

Manage regular and random compliance monitoring

Standard Operating Procedure

Document Control

Version	Author	Changes	Reviewed by	Signoff	Date
1.0	s 9(2)(g)(ii)	Initial version	s 9(2)(g)(ii) - SIP Operations Manager First Security	Christina Sophocleous- Jones GM Self-Isolation Pilot	28/10/2021

When to use

Use this procedure when a Self-Isolation Pilot (SIP) participant is required to be monitored using regular and random phone-based checks.

Background

- Managed Isolation and Quarantine (MIQ), part of the Ministry of Business, Innovation and Employment (MBIE), is leading the delivery of a self-isolation pilot for up to 150 participants making a short trip from New Zealand for business purposes to test some of the systems and processes that would be needed to roll out self-isolation in New Zealand more widely.
- The SIP will enable selected participants to enter New Zealand from 30 October to 8 December 2021 and isolate either at home or in suitable rented accommodation which is within 50km (by road) of the Christchurch International Airport or 50km (by road) of the Auckland International Airport (within the boundary of Auckland Council)
- Participants must self-isolate alone or with approved pilot participants who travelled with them. As part of the SIP, participants have agreed that no one else can visit, live or stay with them while they are in self-isolation.
- Participants must remain in their agreed place of self-isolation for at least 14 days until they authorised to leave by MIQ. They have agreed not to leave the property at any time unless in an emergency or where they are escorted by a person authorised by MIQ.
- Participants have agreed to display provided signage on every entrance/door to the property at all times.
- Participants have agreed to comply with a monitoring regime which will include a minimum of 3 calls per participant per day between the hours of 0800-2100hrs (even if there are multiple participants isolating together)

- MBIE will provide First Security with the required data to conduct the calls, including a randomised call schedule for participants.
- In addition to regular and random phone-based checks, First Security may be asked to carry out contactless self-isolation location 'spot checks'.
- If the participant leaves their self-isolation location, for example is admitted to Hospital or transferred to a MIQ facility, First Security need to be notified and advised to remove them from the monitoring schedule.

Process Overview

- Once a Participant has been transported from the arrival airport to their accommodation for self-isolation, First Security will initiate a Welcome Call. This Welcome Call is scheduled 4 hours after the Participant is expected to arrive in New Zealand (or first thing in the morning for flight arrivals after 9pm). On the Welcome Call, Participants will be provided with an explanation as to how compliance monitoring will take place and how to ensure their privacy is upheld. The call will also be used to confirm the technology works and capture key verification information.
- Following the Welcome Call, First Security will call a participant at agreed frequencies, and then initiate a Zyte call. Zyte is a video inspection platform that will be used to verify participant identity, and GPS location while conducting regular and random phone-based checks to ensure they are complying with agreed requirements.
- Using Zyte, First Security will conduct an identity check using a video call against an image supplied by the participant through the selection process. They will take a "snapshot" of the person as evidence to show the identity check has been completed.
- First Security will conduct two forms of location verification due to limitations of phone location technology. Firstly, geolocation based on the participants phone location. Secondly, using a picture that is captured on the welcome call for verification purposes. They will take a "snapshot" of the location details/secondary location as evidence to show the location check has been completed.
- On the call, First Security will capture some basic "tags" in Zyte for reporting purposes, including a participant ID, as well as the outcome of the call.
- If required, a manual variation of this process can be completed.
- If required, an escalation may be made to the Escalation and Onsite Monitoring team to complete a contactless self-isolation check, the New Zealand Police or the Self Isolation Pilot team.

Please see appendix A for the process map.

Manage regular and random compliance monitoring

When to use

To complete scheduled compliance monitoring calls during the Self-Isolation Pilot using Zyte. Zyte is a video inspection platform that will be used to verify participant identity, and GPS location while conducting regular and random phone-based checks.

