will be on but no zone indicators will be on.

Defect

When a circuit is sensed to be in the defect state or the external defect input is asserted, or the battery voltage is low, or processor is detected to be abnormal (watchdog or self-test), or an automatic test-fire fails, or there is an RZDU, LOOP or EVACUATION defect, the controller will enter the defect state. The controller is Brigade connected, the defect relay will energize, signalling a defect to the Brigade Signalling Device.

The defect state and external indication is non-latching. If the source of defect is removed, the defect condition will be cancelled.

2.1.3 Mimic Panel/NLDU

NLDU - Network LED Display unit

The NLDU connects onto the panel-link network and provides outputs for up to:

- 528 LED sets (alarm, fault, and isolate).
- A remote display unit (RDU) communications line.
- A printer port.

The NLDU is programmed to map network zones onto its LED's and the status of these LED's are output to both the LED display boards and the RDU output.

2.1.4 Alarm Display Panel/ADU

ADU is installed in the Security office at Stamford Plaza Hotel security room and level 12 Apartment Manager's office. The ADU LCD shall display status for both Hotel & Apartment fire alarm system.

The Alarm Display Unit (ADU) is a fire alarm repeater panel compatible with the Panel-Link Network and the associated range of networked fire alarm systems (e.g., MX4428, F4000, and F3200). It provides alphanumeric display of alarms on a 2-lines by 40 characters LCD and keypad. The ADU is able to display alarms and control all fire alarm panels connected to the network, but programming to achieve a variety of display and control facilities may modify this. The ADU's programmability enables network displays to be configured for a variety of purposes.

- Compact and attractive "slimline" cabinet style with flush mounting option
- Optional full cabinet complete with MAF relays and power supply, or 19" rack module
- Remote control and operation of other panels on network
- Local call point input
- Optional individual zone LED displays
- Fully field programmable
- Programmable options include: site name text, zone name text, selective display of alarms based on source panel, and group membership
- Analogue addressable fire alarm point text displayed
- Database save and restore to laptop/computer
- Event logging to history file and optional printer
- Slimline cabinet dimensions 177h x 450w x 50d
- Complies with AS1603.4, AS4428.1 and NZS 4512

- SSL listing number afp-789
- FPANZ listing number VF/632

2.1.5 Fire Alarm Field Devices

The following devices are located throughout the Stamford Plaza Hotel & Apartment with primary functions of monitoring fire and control of fire alarm/life support, safety systems.

Manual Call Point (MCP)

Addressable MCP's have been installed. It has a break glass panel with switches designed to meet requirements of the NZS 4512:2003 fire alarm standard.

They have been constructed in red moulded plastic and have been mounted in both flush and surface mounting styles.

The MCP's have an LED incorporated in the front facial that indicates its status.

- Continual flashing indicates alarm un-activated condition.
- Steady on/no flashing indicates alarm-activated condition.
- Steady off/no flashing indicates fault MCP not receiving polling information.

RIM 800 MX Relay Output Control Module

All control relays on the fire alarm system are done through the following device:

- RIM 800 – MX Relay Output Control Module

This module is used to output Alarm activation status to Mechanical/Lift System.

- Fire Fans - Fire Alarm signal to specified fan control panel.
- Lifts return to the Ground or Basement floor and remain inoperable
- BMS - Fire Alarm Signal to MCC control panel.
- Security System – Fire Alarm Signal to Security System

An LED is located centre of modules for indication of its states:

- LED flashing - normal
- LED steady on - alarm
- LED steady off - fault/loss of communications

814IB MX Short Circuit Isolator

Short circuit isolators are used to protect the analogue loop against short circuits. When a loop short circuit occurs between isolators, they isolate the section of cable containing the short, allowing the rest of the loop to function. The 814IB has a single yellow LED that is turned on continuously to indicate a short circuit condition.

MIM800 Mini-Input Module

The MIM800 is a small MX addressable module designed for monitoring a single input circuit.

The MIM800 can monitor normally open or normally closed inputs and provides open and short circuit monitoring of the line.

The MIM800 is designed for fitting in small devices such as flow switches, special detection devices and explosion proof call points. A variant of the MIM800 is used in all call points and pull stations.

MXP - Multi Protocol Responder

This responder sits on the main control loop of the MX4428 fire alarm panel. Through an analogue loop of its own it is responsible for bringing in and addressing information among the addressable field devices. This information is transferred from the MXP to the MX4428 where the main processing takes place.

The MXP can take a maximum of 200 addressable devices on its loop

Ancillary Devices

The MX4428 fire alarm is interfaced with a number of other building services via field addressable input/output modules. The building services include:

- Life Support & safety fan controller
- Lift
- Security Services

Upon operation of the fire alarm system, all interface modules shall operate to the respective programming requirements.

2.2 EWIS Panel

2.2.1 General - Ewis

The Stamford Plaza Hotel & Apartment have been equipped with two Emergency Warning and Intercommunication Systems (EWIS) which are located at the Ground floor control room and level 11 plant room.

The EWIS system is designed to facilitate the orderly evacuation of the building in the event of an emergency. The EWIS generates and controls audible warning signals via dedicated amplifiers and loudspeakers covering each level of the building

At any time, authorized personnel may take manual control of the system and an emergency public address microphone will allow the broadcast of verbal messages to the building occupants in all or selected areas via the loud speakers.

The EWIS panel is based on a master panel communicating over serial communication links with independent modules, which provide the various system functions. These system modules are housed in a 482mm (19") card frames mounted into metal cabinets.

All speakers wiring is monitored such that a short or open circuit on any of the speaker lines will generate a defect.

Wiring feeds to the evacuation zone from the EWIS panel is 2hr fire rated radox cable.

Wiring between the speakers on each level is normal screened TPS cable.

2.2.2 Field Devices

The following devices are located throughout the Stamford Plaza with the primary function of aiding in the evacuation of people from the building.

Speakers

The following types were used:

- 4" Dual Cone Speaker with Grill for all flush mount internal applications - off white colour
- 4" Dual Cone Speaker with box for all internal surface mount applications - off white colour
- 8" Horn Speaker for all external applications - light gray colour

Both cone speakers were installed with alternative tapings on their line transformers to enable sound level alteration. At present they are set to 0.33-watt tapings.

The Horn Speakers have set 1.25W line transformers with them.

3. OPERATING INSTRUCTION

These sections explain the general functions of the fire alarm system, there are a number of complicated relationships between alarm devices which is best explained by reviewing the Fire Alarm Evacuation Matrix, please refer to The Fire Alarm Evacuation Matrix below.

For operation of building life support systems, under alarm mode, please refer to section 1.5.7 - Fire Alarm Interfacing.

A generalized description of what is required to be activated in each area to create a Brigade calling conditions is as follows;

Any Sprinkler activation, or flow switch activation, will call the Brigade via the DBA.

Activation of Manual Call point.

None of the above description is intended to supersede or modify the Alarm Matrix in any way; please refer to this document for specific clarifications.

EVACUATION DESIGN

The evacuation procedure at Stamford Plaza is designed to it specification requirements. The Fire Alarm Evacuation Matrix has detailed the operation of Fire Alarm/EWIS System under Alarm/EVAC condition.

Fire Alarm Evacuation Matrix. (Next page)

From mtg with Fire Service
14/4/04

December 2003 ver 2.05

**CAUSE & EFFECT MATRIX
APARTMENT FIRE SAFETY EVACUATION SCHEME**

	Local siren(s) in apartments	EWIS to evacuate on fire floor	EWIS to alert on non-fire floors	EWIS to evacuate on ALL floors	EWIS to evacuate stairwell only	WZPS brigade call initiated	Agents Callout (attend & reset)	Services fire (HVAC off, 50% Concreto, Resentry UF)	Dist out to management pager (if fitted)	Indicate at Remote Display Unit (LCD) (if fitted)
Apartment Smoke Detector	■								■	■
Safe Path Smoke Detector		■							■	■
Stairwell Smoke Detector									■	■
Manual Call Point		■	■			■	■	■	■	■
Sprinkler System (Bow switch + DBA)		■	■			■	■	■	■	■
Total Evacuation Facility (pans/ control)				■				■	■	■

Proposed Alert Tone / Message =

2 x alert tones, 1 x voice message, 1 x silence period. Repeat approx. (tone = 2 secs, voice = 9 secs, silence period = 79 secs)

Proposed Alert voice message =

"The Fire Alarm has been activated in another area of this building. Standby for further instructions to evacuate. You may leave now if you wish."
(approx. 9 second message)

Proposed Evacuate Tone / Message =

4x evac tones, 2 x voice message, repeat

Proposed Evacuate voice message =

"The Fire Alarm is sounding. Please evacuate the building immediately"

Proposed Sequence =

Fire Floor evacuation for 10mins, then escalate to floor above & floor below, continue escalation every 6 mins. for floor above & below

Re-instatement of fire alarm system.

Note; an approved nominated fire alarm contractor should carry out this work.

- a. Operate brigade isolate, auxiliary isolate and bell isolate.
- b. Reset or replace the alarm initiating device:
 - (i) Reverse switch on operated call points and replace the break glass faceplates.
 - (ii) Smoke detectors LED's will latch.
- c. Replace the broken break glass on any manual call point then reset the zone/circuit on the panel.
- d. Meter and megger if circuit still suspect.
Note; unable to megger smoke detectors. Refer to Tyco MX manual held by approved contractors.
- e. Reset MX via the LCD panel on the fire alarm panel. Ensure circuits reset.
- f. Return Brigade, bells and auxiliary switches to normal.
- g. Confirm Fire Service receive normal signal via SGD.
- h. Notify Greenland call centre by dialling '777' and advise alarm are now all clear.
- i. Report to Assets services before leaving site.

It is recommended that after a major fire, a full annual survey be carried out on the fire alarm system.

Warning Devices and Action to be taken by Building Owner

There are no special warning devices requiring action by the building owner as 'fire' and 'defect' conditions are transmitted automatically to AFA Limited who redirect calls to the New Zealand Fire Service and the alarm agent for their action.

However, if the Fire Alarm Indicator Panel 'normal' (green) lights are not lit or if the 'defect' (amber) lights are lit, the approved fire alarm service agent should be contacted to investigate or advise.

STAMFORD PLAZA AUCKLAND


All Stamford Plaza Hotel Floor Plans are withheld in full under section 9(2)(b)(ii) of the Act.


FLOOR PLAN INDEX

1	WEST ELEVATION (ALBERT ST.)
2	SOUTH ELEVATION (SWANSON ST.)
3	EAST ELEVATION (MILLS LANE)
4	NORTH ELEVATION (MILLS LANE)
5	SITE PLAN
6	BASEMENT FLOOR PLAN
7	BAGGAGE + RETAIL FLOOR PLAN
8	GROUND FLOOR PLAN
9	MEZZANINE FLOOR PLAN
10	LEVEL 3 FLOOR PLAN
11	LEVEL 4 FLOOR PLAN
12	LEVEL 5 FLOOR PLAN
13	LEVEL 6 FLOOR PLAN
14	LEVEL 7 FLOOR PLAN
15	LEVEL 8 FLOOR PLAN
16	LEVEL 9 FLOOR PLAN
17	LEVEL 10 FLOOR PLAN
18	LEVEL 11 FLOOR PLAN
19	LEVEL 13 FLOOR PLAN
20	LEVEL 14 FLOOR PLAN
21	LEVEL 20 FLOOR PLAN
22	LEVEL 21 FLOOR PLAN
23	LEVEL SUB ROOF + PLANT FLOOR PLAN

**DETAILED LOG OF FULL REQUEST OF THE BUILDING CORPORATION AND STAMFORD PLAZA
AUCKLAND's RESPONSE**

	Request by Building Corporation (BC)	Response by Stamford Plaza Auckland
1	Only the residents will be allowed to use the pool and gym while Stamford Plaza is being used for managed self-isolation	Confirmed. This is part of the Plan.
2	Levels 3 and 4 of the hotel will only be used for MOH and air force staff to reside.	Levels 3 and 4 will be used by MOH, and agency staff
3	The rooms adjoining the residents' door on level 3 and level 4 will not be used by the managed self-isolation guest.	Confirmed. This is part of the Plan.
4	A wall has been built with a code to prevent residents from accessing the lifts on the level 3 and 4 skybridge so that residents cannot access the lifts and the hotel foyer	Confirmed. This is part of the Plan.
5	Gloves and masks will be provided to guests and residents for use in case of fire egress by the hotel	Masks will be provided to all residents. This is part of the Plan.
6	Guests will in case of a fire evacuation assemble on the forecourt, residents will assemble away from the property	Confirmed. This is part of the Plan.
7	All hotel staff, guests, MOH and air force staff will wear masks at all times when circulating in the common areas of the hotel	Hotel staff will wear masks. MOH, guests and Air Force will follow the MOH guidelines. This is part of the Plan.
8	Outdoor exercise for guests is the forecourt and outdoor roof area on level 5	Outdoor exercise area is the forecourt/ This is part of the Plan.
9	The hotel won't be open to the public while being a managed self-isolation facility	Confirmed. This is part of the Plan.
10	<p>Lift 5 Goods service Lift</p> <p>Up until now lift 5 has had joint use between the hotel and residents. The residents use this lift currently for the following purposes:</p> <ul style="list-style-type: none"> • Removing rubbish 4 times a week • Cleaners use this lift • Residents when moving apartments 	<p>Confirmed. Lift 5 is a duplex system and can be locked off by the residents on request.</p> <p>Lift 4 is hotel use exclusively.</p>

	<ul style="list-style-type: none"> • Some residents load the resident's trolley with shopping to take to their apartments • It is used by workman for the panel project <p>Please advise if the lift is a duplex system with the other lift?</p>	
11	<p>Lift 5 Goods service Lift</p> <p>While there is sanitiser outside of the lift install a sanitiser in the lift with instructions signage in the lift to use after pushing lift buttons</p>	<p>Sanitiser is already in the lift. We have added poster with instructions.</p> 
12	<p>Lift 5 Goods service Lift</p> <p>Ideally this lift would be designated for residents and their contractors only to minimise the chance for cross contamination</p>	<p>Confirmed. This is part of the Plan.</p>
13	<p>Lift 5 Goods service Lift</p> <p>Label the residents' trolley as "residents' trolley" and have sanitiser next to it with instructions to sanitise hands before and after use</p>	<p>Labels and sanitisers will be provided as requested.</p>
14	<p>Level 3 and 4 Skybridge</p> <p>As the door from the walled lift area opens out into the walkway some Perspex should be installed to ensure that MOH or air force staff leaving the walled area by the lift can see if a resident is passing so they can wait before exiting to prevent mingling and maintain a social distance and don't open the door into someone on a blind corner.</p>	<p>Perspex will be installed as requested. We will have security guards on both level 3 and 4 to direct the traffic.</p>
15	<p>Level 3 and 4 Skybridge</p> <p>There should be a sign by the door by the lift with this instruction to wait if you see someone passing before exiting the area.</p>	<p>Signs will be put up as requested on the hoarding where the guests step out of the lift.</p>

16	<p>Level 3 Carpark</p> <p>Install a hand sanitiser outside the door to the carpark.</p>	<p>Hand sanitiser has been installed on level 3 and level 4.</p> 
17	<p>Level 3 Carpark</p> <p>The residents would book that in with the hotel, and the hotel would only use the forecourt if sunny for exercise on those days or the ballroom if wet. The access door would be sanitised before use.</p>	<p>SPAK has no objections to the use of the forecourt or the ballroom as requested. Access doors will be sanitised before use, as requested.</p>
18	<p>Lockdown</p> <p>Protocol needs to be discussed and confirmed with MOH in relation to:</p> <ul style="list-style-type: none"> • Method of hotel advising the Residents' designated contact. Signage to be placed at entrance points for Residents to hotel areas to advise them not to enter • What does that mean in terms of access to level 3 and 4 skybridge and goods lift 5, gym and pool – does this mean that these areas are not used until cleaned and sanitised or can some still be used as they are not accessed by guests, or would they be unavailable for longer? • Residents still able to access their cars through basement even if skybridges closed for a period? <p>These issues and protocols need to be clearly understood so they can be communicated with all residents.</p>	<p>This will be clarified with the BC. In any event, SPAK will in consultation with the BC carry out and meet the BC's request.</p> <p>Signage can be placed at entry points as required advising residents not to enter.</p> <p>Pool and gym are exclusive to the residents.</p> <p>Level 3 and 4 skybridge and service lift 5 areas will be sanitised in event of lock down and then residents can use them.</p> <p>Residents can access their level 3 and 4 carparks without using the skybridge by using the lift #1 from the resident's lobby to basement carpark and then car park lifts # 8 & 9 to access the level 3 and 4 carparks.</p>

From: s 9(2)(g)(ii) @nzdf.mil.nz>
Sent: Tuesday, 30 June 2020 7:58 AM
To: WGCDR Richard Deihl
Cc: s 9(2)(g)(ii); Blair Oldershaw
Subject: FW: Stamford Plaza - Body Coporate have agreed to mitigations
Attachments: image001.png@01D64EB3.DF9C18F0

Sir – please confirm you are in a position to press play on the transport move from Haka to Stamford on the **1 July 20**.

