



Omana Luxury Villa

Health and Safety Procedure

Address: 379D Gordons road - 1971 Waiheke Island, New Zealand
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Health and Safety Policy

Section A: Our Commitment

At Omana Luxury Villa, we are unwavering in our commitment to the safety and well-being of our guests, contractors, staff, and all individuals present on our premises.

Our primary objective is to maintain a secure environment where accidents and injuries are prevented. Safety has been an integral consideration from the very design of our property, and we have taken several measures to ensure the health and safety of all stakeholders. Below are key areas where safety has been incorporated into our property.

Infrastructure

- All car parks and footpaths are constructed with concrete or non-slip wood to prevent slips and trips.
- Illumination is provided throughout car parks and footpaths, with motion detectors to ensure visibility during all hours.
- Stairs equipped with balustrades are installed to maintain safe and manageable gradients.
- Step Ladders are available in each villa to safely access high storage units.
- Ample sunlight and airflow have been included in the design to create a healthy living environment.
- Fixtures such as paintings and headboards are securely fastened to high safety standards.

Fire Safety

- Smoke detectors are installed in each villa, featuring an industrial battery backup system to ensure functionality during power outages.
- In cases of prolonged power outages exceeding eight (8) hours, emergency lighting is powered by an industrial battery system charged via solar panels.
- All villas are equipped with alarm systems for immediate response to emergencies.
- An established emergency evacuation procedure and designated assembly point are clearly indicated near the front door, adjacent to the alarm keypad.
- Fire extinguishers are easily accessible in the cupboard under the sink in all villas.
- Guest First Aid kits are provided in the kitchenette cupboards of each villa.

General Safety Measures

- All indoor surfaces are designed to be slip-resistant to prevent accidents.
- Smoking or vaping is strictly prohibited on our premises to maintain air quality and fire safety.

- Security cameras are strategically placed throughout the site to enhance safety and deter potential threats. While these cameras are not actively monitored, they are available for review if necessary.
- Our electronic front door access system maintains records of all entries into each villa, ensuring secure and monitored access.

To ensure the health and safety of all individuals at Omana Luxury Villa, we encourage everyone to:

- Take reasonable care for their own health and safety.
- Ensure that their actions do not adversely affect the health and safety of others.
- Follow all instructions and read safety notices pertaining to the property.
- Promptly report accidents and near misses to designated personnel.

We are committed to:

- Identifying and mitigating risks to prevent harm.
- Investigating incidents and injuries to prevent recurrence.
- Maintaining an Accident/Incident Register to record and learn from accidents and near misses.
- Communicating hazards and risks on the property.
- Continuously improving our health and safety systems.

Section B: Owner and Team well-being

At Omana Luxury Villa, we recognize that the well-being of our owners and the entire Omana team is essential to maintaining the high standards of our luxury service. We are dedicated to creating a work environment that promotes mental and physical health, understanding that a well-cared-for team ensures a well-cared-for guest experience.

Owner and Team well-being initiatives

Regular check-ins: Management will conduct regular well-being check-ins with all team members, providing a safe space to voice concerns related to work stress or fatigue.

Work-life balance: We will strive to support a healthy work-life balance through flexible scheduling, allowing our team to manage personal commitments and reduce stress.

Physical health programs: We encourage our team to practice physical wellness activities, such as walking in nature, yoga or fitness sessions, which can reduce the physical strain associated with hospitality work.

Mental health support: One of the arms of support available is Activate Tāmaki Makaurau's First Steps Programme. This platform supports the health and wellbeing of business leaders, managers and their teams. There are free assessment tools, resources and content available at <https://wellbeing.firststeps.nz/>.

A rested team: To combat fatigue, we will ensure that all staff members receive adequate rest periods between shifts, complying with labour regulations and best practice standards.

Section C: Our Processes

1. Risk and hazard identification

- Risk and hazard identification is conducted annually and on an ad hoc basis as incidents/accidents are reported.
- Any incidents or accidents reported are documented and thoroughly investigated by Omana Luxury Villa.
- Detailed records of all incidents and accidents are maintained (please refer to Section D for more details).
- Appropriate actions are taken for all identified risks and hazards, as well as any incidents and accidents.