Step	Action	Actor	
1	Make outbound call to participant Locate the participant’s contact details and make an outbound call to the mobile phone number provided.	Monitoring / Call Centre Services Agent	
	If...		then...
	The call is answered		Proceed to step 2.
	The 1 st call is not answered		Wait 15 minutes and try to call the participant again.
	The 2 nd call is not answered		Wait 15 minutes and try to call the participant again.
	The 3 rd call is not answered Using existing procedures, escalate to the Escalation and Onsite Monitoring Team advising that you have not been able to contact the Self Isolation Pilot participant. A contactless self-isolation location check must be completed. Refer to the ‘Manage Compliance Exceptions’ standard operating procedure for more information. If the participant has consistently been missing calls, escalate to the Self Isolation Pilot team via the ‘On Duty Phone’ and advise them of the situation.		
	<i>Note: Contact details for participants are located within the compliance monitoring spreadsheet located within the ‘Self Isolation Pilot Monitoring – First Security’ Microsoft Teams site.</i>		
2	Confirm participant’s monitoring status Check the participant’s compliance status.	Monitoring / Call Centre Services Agent	
	If...		then...
	The participant has been assigned ‘Zyte compliance check’ status		Proceed to step 3.

Step	Action	Actor								
	<table border="1" data-bbox="295 456 1241 600"> <tr> <td data-bbox="295 456 767 600">The participant has been assigned 'manual compliance check' status</td> <td data-bbox="767 456 1241 600">Conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details.</td> </tr> </table> <p data-bbox="295 609 1209 712"><i>Note: The compliance status for participants is located within the compliance monitoring spreadsheet located within the 'Self Isolation Pilot Monitoring – First Security' Microsoft Teams site.</i></p> <p data-bbox="295 770 1246 909"><i>Note: If the participant has been assigned 'manual compliance check' status, it has been determined that Zyte will not be used and the participant must be monitored through regular and random phone-based checks, coupled with random contactless self-isolation 'spot checks'.</i></p>	The participant has been assigned 'manual compliance check' status	Conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details.							
The participant has been assigned 'manual compliance check' status	Conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details.									
3	<p data-bbox="295 949 480 976">Initiate Zyte call</p> <ul data-bbox="343 994 1246 1391" style="list-style-type: none"> • Advise you are from First Security, working on behalf of the Self Isolation Pilot • Confirm you are talking to the correct participant • Advise you are conducting a compliance check • Advise that the phone call will be recorded • Copy and paste the participant's Zyte URL into a browser (Google Chrome works best) • Advise participant you are initiating a video call and that they will receive a text with URL link. They need to click on the link once they receive it, and then select 'START' • Initiate Zyte call by selecting 'ZYTE CALL VIA TXT' <table border="1" data-bbox="295 1435 1241 2022"> <thead> <tr> <th data-bbox="295 1435 767 1473">If...</th> <th data-bbox="767 1435 1241 1473">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="295 1473 767 1512">The participant joins the Zyte call</td> <td data-bbox="767 1473 1241 1512">Go to step 4.</td> </tr> <tr> <td data-bbox="295 1512 767 1957">The participant experiences technical difficulty / user error that stops them from joining the call</td> <td data-bbox="767 1512 1241 1957"> Support the participant with troubleshooting, as directed in Zyte. If technical difficulties continue, conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details. If the participant has consistently been experiencing technical issues, please advise the Self Isolation Pilot team via email. </td> </tr> <tr> <td data-bbox="295 1957 767 2022">After making multiple requests and advising the participant that failing to</td> <td data-bbox="767 1957 1241 2022">Conduct manual phone check. Go to 'Variation 2: Manage manual</td> </tr> </tbody> </table>	If...	then...	The participant joins the Zyte call	Go to step 4.	The participant experiences technical difficulty / user error that stops them from joining the call	Support the participant with troubleshooting, as directed in Zyte. If technical difficulties continue, conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details. If the participant has consistently been experiencing technical issues, please advise the Self Isolation Pilot team via email.	After making multiple requests and advising the participant that failing to	Conduct manual phone check. Go to 'Variation 2: Manage manual	Monitoring / Call Centre Services Agent