Should we aim for first meal at Stamford being dinner? (lunch at Haka then move).

Very close to the green light on this one Sir.

s 9(2)(g)(ii)

MAJOR s 9(2)(g)(ii)
IRQ Operations Cell
New Zealand Army | Ngāti Tūmatauenga

s 9(2)(a)
Email: s 9(2)(g)(ii) @nzdf.mil.nz

[DACM Intranet Site](#) – for all you need to know about Army Career Management



A FORCE FOR
NEW ZEALAND

From: SHADBOLT, Rachael (APEC21 OPS) [mailto:Rachael.Shadbolt@mfat.govt.nz]
Sent: Tuesday, 30 June 2020 5:36 a.m.
To: Oldershaw Blair, WGCDR <BLAIR.OLDERSHAW@NZDF.mil.nz>
Cc: s 9(2)(g)(ii) @nzdf.mil.nz>; s 9(2)(g)(ii) MAJ s 9(2)(g)(ii) @nzdf.mil.nz>; Mathew.Parr@health.govt.nz; charlie.sklenar s 9(2)(g)(ii)
Subject: FW: Stamford Plaza - Body Coporate have agreed to mitigations

[UNCLASSIFIED]

Morning All,

GOOD NEWS – The Stamford Body Corporate have agreed to our mitigations. As per email below – I have asked the hotel to send through a statement from the BC confirming they are happy with the arrangements, to ensure we have everything on file.

ACTION – Can someone please inform the A-RIQCC team that Stamford Plaza is ready to go and to start talks with them about when they might expect guests and that the mitigations must be followed to the letter.. I have indicated to Stamford they should receive guests from 1 July.

MAT PARR – I assume the contract is all sorted – please advise we are all good on that front.

CHARLIE – Just FYI, we got Stamford Plaza Body Corporate over the line and expect to start using this hotel for managed isolation guests from 1 July. Will leave to you to Comms it up to the right people if you think necessary.

Nice work all – we got there in the end.

Rach

Rachael Shadbolt
Isolation, Quarantine and Repatriation Team

s 9(2)(a)

From: SHADBOLT, Rachael (APEC21 OPS)
Sent: Tuesday, 30 June 2020 5:23 AM
To: s 9(2)(a)
Subject: RE: Stamford Plaza mitigations

[UNCLASSIFIED]

Hi s 9(2)(,

This is great progress. I will pass this on to the team and ask them to start liaising directly with you about when you will receive your first guests.

To ensure we have everything documented – would it be possible for the BC to provide something in writing stating that they have no further feedback on the mitigating measures and that they are happy for Stamford Plaza to be used as a managed isolation facility. This could either come from their lawyer or the Chairperson.

Thank you so much for your patience while we worked through this.

Talk soon.

Rachael

Rachael Shadbolt
Isolation, Quarantine and Repatriation Team

s 9(2)(a)

From: s 9(2)(a) [mailto:s 9(2)(a)@spak.stamford.com.au]
Sent: Monday, 29 June 2020 11:50 PM
To: SHADBOLT, Rachael (APEC21 OPS)
Subject: Re: Stamford Plaza mitigations

Dear Rachael,

I was forwarded your email from s 9(2)(a)

We had shared the document labelled 'Log of Request by BC (26 Jun 2020)' with the BC and they have no further feedback on the mitigating measures.

We are ready to welcome the guests on 1 July 2020. Could you let me know the time of their arrival?

Thanks for your support.

Kind regards,

s 9(2)(

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>

Sent: Monday, 29 June 2020 6:18 PM

To: s 9(2)(a)

Cc: s 9(2)(a) <@spak.stamford.com.au>; s 9(2)(a) <@stamford.com.au>

Subject: Stamford Plaza mitigations

[UNCLASSIFIED]

s 9(2)(a)

Could you please pass the following information on to Stamford Plaza Resident's lawyer for consideration. We are very keen to utilise this hotel from 1 July but need to ensure the Residents are satisfied with the mitigations that have been put in place – we believe this will satisfy their concerns. Information as follows:

On Monday 29 June a representative from the Auckland Regional Isolation and Quarantine Command Centre (A-RIQCC) and a representative from Fire and Emergency New Zealand (FENZ) site visited Stamford Plaza Auckland.

Both the A-RIQCC and FENZ endorse the use of the Stamford Plaza Auckland (Stamford) and are satisfied that the Residents' concerns have been addressed.

Detail: Please find attached a document labelled 'Log of Request by BC (26 Jun 2020)' detailing the concerns of the Stamford Residents Body Corporate, and Stamford Hotel's response regarding how the concerns have been addressed. Having reviewed this document, we are comfortable all the residents' concerns have been addressed. Some further detail on how the concerns have been addressed are detailed below.

- There will be a dedicated stairwell (Stairwell 4) for guests in managed isolation. While Stairwell 4 can be accessed by residents on Levels 3 and 4, as the fire evacuation plan is deliberately staged by floor there is no risk of residents mixing with guests in isolation even in an evacuation.
- The levels that have shared access (3 & 4) will only have site staff accommodated in them, not isolation guests.
- In four and a half years on site, the Manager has not seen an evacuation that required both residents and guests to evacuate. The fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel, and will be manned 24/7.
- There is suitable space to keep people well separated, in totally different areas, once evacuated. Stairwell 4 goes to the front of the hotel in a cordoned off, secure area with further 2 x egress options if required. Stairwells 1-3 exit to the rear and side of the Stamford.
- We will provide additional security staff to manage an evacuation and ensure that the site brief covers off on that requirement.

Other:

- There are 3 x Fire Stations with a 5 min response time to the Stamford.
- The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response and co-ord.
- There are 4 x stairwells on each floor. A guest in managed isolation can open the door to the stairwell, but cannot open the door that leads to the residences.

- While we cannot block fire escapes, to prevent the intermingling of guests and residents, we would provide security staff on each of the five floors (Level 5-10) at any one time. This would be to prevent the use of Stairwells 1-3 and direct guests to Stairwell 4.
- From Level 10 it is an approx. 3 minute walk down the 156 x steps for a 68 year old.

Please advise next steps and time lines for this information to be communicated to Stamford Residents – naturally we are keen to utilise this property for returning New Zealanders as quickly as possible.

Kind regards

Rachael

Rachael Shadbolt
Isolation, Quarantine and Repatriation Team

s 9(2)(a)

[UNCLASSIFIED]

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s 9(2)(a)

[UNCLASSIFIED]

[UNCLASSIFIED]

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From: Deihl, Richard WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Thursday, 2 July 2020 9:36 PM
To: Webb, Darryn AIRCDRE
Subject: FW: Letters for residents - Stamford Plaza
Attachments: image001.png@01D6507D.9199FB10; STAMFORD residents letter FINAL.docx; Letters to local residents re MIQ facility - STAMFORD1.docx

Sir, as discussed.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead

s 9(2)(a)

From: s 9(2)(a) >
Date: Thursday, 02 Jul 2020, 2:46 pm
To: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>, s 9(2)(g)(ii) WGCDR <[s 9\(2\)\(g\)\(ii\)@nzdf.mil.nz](mailto:s 9(2)(g)(ii)@nzdf.mil.nz)>
Cc: 'Libby Clifford [DPMC]' <Libby.Clifford@dpmc.govt.nz>, Charlie.Sklenar@dpmc.govt.nz <Charlie.Sklenar@dpmc.govt.nz>, Oldershaw Blair, WGCDR <BLAIR.OLDERSHAW@NZDF.mil.nz>, s 9(2)(a) >, s 9(2)(g)(ii) <[s 9\(2\)\(g\)\(ii\)@nzdf.mil.nz](mailto:s 9(2)(g)(ii)@nzdf.mil.nz)>, Heather.Peacocke@dpmc.govt.nz <Heather.Peacocke@dpmc.govt.nz>
Subject: Letters for residents - Stamford Plaza

Hi all – attached are the final versions of letters intended to be distributed to Stamford Plaza Hotel residents this afternoon, via the body corporate.

A draft copy of the personal letter from RIQ lead WGCDR Richard Deihl was sent to Stamford Plaza Hotel GM s 9(2)(a) at 1.31pm as a courtesy and to enquire about the preferred method of distribution but I have not had a response. Consequently Body Corp will be asked to distribute both to residents.

I will be out of office but on mobile from now so please advise asap if there are any concerns/amendments required.

Thanks and regards,
Noreen Hegarty

s 9(2)(a)

Senior Communications Advisor Auckland
COVID-19 All-of-Government Response Group
Department of the Prime Minister and Cabinet
www.covid19.govt.nz

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[UNCLASSIFIED]



Information about managed isolation facility in your area

July 2, 2020

Kia ora,

This letter is to inform you that Stamford Plaza Hotel is going to be used as a managed isolation facility for New Zealanders returning from overseas. We expect the first group of returnees to arrive at the hotel later today.

Protecting our border is a critical part of stopping the spread of COVID-19 in New Zealand.

That is why all people returning to New Zealand are required to stay in managed isolation for 14 days. Only once they have returned a negative COVID-19 test can they leave the facility and return home.

It is safe for businesses, schools and events to operate as normal in communities where these facilities are located. Other than the border and in these facilities, the rest of New Zealand is at Alert Level 1.

The purpose of managed isolation is to catch cases at the border before people re-join our communities. These people receive regular health checks during their stay and are tested for COVID-19 around days three and twelve.

More than 22,000 people have safely completed this process so far and returned to their families and loved ones.


All hotels selected for managed isolation or quarantine must meet a strict set of criteria. This is to ensure people staying and working in them are kept safe and so there's a safe transition process for people back into the community after their isolation period. The hotels are tightly managed with security, and guests cannot leave their rooms or interact with each other or the community.

Some of the criteria hotels must meet include general requirements – such as security, limited entry and exit points, suitable room and bathroom facilities, adequate provision of food and drink delivered to rooms, safe laundry protocols, and the ability to ensure peoples wellbeing through the provision of online access and services.

Find out more at
Covid19.govt.nz

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Every location has its own unique factors to consider and thorough planning and ongoing management makes sure they are carefully managed.

The hotels being used are closely monitored to make sure all measures needed to keep the local community safe are in place. The hotels are also thoroughly and regularly cleaned, particularly in all common areas.

We have a robust system in place to ensure a safe check in and check out process and all guests are asked to follow public health measures during their stay.

Friends and family are not able to visit anyone staying at the hotel, however they may be able to drop off items to people who are in managed isolation. Therefore, you may see some members of the public visiting the facilities. They are only able to interact with hotel staff who are following strict public health measures.

Together we're uniting against COVID-19. If you're concerned that there may be a breach of the rules, you can report it to the COVID-19 Compliance Centre. You can find out how to make a report on the Police website:
<https://www.police.govt.nz/105support>

You may see staff in the community who work at this managed isolation facility. These people are following all public health guidance. It is safe to be out and about in the community as normal.

While our borders are closed, New Zealand citizens and permanent residents have a legal right to come home. Those returning to New Zealand have a responsibility do their part to stop COVID-19 spreading in New Zealand.

As you have seen first-hand, New Zealand is experiencing an unprecedented challenge in combating COVID-19 and we ask your understanding as we support New Zealanders to return home.

If you have any further questions, please visit the [covid19.govt.nz](https://www.covid19.govt.nz) website.


Sincerely,

The All-of-Government Managed Isolation and Quarantine team.

Find out more at
Covid19.govt.nz

New Zealand Government

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Letter to residents of Stamford Plaza Hotel

July 2, 2020

Dear Residents of Stamford Plaza,

We appreciate there has been considerable discussion on the intended use of the Stamford Plaza Hotel as a facility in which to isolate and manage returning New Zealanders. We also acknowledge that you have raised concerns regarding potential contact with those in isolation.

I can reassure you that your hotel management and my Managed Isolation Facility team have put measures in place to address your concerns to ensure adequate separation between yourselves and the guests in isolation. To achieve this, some physical barriers have been installed and extra security personnel assigned to ensure the separation is maintained during routine movement and any emergency evacuation.

We have a number of hotel facilities available for use in Auckland and a well-established routine for managing and handling isolation guests which has been developed with due consideration of the concerns of those in adjacent facilities. We recognise every location has its particular issues that require careful consideration in planning and ongoing management.

I personally reassure you that we will establish a direct liaison with your Residents' Manager to enable your concerns to be relayed to us so that we can resolve any matters that may arise.

I thank you for your cooperation in advance and your understanding for the need to support our endeavour of getting returning New Zealanders back home safely with the minimal of stress for all concerned.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response

Find out more at
Covid19.govt.nz

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From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Saturday, 4 July 2020 12:05 AM
To: 'SHADBOLT, Rachael (APEC21 OPS)'
Cc: Oldershaw Blair, WGCDR
Subject: FW: Stamford Hotel as a Managed Isolation Facility
Attachments: IMG_9654.jpg

Rachael, any feedback on the below, or are crown law able to cover off on this?

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
s 9(2)(a)

From: s 9(2)(a)
Date: Friday, 03 Jul 2020, 10:15 pm
To: Deihl Richard, WGCDR <xxxxxxx.xxxxx@xxxx.xxx.xx >
Cc: s 9(2)(a) >, xxxxx.xxxxx@xxxxxxxxxxxx.xxxx.xx
<megan.woodx@xxxxxxxxxxx.xxxx.xx>, Amy Harrison <Amy.Harrison@parliament.govt.nz>
Subject: Fw: Stamford Hotel as a Managed Isolation Facility

Hi Richard,

I hope this email finds you well. I would like to follow up on a couple of points:

1. I understand that a risk assessment for the Stamford Hotel was shared with The Residences Body Corporate. I am the Chairperson of The Residences Body Corporate, and I have cc our Body Corporate Lawyer, s 9(2)(a), and would like to understand whom on The Residences Body Corporate did you share this with? As a matter of urgency, Could you please share this with both s 9(2)(a) and I? For your understanding The Stamford Building has effectively two PCBUs (Persons Conducting Business or Undertaking), and in this instance, when it comes to shared areas, The Residences Body Corporate has an legal obligation to be consulted health and safety.
2. I understand there is also a written health and safety plan for the Stamford Hotel. Could you please share this with s 9(2)(a) and I? Megan has authorised for this to be released, and shared with The Residences Body Corporate.
3. Also, I understand there was consultation with The Residences Body Corporate. Could you please make available any minutes and action items from these meetings and who were the attendees. I have been told by Megan's office that the there has been extensive consultation, and I would like to understand who represented The Residences Body Corporate on these meetings. Also, we had a number of questions which was more than a log of what s 9(2)(a) had provided that we are still waiting for answers.
4. I would also like to understand when you are planning on briefing the permanent residents at The Residences as this has yet to be done.

Thank you and please u s 9(2)(a) na and I for future correspondence for The Residences Body Corporate.

Thanks

From: Amy Harrison <Amy.Harrison@parliament.govt.nz>
Sent: Wednesday, 1 July 2020 2:35 PM
To: s 9(2)(a)
Subject: FW: Stamford Hotel as a Managed Isolation Facility

Dear s 9(2)(a)

Thank you for your email with the discussion points of the phone call.

It is useful to have as there were some issues with the phone line on the road and being copied into the call was an added layer of complexity for myself.

I will just run through some points where some corrections need to be made to reflect the conversation from our end.

1. Air Commodore Webb has been working with Fire and Emergency New Zealand (FENZ), but noting that from our recollection he did not specify a date.

FENZ indicated their dissatisfaction with the suggested solution to block the air bridge on level 3 and 4. Our suggested mitigation was for the physical presence of security staff to prevent any non- residents inadvertently transitioning through that space. The additional cost of this mitigation will be met by the Crown. As for Air Commodore Webb confirming that he will request the Stamford Plaza Hotel to release the health and safety plan, that was a conversation that you and the Minister had. The Minister informed you that she had let the General Manager of the hotel know that she would be calling you, to discuss our suggested health and safety mitigations. As discussed, the Minister indicated that she had no issue with the health and safety plan being shared with you, and suggested you discuss that with the hotel. There will be no problem sharing this with residents, if it shared with you.