2. PCBU (Persons Conducting Business or Undertaking)

Cobus Scholtz and Silmara Scholtz, Directors of Omana Luxury Villa, oversee health and safety procedures and responsibilities.

3. First Aid kits

Guest First Aid Kits are available in each villa, located in the cupboard under the sink in the kitchenette.

These kits are checked after each guest's departure to ensure all items are present and in good condition.

Silmara Scholtz, a Director of Omana Luxury Villa, completed the Online Comprehensive First Aid Course by the New Zealand Red Cross on 30/11/2023.

Read below the instructions on what to do in an emergency.

Controlling bleeding

1. Apply direct pressure to the wound – use your hand(s) and wear gloves.
2. Raise the limb.
3. Apply a pad and firm bandage – use clean rags or clothing, if necessary.

Remember:

- Always check circulation below the bandage.
- If there is tingling, numbness or blueness, loosen the bandage.

Foreign bodies (objects) in the eye(s)

1. Wash the eye(s) with clean, cool water.

2. If the foreign body is stuck to the eye surface, do not attempt to remove it.
3. Place a covering over both eyes and send for, or take the person to, medical aid.

Poisoning

Seek medical advice, call the poison centre or call an ambulance by dialling **111**.

Remember:

- Do not make the person vomit without advice from a medical professional.
- Do not give fluids without advice from a medical professional.

Chemicals in the eye(s)

1. Wash the eye(s) with clean, cool water for at least 15 minutes.
2. Wash outwards from near the nose and always wash under the upper eyelid.
3. Send for, or take the person to, medical aid.

Exposure to gas or vapours

1. Take the patient to fresh air.
2. Keep them calm and make sure they are comfortable.
3. Seek medical help.

Breathing difficulties

1. If a person is breathing but unconscious, turn them onto their side.
2. Clear their airway from obstructions, such as their tongue or vomit.
3. Seek medical help.

Burns

1. Cool the burnt area with cool water for 10–15 minutes.
2. If necessary, cover the burn with a clean dressing or plastic wrap before taking the person to medical aid.

Remember:

- Do not burst blisters.
- Do not remove clothing that is stuck.
- Do not apply creams.

Minor wounds

1. Clean the wound with soap and water.
2. Cover it lightly with a clean dressing.
3. Seek medical help, if necessary.

Chemical burns

1. Protect yourself from the substance and avoid contact with your skin and eyes.

2. Remove any contaminated clothing.
3. Brush off dry chemicals and flush liquids from the skin using cool, running water for 15 minutes or more. Flush or wash skin after brushing off dry chemicals to remove any remaining particles.
4. Treat for shock if the patient looks faint or pale or has shallow, rapid breathing.
5. Wrap the area with a dry, sterile dressing or a clean cloth.
6. Protect the burn from pressure and friction.
7. If the skin has blisters, or if there is an overall body reaction, get medical help immediately.

4. Food Safety

Omana Luxury Villa is classified as a low-risk business under the Food Act.

5. Emergency Contact

- In case of an emergency, call **111**.
- Notify the Duty Manager immediately at **+64 21 502 335**.

The guests' contact details are stored in Preno, our booking system.

- Guests receive emails and WhatsApp messages with Omana Luxury Villa's contact details.
- Omana Luxury Villa's staff members can be easily contacted in case of an emergency.

6. Earthquakes

- If you experience an earthquake, take cover (under a doorway or table), cover your head and neck with your arms, and hold on until the earthquake has finished.
- Gather at the designated assembly point as per the evacuation procedure.
- Be cautious when leaving a building after an earthquake, as there may be falling debris.

7. Tsunami Warning

- Omana Luxury Villa is notified by local civil defence authorities via text message of any Tsunami warnings.
- Guests on-site are promptly notified via mobile/WhatsApp in case of a Tsunami warning.
- In the event of a Tsunami warning, guests are advised to stay in their villa or gather at the designated assembly point following the evacuation procedure.

8. Cyclone Warning

In case of a cyclone warning, the Duty Manager will secure, or move indoors, all items that could get blown about and cause harm in strong winds.

- Close windows, and external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the villa.
- Avoid bathtubs, water taps, and sinks. Metal pipes and plumbing can conduct electricity if struck by lightning. Use your water from your emergency supplies.
- Don't walk around outside and avoid driving unless absolutely necessary.
- Power cuts are possible in severe weather. Unplug small appliances which may be affected by electrical power surges. If power is lost unplug major appliances to reduce the power surge and possible damage when power is restored.