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4	<p data-bbox="295 896 598 929">Verify participant identity</p> <ul data-bbox="343 940 1276 1411" style="list-style-type: none"> • Advise the participant that as part of the compliance check, you need to verify their identity against the image they provided as part of the Self-Isolation Pilot application process • Advise the participant you are going to request that they share their camera which will show their face, as though they are speaking on "Facetime" • Advise participant that they may receive a notification asking them to share their camera. They need to select OK, and allow, when prompted • Confirm that the participant is aware of their privacy (and that of others they may be isolating with) before providing access to their camera • Select 'ROUND TABLE' mode • Verify that the participant's identity is correct by viewing the participant's identity photo <table border="1" data-bbox="295 1444 1241 2027"> <thead> <tr> <th data-bbox="295 1444 766 1478">If...</th> <th data-bbox="766 1444 1241 1478">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="295 1478 766 1556">The participant's identity can be verified against the provided photo</td> <td data-bbox="766 1478 1241 1556">Go to step 5.</td> </tr> <tr> <td data-bbox="295 1556 766 1926">The participant experiences technical difficulty that stops them from sharing their camera</td> <td data-bbox="766 1556 1241 1926"> Support the participant with troubleshooting, as directed in Zyte. If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'. If the participant is consistently experiencing technical issues, please email the Self Isolation Pilot team to escalate. </td> </tr> <tr> <td data-bbox="295 1926 766 2027">After making multiple requests and advising the participant that failing to share their camera means they are</td> <td data-bbox="766 1926 1241 2027">Conduct manual phone check. Go to 'Variation 2: Manage manual</td> </tr> </tbody> </table>	If...	then...	The participant's identity can be verified against the provided photo	Go to step 5.	The participant experiences technical difficulty that stops them from sharing their camera	Support the participant with troubleshooting, as directed in Zyte. If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'. If the participant is consistently experiencing technical issues, please email the Self Isolation Pilot team to escalate.	After making multiple requests and advising the participant that failing to share their camera means they are	Conduct manual phone check. Go to 'Variation 2: Manage manual	Monitoring / Call Centre Services Agent
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5	<p data-bbox="295 1191 518 1223">Verify GPS location</p> <ul data-bbox="343 1236 1268 1751" style="list-style-type: none"> • Advise the participant that you need to verify their location, using their phone's GPS location • Advise participant that they will receive a notification asking them to share their location. They need to select OK, and allow, when prompted • Advise participant that their phone location will not be continuously monitored or tracked • Select the 'location button' to request the participant's location • Review the provided self-isolation address in Google Maps • Review the participant's GPS location displayed in Zyte • If required, open the participant's location in Google Maps in a new tab. This will allow you to zoom with more accuracy • Use the 'Measure Distance' feature in Google Maps to confirm the participant's location is within 40 metres of the self-isolation address <table border="1" data-bbox="295 1796 1240 2011"> <thead> <tr> <th data-bbox="295 1796 767 1841">If...</th> <th data-bbox="767 1796 1240 1841">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="295 1841 767 1908">The GPS location was able to be reviewed</td> <td data-bbox="767 1841 1240 1908">Take a snapshot of the participant's location and save it. Go to step 6.</td> </tr> <tr> <td data-bbox="295 1908 767 2011">The participant experiences technical difficulty that stops them from sharing their location</td> <td data-bbox="767 1908 1240 2011">Support the participant with troubleshooting, as directed in Zyte.</td> </tr> </tbody> </table>	If...	then...	The GPS location was able to be reviewed	Take a snapshot of the participant's location and save it. Go to step 6.	The participant experiences technical difficulty that stops them from sharing their location	Support the participant with troubleshooting, as directed in Zyte.	Monitoring / Call Centre Services Agent