3. We are more than happy for a member of Air Commodore Webb's operations team to meet with yourself and the other residents for a Questions and Answers session on the use of the facility and the extensive mitigations that are being put in place and we will work to have a suitable health representative. This may or may not be through the Ministry of Health.

4. Air Commodore Webb confirmed that lawyer to lawyer conversations are happening, but he will not be personally answering any questions. You are correct, he did confirm that residents would not be locked

down in the event of a positive COVID case being discovered at the facility. The locking down of facilities is a model that is no longer in operation as the processes have advanced enough that a full lock down of a facility is no longer necessary.

5. Your contact in Air Commodore Webb's team is Wing Commander Richard Deihl, and his contact details are: richard.deihl@nzdf.mil.nz

Any meeting will need to be co-ordinated through Richard, who can liaise with the Ministry of Health.

As the Minister and Air Commodore Webb emphasised on the phone, there is a pressing need to ensure sufficient supply of managed isolation facilities. I am advised that the Stamford Plaza meets the criteria, so it is our belief that we will need to run any processes going forward in parallel.

Thank you for taking the time to talk to us all today.

Kind regards,

Amy Harrison

Office of Hon Dr Megan Woods

Minister of Energy and Resources | Minister for Greater Christchurch Regeneration | Minister of Housing | Minister of Research, Science and Innovation

From: [REDACTED] s 9(2)(a)

Sent: Wednesday, 1 July 2020 10:37 AM

To: Hon. Dr Megan Woods <Megan.Wxxxx@xxxxxxxxxx.xxx.nz>; Amy Harrison <Amy.Harrison@parliament.govt.nz>

Cc: [REDACTED] s 9(2)(a)

Subject: Stamford Hotel as a Managed Isolation Facility

Hi Megan,

Thank you for talking with me today, and if I can ask you to pass my thanks also to Air Commodore Webb. I have cc out Body Corporate Lawyer in this email, since s 9(2)(a) is helping us to navigate through this difficult situation.

I just want to capture the key discussion points of our phone call today at 9.17am:

1. Air Commodore Webb and Hon. Megan Woods both confirmed that they would like to use the Stamford hotel as a Managed Isolation Facility.
2. Air Commodore Webb confirmed that Fire Emergency NZ and a member of his team went into Stamford Hotel on Monday to inspect the hotel. Commodore Webb confirmed that he will request the Hotel to release the health and safety plan to the Stamford Residents for review by our expert. Amy / Megan, I forgot to ask, but could you confirm with Commodore Webb, whether the health and safety plan can be shared with residents? I think this is important as part of the buy-in process with residents and would build trust.
3. Air Commodore Webb confirmed that he will make available a member of his team (and also a member from the MOH) to answer questions from residents in relation to the health and safety. In terms of timing, this will need to be confirmed through our body corporate lawyer (s 9(2)(a)), but I think we need to have our expert review the plan, present recommendations to residents (which can be done in conjunction with Commodore Webb's team and the MOH).
4. Air Commodore Webb has confirmed he has received the questions from the BC lawyer and will provide answers to the questions. In relation to one question, which is around whether the residents will be locked down should a Covid19 case be identified in the hotel, he has confirmed that Residents will not be locked down.
5. As per our call, Amy could you please provide a phone number and also email of a member of Air Commodore Webb's team and also a contact person from the MOH. s 9(2)(a) will coordinate the consultation process with our expert and also the hotel.

Thanks and Warm Regards

s 9(2)(a)

July 2, 2020

Dear Residents,

We appreciate there has been considerable discussion on the intended use of the Stamford Plaza Hotel as a facility in which to isolate and manage returning New Zealanders. We also acknowledge that you have raised concerns regarding potential contact with those in isolation.

I can reassure you that your hotel management and my Managed Isolation Facility team have put measures in place to address your concerns to ensure adequate separation between yourselves and the guests in isolation. To achieve this, some physical barriers have been installed and extra security personnel assigned to ensure the separation is maintained during routine movement and any emergency evacuation.

We have a number of hotel facilities available for use in Auckland and a well-established routine for managing and handling isolation guests which has been developed with due consideration of the concerns of those in adjacent facilities. We recognise every location has its particular issues that require careful consideration in planning and ongoing management.

I personally reassure you that we will establish a direct liaison with your Residents' Manager to enable your concerns to be relayed to us so that we can resolve any matters that may arise.

I thank you for your cooperation in advance and your understanding for the need to support our endeavour of getting returning New Zealanders back home safely with the minimal of stress for all concerned.

Richard Deihl

Wing Commander

Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response

From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Monday, 6 July 2020 12:57 PM
To: 'SHADBOLT, Rachael (APEC21 OPS)'
Cc: s 9(2)(g)(ii), WGCDR
Subject: RE: Shared Facilities Goods Lift unclassified

Good morning Rachael,

Please see the email below. Were you providing the H&S plan to the body Corp or was s 9(2)(a) Leigh, it might pay to touch base with s 9(2)(a) from Stanford Plaza to find out when the lift will be fixed; I'll send you his contact details. If you're too busy I can follow up.

Richard Deihl
Commander
Regional Isolation and Quarantine Coordination Centre Lead
Ph: s 9(2)(a)

From: s 9(2)(a)
Date: Monday, 06 Jul 2020, 12:19 pm
To: Deihl Richard, WGCDR <xxxxxxx.xxxxx@xxx.xx>
Cc: s 9(2)(a)
Subject: Re: Shared Facilities Goods Lift

Hi Richard,

This is a pretty serious issue for residents as it now means there is mixing with hotel staff and residents. This has been an issue since Friday, and it still has not been resolved, and we are still waiting for the health and safety plan from you. Could you please advise and this area was highlighted as a major issue for us which we are yet to see any plans to mitigate risk.

I have cc our Body Corporate Lawyer, our Body Corporate Manager, and our Building Manager. This is of highest importance as we were promised that no hotel / MOH / security staff will be using our service lift.

Thanks

s 9(2)(a)

From: s 9(2)(a)
Sent: Monday, 6 July 2020 9:50 AM
To: s 9(2)(a)

Cc: [REDACTED] s 9(2)(a)

Subject: Fwd: Shared Facilities Goods Lift

Good morning [REDACTED] s 9(2)(a)

We confirm receipt of your email and notice you did not copy in [REDACTED] s 9(2)(a) so he is now forwarded this email for his reference.

I also confirm the committee is advised.

Regards

[REDACTED] s 9(2)(a)

----- Forwarded message -----

[REDACTED] s 9(2)(a) >

Date: Fri, 3 Jul 2020 at 14:04

Subject: Shared Facilities Goods Lift

To: [REDACTED] s 9(2)(a) >

Hello [REDACTED] s 9(2)(a)

I have been told today by The Residences Cleaning staff that the Stamford Hotel goods lift is out of action.

The Cleaner has witnessed hotel staff or medical staff or security staff in full PPE gear using the shared facility goods lift.

Could you please confirm with [REDACTED] s 9(2)(a) that the above is correct and could you please inform the BC Chairperson and Committee.

The residents need to be advised of the situation to ensure they take the full precautions when using the shared facilities goods lift.

Kind Regards

[REDACTED] s 9(2)(a)

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Thanks

s 9(2)(a)

From: s 9(2)(a) >

Sent: Monday, 6 July 2020 9:50 AM

To: s 9(2)(a)

Subject: Fwd: Shared Facilities Goods Lift

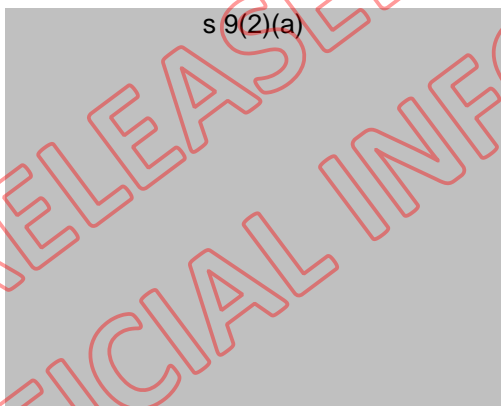
Good morning s 9(2)(a)

We confirm receipt of your email and notice you did not copy in s 9(2)(a), so he is now forwarded this email for his reference.

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s 9(2)(a)



----- Forwarded message -----

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s 9(2)(a)

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From: s 9(2)(a)
Sent: Tuesday, 7 July 2020 6:44 PM
To: COVID-19 national.isolation@health.govt.nz; Anx@xxDeihl Richard, WGCDR; s 9(2)(a)
Subject: Stamford Plaza - Health and Safety Issues Covid-19 - BC 407404 P308A(BOD10084.06)M
Attachments: BOD10084_BOD10084.06_007.pdf

Please see my letter attached.

s 9(2)(a)

s 9(2)(a)

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s 9(2)(a)

Our Ref: BOD10084.06

07 July 2020

IQR Team/Ministry of Health

By email: COVID-19_national_isolation@health.govt.nz; Angus.mcGregor@health.govt.nz
richard.deihl@nzdf.mil.nz

s 9(2)(a)

Stamford Plaza - Health and Safety Issues Covid-19

As you know I act for Body Corporate 407404 which shares common areas with the Stamford Plaza Hotel. The Body Corporate has made it clear that it required to see a copy of the health and safety plan, and for this to be reviewed by its expert, and for consultation to take place on health and safety issues between the hotel, the Ministry and the Body Corporate prior to the Stamford Plaza being used as a managed isolation facility.

We note that on 2 July 2020 the hotel commenced as a managed isolation facility without the requested proper consultation and engagement taking place which is required under the Health and Safety in Employment Act 2015, and that the Body Corporate has still not received a copy of the health and safety plan.

When questions were asked by the Body Corporate in relation to matters pending receipt and review of the plan several written assurances were made including the following matters:

- Goods lift 5 would be retained for use by the residents only, and the hotel would use goods lift 4. I am instructed on 2 July 2020 goods lift 4 broke down, and without any communication with the body corporate the hotel commenced using goods lift 5.
- The rooms on levels 3 and 4 adjoining the stairwells would not be used – again I am instructed that Ministry of Health or military personnel are occupying these rooms and without any notification or consultation with the Body Corporate and in contradiction to assurances given by the hotel.

With the failure to provide the plan and the hotel doing things in direct contradiction to written assurances you will understand this is causing residents a great deal of concern.

The failure to supply a health and safety plan and the use of the lift designated for the apartments by the hotel has led to a notice of delay being served on the Body Corporate on 3 July 2020 by their contractor ACMF as attached in relation to their panel project. They required a

“safe working protocol procedure ...to be established and put in place”.

It looks the Body Corporate has been able to work out safety protocols with that contractor which has now enabled the work to recommence, but it is important that the hotel understands the effects of steps which they taking on the Residents and the need for effective communication between the three parties.

When can we arrange a meeting between representatives of the Ministry, hotel and Body Corporate to discuss these matters? It seems that each party should appoint a representative who can deal with practical issues on a day to day basis.

Another concern is the role of security guards in the isolation facility, and what training they have been given, as they are seen as a weak link, not just by the residents but leading epidemiologists. The residents would like to see the guards within the hotel perimeter as they are perceived as possible carriers, rather than walking up and down the public walkway outside the Residences. A guard (trying to be helpful) receiving a delivery and carrying it to the Residences – they should be trained to redirect the deliverer if there is confusion as to address rather than touching items. This can probably be dealt with by adequate briefing and training, but we have received no information on the training and protocols given to these security guards, nor had an opportunity to have an input, particularly in terms of their engagement with residents. Not all security guards are wearing masks – a woman in a black uniform who may be a manager was seen without a mask walking outside the hotel perimeter.

The hotel still hasn't restored access to the gym and pool to the residents. What maintenance is allegedly being carried out? No maintenance activity has been seen when I viewed the area. Please provide details of what is being done, and timeframes or restore immediate access.

Again, security guards installed on the level 3 and 4 skybridge are seen as weak links as the area is too narrow for them to be stationed by the stairwells and maintaining proper social distancing on the skybridges. They would be better to be installed in the residential wings if they need to be there.

It is important that we receive a copy of the plan for feedback and that communication protocols are set up and followed to ensure that everyone is kept safe, including our contractors on site. Without these being put in place, we understand that residents may be contacting Worksafe, when they see concerns rather than there being a dependable method of communicating with the hotel and the Ministry.

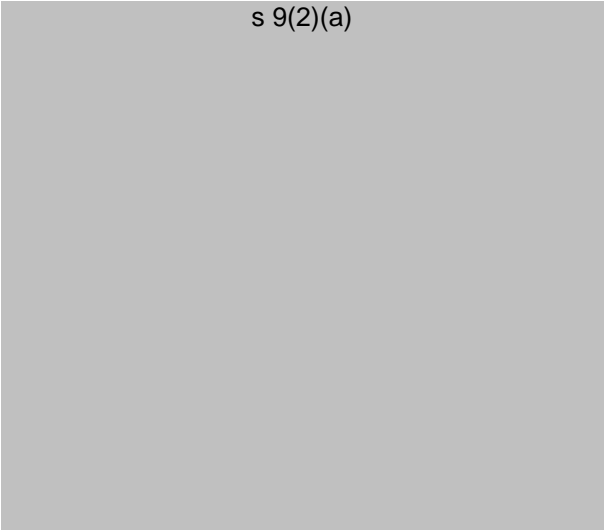
Please urgently advise when the consultation will take place. When will a copy of the health and safety plan be provided? I understand that the Ministry of Health authorised its release some time ago. Appointed representatives would be a positive engagement step going forward.

The residents of the Body Corporate are extremely unhappy that there has been a total breakdown in the hotel and the Ministry of Health engaging and consulting with them on

health and safety issues as had been requested repeatedly, and all parties need to work together to ensure a safe environment for all.

We look forward to hearing from you as a matter of urgency.

s 9(2)(a)



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From: s 9(2)(a)
Sent: Wednesday, 8 July 2020 5:15 PM
To: s 9(2)(a) Deihl Richard, WGCDR
Cc: s 9(2)(a)
Subject: Re: Stamford Residences advisory 8 July.docx

Hi Richard,

I hope this email finds you well. Please moving forward, could you please include s 9(2)(a) and I. We also expect a response from both s 9(2)(a) and you on the email which s 9(2)(a) had sent yesterday in relation to security concerns. Also, could you please provide your health and safety plan for our expert to review? Please also know that s 9(2)(a) does not represent The Residences Body Corporate.

s 9(2)(a), as discussed this morning, we will need the protocols from you as well for the hotel.

Thanks and Warm Regards

s 9(2)(a)

From: s 9(2)(a) spak.stamford.com.au>
Sent: Wednesday, 8 July 2020 2:24 PM
To: s 9(2)(a)
Subject: FW: Stamford Residences advisory 8 July.docx

Hi s 9(2)(a),

Please find attached.

Regards,
s 9(2)(a)

From: s 9(2)(a)
Sent: Wednesday, 8 July 2020 5:46 PM
To: x@x nz; Deihl Richard, WGCDR
Subject: FW: Stamford Plaza - Response to Letter dated 7 July 2020 [DC-Documents.FID2956549]
Attachments: Log of Request by BC (29 June 2020) (003) (_11733637_1).PDF
Sensitivity: Confidential

Dear Angus and Richard

As you will have taken from s 9(2)(a)'s recent letter, I act for the Stamford Plaza Hotel.

I write to attach my client's reply to her email of last night. In addition, my client had prepared a Table for s 9(2)(a) responding to issues raised by the Body Corporate's independent Health & Safety consultant, s 9(2)(a) which I also attach for your information.

If my client can help you with any further information, please do not hesitate to contact its General Manager in Auckland, s 9(2)(a), on s 9(2)(a)

Regards

s 9(2)(a)

From: s 9(2)(a)
Sent: Tuesday, 7 July 2020 8:37 PM
To: s 9(2)(a)
Subject: Stamford Plaza - Response to Letter dated 7 July 2020
Sensitivity: Confidential

Dear s 9(2)(a)

We refer to your letter to s 9(2)(a) dated 7 July 2020.

We wish to inform you of the following:

- a. Gym and Pool - We have expedited the re-opening of the gym and pool, and these facilities will be opened tomorrow for the residents use. As mentioned, these facilities will be dedicated for the residents, and the isolation guest within Stamford Plaza Auckland ("Stamford Plaza") will not have access to these facilities.

- b. Health & Safety Plan – We deny that there was any assurances provided by Stamford Plaza in providing a health and safety plan. We had already made known to your clients that the health and safety plan is a document published by the Ministry of Health, which as of today, we do not have a copy.

