CRITICAL INCIDENT MANAGEMENT PLAN
Premises Lockdown

Incident:

- Premises Lockdown

Guiding principles:

- Critical Incidents take precedence
- Delegate functions and duties
- Put people first
- Always be professional and ethical
- Work logically through your Critical Incident Plan
- Be proactive, not reactive
- Deal only in the facts, keep an open mind, never assume anything
- Document everything, including time, date, place
- Consider preservation of your brand

Your Initial Action (first ten minutes)

- Make written notes of the conversation with Police including a contact name and direct contact phone number
- Ensure the circumstances and specifics of the request are fully understood
- Appoint one person as your second in charge (2 I/C)
- Notify your Managers / Team Leaders of the request first
- Delegate Managers / Team Leaders to issue clear instructions to staff -
    - not to exit the building
    - secure external premises entry / exits
    - stop staff working
    - shut down machinery
    - notify their staff of the situation
    - record total number of staff present
    - identify staff not on site
- Call Police and advise lockdown has been completed and number of people inside the premises

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Your Further Action (30 minutes)

- Re-check all entry / exit points to the premises are secured
- Communicate by telephone with neighbouring businesses to ensure they received the lockdown request
- Instruct Manager's to contact **staff off site** and tell them to remain away from the premises until further notice
- Appoint a Senior Manager as a point of contact with Police
- Keep all premises and business mobile phone lines open for contact from Police
- Divide the staff into small groups
- Direct staff to remove earmuffs, earbuds, airpods, and speak quietly
- Spread groups throughout the premises
- Keep everyone away from windows and doors with windows
- **Do not** have all staff in one location
- Advise staff that if the premises is forcefully entered by Police, to lie face down on the floor (offenders typically remain standing)
- Immobilise any vehicles inside the premises
- Arrange for staff to contact family / carers and tell them to remain away from the premises until further notice
- Appoint a staff member to monitor the radio for news updates
- Formulate and communicate a premises exit plan to all staff
- Arrange for staff to contact any appointments expected to visit the premises and tell them to remain away from the premises until further notice
- Consider using social media to advise the premises is closed

Human Resource Considerations

- Keep staff regularly updated with all necessary information
- Be mindful some staff may experience varying levels of concern and anxiety
- Check that staff have been able to contact family and carers
- Consider staff comfort and warmth
- In the event of a prolonged lockdown staff will need –
    - access to onsite food, water, and personal medications
    - onsite mobile phones
- Consider using any food held onsite in an emergency kit
- Offer to provide specialist assistance to those adversely affected after the event

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Business Continuity

- Staff must stop work, turn off all machines and eliminate other noise
- The environment must be quiet to allow for easy and effective communication
- Seek Police clearance to resume operations
- Plan for some lost productivity
- Communicate with all customers who might be affected
- Consider the need to redistribute staff resources
- Hold a formal debrief to identify improvements in the lockdown procedure
- Include improvements into your lockdown procedure
- Consider business interruption insurance claim

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Your Business Information Resources:

- Mastercraft National Support Office

  Kevin Belz 0294 772 524

  Dave Wilson 021 246 4944

  Luke Boustridge 027 5722 493

  Mitchell Laverick 021 0233 7601

  Kylie Teague 021 778 809

- Ministry of Health

  https://www.health.govt.nz/our-work/emergency-management/pandemics

- Worksafe

  https://www.govt.nz/organisations/worksafe-new-zealand/

- Ministry of Business, Innovation and Employment

  https://www.employment.govt.nz/

- Employment Act 2000

  www.employment.govt.nz/about/employment-law/legislation/

- Employment Relations Authority

  www.era.govt.nz

- Mental Health

  https://www.mentalhealth.org.nz

- Business NZ

  https://www.business.govt.nz

- Work and Income

- https://workandincome.govt.nz

- Immigration NZ

  https://www.immigration.govt.nz

- Employers and Manufacturers Association

  https://www.ema.co.nz/Pages/Home.aspx

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