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6	<p>Complete secondary location verification</p> <ul style="list-style-type: none"> Request that the participant completes secondary location verification and shows you their self-isolation sign displayed on their front door Confirm that the participant is aware of their privacy (and that of others they may be isolating with) before providing access to their camera. Ask the participant to confirm when they are at the door Select 'Request Camera' when the participant is ready <table border="1"> <thead> <tr> <th data-bbox="293 1503 767 1541">If...</th> <th data-bbox="767 1503 1241 1541">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="293 1541 767 1682"> <p>The participant's GPS location is within the vicinity of the self-isolation address and the participant shows the sign on their front door</p> </td> <td data-bbox="767 1541 1241 1682"> <p>Go to step 8.</p> </td> </tr> <tr> <td data-bbox="293 1682 767 1816"> <p>The participant's location is not in the same vicinity as their self-isolation location and the self-isolation sign is not shared</p> </td> <td data-bbox="767 1682 1241 1816"> <p>Go to step 7.</p> </td> </tr> <tr> <td data-bbox="293 1816 767 2018"> <p>The participant experiences technical difficulty that stops them from sharing their camera</p> </td> <td data-bbox="767 1816 1241 2018"> <p>Support the participant with troubleshooting, as directed in Zyte.</p> <p>If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'.</p> </td> </tr> </tbody> </table>	If...	then...	<p>The participant's GPS location is within the vicinity of the self-isolation address and the participant shows the sign on their front door</p>	<p>Go to step 8.</p>	<p>The participant's location is not in the same vicinity as their self-isolation location and the self-isolation sign is not shared</p>	<p>Go to step 7.</p>	<p>The participant experiences technical difficulty that stops them from sharing their camera</p>	<p>Support the participant with troubleshooting, as directed in Zyte.</p> <p>If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'.</p>	Monitoring / Call Centre Services Agent
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7	<p>Understand reason for failure Understand from the participant whether they have left their self-isolation location, and why.</p> <table border="1"> <thead> <tr> <th data-bbox="293 1137 762 1178">If...</th> <th data-bbox="762 1137 1238 1178">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="293 1178 762 1384"> <p>The participant has left their self-isolation location due to an emergency or other approved event</p> </td> <td data-bbox="762 1178 1238 1384"> <p>Go to step 9.</p> <p>Following the call, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.</p> </td> </tr> <tr> <td data-bbox="293 1384 762 1928"> <p>The participant has left their self-isolation location without appropriate explanation (ie. Emergency such as fire)</p> </td> <td data-bbox="762 1384 1238 1928"> <p>Ask the participant where they are located and request that they stay where they are. Let the participant know that you are calling the New Zealand Police who will be dispatched to their location.</p> <p>Call the New Zealand Police on 111, providing the following:</p> <ul style="list-style-type: none"> • Headline (6-8 word summary of what is/has occurred e.g. "A person in COVID-19 self-isolation has left their self-isolation location") • Time delay (When did we last hear from the participant?) </td> </tr> </tbody> </table>	If...	then...	<p>The participant has left their self-isolation location due to an emergency or other approved event</p>	<p>Go to step 9.</p> <p>Following the call, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.</p>	<p>The participant has left their self-isolation location without appropriate explanation (ie. Emergency such as fire)</p>	<p>Ask the participant where they are located and request that they stay where they are. Let the participant know that you are calling the New Zealand Police who will be dispatched to their location.</p> <p>Call the New Zealand Police on 111, providing the following:</p> <ul style="list-style-type: none"> • Headline (6-8 word summary of what is/has occurred e.g. "A person in COVID-19 self-isolation has left their self-isolation location") • Time delay (When did we last hear from the participant?) 	Monitoring / Call Centre Services Agent
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Step	Action	Actor
	<ul style="list-style-type: none"> • Location (where is the participant / where was their last known location?) • On foot/in vehicle (how did they leave [if known]) • Any other relevant information (anything that may assist in locating the person). <p>Following the call, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.</p>	
8	<p>End call</p> <ul style="list-style-type: none"> • Thank participant for their time • Close call and end Zyte call • Add outcome tag(s) to the call based on the outcome: <ul style="list-style-type: none"> ○ Outcome: Identity verified [IDV] ○ Outcome: Identity check fail [IDF] ○ Outcome: Location verified [LOV] ○ Outcome: Location check fail [LOF] ○ Outcome: Escalated to Police [POL] ○ Outcome: Escalated to Onsite monitoring [EOM] ○ Outcome: Manual check completed [MCC] <p><i>Note: add each tag separately, these are important for reporting purposes</i></p>	Monitoring / Call Centre Services Agent