However, since your clients are not able to wait for the health and safety plan from the Ministry of Health, and in the spirit of showing that Stamford Plaza have been and continues to be, serious about ensuring the safety of members of the public, including but not limited to the residents, we are prepared to share with you the internal safety procedures and protocols (“Safety Protocols”) of Stamford Plaza for the Body Corporate committee’s perusal, on the following conditions:

- (i) the Safety Protocols will only be used as a reference point to facilitate any consultation with Stamford Plaza;
 - (ii) the Safety Protocols will only be shared to the current members of the Body Corporate committee, and will not be shared with the residents or any third parties without our approval or consent;
 - (iii) the Safety Protocols will be kept strictly confidential at all times, and only disclosed to the current members of the Body Corporate committee; and
 - (iv) your clients will destroy all copies of the Safety Protocols upon demand by Stamford Plaza,
- (collectively, the “Conditions”).

We wish to make it very clear that the Safety Protocols:

- (i) are proprietary information of Stamford Plaza, and was put together by Stamford Plaza for its own purpose of meeting the requirements set by the Ministry of Health. It contains detailed processes and procedures of Stamford Plaza’s operations, which are confidential to Stamford Plaza. It is not a document provided by the Ministry of Health;
- (ii) is subject to further changes, as and when Stamford Plaza carries out its periodical review or upon receipt of internal feedback; and
- (iii) is shared with your clients without admission of liability, and should not be construed as an admission or an undertaking to your clients of the standard that Stamford Plaza is prepared to or obliged to meet,

(collectively, the “Exclusions”).

Upon your clients providing a written confirming that they agree to the Conditions, and an acknowledgement of the Exclusions, the Safety Protocols will be shared with your clients.

- c. Consultation – We will not be able to speak for the Ministry of Health. However, on Stamford Plaza’s part, Stamford Plaza have never prevented or discouraged your clients from raising any feedback. Your clients’ Chairperson has the contact details of s 9(2)(a), General Manager of Stamford Plaza. If it is a discussion that your clients are looking for, there is nothing preventing your clients’ Chairperson reaching out to him.

With respect to the remaining points in your letter under reference, they will be addressed in due course, save to say that at this point in time, all the allegations in your letter is denied.

Yours faithfully,
s 9(2)(a)



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www.singaporeshipping.com.sg



Stamford Land Corporation Ltd (SLC) is a mainboard listed company in the Singapore Stock Exchange since 1989. It owns and manages a chain of 5-star hotels in major cities in Australia/New Zealand. Other major activities include development of upmarket residential homes and commercial buildings.
www.stamfordland.com

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s 9(2)(a)


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**DETAILED LOG OF FULL REQUEST OF THE BUILDING CORPORATION AND STAMFORD PLAZA
AUCKLAND's RESPONSE**

DATED 29 JUNE 2020

	Request by Building Corporation (BC)	Response by Stamford Plaza Auckland
1	Only the residents will be allowed to use the pool and gym while Stamford Plaza is being used for managed self-isolation	Confirmed. This is part of the Plan.
2	Levels 3 and 4 of the hotel will only be used for MOH and air force staff to reside.	The levels that have shared access (3 & 4) will only have site staff and not isolation guests.
3	The rooms adjoining the residents' door on level 3 and level 4 will not be used by the managed self-isolation guest.	Confirmed. This is part of the Plan.
4	A wall has been built with a code to prevent residents from accessing the lifts on the level 3 and 4 skybridge so that residents cannot access the lifts and the hotel foyer	Confirmed. This is part of the Plan.
5	Gloves and masks will be provided to guests and residents for use in case of fire egress by the hotel	Masks will be provided to all residents. This is part of the Plan.
6	Guests will in case of a fire evacuation assemble on the forecourt, residents will assemble away from the property	<p>There is a dedicated stairwell (Stairwell 4) for guests in managed isolation.</p> <p>While Stairwell 4 can be accessed by residents on Levels 3 and 4, as the fire evacuation plan is deliberately staged by floor there is no risk of residents mixing with guests in isolation even in an evacuation</p> <p>In any event, the fire detection system is sophisticated enough to pinpoint the fault or fire source, at the panel, and will be manned 24/7. Based on history, the likelihood of requiring both residents and guest to evacuate is unlikely.</p> <p>There is suitable space to keep people well separated, in totally different areas, once evacuated. Stairwell 4 goes to the front of the hotel in a cordoned off, secure area with further 2</p>

		<p>x egress options if required. Stairwells 1-3 exit to the rear and side of the Stamford.</p> <p>MOH will provide additional security staff to manage an evacuation and ensure that the site brief covers off on that requirement.</p> <p>There are 3 x Fire Stations with a 5 min response time to the Stamford. The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response and co-ord.</p> <p>There are 4 x stairwells on each floor. A guest in managed isolation can open the door to the stairwell, but cannot open the door that leads to the residences.</p> <p>While we cannot block fire escapes, to prevent the intermingling of guests and residents, we would provide security staff on each of the five floors (Level 5-10) at any one time. This would be to prevent the use of Stairwells 1-3 and direct guests to Stairwell 4.</p>
7	All hotel staff, guests, MOH and air force staff will wear masks at all times when circulating in the common areas of the hotel	Hotel staff will wear masks. MOH, guests and Air Force will follow the MOH guidelines. This is part of the Plan.
8	Outdoor exercise for guests is the forecourt and outdoor roof area on level 5	Outdoor exercise area is the forecourt/ This is part of the Plan.
9	The hotel won't be open to the public while being a managed self-isolation facility	Confirmed. This is part of the Plan.
10	<p>Lift 5 Goods service Lift</p> <p>Up until now lift 5 has had joint use between the hotel and residents. The residents use this lift currently for the following purposes:</p> <ul style="list-style-type: none"> • Removing rubbish 4 times a week • Cleaners use this lift • Residents when moving apartments • Some residents load the resident's trolley with shopping to take to their apartments • It is used by workman for the panel project 	<p>Confirmed. Lift 5 is a duplex system and can be locked off by the residents on request.</p> <p>Lift 4 is hotel use exclusively.</p>

	Please advise if the lift is a duplex system with the other lift?	
11	<p>Lift 5 Goods service Lift</p> <p>While there is sanitiser outside of the lift install a sanitiser in the lift with instructions signage in the lift to use after pushing lift buttons</p>	<p>Sanitiser is already in the lift. We have added poster with instructions.</p> 
12	<p>Lift 5 Goods service Lift</p> <p>Ideally this lift would be designated for residents and their contractors only to minimise the chance for cross contamination</p>	Confirmed. This is part of the Plan.
13	<p>Lift 5 Goods service Lift</p> <p>Label the residents' trolley as "residents' trolley" and have sanitiser next to it with instructions to sanitise hands before and after use</p>	Labels and sanitisers will be provided as requested.
14	<p>Level 3 and 4 Skybridge</p> <p>As the door from the walled lift area opens out into the walkway some Perspex should be installed to ensure that MOH or air force staff leaving the walled area by the lift can see if a resident is passing so they can wait before exiting to prevent mingling and maintain a social distance and don't open the door into someone on a blind corner.</p>	Perspex will be installed as requested. We will have security guards on both level 3 and 4 to direct the traffic.
15	<p>Level 3 and 4 Skybridge</p> <p>There should be a sign by the door by the lift with this instruction to wait if you see someone passing before exiting the area.</p>	Signs will be put up as requested on the hoarding where the guests step out of the lift.

16	<p>Level 3 Carpark</p> <p>Install a hand sanitiser outside the door to the carpark.</p>	<p>Hand sanitiser has been installed on level 3 and level 4.</p> 
17	<p>Level 3 Carpark</p> <p>The residents would book that in with the hotel, and the hotel would only use the forecourt if sunny for exercise on those days or the ballroom if wet. The access door would be sanitised before use.</p>	<p>SPAK has no objections to the use of the forecourt or the ballroom as requested. Access doors will be sanitised before use, as requested.</p>
18	<p>Lockdown</p> <p>Protocol needs to be discussed and confirmed with MOH in relation to:</p> <ul style="list-style-type: none"> • Method of hotel advising the Residents' designated contact. Signage to be placed at entrance points for Residents to hotel areas to advise them not to enter • What does that mean in terms of access to level 3 and 4 skybridge and goods lift 5, gym and pool – does this mean that these areas are not used until cleaned and sanitised or can some still be used as they are not accessed by guests, or would they be unavailable for longer? • Residents still able to access their cars through basement even if skybridges closed for a period? 	<p>Signage can be placed at entry points as required advising residents not to enter.</p> <p>Pool and gym are exclusive to the residents.</p> <p>Level 3 and 4 skybridge and service lift 5 areas will be sanitised in event of lock down and then residents can use them.</p> <p>Residents can access their level 3 and 4 carparks without using the skybridge by using the lift #1 from the resident's lobby to basement carpark and then car park lifts # 8 & 9 to access the level 3 and 4 carparks.</p>

From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Friday, 17 July 2020 8:46 AM
To: 'Rachael.Shadbolt@mfat.govt.nz'
Subject: FW: Complete Stamford Plaza References
Attachments: Welcome Letter for MOH (002) (002).docx; SPAK Emergency Procedures Manual 2019-2020.pdf; SPAK Emergency Management Plan 06.2020.pdf; Fire Exit Egress and Firesafety plan 210918 - UPDATED Jan 2020.pptx; SOP - ISOLATION GROUPS - SPAK HOUSEKEEPING.docx; MIF Manager Quick Guide (06 Jul) Rev 6.1.pdf; SPAK Preventive Measures for COVID -19 Managed self isolation at SPAK....pdf

See notes below about attachments

Morning Rachael,

Please find the complete reference set below (reference C added) noting that I have not included ref A.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response
Royal New Zealand Air Force | Te Tauaarangi o Aotearoa

s 9(2)(a) |
www.nzdf.mil.nz



From: s 9(2)(g)(ii), FLTLT
Sent: Friday, 17 July 2020 8:10 a.m.
To: Deihl Richard, WGCDR <RICHARD@...>
Subject: FW: Complete Stamford Plaza References

Good morning Sir

Just received the missing reference (b). The complete reference set is now included below.

- a. Annex H to HQ JTF 650.7 OPORD 003/20 (OP PROTECT: MIQF Health Service Support (HSS) Concept) Dated 06 Jul 20
- b. OP PROTECT- Managed Isolation Facility (MIF) Manager Quick Guide Dated 06 Jul 20
- c. SPAK Protocols and Best Practices COVID-19 / Managed Self Isolation
- d. SPAK SOP COVID-19 Isolation Groups-Housekeeping Procedures
- e. SPAK Emergency Procedures Manual, Reviewed Aug 19
- f. SPAK Emergency Management Plan Dated 20 Jan 20
- g. SPAK Fire Exit Egress and Fire Safety Plan Dated 30 Jun 20
- h. SPAK Guest Welcome Letter

Best Practice & Housekeeping Procedures are already provided attached to another email chain

Fire Egress Plans are withheld under s 9(2)(b) (ii).

Emergency Procedures and Mgmt Plan are Out of Scope

FLTLT s 9(2)(g)(ii)

Auckland Regional Isolation Quarantine Coordination Centre
COVID-19 All of Government Response
Royal New Zealand Air Force
M s 9(2)(a)

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RELEASED UNDER THE
OFFICIAL INFORMATION ACT



STAMFORD

Plaza Auckland

Kia Ora Valued Guest,

We would like to extend a very warm welcome to Stamford Plaza Auckland. We trust your stay with us will be both pleasant and enjoyable, we hope to make your stay as comfortable as possible keeping in mind the instruction given by Ministry of Health.

House Rules:

- **RECEPTION:** Please do not visit the reception desk at any time, if you need any assistance please dial "0" from your room and one of the team members will be delighted to assist you.
- **WI-FI:** Wi-Fi is available for you complimentary 24/7, please follow below instruction to connect to our Wi-Fi network

Please select Wireless@stamford from your device settings

Once Connect a new window will automatically open

Click on "**Internet access code**" and enter access code "**2020MOH**"

- **2M SOCIAL DISTANCING:** 2M social distancing must be adhered at all times
- **MEAL ORDERING:** On your arrival, our Food and Beverage team will give you the meal ordering menu for the next 7 days, if you have specific dietary requirements please write on the form.

- **MEAL TIMINGS:**

Breakfast:	08:00-09:30
Lunch:	12:30-14:00
Dinner:	18:00-19:30

We request you to kindly stay in your room during mealtimes to facilitate quick and safe delivery.

- **CUTLERY & CROCKERY:** For your comfort we have placed 2 x Tea Cups, 2 x Plates, 2 x Bowls, 2 x Knife & Fork, 2 x Spoon and 2 x Tea Spoon and 2 x water glasses. We have also placed dishwashing liquid, cleaning towel. You can use the crockery for the duration of your stay and will be required to wash these after use. Please do not put these in the rubbish or in the hallway for cleaning.

- **MINIBAR ON DEMAND:** We have a wide range of mini bar selections available during your stay with us. Enclosed in this letter is the menu and order may be placed between 09:00 am and 09:00 pm by dialling "0" from your room phone. Please note we serve a maximum of 4 beers or 1 bottle of wine per person per room per day. (Any orders less than \$20.00 will occur a \$4.00 Tray Charge)
- **BARISTA:** Barista coffee will be available from 7:00 am to 09:00 pm at night, orders can be placed by dialling "0" from your room phone and one of our team members will be delighted to deliver the coffee to your room. (Any orders less than \$20.00 will occur a \$4.00 Tray Charge)
- **PAYMENTS:** Please note all charges incurred during the stay will need to be paid at the time of delivery by using contactless payment method. We accept Visa, MasterCard and Amex.
- **CASH TRANSACTION:** Please note we do not accept cash transaction; contactless payment method must always be used by using paywave bankcards .
- **HOUSEKEEPING:** Your room will not be serviced during your stay, however, we will be providing a set of fresh amenities once every three days. Please place the soiled linen inside the large plastic bag and leave it outside your room for collection
- **LAUNDRY:** Laundry service will be available to you. Please note that you are entitled to 2 bags of laundry per person for the duration of your stay, each bag can have a maximum of 10 pieces and any additional items will have to be paid by you. Please fill out the laundry form accurately and once laundry is ready to be collected please call Housekeeping team by dialling "0" and leave it outside your room for collection. Laundry given at 8 am will be returned to the room next day in the evening. Any additional bags will cost \$35 per bag (10 PCs maximum in a bag per person) and will have to be paid directly to the Hotel.
- **HOTEL ENTRY & EXIT:** The Hotel is under lockdown and you are not permitted to leave the facility, Entry and Exit is monitored 24/7, please speak with Ministry of Health for further information
- **DAMAGE & LOSS:** The credit card you have provided upon check-in is applied to your room, you hereby accept full responsibility for any charges incurred by you during your stay. You acknowledge that you are personally liable for payment relating to any damage to the room or property both malicious or accidental by you or your guests and that any balance can be charged to you. The hotel assumes no responsibility for loss of money or other valuable and is not responsible for articles left behind in guest rooms. A safe is provided in your room for the valuable's safekeeping.

- **SMOKING:** Smoking is strictly prohibited indoors in New Zealand as per the Smoke-free Environments Act 1990. Please use designated smoking area which are located in front of the Hotel, 5 smokers are allowed at a time in the smoking area. Please check with Ministry of Health for further information. A fine of \$1000 will be charged if found smoking in the room.
- **FIRE EMERGENCY:** All guest staying on levels 5 to 10 of the Hotel should use “**Stairwell Number 4 West**” in the event of an emergency and assemble out in the hotel forecourt area.
- **RUBBISH COLLECTION:** Once you have finished your meal, please place the disposable containers back in the brown bag and leave it outside your room. We will clear the rubbish from the corridor.
- **EXTERNAL FOOD DELIVERIES:** We allow external food deliveries such as Uber eats and supermarkets between **8.00 AM – 08.00 PM, address for deliveries** 1 Mills Lane, Stamford Plaza Hotel Loading Dock. We will deliver the items to your room once they arrive. Please note that there may be a delay during the meal delivery timings which we have stated above in this letter. We will inspect the deliveries physically before accepting them. Please be advised that we can only accept items such as cooked food, phone chargers/laptops. The items we can't accept are Alcohol, fresh meat or any cooking utensils.
- **HOTEL FORECOURT:** Hotel forecourt area can be used for recreational activities between **06:00 AM until 10:00 PM** only, we encourage you to make use of the Hotel forecourt if you would like to go out for a walk. There is a limit of 12 guests at a time. Please speak with Ministry of Health for further information.
- **TELEPHONE:** Local calls to Auckland landline numbers and toll-free numbers are complimentary, please note calls made outside Auckland and on any cell-phone number will be charged to your credit card.