9. Fire Evacuation Procedure

This procedure applies to all occupants at Omana Luxury Villa, including guests in Villa Serenity, Villa Haven, Villa Joy, and Villa Surrender.

Notification of Fire

- If you discover a fire, activate the nearest fire alarm immediately.
- Call the local emergency services at **111** and provide them with the address: 3379D Gordons Road, Waiheke Island 1971.

Immediate Response

Upon hearing the fire alarm, all occupants are to stop their current activities and prepare to evacuate.

Evacuation Plan

- Guests and staff in Villa Serenity should exit through the main door and turn left, following the path towards Gordons Road.
- Occupants of Villa Haven, Villa Joy and Surrender must exit their respective villas and turn left.
- Everyone should exit paths leading to the primary evacuation route towards Gordons Road.

Assembly Point

Once out of the building, all guests and staff must proceed to the designated Assembly Point marked on the map, located outside the property by Gordons Road.

Make sure that you move well away from the building and do not block the emergency services.



Headcounts

Once at the Assembly Point, a designated staff member should perform a headcount to ensure that all guests and personnel are accounted for.

The Villa manager or the senior staff member present will coordinate with emergency services upon their arrival.

Contact emergency services

Call emergency services by dialling **111**, and ask for Fire. Tell the operator what is involved in the fire.

Guests with special requirements

Special assistance should be provided for disabled people and anyone who requires additional help during evacuation.

Do not re-enter

Under no circumstances should anyone re-enter the building until the fire department has declared it safe to do so.

Training

Staff should receive training to assist in the evacuation process.

Documentation

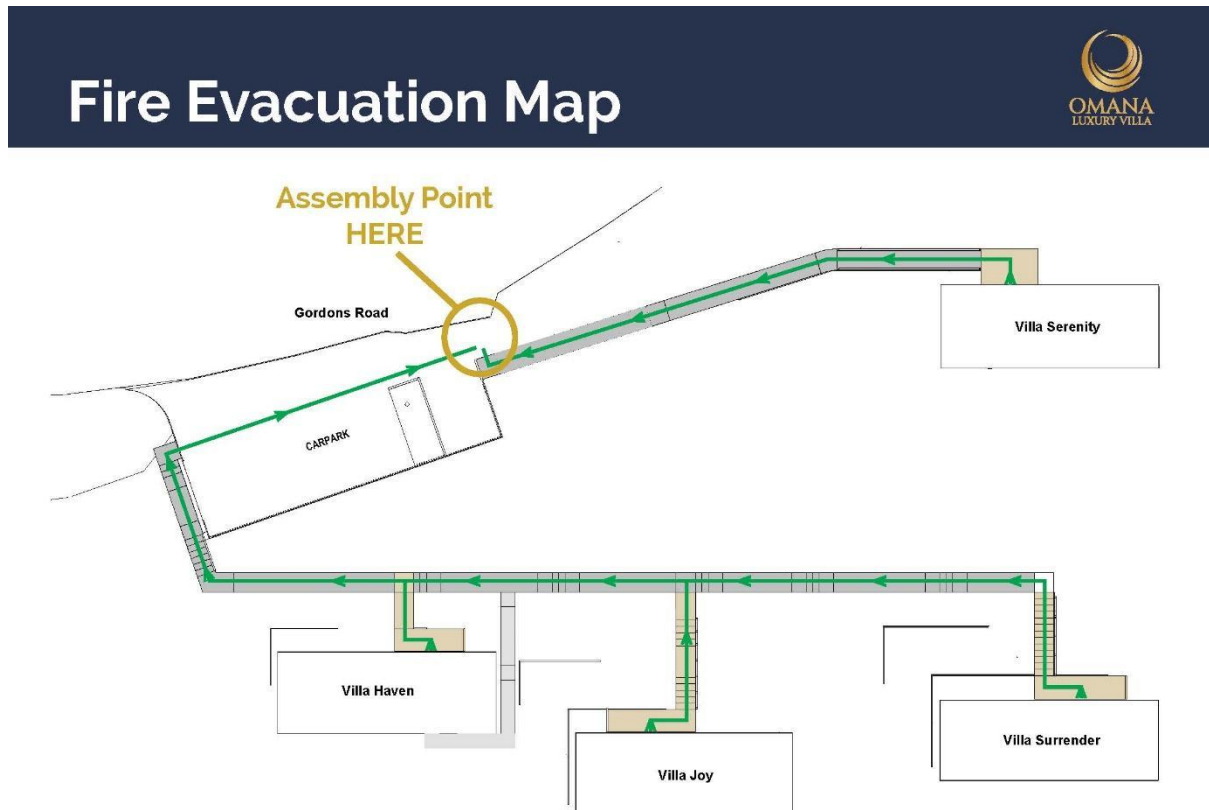
Keep records of all training sessions, including dates and participation details.