RELEASED UNDER THE OFFICIAL INFORMATION ACT

Variation 1: Welcome Call to a Self-Isolation Pilot participant

When to use

When conducting a 'Welcome Call' to a SIP participant. One Welcome Call will be completed per participant and is scheduled to occur 4 hours after the Participant is expected to arrive in New Zealand (or first thing in the morning for flight arrivals after 9pm). This is the same process as 'manage regular and random compliance monitoring' however, steps 3 and 8 are different.

Steps

Step	Action	Actor										
1	<p>Make outbound call to participant</p> <p>Locate the participant's contact details and make an outbound call to the mobile phone number provided.</p>	Monitoring / Call Centre Services Agent										
	<table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>The call is answered</td> <td>Proceed to step 2.</td> </tr> <tr> <td>The 1st call is not answered</td> <td>Wait 15 minutes and try to call the participant again.</td> </tr> <tr> <td>The 2nd call is not answered</td> <td>Wait 15 minutes and try to call the participant again.</td> </tr> <tr> <td>The 3rd call is not answered</td> <td>Using existing procedures, escalate to the Escalation and Onsite Monitoring Team advising that you have not been able to contact the Self Isolation Pilot participant. A contactless self-isolation location check must be completed. Refer to the 'Manage Compliance Exceptions' standard operating procedure for more information.</td> </tr> </tbody> </table>		If...	then...	The call is answered	Proceed to step 2.	The 1 st call is not answered	Wait 15 minutes and try to call the participant again.	The 2 nd call is not answered	Wait 15 minutes and try to call the participant again.	The 3 rd call is not answered	Using existing procedures, escalate to the Escalation and Onsite Monitoring Team advising that you have not been able to contact the Self Isolation Pilot participant. A contactless self-isolation location check must be completed. Refer to the 'Manage Compliance Exceptions' standard operating procedure for more information.
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<p><i>Note: Contact details for participants are located within the compliance monitoring spreadsheet located within the 'Self Isolation Pilot Monitoring – First Security' Microsoft Teams site.</i></p>												
2	<p>Confirm participant's monitoring status</p> <p>Check the participant's compliance status.</p>	Monitoring / Call Centre Services Agent										
	<table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>The participant has been assigned 'Zyte compliance check' status</td> <td>Proceed to step 3.</td> </tr> <tr> <td>The participant has been assigned 'manual compliance check' status</td> <td>Conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details.</td> </tr> </tbody> </table>		If...	then...	The participant has been assigned 'Zyte compliance check' status	Proceed to step 3.	The participant has been assigned 'manual compliance check' status	Conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details.				
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Step	Action	Actor								
	<p><i>Note: The compliance status for participants is located within the compliance monitoring spreadsheet located within the 'Self Isolation Pilot Monitoring – First Security' Microsoft Teams site.</i></p> <p><i>Note: If the participant has been assigned 'manual compliance check' status, it has been determined that Zyte will not be used and the participant must be monitored through regular and random phone-based checks, coupled with random contactless self-isolation 'spot checks'.</i></p>									
3	<p>Initiate Welcome Call</p> <ul style="list-style-type: none"> • Advise you are from First Security, working on behalf of the Self Isolation Pilot • Confirm you are talking to the correct participant • Advise you are conducting a Welcome Call to ensure they are familiar with the monitoring requirements and confirm the technology works • Advise that compliance monitoring will include regular and random phone-based checks and that it's important that the participant answers these calls otherwise they may be in breach of their self-isolation requirements • Advise that all calls throughout their isolation period will be recorded • Advise that as part of the compliance monitoring process, we will be conducting video calls. Participants will receive a text message