Team is here 24/7 to look after your needs and we wish you an enjoyable stay with us.

Sincerely,

s 9(2)(a)

General Manager

OP PROTECT - MANAGED ISOLATION FACILITY (MIF) MANAGER QUICK GUIDE

UPDATED: 06 JUL 20

References

- A. TG NORTH OPORD 001/20: OP PROTECT dated 27 Mar 2020
- B. OPERATION PROTECT – ADMINISTRATIVE ORDER 02/20: STAFF GUIDANCE FOR TU 1.1.1 dated 31 Mar 2020

Annexes:

Out of Scope

- E Standard Operating Procedure for Guest Room Decontamination
- F Approved Fire Exit Signage

The NZDF MIF Manager is responsible for the Task Elements (TE) assigned to them and to ensure the overall management of the hotel facilities designated for isolation to which they have been assigned.

BLUF: WEF 0001 09 APR 20 all new arrivals through New Zealand Borders are required to undergo a 14 day period of managed isolation in a managed isolation or quarantine facility. These facilities are being led by NZDF, facilitating management of day to day operations.

Your role is a collaborative facilitator providing structure, guidance and creating a problem solving environment. A solid collaborative working relationship should be established by each assigned NZDF MIF Manager with not only the facility (Hotel) Staff but also the NZPOL, MOH, Internal security and AVSEC representatives.

There are defined generic process developed for all MIFs, these process maps cover from guests arrival into New Zealand, their 14 day isolation period to their arrival at their final destination. The process maps are held in the [OP PROTECT Task Unit Navy North](#) DDMS site under N3 as [MIF Process Maps 24 Apr 20](#) . Additional to these documents there are range of OGA guides and directives. These documents are written from a perspective we are undertaking a duty of care of normal NZ citizens held in a MIF. There will be a natural tendency to undertake risk analysis from a perspective that we are running a lock up facility for right of arc citizens. This is to be cautioned against when interpreting guidelines but valuable to consider when guest behaviours deviate from NZDF expectations.

For access to the DDMS e-mail s 9(2)(g)(ii) @nzdf.mil.nz

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MIF OVERVIEW

MIF Personnel

Organisation	Role	Coverage	Rotation
NZDF	MIF Manager	24/7	Live In
NZDF	MIF Co-ordinator	24/7	Live In
NZDF	MIF Co-ord Assistant	0800-1700	Offsite
NZDF	MIF Co-ord Assistant	0800-1700	Offsite
MoH	Co-ordinator (Lead)	0700-1500	Live In or Offsite
MoH	Admin Assistant	1300-2100	Live In or Offsite
NZPOL SGT	I/C Roving Patrol	All MIFs	s 9(2)(g)(ii)
AVSEC/NZ Customs	Door Officers and escort staff	24/7	Up to 6 Officers total working 3 shifts
AVSEC	Interview Team	As required for Interviews	Surge in as required.

Daily Battle Rhythm

The following provides an overview on the generalised daily battle rhythm at a MIF and is a guide only. Mandatory timings in **bold**.

Timing	Task	Responsible
0745	Prep for morning brief (room layout, handouts etc)	Coordinator
0800	Morning Brief	MIF IC
0830	Breakfast	All
1230	Lunch	All
1300	NZDF huddle	NZDF
1330	MoH Pers Handover	MoH
1315	Afternoon Brief prep	Coordinator
1330	Afternoon Brief	MIF IC
1530	Begin writing SITREP	MIF IC
1600	SITREP Sent	MIF IC
1700	OIC SITREP	OIC

Command Aim

The command aim is to be used as a guiding principle and applied during the decision making process and is to be defined in consultation and agreement with the onsite MoH lead. Ideally the Command Aim is stated at the commencement of O groups (Command Briefs, daily meetings) to develop a shared mental model across the site's collaboration **Example: Command Aim: To eliminate the spread of COVID-19 whilst maintaining the health, safety and wellbeing of our guest and staff.**

RECOMMENDED BRIEF FORMAT

Attendees

NZDF (Lead, however this can be transferred/shared once this model is understood)

MoH (Acknowledge that this is MoH led task)

Registered Nurse

Hotel manager

AVSEC/NZ Customs

The structure can be tailored to the situation, however the pertinent points create desired discussion.

1. The 'Why' via CMD Aim
2. Last 24 hours (Identify strengths and OFIs)
3. PETS - Personnel, Equipment, Training and Sustainability.
4. Next 24 hours - What we expect and what we could likely expect:
5. EXPECTED DEPARTURES/ARRIVALS (Date/Time/Pax)
6. Task tracker and todays priorities
7. Latest intel across all departments.

COMMUNICATION PLAN

The following SOPs are around communication between the MIF Managers and the MIF Manager OIC, and additionally between different agencies

Situation Report (SITREP):

- SITREPs are conducted daily, and are to be sent in NLT 1600hrs to;
 - PROTECT-TU650.7.1-OPS <PROTECT-TU650.7.1-OPS@nzdf.mil.nz>
 - CC N33 and OIC, 2IC
- The purpose of the SITREPs are to provide visibility around the occupancy/availability of hotels, along with quick summaries of the previous 24hrs and what they are expecting in the next 24hrs. Additionally, any issues and comments can be made and recorded by the MIF Manager.
- The format and expected contents of the SITREPs are to be copied from annex C.

NZDF MIF Room Reporting Process.

To help coordinate the room allocation effort by the AKL RIQCC, accurate and up-to-date figures are essential. The AKL RIQCC combines this information with incoming flights to prepare where returnees will be accommodated. Up-to-date figures will help facilitate planning in the morning and prepare contingencies in the evening.

- NZDF MIF CO-ORD's are required to deliver twice daily reports to the AKL RIQCC regarding their MIF's room availability.
- MIF CO-ORD's may only delegate the function to other NZDF personnel working at their MIF.

Room availability must be sourced directly from hotel staff. Daily status reports are required at 0730 and 1800. Reports are to be forwarded to the following email addresses:

s 9(2)(a) [@nzdf.mil.nz](mailto: @nzdf.mil.nz)
[MIFplanning@avsec.govt.nz](mailto: MIFplanning@avsec.govt.nz)

Room availability must be reported as at the time the report is due. Rooms reported as available must be able to be used immediately.

- If a check-in is in progress, report the number of rooms available AFTER the arrival of returnees – if an estimate is required, be conservative.
- If a check-out is in progress, report the number of rooms in use PRIOR to the departure of returnees.

The following reporting format is to be used:

Subject Line:

[Hotel Name] + [Report Time] + NZDF Occupancy Report

Message Body:

DATE: [DD MMM YY]

REPORT TIME: [Time]

MIF: [Hotel Name]

ROOMS IN USE: [# of Rooms]

ROOMS AVAILABLE: [# of Rooms]

NOTES: [As Required]

Alternative Comms:

MIF Managers are included in a group chat on WhatsApp, consisting of all MIF Managers and the MIF Manager OIC. This can be used for small things which you need answers to, or any information which needs to be distributed urgently.

ICT Security

The following guidance is provided by the MoH Manager of ICT Security Services regarding electronic transmission of data.

Primary Data Exchange Methods inter-agency will be:

1. protected Email (as below*),
2. The DHB-provided Microsoft Teams site (on the basis that this is part of their Microsoft platforms that is subject to their routine security monitoring, provisioning controls, certification and accreditation, etc).
3. Conventional email as the option of last resort and in the most limited fashion reasonable – see note below.

* Information exchange between participants is acceptable at all levels up-to-and-including RESTRICTED, subject to their membership tier. Appropriate use of trigger words can help prevent inadvertent transmission of inappropriate information to non-participants.

Note: non-official methods are NOT to be used for official data exchange

- No public email services such as outlook.com, gmail.com or similar
- No Google Drive or OneDrive or Dropbox type services linked to unofficial services
- One shouldn't be using a personal email address to identify themselves as an official under most circumstances.

MS Teams Weekly Conference Call

It is intended for AIRCDRE Webb to conduct a weekly update to all RIQ Leads and MIF Managers.

Classification – UNCLASSIFIED, Duration 30, Time TBC

Agenda:

Up brief and key issues from you (top 2 -3 issues and gen points)

Order of march:

- AKLD RIQ fol by your MIFs
- HAM
- ROT RIQ fol by MIF
- WGTN (I note you may not be there due to site inspection task)
- CHCH RIQ fol by MIF

AIRCDRE will provide an overall synopsis to provide a consolidated understanding, however the main purpose is for you to have the direct access to him and providing the pipeline for those direct comms.

Loading MS Teams on your device.

The authentication process can be completed on a stand-alone or personal computer so you can access the camera for the upcoming meeting. You'll need to download the MS Authenticator on your phone and then follow the Step-by-Step guide for MS Teams: <http://ddms-r/ds/D6-0128/01/Getting%20Started%20-%20Browser.pdf>

If no stand-alone computer is available with a camera is available, MS Teams can be set up online (using the Authenticator app) before installing the MS Teams app on a device (it can be the same device as MS Authenticator).

If you have problems call 0800 NZDF HELP, they have a dedicated MS Teams support cell.

What is personal information and Privacy Act?

The 14 day isolation process requires the collection of personal information to help facilitate the isolation period and the departure plans for each individual. The information gathered is called 'personal information' in New Zealand but is sometimes referred to as Personal Identifiable Information (PII). The Privacy Act 1993 controls how 'agencies' collect, use, disclose, store and give access to personal information. The Privacy Act applies to almost every person, business or organisation in New Zealand.

MIF managers must ensure that controls are in place for all processes, sharing of information, storing of information onsite, access and use of information. The four main information storage areas are the Health check information under the responsibility of the Nurse, Guest information sheets and AVSEC data base under the responsibility of AVSEC staff. The fourth being our electronic devices used to co-ordinate MIF operations under the responsibility of the individual or organisation owning the device. After guests depart the MIF, all documentation is to be gathered labelled, dated and held securely until transferred to the RIQCC for archiving. MIF managers are to regularly update distribution communication/sharing lists eg delete outdated pers on Whats App groups to those currently on task.

To help protect the personal information a system approach to develop and promote a culture in which personal information is protected and respected. MIF managers are to regularly remind teams of the definition on what is considered to be personal information, and provide guidance surrounding the Privacy Act, its principles and other privacy codes. This is to include a routine document destruction or archiving.

Additional information regarding the privacy act can be found <https://www.data.govt.nz/manage-data/privacy-and-security/what-is-personal-identifiable-information-and-the-privacy-act>

The Privacy Act consists of 12 Principles which apply to data in New Zealand:

- Principle 1: Purpose of collection of personal information
- Principle 2: Source of personal information
- Principle 3: Collection of information from subject
- Principle 4: Manner of collection of personal information
- Principle 5: Storage and security of personal information
- Principle 6: Access to personal information
- Principle 7: Correction of personal information
- Principle 8: Accuracy, etc., of personal information to be checked before use
- Principle 9: Agency not to keep personal information for longer than necessary
- Principle 10: Limits on use of personal information
- Principle 11: Limits on disclosure of personal information
- Principle 12: Unique Identifiers

LAUNDRY CLAIMS

In most hotels, there aren't any issues with staff having enough laundry tokens etc to wash their laundry over the week they are there. However, if need be, pay for the laundry and keep your receipt, you will be able to claim this back through an MD990.

The claim is to use the OP PROTECT SPC 910921, and the below reference.

DFO 5: Laundry and Dry Cleaning Allowance

6.149 The entitlement to a laundry and dry cleaning allowance is as follows:

(AUTH: Administration Officer/Level C)

Service members other than on exercise or operational deployment may be refunded actual and reasonable laundry and dry cleaning expenses. The cost of pressing and dry cleaning may be accepted as an official charge as well as actual laundry.

BEHAVIOUR MANAGEMENT

The vast majority of guests isolating are polite, courteous and appreciative of what is happening, however there are instances of guests who can cause issues and be criminal nuisances. In an emergency, anyone can call 111 immediately, otherwise any instance of the police being involved is to go through the NZDF MIF

Manager. The MIF Manager can then use the dedicated number for the mobile unit to organise a visit to the hotel.

Police Mobile Unit number – s 9(2)(a)

This number can be used anytime, and there are dedicated units for the MIFs across the city.

s 6(c)

ESCALATING/REPORTING INCIDENTS

Reminder to all that we have to immediately advise the IQR of the following types of incidents:

- Death, serious injury or self-harm of any guest or staff member within the duty of care of the RIQ or IQR
- Any incident, accident, event or activity likely to generate public or political interest
- Any disciplinary matter or lapse of judgement by a staff member of the RIQ or IQR
- Managed Isolation Facility/Quarantine capacity or staffing concerns
- Any incident likely to bring discredit to the All of Government Isolation and Quarantine border operations
- Changes to policy of local health arrangements

If you become aware of any of the above, immediately alert the MIF Manager OIC or N33 and commence Immediate Update Reporting Requirements at Annex B.

Note: Everything you put into writing, including emails, is subject to OIA (Official Information Act) or LGOIMA (Local Government Official Information and Meetings Act) discovery

Media

If you are approached by media for comment about anything, the inquiring media should be referred to: Covid19media@dpmc.govt.nz or s 9(2)(a)

Handover Takeover (HOTO)

- The incoming NZDF pers will receive Pre-deployment training tailored for their role along with information packs (including this guidance) and will spend time with the personnel they are replacing.
- During the physical handover, walk the incoming replacements around the whole location, highlighting any important information (i.e. hazards, faults, facility locations, where OGA personnel are located etc).
- Introduce the replacements to all key elements on site, e.g. Management, Security, NZPOL, AVSEC, MoH etc.
- A handover check list is provided in Annex D.

CONTROLLING MIF INFIL/EXFIL

The MIFs are designated as isolation facilities, as such no unauthorised personnel or packages should gain access to, or leave them. s 9(2)(a)

MIF Expected Visitor Register					
Date	First Name	Last Name	Organisation	Point of Contact	PoC cell #

processes need to be in place to mitigate this.

Personnel

An example of a process for managing personnel is having a central register at the front desk or with AVSEC. When anyone is expecting a visitor to come on to site for legitimate purposes (e.g. Nurses expecting mental health nurse), they fill this out with the person's details. This then allows Security or AVSEC to check that whoever is coming on to the MIF is meant to be there. Photo ID can be required where appropriate. All parties need to be made aware of the process, an example of the table can be seen below.

Once guests have completed their 336hrs of Managed Isolation, they are free to leave. The process for their departure can be seen in more detail in the process maps, however in general it consists of them receiving a health check NLT 3hrs before their departure, checking out of the hotel (paying any charges, returning keycard etc), and receiving their letter of 'Completion of Managed Isolation'. This is for them to provide their employers, family, and friends as necessary, but also used as a check during the guests departure to ensure that they are eligible to leave Managed Isolation. When leaving between the hours of 2000hrs – 0700hrs, their time must be approved by the MIF Manager, who will check that their departure can be facilitated at that time (e.g. health check, hotel staff etc.).

Packages

Legally the hotels decide on what can be brought on to the premises – if someone refuses for a package to be searched by hotel staff, then that package can be refused entry.

A collaborative approach should be taken when determining what to allow on and what to deny. Generally, the hotel will run by MoH/MIF Manager what to allow on, usually essential items (toiletries, electronics etc) are allowed in, along with UberEats deliveries.

Process for Accepting Deliveries (Guide)

Hotel Staff (Authorised to reject entry into the premises)

Deliveries from professional service, eg restaurant, UberEats, couriers, Countdown etc.

- Search the delivery to ensure there is no contraband, see below.
- Log delivery
- Deliver to guest room or arrange immediate uplift.

Deliveries from family or friends

- Ask person delivering to wait whilst packages are searched
- Search the delivery to ensure there is no contraband
- Any contraband needs to either be stored (non perishable items ONLY) or return items to person delivering.
- Log the delivery
- Depending onsite a setup, arrange for MoH pers to review items for sanitisation.
- Co-ordinate delivery to guest.

Contraband is defined as:

- Alcohol
- Drugs
- Weapons
- Home cooked food. (home cooked food is rejected on the basis of food safety concerns)
- Non perishable food items that are not from a professional service. Whole fruits are permitted.
- Toaster, microwaves, heaters and other electrical items **that pose a fire or smoke alarm risk.**

Apply a common sense approach is required when accepting and searching deliveries.

Outgoing Packages

Essentially nothing is to leave the MIF before the guest leaves permanently from the MIF, this includes guests that leave temporarily with an approved exemption. ALL on site staff are to be updated and aware of the below processes. Only under rare/emergency circumstances can items be sent out of the MIF from a guest to the community.