After the event, complete an incident report and review the effectiveness of the emergency plan.

If necessary, replace used fire extinguishers.

Review

This procedure should be reviewed annually or whenever there are significant changes to the building layout or emergency exits.



10. Monitoring and responding to suspicious behaviour

Drug Awareness

The Operation Manager should remain vigilant for signs of drug use or suspicious behaviour by guests.

If anyone encounters guests displaying unusual behaviour, they should report it to the Operation Manager straight away.

- Guests who appear to be under the influence of drugs.
- Frequent visitors or vehicles coming and going without permission.
- Guests keeping curtains closed or refusing access to staff.
- Guests exhibiting poor eye contact or acting evasively.
- Guests wearing clothing or using vehicles that do not align with the typical client base.
- Guests maintaining abnormal hours of coming and going.

Booking and identification

Omana Luxury Villa does not accept cash for bookings.

Identification is required from guests during the booking process. This identification may include a valid government-issued photo ID, passport, or driving licence.

Addressing suspicious behaviour

If staff feel threatened or believe that the situation poses a risk to their safety or the safety of other guests, they have the right to ask the guest to leave the property immediately.

Reporting

Staff should promptly report any observed suspicious behaviour, rule violations, or instances where guests are asked to leave to the Operation Manager

Follow-up

The property manager will investigate reported incidents and take appropriate action as necessary to ensure the safety and security of the property and its guests.

11. COVID-19 Safety and Response procedure

Purpose

To minimize the risk of COVID-19 transmission among guests, staff, and contractors at Omana Luxury Villa and to ensure a safe environment for all.

Scope

This procedure applies to all staff, contractors, and guests at Omana Luxury Villa.

Procedure

Vaccination Compliance

Confirm that all owner-operators are fully vaccinated in line with Government guidelines.

Social Distancing and PPE

Maintain a minimum of two (2) meters distance from guests at all times.

Masks are to be worn upon guest arrival and during all interactions.

Masks and gloves are available on the property and should be used as necessary.

Contact details recording

Record at least two forms of contact details from each guest for potential contact tracing.

Suspected cases

If anyone is suspected of having COVID-19, they must remain isolated in their accommodation.

Immediately contact Healthline at 0800 358 5453 for instructions.

Hygiene practices

Practice rigorous hygiene measures including:

- a. Hand washing for 20 seconds.
- b. Not touching faces.
- c. Coughing/sneezing into elbows.
- d. Regular cleaning of surfaces with antiviral agents.

Adherence to current COVID-19 alert levels

Comply with the official COVID-19 alert level operating in the area, respecting guest space and social gathering restrictions.

Symptom Protocol

If any staff member or guest develops cold, flu, or COVID-19 symptoms, they must stay away from others and contact a doctor or Healthline at 0800 358 5453 for testing advice.

Documentation

Keep a record of all procedures followed, including guest contact details, and any incidents of suspected COVID-19 cases.

Review

Regularly review and update the procedure in line with the latest Government health guidelines and recommendations.

Note: On 15 August 2023, the Government ended remaining COVID-19 public health measures. It did this because the COVID-19 risk is low compared with other periods of the epidemic and the level of COVID-related hospitalisations has stabilised.

12. Compliance with legislation

Omana Luxury Villa will comply with all applicable health and safety legislation and regulations. We ensure the following:

- Stay updated on changes in health and safety laws and regulations.
- Monitor compliance with legal requirements and take necessary actions to address any non-compliance.

This policy outlines our commitment to complying with the Health and Safety at Work Act 2015 (HSWA) requirements and promoting a culture of safety within our organisation.