asking you to grant access to your camera. Participants need to be aware of their privacy (and that of others they may be isolating with) before providing access to their camera. • Advise that we will also be asking the participant to share their location • Advise the participant that they must agree to doing this when requested to meet their monitoring requirements • Copy and paste the participant's Zyte URL into a browser (Google Chrome works best) • Advise participant you are initiating a video call and that they will receive a text with URL link. They need to click on the link once they receive it • Initiate Zyte call by selecting 'ZYTE CALL VIA TXT' <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>The participant answers the call but is not at their place of self-isolation</td> <td>Let the participant know you will call back. End the call.</td> </tr> <tr> <td>The participant joins the Zyte call</td> <td>Go to step 4.</td> </tr> <tr> <td>The participant experiences technical difficulty / user error that stops them from joining the call</td> <td>Support the participant with troubleshooting, as directed in Zyte.</td> </tr> </tbody> </table>	If...	then...	The participant answers the call but is not at their place of self-isolation	Let the participant know you will call back. End the call.	The participant joins the Zyte call	Go to step 4.	The participant experiences technical difficulty / user error that stops them from joining the call	Support the participant with troubleshooting, as directed in Zyte.	Monitoring / Call Centre Services Agent
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4	<p>Verify participant identity</p> <ul style="list-style-type: none"> • Advise the participant that as part of the compliance check, you need to verify their identity against the image they provided as part of the Self-Isolation Pilot application process • Advise the participant you are going to request that they share their camera which will show their face, as though they are speaking on "Facetime" • Advise participant that they may receive a notification asking them to share their camera. They need to select OK, and allow, when prompted • Confirm that the participant is aware of their privacy (and that of others they may be isolating with) before providing access to their camera • Select 'ROUND TABLE' mode • Verify that the participant's identity is correct by viewing the participant's identity photo <table border="1"> <thead> <tr> <th data-bbox="293 1655 767 1693">If...</th> <th data-bbox="767 1655 1241 1693">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="293 1693 767 1765">The participant's identity can be verified against the provided photo</td> <td data-bbox="767 1693 1241 1765">Go to step 5.</td> </tr> <tr> <td data-bbox="293 1765 767 1998">The participant experiences technical difficulty that stops them from sharing their camera</td> <td data-bbox="767 1765 1241 1998"> <p>Support the participant with troubleshooting, as directed in Zyte.</p> <p>If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'.</p> </td> </tr> </tbody> </table>	If...	then...	The participant's identity can be verified against the provided photo	Go to step 5.	The participant experiences technical difficulty that stops them from sharing their camera	<p>Support the participant with troubleshooting, as directed in Zyte.</p> <p>If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'.</p>	Monitoring / Call Centre Services Agent
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5	<p>Verify GPS location</p> <ul style="list-style-type: none"> • Advise the participant that you need to verify their location, using their phone's GPS location • Advise participant that they will receive a notification asking them to share their location. They need to select OK, and allow, when prompted • Advise participant that their phone location will not be continuously monitored or tracked • Select the 'location button' to request the participant's location • Review the provided self-isolation address in Google Maps • Review the participant's GPS location displayed in Zyte • If required, open the participant's location in Google Maps in a new tab. This will allow you to zoom with more accuracy • Use the 'Measure Distance' feature in Google Maps to confirm the participant's location is within 50 metres of the self-isolation address 	Monitoring / Call Centre Services Agent						