Items that can be sufficiently sanitised can be approved on site to be collected by a nominated person. Example of essential items that can easily be sanitised are things such as keys, a drivers licence etc.

Process for these types of items to leave MIF

1. Guest comes to MoH on site staff to advise item that needs to go out
2. Details provided of nominated person picking up item
3. MoH staff to wear gloves and full wipe down of item
4. Item can be left with hotel security or reception ready for collection
5. **Guests must not hand item directly to receiving person**

Process for Prescription Medication to leave MIF

1. The medication can only be collected by the person whose name is on the medication
2. ID MUST be checked by hotel security when handing over medication
3. MoH staff to wear gloves and full wipe down of outside packaging of medication
4. Prescription medication only, no other over the counter medication or alternative medicines

Process for important documents to leave MIF

1. Any items that cannot be sufficiently sanitised need to be approved by RIQ – email request to Regional Site Coordinator s 9(2)(a)
2. The guest must also email the intended recipient of the documents to inform them that the paperwork is coming from them whilst they are in 14 days managed isolation and that there is some risk associated with this

GUEST COVID TESTING

As of 09 June, all guests require COVID testing on days 3 and 12. This testing is for guests and hotel staff are to using testing facilities offsite for any testing requirements. This testing is mandatory for all guests over the age of 6 months. If guests refuse this testing they can have their stay extended by 28 days. To leave the facility, they must test negative on their day 12 test.

After testing, the testing team may leave the specimens (tests) with the NZDF MIF manager until the courier collects the process is:

- The testing/swabbing team will leave the swabs on site with the NZDF MIF manager (or his delegate).
- The MIF manager is to ensure that this will actually occur each time.
- Courier will visit the hotel and pick up the swabs.
- If the swabs have not been uplifted within 1 hour then the OPS phone is to be called: s 9(2)(a)

Annex A contains the SOP for Positive Result of a MIF guest

Management of Hotel Common Areas

To minimise the potential of the likelihood of contamination of common areas these best practices are to be employed as a minimum. A common sense approach to be employed regarding practicality.

- Each facility is to identify and produce a register of common areas. This register will assist in targeting and controlling areas for cleaning in the event of a positive COVID-19 result.
- These common areas are to be subjected to a routine cleaning activity. A register is also to be displayed where cleaners annotate time and date of last cleaning activity.

EXEMPTION PROCESS

As you are aware guests are required to complete 336hrs of managed isolation. This time is calculated from the time the plane lands, extracted from the flight arrival details.

On top of this there is scope for guests to seek exemptions to depart the MIF prior to their 336 hours. The exemption authority is as follows:

- A. 0-3hrs – You as the NZDF MIF Manager have delegated authority to authorise up to 3 hours early departure to facilitate transport needs etc
- B. 3-6hrs – The RIQCC has authority to authorise early departure up to 6 hours. If you believe there is a genuine case for this email COVID-19AucklandHotelCoordination@health.govt.nz and CC the OIC and N33.
- C. 6hrs+ – Applications for greater than 6hrs need to go through the centralised (Wellington) exemption system via the MI_exemptions@health.govt.nz email address. MoH site team will do this.

The exemptions team can be contacted directly on s 9(2)(a) . **This number is not to be provided to guests.**

TEMPORARY ACCOMMODATION SUPPORT (TAS)

Is no longer provided for guests. After their 14 days (336) has elapsed they are require to leave the MIF and check into another regular hotel if they still require accommodation. Under level 1, guests are to sort themselves out for any accommodation requirements post their isolation.

Extending guests' stay

If a guests' flight/transportation is a day after their 336hrs ends, then the NZDF MIF Manager is authorised to extend their stay by up to a day, if they originally landed between 1600 -0600.. Even though they have completed their 336hrs isolation, them choosing to stay in the MIF means they agree to continue abiding by the MIF rules, i.e. they can't come and go from the MIF, maintaining social distancing etc. The guests stay in the MIF is voluntary and they must be made aware of this. Guests that qualify for this extra night are to check out and leave the facility by 0800 the following morning. The only other exception is for clinical reasons which come under the MoH obligation.

TRANSPORT

Transport Assistance

We will provide transport for the guest back to the airport they arrived at, if they wish. This will only be on request otherwise they will need to arrange their own transport from this facility to their next accommodation. AVSEC staff will generally capture this request at the interview process. MoH onsite personnel will collate the travel request from the AVSEC Db The on-site MoH staff at each MIF should be the sole person organising the transfers.

1. All transfer booking to be made via email aklops@johnstons.co.nz and copy to riqtravel@aucklandcouncil.govt.nz with following details.
 1. Name of PAX
 2. Pickup location
 3. Pickup time
 4. Destination
 5. Contact #
2. Please allow at least 72 hours notice.

Medical Transfers

The following is to be followed when arranging guest transfers (for guests in their Isolation period) to/from MIFs for hospital/medical appointments,

- MoH/RN Lead send email to rigtravel@aucklandcouncil.govt.nz requesting transport. Include destination hotel/location, guest name and contact number along with pick up time.
- RIQ Travel forward to Transport for action
- Transport will confirm arrangements back to MoH/RN Lead

For out of hours transfers (7pm-7am), please call Jim on s 9(2)(a).

This will be picked up by the on-call driver and they will coordinate requirements directly.

Note, if out of hours option is necessary, **RIQ Travel must still be emailed details, but state AFTER HOURS, transport arranged directly.**

GUEST WELFARE

Welfare is handled by MoH, NZDF should support where needed however this is a MoH led tasking and should be treated as such.

General welfare issues

The Ministry of Social Development can help in lots of different ways and situations:

Employment:

Looking for work? Our online tool connects employers with people looking for work. You can find that [here](#). Let us know if you find a job you're interested in and we can help you apply or talk to the employer for you. We can also provide training and work experience, and help with your CV, cover letter or filling out applications.

Financial:

If you don't have a job or can't work in the near future, you may be able to get a benefit or some financial help from us.

Check what you might get [here](#)

Travel costs:

If you need some help with travel costs to get home, we may be able to help. You don't have to be on a benefit. Email us at riqc@msd.govt.nz

Housing:

We want everyone to have somewhere safe and healthy to live.

If you have nowhere to go when you leave isolation we may be able to help you find somewhere to live.

Email us at riqc@msd.govt.nz

For any other information please visit www.workandincom.govt.nz

SOPs

There are existing SOPs for most processes, such as guests applying to move MIFs, aircrew staying at the hotel, transfer of minors etc. These are for MoH to provide/follow, however you should support these where possible. [MIF Process Maps 24 Apr 20](#) .

Translators

Translators are required for a number of different reasons.

For BAU – hotels are generally expecting foreign speaking guests, they usually can work around this, foreign speaking employees, translating apps etc.

Interviews/processes associated with Managed Isolation – as above, else ask around, AVSEC BDO usually have contacts they can reach out to.

Medical related issues – it is imperative that an appropriately qualified and experienced translator is used in this field. Not all translators are experienced in translating information with regards to medical and health matters. The District Health Boards have translators specifically available for these matters who are experienced in over the phone medical mattered translation services.

Where it is identified that a translator will be required the RN at your Isolation Facility will need to gain approval from the MoH representative for a DHB Translator to be used. The MoH representative on the ground can approve this. Where they do, the nurse is approved to contact the Translator and conduct over the phone translation.

In-house quarantine process

There are times where a guest/s may exhibit CV-19 like symptoms, however instead of immediately sending them to JetPark, the Nurses may impose a 24hr quarantine on them to see if they improve. If this quarantine is imposed, all involved parties need to be made aware, i.e. AVSEC so they don't let them out for walks.

Quarantine Departures

Guests who the nurses deem necessary are sent to the quarantine hotel, which is better equipped to deal with these higher health risk guests, this hotel is currently JetPark.

When dealing with a JetPark departure

- MoH will organise with the RN as to when the transport will arrive to transport them to their new hotel.
- This time is to be passed on to AVSEC who then clear the lobby/smoking area where necessary.
- Whoever is supervising the guest's departure is to don full PPE during the departure.
- The hotel staff are to be made aware of this departure, as access is to be restricted for at least 72 until a result is returned.
- Should the COVID test result be positive the room is to be closed off for Ten days.
- **For detailed information refer to Annex E.**

LOGISTICS (AKL Region Only)

General

The Logistic cell is made up of four NZDF personnel who support all the AKL region MIFs and the Auckland RIQCC.

Logistics requests are to go through W/O s 9(2)(g)(ii), FGOFF s 9(2)(g)(ii) and the Logistics team at PROTECT-ARIQCC-LOG, cc N33 and OIC into your requests. Their hours of operation are generally between 0800 – 1700 daily.

Printing

It is up to the MIF Manager to make sure there are enough forms, booklets etc to be distributed to the guests and on-site support staff.

The range of products that can be ordered are sent to the MIF Managers by the Logistics cell on a Print request template every Sunday (for Monday production) and Wednesday (for Thursday production). Your order will then be produced and delivered to your site (usually the day after requesting).

Departure Letters

The Logistics Cell send out PDF departure letters for all guest.

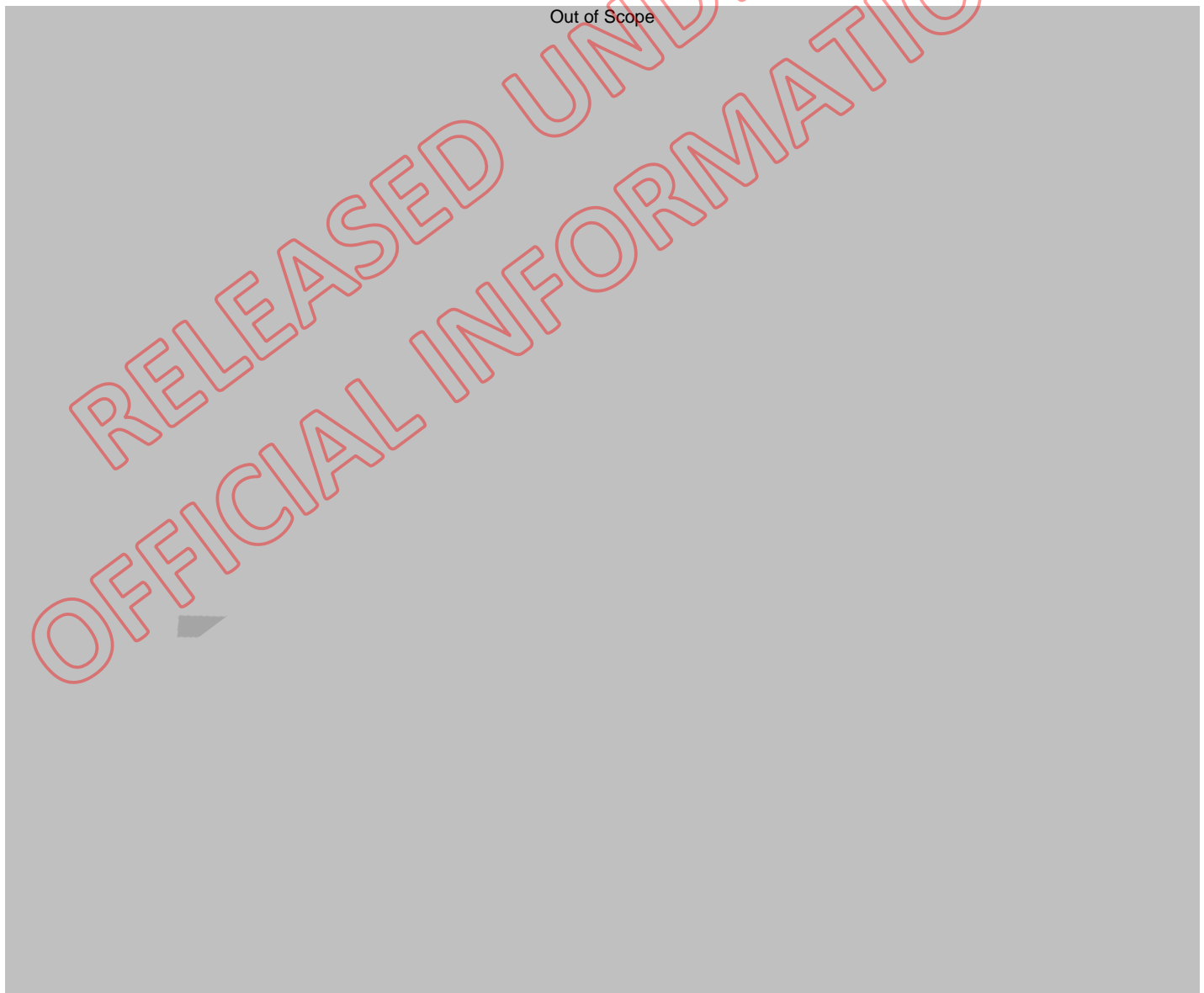
These letters are drafted on behalf of the MoH and are usually sent a week prior to departure. The only anomaly from this is the Jet Park who have a separate timeline.

They are mail merged from the Avsec database and sent to the MIF Manager to check, print and hold until day of departure – when they are issued.

Any discrepancies or amendments are to be requested back to the Logistics cell as soon as possible.

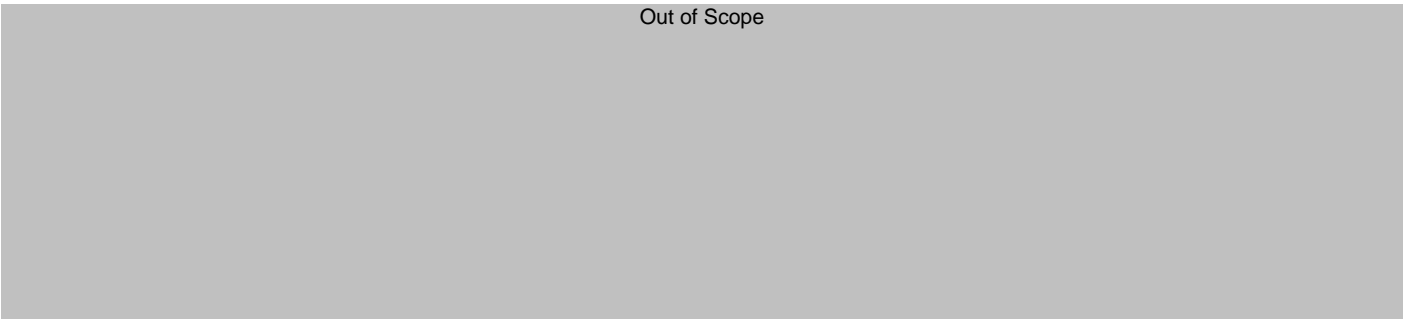
ANNEX A1

Out of Scope



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SOP FOR GUEST ROOM DECONTAMINATION

1. The purpose for guidance on decontamination in Managed Isolation Facilities and Quarantine Facilities is to prevent the transmission of COVID-19 via the various routes it is known to be carried and for our cleaning processes to reflect the evidence around this.
2. COVID-19 is known to be transmitted via three main methods:
 - a. Large droplets sprayed from those infected to the nearby vicinity
 - b. Smaller droplets aerosolized into the air space which can linger in a closed room
 - c. Contamination of fomites and transfer via touching exposed surfaces
3. *Human coronaviruses can remain infectious on inanimate surfaces for up to 9 days. Surface disinfection with 0.1% sodium hypochlorite or 62–71% ethanol significantly reduces coronavirus infectivity on surfaces within 1 minute of exposure time.*
[https://www.journalofhospitalinfection.com/article/S0195-6701\(20\)30046-3/fulltext](https://www.journalofhospitalinfection.com/article/S0195-6701(20)30046-3/fulltext)
4. *COVID-19 is suspected to remain viable and infectious in aerosols for hours and on surfaces up to days.*
<https://www.nejm.org/doi/full/10.1056/NEJMc2004973>
5. Due to the above, for cleaning purposes, any room which has been inhabited for an extended period of time (i.e. more than a few hours) by a person suspected of having COVID-19 should be cordoned off and left untouched by any staff (including cleaning staff) until that patient has been reviewed and tested for COVID-19. Typically this process (transport to Quarantine, testing of patient, waiting on results) takes 72 hours. The responsibility of follow-up of results sits with the Ministry of Health / Medical Team within the Managed Isolation Facility attending to the room in question.
6. Any room meeting the above criteria should not be entered into for the 24 hours following the guest leaving for assessment/testing. This is to allow any aerosolized COVID-19 particles to settle and eliminate transmission in this form to any staff member entering the room without N95 protection.
7. In general, no room of a symptomatic / suspect case should be entered into without an N95 mask and full personal protective equipment while the patient resides there or has recently left.
8. In the event, the suspect case tests positive (or is labelled as a probable case), the guest's room should continue to remain cordoned off for a total of 10 days from the time of guest departure and then have standard droplets precaution cleaning. In exceptional circumstances, these rooms may be decontaminated via alternative approved methods (e.g. H2O2, ionization). This ensures all COVID-19 viral particles have been neutralized either through natural decay or via external treatment methods. This makes further disinfection by cleaning staff safer. Additionally this provides a safety net in the event general cleaning performed by hotel staff does not meet hospital grade infection control standards.
9. Alternatively, if the suspect case tests negative and has not been determined as a probable case, then their room can be cleaned (with standard droplet precautions) after the initial period of stand down.

10. The isolation room/area must be cleaned as per the following standards:
 - a. The cleaner must wear a surgical mask, eye protection and gloves at minimum.
 - b. The room(s) must be cleaned from lowest risk to highest risk (negatives first, positives last).
 - c. All surfaces where droplets may have landed should be cleaned with approved disinfectant/detergent.
 - d. Any used cleaning materials must be placed into appropriate rubbish bags and be properly sealed as soon as capacity has been reached. If biohazard disposal is available this can also be used.
 - e. It is not necessary to leave the room unoccupied after cleaning.
11. The rationale for the above measures is to reduce risk to cleaning staff and to reduce the risk of transmission via contaminated surfaces in the rooms when they are reused. Not entering the room immediately after departure prevents aerosol transmission. Leaving the room untouched for 10 days and cleaning all potentially exposed surfaces following this prevents fomite and contact transmission.

Version 1.0 19/5/2020 Contributors: Dr. s 9(2)(a) LMO

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This fire exit is only to be used during an emergency

Use of this fire exit in a non-emergency situation by a guest in isolation will be viewed as a breach under s70(1)(f) of the Health Act 1956 and will be reported to NZ Police immediately



From: Deihl Richard, WGCDR <RICHARD.DEIHL@NZDF.mil.nz>
Sent: Tuesday, 21 July 2020 7:17 AM
To: 'Pike, William'
Cc: 'Rachael.Shadbolt@mfat.govt.nz'
Subject: RE: The Stamford Plaza Hotel change of fire egress plan unclassified

Good morning Bill,

Thanks for your email.

For your awareness s 9(2)(g)(ii) may have advised you yesterday, The Stamford Plaza Hotel has provided their H&S Plan and associated documentation to both the Stamford Body Corp, their lawyer and their H&S advisor for review; the feedback by all was very positive.

MBIE have undertaken to provide the MIF H&S Plan to the Stamford BC also. I understood this was to happen on Friday last week, but I'll need to find out where they are at.

I am not aware of any stairwell doors being locked, in fact we have employed 54 security guards to cover 18 doors, rather than lock them. Stamford Plaza Hotel have advised the BC of all the measures in place to prevent guests mixing inside of stairwells.

After inspecting the Stamford Plaza facilities, I am impressed with the lengths the Stamford Plaza has gone to, to address all issues the BC has raised.

Richard Deihl
Wing Commander
Regional Isolation and Quarantine Coordination Centre Lead
COVID 19 All of Government Response
Royal New Zealand Air Force | Te Tauaarangi o Aotearoa
M: s 9(2)(a)
www.nzdf.mil.nz



**A FORCE FOR
NEW ZEALAND**

From: Pike, William [mailto:William.Pike@fireandemergency.nz]
Sent: Tuesday, 21 July 2020 6:45 a.m.
To: Deihl Richard, WGCDR <RICHAXX.XXXXX@XXXX.XXX.XX>
Subject: FW: The Stamford Plaza Hotel change of fire egress plan

Morning Richard, we will not be replying to this email.

As you can see through the email trail we have acknowledged and advised accordingly.

Regards

William Pike
Assistant Area Commander
Regional Stakeholder & Planning Advisor
FENZ Lead- Managed Isolation & Quarantine
Te Hiku – (Region 1)



Mobile: s 9(2)(a)
Email: william.pike@fireandemergency.nz

From: s 9(2)(a)
Sent: Monday, 20 July 2020 4:15 PM
To: Pike, William <William.Pike@fireandemergency.nz>
Subject: Re: The Stamford Plaza Hotel change of fire egress plan

Hi William

Unfortunately Richard Deihl refuses to talk to us, although he claims he is.

We really need some consultation and it is worrying that the buck continues to be passed while people are at risk.

Kind Regards

s 9(2)(a)
Building Manager
The Residences
26 Albert St, CBD, Auckland 1010
Phone: s 9(2)(a)

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On Mon, Jul 20, 2020 at 12:09 PM Pike, William <William.Pike@fireandemergency.nz> wrote:

Hi s 9(2)(a) I have passed on your concerns to the RIQCC Lead, Wing Commander Richard Deihl

Regards

William Pike

Assistant Area Commander

Regional Stakeholder & Planning Advisor

FENZ Lead- Managed Isolation & Quarantine

Te Hiku – (Region 1)



Mobile: s 9(2)(a)

Email: william.pike@fireandemergency.nz

From: s 9(2)(a)

Sent: Monday, 20 July 2020 10:52 AM

To: Pike, William <William.Pike@fireandemergency.nz>

Subject: Re: The Stamford Plaza Hotel change of fire egress plan

Hi William

Thanks for getting back to me.

Unfortunately the hotel nor the MOD have answered any of our 5 requests to meet with or see their updated H&S plan. There has been no consultation and as you can imagine very frustrating for us and the H&S of the residents.

As we have come to a stalemate can I request a copy of the plan from you so I can advise my BCC and residents of any new evacuation procedures.

There has been talk of the hotel using stairwell #4 in an evacuation but I cannot possibly understand how this would work, particularly now with a locked door now installed on the floor preventing unauthorised access.

Any change to a shared evacuation plan must be shared with the other PCBU and I and the BCC are concerned this has not happened in this instance.

There are concerns from residents mixing with isolation guests inside stairwells. How has this been addressed? How do I allay their fears when we are yet to see your updated plan?

I am happy to meet with you to go through your procedures and consult with what may concern and affect the residents safety.

Many thanks.

Kind Regards

s 9(2)(a)

Building Manager

The Residences

26 Albert St, CBD, Auckland 1010

Phone: s 9(2)(a)

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On Mon, Jul 20, 2020 at 10:31 AM Pike, William <William.Pike@fireandemergency.nz> wrote:

Good morning s 9(2)(a)

After discussions with our Senior Fire Risk Managers I am comfortable with the evacuation plan in the event of an alarm activation.

I would encourage you to discuss with Hotel Management or Defence regarding your concerns around shared path ways.

Regards

William Pike

Assistant Area Commander

Regional Stakeholder & Planning Advisor

FENZ Lead- Managed Isolation & Quarantine

Te Hiku – (Region 1)



Mobile: s 9(2)(a)

Email: william.pike@fireandemergency.nz

From: [REDACTED] s 9(2)(a) >
Sent: Friday, 17 July 2020 4:29 PM
To: Pike, William <William.Pike@fireandemergency.nz>
Subject: The Stamford Plaza Hotel change of fire egress plan

Hi William

I am the building manager of The Residences. We are the 149 apartments on top of The Stamford Plaza Hotel which is now being used as an isolation facility. As you are aware we share spaces with the hotel and I am concerned about how a fire evacuation will work as we share safe paths with the hotel.

I am also concerned at the temporary barriers positioned on levels 3 and 4 which would be used by residents in the case of an evacuation.

Could you please call me on the number below and maybe we can meet to discuss.

Many thanks.

Kind Regards

[REDACTED] s 9(2)(a)

Building Manager

The Residences

26 Albert St, CBD, Auckland 1010

Phone: [REDACTED] s 9(2)(a)

Email:

s 9(2)(a)

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From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shadbolt@mfat.govt.nz>
Sent: Tuesday, 21 July 2020 8:45 AM
To: Deihl Richard, WGCDR
Cc: GUSCOTT, Charlotte (APEC21 OPS)
Subject: FW: Stamford Plaza Health and Safety Plan - Update
Attachments: RIQCC HS Plan Stamford Plaza (Version 6 17 July - SPAK BC Copy).docx

[UNCLASSIFIED]

Hi Richard,

Just closing the loop here. This is the email I sent to [REDACTED] s 9(2)(a) on Friday afternoon. I have not received a response to it yet.

At the request of Minister Wood I also forwarded the same email to a Stamford tenant (not resident) [REDACTED] s 9(2)(a) who had been a frequent flyer to the Ministers office asking for this information. Suspect he doesn't have contact with the Body Corporate as it would be his landlord who has that contact (if any).

Rach

From: SHADBOLT, Rachael (APEC21 OPS)
Sent: Friday, 17 July 2020 1:28 PM
To: [REDACTED] s 9(2)(a)
Subject: RE: Stamford Plaza Health and Safety Plan - Update

[UNCLASSIFIED]

Dear [REDACTED] s 9(2)(a),

Please find attached the Regional Isolation and Quarantine Command Centre (RIQCC) Health and Safety Plan for Stamford Plaza.

On page 2 you will see references to the Stamford Plaza Auckland (SPAK) documents (C – H) which I understand SPAK have offered to the body corporate via your lawyer however they are waiting on agreement of confidentiality before they release these documents to you. I will leave you to work through gaining access to these documents directly with SPAK.

References A and B have not been provided as these are operational internal staff documents.

As previously discussed we understand the attached document will now be passed on to your H&S consultant for consideration and feedback.

Kind regards

Rachael

Rachael Shadbolt

Lead Accommodation Planner | COVID-19 All-of-Government Response

[REDACTED] s 9(2)(a)

XXXXXXXX.XXXXXXXXXX@XXXX.XXXX.XX

From: s 9(2)(a)
Sent: Thursday, 16 July 2020 11:28 AM
To: SHADBOLT, Rachael (APEC21 OPS)
Cc: s 9(2)(a)
Subject: Re: Stamford Plaza Health and Safety Plan - Update

Hi Rachael,

Thank you for coming back to me on the Health and Safety Plan. Once we have received the health and safety plan, we will send through to our Health and Safety expert to review, and once the review has been conducted, we will provide feedback, and then conduct the Q&A with our residents. I have cc our Body Corporate Lawyer in on this communication.

Thanks and Warm Regards

s 9(2)(a)

From: SHADBOLT, Rachael (APEC21 OPS) <Rachael.Shaxxxx@xxxx.xxxx.xx>
Sent: Wednesday, 15 July 2020 3:45 PM
To: s 9(2)(a)
Subject: Stamford Plaza Health and Safety Plan - Update

[UNCLASSIFIED]

Dear s 9(2)(a)

This email provides an update with regard to the Body Corporate's request to sight the Regional Isolation and Quarantine Command Cell (RIQCC) Health and Safety Plan for Stamford Plaza.

Due to recent changes in Ministerial accountability, Health and Safety within managed isolation facilities no longer falls under the Ministry of Health (MoH) but rather with Ministry of Business, Innovation and Employment (MBIE). As such, the Health and Safety document you have requested is currently undergoing a review by MBIE before we are able to release it.

We expect to be able make this document available to the Body Corporate by the end of the week.

We understand that the next steps after you receive this document will be to pass this on to your Health and Safety consultant, for review and feedback which we would welcome.

We would also like to facilitate a Q&A session with the Residents at a time to suits all parties and can arrange this once your H&S consultant has had an opportunity to review our Plan.

Kind regards

Rachael

Rachael Shadbolt

**Lead Accommodation Planner | COVID-19 All-of-Government
Response**

s 9(2)(a)

XXXXXXXX.XXXXXXXXXX@XXXX.XXXX.XX

[UNCLASSIFIED]

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**[UNCLASSIFIED]
[UNCLASSIFIED]**

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Regional Isolation and Quarantine Command Centre (RIQCC) Stamford Plaza: Health and safety plan (with risk register and action plans)

Introduction

All new arrivals through New Zealand Borders are required to undergo a 14 day period of managed isolation in a managed isolation or quarantine facility. The Stamford Plaza facilities, located at 22-26 Albert St, Auckland, are being led by the New Zealand Defence Force (NZDF), facilitating management of day to day operations.

The purpose of this document is to identify and appropriately mitigate health, safety and wellbeing risks to individuals involved in isolation or quarantine facilities due to the Coronavirus outbreak. This includes returnees, residents, visitors, hotel staff, government agency personnel and contractors.

The Ministry of Business, Innovation and Employment (MBIE) are the lead agency for the MIQ work stream and have overall ownership of the plan; this has been delegated to RIQCC to deliver an end to end process locally. RIQCC is a multi-agency environment and individual agency health and safety plans are recognised and encouraged. Agencies have contributed to the plan as part of the overlapping duties of PCBUs (person conducting a business or undertaking).

About Stamford Plaza Auckland (SPAK)

The SPAK is a large scale commercial hotel located at 22-26 Albert St, Auckland.

It has 286 rooms, a number of conference spaces and public spaces. All have been contracted on an exclusive use basis by the New Zealand government to operate as a Managed Isolation Facility (MIF).

Hotel rooms are located on Floors 3-10, with the Stamford Plaza Residents (Residents) located on Floors 11- 23. There are no Residents residing on the same floors as returnees or MIF staff.

Floors 3-4 provide carpark access for Residents. These floors are not being used to accommodate returnees but are being used to accommodate MIF staff.

Stamford's Residents have their own external elevator access via a separate glass atrium at the front of the hotel.

Of the 286 hotel rooms

- 2 rooms are used by Stamford Plaza Auckland (SPAK) staff;
- 38 rooms on Floors 3-4 are used by MIF staff and;
- 246 rooms are used by returnees.

The SPAK has no external grounds or gardens (other than the front entry driveway) but does have a 5th floor terrace which may be utilised as an exercise space.

The gym and pool have been allocated for the exclusive use of the Residents.

Health and Safety at Work Act obligations

Each agency involved has a duty of care for the health and safety of their own workers. RIQCC has overall responsibility to ensure the health and safety of people working at any isolation or quarantine facility (including contractors) and those who may be affected by it. In practice this means:

- Identifying, assessing and controlling all risks to staff and residents so far as reasonably practicable
- Providing staff with the information, equipment, and training to work safely
- Ensuring the workplace reduces risk to workers **and** other people within the workplace (such as the Residents) so far as reasonably practicable.
- This includes risks to mental health and wellbeing.

Although RIQCC has overall responsibility, as PCBU under the Act, any agencies or work groups have a responsibility to ensure the safety of those within their workplaces. The Ministry of Business, Innovation and Employment is the lead PCBU.

All PCBUs with overlapping duties have a duty to consult, co-ordinate and co-operate with the other PCBUs. In practice, this means all agencies involved in this operation will need to:

- Share information about risks that may affect the other PCBUs
- Agree to how shared risks will be managed and who will be responsible
- Keep other PCBUs informed about any emerging issues.