Step	Action	Actor								
	<table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>The GPS location was able to be reviewed</td> <td>Take a snapshot of the participant's location and save it. Go to step 6.</td> </tr> <tr> <td>The participant experiences technical difficulty that stops them from sharing their location</td> <td>Support the participant with troubleshooting, as directed in Zyte. If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'. If the participant is consistently experiencing technical issues, please email the Self Isolation Pilot team to escalate.</td> </tr> <tr> <td>After making multiple requests and advising the participant that failing to share their location means they are not complying with the monitoring requirements and therefore are in breach of their requirements under the pilot, and this will be escalated to the Police... the participant refuses to share their location</td> <td>Conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details. After completing the manual verification process, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.</td> </tr> </tbody> </table> <p><i>Note: Phone GPS technology is not always accurate – if the participant goes near a window this may help.</i></p>	If...	then...	The GPS location was able to be reviewed	Take a snapshot of the participant's location and save it. Go to step 6.	The participant experiences technical difficulty that stops them from sharing their location	Support the participant with troubleshooting, as directed in Zyte. If technical difficulties continue, go to 'Variation 2: Manage manual compliance monitoring'. If the participant is consistently experiencing technical issues, please email the Self Isolation Pilot team to escalate.	After making multiple requests and advising the participant that failing to share their location means they are not complying with the monitoring requirements and therefore are in breach of their requirements under the pilot, and this will be escalated to the Police... the participant refuses to share their location	Conduct manual phone check. Go to 'Variation 2: Manage manual compliance monitoring' step 2 for details. After completing the manual verification process, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.	
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6	<p>Complete secondary location verification</p> <ul style="list-style-type: none"> Request that the participant completes secondary location verification and shows you their self-isolation sign displayed on their front door Confirm that the participant is aware of their privacy (and that of others they may be isolating with) before providing access to their camera. Ask the participant to confirm when they are at the door Select 'Request Camera' when the participant is ready <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>The participant's GPS location is within the vicinity of the self-isolation address and the participant shows the sign on their front door</td> <td>Go to step 8.</td> </tr> <tr> <td>The participant's location is not in the same vicinity as their self-isolation location and the self-isolation sign is not shared</td> <td>Go to step 7.</td> </tr> </tbody> </table>	If...	then...	The participant's GPS location is within the vicinity of the self-isolation address and the participant shows the sign on their front door	Go to step 8.	The participant's location is not in the same vicinity as their self-isolation location and the self-isolation sign is not shared	Go to step 7.	Monitoring / Call Centre Services Agent		
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7	<p>Understand reason for failure Understand from the participant whether they have left their self-isolation location, and why.</p> <table border="1"> <thead> <tr> <th data-bbox="290 1339 767 1379">If...</th> <th data-bbox="767 1339 1240 1379">then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="290 1379 767 1585"> <p>The participant has left their self-isolation location due to an emergency or other approved event</p> </td> <td data-bbox="767 1379 1240 1585"> <p>Go to step 9.</p> <p>Following the call, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.</p> </td> </tr> <tr> <td data-bbox="290 1585 767 1986"> <p>The participant has left their self-isolation location without appropriate explanation (ie. Emergency such as fire)</p> </td> <td data-bbox="767 1585 1240 1986"> <p>Ask the participant where they are located and request that they stay where they are. Let the participant know that you are calling the New Zealand Police who will be dispatched to their location.</p> <p>Call the New Zealand Police on 111, providing the following:</p> <ul style="list-style-type: none"> • Headline (6-8 word summary of what is/has occurred e.g. "A person in COVID-19 self- </td> </tr> </tbody> </table>	If...	then...	<p>The participant has left their self-isolation location due to an emergency or other approved event</p>	<p>Go to step 9.</p> <p>Following the call, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.</p>	<p>The participant has left their self-isolation location without appropriate explanation (ie. Emergency such as fire)</p>	<p>Ask the participant where they are located and request that they stay where they are. Let the participant know that you are calling the New Zealand Police who will be dispatched to their location.</p> <p>Call the New Zealand Police on 111, providing the following:</p> <ul style="list-style-type: none"> • Headline (6-8 word summary of what is/has occurred e.g. "A person in COVID-19 self- 	Monitoring / Call Centre Services Agent
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Step	Action	Actor
	<p>isolation has left their self-isolation location”)</p> <ul style="list-style-type: none"> • Time delay (When did we last hear from the participant?) • Location (where is the participant / where was their last known location?) • On foot/in vehicle (how did they leave [if known]) • Any other relevant information (anything that may assist in locating the person). <p>Following the call, escalate to the Self Isolation Pilot team via the 'On Duty Phone' and advise them of the situation.</p>	
8	<p>Complete welcome call</p> <ul style="list-style-type: none"> • Confirm the participant understands their requirements • Ask participant if they have any questions • Thank participant for their time • Close call • Add outcome tag(s) to the call based on the outcome: <ul style="list-style-type: none"> ○ Outcome: Welcome call completed [WCC] ○ Outcome: Identity verified [IDV] ○ Outcome: Identity check fail [IDF] ○ Outcome: Location verified [LOV] ○ Outcome: Location check fail [LOF] ○ Outcome: Escalated to Police [POL] ○ Outcome: Escalated to Onsite monitoring [EOM] ○ Outcome: Manual check completed [MCC] <p><i>Note: add each tag separately, these are important for reporting purposes</i></p>	Monitoring / Call Centre Services Agent

Variation 2: Manage manual compliance monitoring

When to use

When conducting a ‘Welcome Call’ or managing regular and random compliance monitoring, the participant experiences technical difficulty that stops them from joining the call/sharing their camera/sharing their location. This may be a one-off activity, or the participant may have been assigned ‘manual compliance check’ status, meaning all compliance checks are phone-based checks by one-off spot checks.

Steps

Step	Action	Actor										
1	<p>Make outbound call to participant</p> <p>Locate the participant’s contact details and make an outbound call to the mobile phone number provided.</p> <table border="1"> <thead> <tr> <th>If...</th> <th>then...</th> </tr> </thead> <tbody> <tr> <td>The call is answered</td> <td>Proceed to step 2.</td> </tr> <tr> <td>The 1st call is not answered</td> <td>Wait 15 minutes and try to call the participant again.</td> </tr> <tr> <td>The 2nd call is not answered</td> <td>Wait 15 minutes and try to call the participant again.</td> </tr> <tr> <td>The 3rd call is not answered</td> <td>Using existing procedures, escalate to the Escalation and Onsite Monitoring Team advising that you have not been able to contact the Self Isolation Pilot participant. A contactless self-isolation location check must be completed. Refer to the ‘Manage Compliance Exceptions’ standard operating procedure for more information.</td> </tr> </tbody> </table> <p><i>Note: Contact details for participants are located within the compliance monitoring spreadsheet located within the ‘Self Isolation Pilot Monitoring – First Security’ Microsoft Teams site.</i></p>	If...	then...	The call is answered	Proceed to step 2.	The 1 st call is not answered	Wait 15 minutes and try to call the participant again.	The 2 nd call is not answered	Wait 15 minutes and try to call the participant again.	The 3 rd call is not answered	Using existing procedures, escalate to the Escalation and Onsite Monitoring Team advising that you have not been able to contact the Self Isolation Pilot participant. A contactless self-isolation location check must be completed. Refer to the ‘Manage Compliance Exceptions’ standard operating procedure for more information.	Monitoring / Call Centre Services Agent
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2	<p>Complete manual compliance check</p> <ul style="list-style-type: none"> • Ask the participant to confirm that they are at their agreed self-isolation location • Ask the participant to confirm that they have not left their self-isolation location • Ask the participant to confirm that they have not had any unauthorised persons enter their self-isolation location 	Monitoring / Call Centre Services Agent										

**MANAGED ISOLATION
AND QUARANTINE**

Step	Action	Actor
3	End call <ul style="list-style-type: none">• Thank participant for their time• Close call	Monitoring / Call Centre Services Agent
4	Deploy onsite and monitoring staff for contactless self-isolation check <ul style="list-style-type: none">• Using existing procedures, escalate to the Escalation and Onsite Monitoring Team requesting that a 'spot check' is completed. A contactless self-isolation location check must be completed. Refer to the 'Manage Compliance Exceptions' standard operating procedure for more information.	Monitoring / Call Centre Services Agent

RELEASED UNDER THE
OFFICIAL INFORMATION ACT

Appendix A – Process map large format