References

- a. Annex H to HQ JTF 650.7 OPORD 003/20 (OP PROTECT: MIQF Health Service Support (HSS) Concept) Dated 06 Jul 20
- b. OP PROTECT- Managed Isolation Facility (MIF) Manager Quick Guide Dated 06 Jul 20
- c. SPAK Protocols and Best Practices COVID-19 / Managed Self Isolation
- d. SPAK SOP COVID-19 Isolation Groups-Housekeeping Procedures
- e. SPAK Emergency Procedures Manual, Reviewed Aug 19
- f. SPAK Emergency Management Plan Dated 20 Jan 20
- g. SPAK Fire Exit Egress and Fire Safety Plan Dated 30 Jun 20
- h. SPAK Welcome Letter

Risk Management Guidance

- MIF Manager to ensure that this guidance informs and integrates with existing facility SOP's and Manuals.
- RISK REGISTER: Identified risks and their controls are below.
- Responsibility for acceptance of risk and the escalation requirements are detailed below:
 - Low Risk – managed by the MIF Manager
 - Medium Risk – managed by the A-RIQCC Lead
 - High Risk – managed by the MIQ
 - Very High Risk – managed by the CE MBIE

Summary of Terms

- Returnees - new arrivals seeing out their 14 day isolation
- Residents – Residents of the Stamford Plaza Residents
- Visitors – people coming to visit Isolation guests or long term residents
- Hotel staff – staff employed by SPAK
- Government Agency - Security staff (NZDF, Police, MBIE, MOH etc.)
- Contractors – third party workers coming on site for a specific purpose

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RISK REGISTER										
#	HAZARD	POTENTIAL INJURY/ILLNESS (WHAT HARM COULD OCCUR?)	CONSEQUENCE ¹ (SEE TABLE BELOW)	LIKELIHOOD ¹ (SEE TABLE BELOW)	INHERENT RISK ¹	CONTROL METHODS	CONSEQUENCE	LIKELIHOOD	RESIDUAL RISK	COMMENTS
1	<p>COVID is present (or develops) in a returnee</p> <p>New risk: COVID spread within the facility or to the NZ public</p>	<p>Symptoms of the virus range from mild flu-like symptoms to severe acute respiratory infection. Can result in death in some circumstances.</p>	Major	Likely	High	<ul style="list-style-type: none"> Staff and visitors compliance with the staff and visitor induction SOP All visitors and staff working at the facility in proximity to returnees and/or surfaces that they may have touched must receive a briefing on how to manage risk and general hygiene guidance Risks associated with roles, responsibilities and activities identified Infection prevention protocols put in 	Major	Rare	Medium	<p>No community transmission within MIF with over 30,000 returnees passing through but it is clear a minor breach can have catastrophic results.</p>

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					<p>place and managed by health staff</p> <ul style="list-style-type: none">• Workers provided with information, training and PPE• Workers in good health (no relevant pre-existing conditions e.g. respiratory illness, diabetes, cardiac conditions)• Returnee compliance with the Welcome Pack instructions• Translation provided for returnees as required (note this is currently restricted to Cantonese and Mandarin translations of returnee info and testing info— no Hindi or Korean currently available.• No visitors to MIF sites unless		
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						<p>authorised through RIQCC.</p> <ul style="list-style-type: none">• Posters showing good hygiene protocol• Returnees to wear masks outside their rooms• Daily health checks for returnees and staff to increase likelihood the virus will be caught early before it can spread to others• Cleaning protocols in place• Returnees are to maintain 2m physical distance from all others outside their bubble• Staff monitoring of returnee compliance• Site manager monitoring of staff compliance• RIQCC operations monitoring of			
--	--	--	--	--	--	--	--	--	--

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						<p>sites and site managers</p> <ul style="list-style-type: none"> • Stringent returnee movement procedures between facilities and hospital as necessary, and in accordance with SOPs • Community isolation people not to visit MIQF without approval from RIQCC. 				
2	Community isolation person is directed to stay in MIF/ MQF by local DHB due to potential exposure to COVID	Increased risk of COVID exposure to existing returnees and staff. This is heightened due to community isolation people not being subject to the same RIQ rules increasing the chance of these people being given inappropriate freedoms or restrictions.	Minor	Likely	Medium	<ul style="list-style-type: none"> • Avoid hazard by not conducting community isolation and quarantine as part of the international border IQ system, except by mutual agreement. • Community isolation decisions made in concert with RIQCC. 	Minor	Unlikely	Low	No community transmission within MIF with over 30000 returnees passing through, though it is clear a minor breach can have catastrophic results .
3	Staff member exposed to COVID due to poor procedures or compliance failure or PPE failure.	Symptoms of the virus range from mild flu-like symptoms to severe acute respiratory	Major	Likely	High	<ul style="list-style-type: none"> • Comply with all controls from row 1. • Management responsibilities between 	Major	Rare	Medium	No staff contracted COVID within MIF with over 30000 returnees

		<p>infection. Can result in death in some circumstances.</p>				<p>agencies are clearly defined, and each agency proactively communicates across the agencies through RIQCC.</p> <ul style="list-style-type: none"> • All on-site staff maintain vigilance and advise the site coordinator of any issues. • Immediate incident reports are raised by the site manager to RIQCC of any breach. • Visual reminders of infection prevention and control procedures in public areas • Thorough hand-over protocols in place to identify and communicate existing and emerging risks • All workers to be inducted to site • All issues 				<p>passing through, , though it is clear a minor breach can have catastrophic results. .</p>
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						occurring on-site to be reported to the site coordinator and reported up to RIQCC through an incident report			
4	Returnee security breach results in the NZ public being exposed to elevated COVID risk	Symptoms of the virus range from mild flu-like symptoms to severe acute respiratory infection. Can result in death in some circumstances.	Major	Unlikely	Very High	<ul style="list-style-type: none"> Written site security plan communicated to security staff and site manager. AVSEC, Hotels and NZ Police provide appropriate resources at each location to ensure success All on-site staff maintain vigilance and advise security on-site of any issues ASAP. Emergency protocol followed to activate Police response. Security notify site manager ASAP, SM calls Police. Immediate incident reports are raised by the site manager to RIQCC of any breach. Contact tracing to isolate close 	Major	Rare	Medium

						contacts.				
5	Risk of non-compliance with MoH requirements if agency roles are not understood.	Spread of COVID amongst returnees, staff and/or NZ public.	Major	Unlikely	High	<ul style="list-style-type: none"> Comply with all controls from row 1. Management responsibilities between agencies are clearly defined, and each agency proactively communicates across the agencies through RIQCC. All on-site staff maintain vigilance and advise the site manager of any issues. Immediate incident reports are raised by the site manager to RIQCC of any breach. 	Major	Rare	Medium	No community transmission within MIF with over 30000 returnees passing through, though it is clear a minor breach can have catastrophic results.
6	Returnee transferred without appropriate data.	Physically or mentally unwell returnee could cause harm to others or suffer harm themselves. Delay in treatment for unwell returnee. Spread of COVID-19 within MIF or	Moderate	Possible	High	<ul style="list-style-type: none"> Passing of appropriate data between A-RIQCC and or Immigration. 	Minor	Rare	Low	

		to the Public								
7	Returnee with health needs goes unregistered or missed due to data fragmentation	See above	Major	Possible	High	<ul style="list-style-type: none"> Robust system for collecting, storing and sharing returnee data across health, security and site management teams 	Moderate	Rare	Medium	
8	Ability to contact trace is reduced due to ineffective tracking systems.	<p>Spread of COVID amongst returnees, staff and/or NZ public.</p> <p>Reputational risk – see row 4</p>	Major	Unlikely	High	<ul style="list-style-type: none"> Sites to maintain visitor log of all persons entering site. WDHB to review on-site tracking systems CCTV use On site security Upon notification of positive, possible or suspect COVID case, on-site health lead is to conduct an immediate investigation to trace all close contacts within the last 48 hours 	Major	Rare	Medium	No community transmission within MIF with over 30000 returnees passing through, though it is clear a minor breach can have catastrophic results ..
9	PPE and safety equipment worn or used incorrectly	People may be exposed to illness as a result of using equipment incorrectly. Risk	Major	Possible	High	<ul style="list-style-type: none"> Thorough staff induction process including how to use PPE and when to use it 	Major	Rare	Medium	No community transmission within MIF with over 30000

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		of transferring illness within MIF or to NZ public through incorrect use				<ul style="list-style-type: none"> On-site health staff to monitor and rectify PPE usage by other staff and returnees 			returnees passing through, though it is clear a minor breach can have catastrophic results..
10	Anxiety/ stress/ apprehension/ depression/ Fatigue	Wellbeing and mental health of returnees and staff affected.	Minor	Possible	Medium	<ul style="list-style-type: none"> Information provided to returnees about the virus, the likelihood of being affected by it, and how to protect yourself from it (personal hygiene etc.) This is provided in the Welcome Booklet. Welfare response co-ordinated by MoH but will be a multi-agency response involving DHB, Police, MSD etc. Health checks provided to staff who request it. Sensible limits on alcohol provision / consumption Daily health checks. 	Minor	Unlikely	Low

11	Violence or assault between returnees	Physical injury. Mental injury. Increased risk of infection.	Moderate	Unlikely	Medium	<ul style="list-style-type: none"> • Good communication processes in place to communicate with returnees • Mental health and Welfare services available • Escalation to Police team supporting MIFs • Child management protocols included in this plan. • Activities and space provided for people to de-stress • Sensible limits on alcohol provision / consumption • Security escalation protocols in place info site manager 	Moderate	Rare	Medium	
12	Violence or assault by returnees or their families on facility staff	Physical or mental injury to staff	Moderate	Unlikely	Medium	<ul style="list-style-type: none"> • Escalation to Police team supporting MIFs • Family liaison workers to communicate with families of the returnees • Access to telecommunications for returnees. 	Moderate	Rare	Medium	

						<ul style="list-style-type: none"> On-site security at the gate Sensible limits on alcohol provision / consumption Other controls listed at row 11 				
13	Poor contractor management	Contractors exposed to known or unassessed risks due to poor communication and contractor management . Risk of spread of COVID-19 to NZ public	Major	Possible	High	<ul style="list-style-type: none"> Implement contractor management policies and procedures Include contractors in relevant communications and hand over meetings Ensure all contractors have their own risk control plans in place prior to starting work 	Major	Rare	Medium	No community transmission within MIF with over 30000 returnees passing through, though it is clear a minor breach can have catastrophic results.
14	Fire (or other event that requires mass evacuation)	Fire at the facility – risk of death Risk of spread of COVID-19 through MIF and to NZ public through close contact during evacuation and at collection point	Major	Unlikely	High	<ul style="list-style-type: none"> Emergency response process and procedures are in place, led by hotel management, incorporating guidance from health, Fire and Emergency NZ (FENZ) and St John relating to COVID 19 Designated smoking area with proper cigarette disposal facilities FENZ, St John and 	Major	Rare	Medium	

Police have locations flagged in their systems as an isolation or quarantine facility

- FENZ audit of existing hotel fire procedures
- Site access pre-approved for emergency response vehicles and communicated to all security staff
- Dedicated stairwell number 4 for the use of returnees in managed isolation.
- Floor by floor staged evacuation to prevent returnees and residents mingling.
- Upon exit, returnees and residents are separated via different exits and assembly areas. Note that the assembly area for stairwell 4 exits to the front of the hotel lobby, while stairwells 1 to 3 exit to the rear and side

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					<p>of the hotel.</p> <ul style="list-style-type: none">• There are security guards on levels 3 – 10 to prevent mingling of returnees and residents• On level 3 and 4, where there is shared access areas and parking for residents, there are no returnees.• There are guards on the entry point to stairwell 4, in the unlikely event that a resident attempts to gain access to the returnee areas.• There are guards on stairwells 1 to 3 on levels 5 to 10 to prevent access between the stairwells of returnees and residents• There are 3 x Fire Stations with a 5 min response time to the SPAK. The fire systems are of a high calibre, and the ability to pinpoint the Area of Interest assists operational response		
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					<p>and coordination.</p> <ul style="list-style-type: none"> • Fire panel to be monitored on a 24/7 basis • There are 4 x stairwells on each floor. A returnee can open the door to the stairwell, but cannot open the door that leads to the residences. • Gloves and masks will be provided to returnees and residents for use in case of fire egress by the hotel 				
15	Medical Emergency	Medical emergency (heart attack etc.)	Major	Rare	Medium	<ul style="list-style-type: none"> • AED available on-site, checked and charged • St John staff have developed plans for responding to incidents at the facility • First Aid supplies stocked and on-site • Site access pre-approved for emergency response vehicles and communicated to all security staff 	Major	Rare	Medium

RIQCC Stamford Plaza Health and Safety Plan V6

16	Lack of familiarity with facility layout and procedures	Unreported faults. Injury due to lack of knowledge	Moderate	Possible	High	<ul style="list-style-type: none"> • Induction briefing for all returnees and staff • Daily meeting to cover any issues and find a resolution. • No-go areas fenced off 	Minor	Rare	Low	
17	Hazardous substances	LPG and some haz subs (corrosives, fuel etc.) located on-site	Moderate	Unlikely	Medium	<ul style="list-style-type: none"> • All haz subs contained in staff only areas (kitchen and rear of admin building) • LPG storage is certified • Returnees advised on areas they are not allowed to access. Staff present 24/7 to reinforce messages of where returnees can and can't go 	Minor	Rare	Low	
18	Unknown hazards	Unknown or unforeseen risk	Moderate	Unlikely	Medium	<ul style="list-style-type: none"> • RIQCC H&S advisors available to discuss issues and to conduct regular safety checks and walk-throughs • All issues, near misses, incidents, or safety concerns to be reported to the site manager and through to RIQCC • Facility staff to 	Minor	Unlikely	Low	Site managers, supported by hotel staff with oversight by RIQ Health and Safety

						regularly check hazards in their work areas			
						<ul style="list-style-type: none"> Safety risks arising during the Op are to be investigated and managed immediately using the hierarchy of controls Changes in processes, or new activities, to be risk assessed prior to being carried out 			
19	Fatigue of military personnel on OP PROTECT is not well managed leading to human errors/ changes in behaviour	OP PROTECT staff have poor decision making leading to adverse outcomes in the MIF. OP PROTECT staff are involved in a vehicle accident in transit to MIF	Moderate	Possible	High	<ul style="list-style-type: none"> Managers are to follow NZDF fatigue management processes OP PROTECT staff are encouraged to tell their supervisors if their fatigue levels are increasing. Managers actively assess fatigue levels within team, and mitigate 	Moderate	Rare	Medium
20	Breakdown of interpersonal relationships between OP PROTECT staff	Verbal or physical assault, harassment	Minor	Unlikely	Low	<ul style="list-style-type: none"> OP PROTECT staff are encouraged to tell their supervisors if there are concerns. Managers follow the Military Justice guidelines and processes OP RESPECT guidelines followed 	Minor	Rare	Low

21	Development of inappropriate close personal relationships between Agency staff, hotel staff, returnees and long term residents	Increased risk of infection	Moderate	Unlikely	Medium	<ul style="list-style-type: none"> All OP PROTECT staff are briefed on expectations of their behaviour in relation to professional conduct as well as simple COVID19 Health and Safety Managers follow the Military Justice guidelines and processes if required Sensible limits on alcohol provision / consumption 	Minor	Rare	Low
22	Management of OP PROTECT staff accommodation, leading to dissatisfaction or psychosocial issues or increased fatigue	Increased likelihood of other risks listed in this document	Minor	Likely	Medium	<ul style="list-style-type: none"> Manager and 2i/c accommodated in hotel If staff are accommodated offsite hours worked to include travel time to facility 	Minor	Unlikely	Low
23	OP PROTECT staff have unknown/undisclosed medical issues that affects performance/ increases risk of infection	Increased risk of infection Increased risks of mistakes leading to poor health and safety outcomes	Moderate	Unlikely	Medium	<ul style="list-style-type: none"> OP PROTECT Staff selected using NZDF guidelines Managers encourage open and honest communication with staff 	Moderate	Rare	Low

24.	Spread of Covid-19 between returnees and long term residents	Transmission Symptoms of the virus range from mild flu-like symptoms to severe acute respiratory infection. Possible death. Transfer of COVID-19 to NZ public.	Major	Unlikely	High	<ul style="list-style-type: none"> • No use of shared spaces, elevator 5, entry and exit points or pool and gym areas. • Level 3 and 4 accommodation only used by MOH and Health staff. • A wall has been built with a code to prevent residents from accessing the lifts on the level 3 and 4 skybridge so that residents cannot access the lifts and the hotel foyer. • The hotel won't be open to the public while being a managed self-isolation facility. • All returnees are regularly reminded regarding social distancing 	Major	Rare	Medium	No community transmission within MIFs with over 30000 returnees passing through, though it is clear a minor breach can have catastrophic results.
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In all cases, if NZDF staff are involved in, or witness events listed in this document an SRS/ N-SHAIR event is to be raised.

RISK MATRIX

Your consequence and likelihood leads you to your risk rating

		CONSEQUENCE				
		NEGLECTIBLE	MINOR	MODERATE	MAJOR	SEVERE
LIKELIHOOD	ALMOST CERTAIN	Yellow	Orange	Orange	Red	Red
	LIKELY	Yellow	Yellow	Orange	Red	Red
	POSSIBLE	Green	Yellow	Orange	Orange	Orange
	UNLIKELY	Green	Green	Yellow	Orange	Orange
	RARE	Green	Green	Yellow	Yellow	Orange

Risk key: Low risk Medium risk High risk Very high risk

RISK LIKELIHOOD TABLE

Determine the likelihood of the unexpected event

LIKELIHOOD	PROBABILITY	CHANCE
Almost certain	>95%	The event will occur in most circumstances
Likely	>65%	The event will probably occur in most circumstances
Possible	>35%	The event might occur at some time
Unlikely	<35%	The event could occur in some circumstances
Rare	<5%	The event may occur in exceptional circumstances

RISK CONSEQUENCE TABLE

Determine the consequence of the unexpected event

CONSEQUENCE	WELLNESS AND SAFETY
Severe	Death of multiple staff, public or others outside Police.
Major	Death of individuals, extensive injury and hospitalisation.
Moderate	Significant down time and possible long-term disabilities.
Minor	Medical treatment required in single figures. Down time.
Negligible	First aid treatment required. No down time. Near misses.