Section D: Health and Safety documentation

Objective

This procedure outlines the documentation requirements for addressing accidents, injuries, and incidents at Omana Luxury Villa to ensure the safety and well-being of our guests, contractors, staff, and other individuals.

Responsibilities

All staff members and contractors must report and document any accidents, injuries, or incidents immediately, in accordance with the guidelines established in this procedure. Additionally, we invite our guests to report any such occurrences should they happen.

Procedure

Immediate Response: In the event of an accident or injury, immediate action should be taken to address the situation and provide necessary assistance and medical attention, if required. Ensure the safety of the injured party and others in the vicinity.

Accident or Injury documentation

- a. **Accidents Resulting in Injury:** If an accident results in an injury, complete a notification document for the accident. This document will capture essential information related to the incident.
- b. **Accident & Incident Register:** For incidents that do not result in injury but have the potential to cause harm, they should be documented in the Accident & Incident Register. This register is used to record incidents that could have resulted in injury under different circumstances.

Worksafe Notification (Serious Harm Accident): In the case of a serious harm accident, which includes death, permanent loss of bodily function, severe temporary loss of bodily function, amputation, burns requiring specialist referral, loss of consciousness, acute illness from substance absorption, inhalation, or ingestion, or any harm leading to hospitalization for forty-eight (48) hours or more, Worksafe must be notified within five (5) working days as required by law. The Worksafe notification form will be used for this purpose.

Definitions

Accident: An event resulting in harm, personal injury, or illness affecting employees, visitors, contractors, suppliers, and tradespeople engaged by Omana Luxury Villa.

Serious Harm Accident: Includes severe injuries, burns, amputations, loss of consciousness, acute illness from substance exposure, and any harm leading to hospitalization for forty-eight (48) hours or more.

Incident: An event that could have caused harm or personal injury under different circumstances, including potential illnesses and diseases.

Record keeping

All accident, injury, and incident documentation will be securely maintained and stored by Omana Luxury Villa as part of our commitment to health and safety.

Review and Updates

This procedure will be reviewed periodically to ensure its effectiveness and compliance with relevant health and safety regulations.

FORM OF REGISTER OR NOTIFICATION OF CIRCUMSTANCES OF ACCIDENT OR SERIOUS HARM

Required for section 25(1), (1A), (1B), and (3)(b) of the Health and Safety in Employment Act 1992. For non-injury accident, complete questions 1, 2, 3, 9, 10, 11, 14 and 15 as applicable.



1. Particulars of employer, self-employed person or principal: (business name, postal address and telephone number)

2. The person reporting is:

☐ an employer ☐ a principal ☐ a self-employed person

3. Location of place of work:

(shop, shed, unit nos., floor, building, street nos. and names, locality/ suburb, or details of vehicle, ship or aircraft)

4. Personal data of injured person:

Name:

Residential address:

Date of birth: DD / MM / YEAR Sex: (M/F)

5. Occupation or job title of injured person: (employees and self-employed persons only)

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6. The injured person is:

☐ an employer ☐ a contractor (self-employed person)
☐ self ☐ other

7. Period of employment of injured person: (employees only)

☐ 1st week ☐ 1st month ☐ 1-6 months
☐ 6 months-1 year ☐ 1-5 years ☐ Over 5 years
☐ non-employee

8. Treatment of injury:

☐ None ☐ First aid only
☐ Doctor but no hospitalisation ☐ Hospitalisation

9. Time and date of accident/serious harm:

Time: (am/pm)

Date: DD / MM / YEAR

Shift: ☐ Day ☐ Afternoon ☐ Night

Hours worked since arrival at work:
(employees and self-employed persons only)

10. Mechanism of accident/ serious harm:

☐ fall, trip or slip ☐ heat, radiation or energy
☐ hitting objects with part of the body
☐ biological factors ☐ sound or pressure
☐ chemicals or other substances ☐ mental stress
☐ being hit by moving objects ☐ body stressing

11. Agency of accident/ serious harm:

☐ machinery or (mainly) fixed plant
☐ mobile plant or transport
☐ powered equipment, tool, or appliance
☐ non-powered handtool, appliance, or equipment
☐ chemical or chemical product
☐ material or substance
☐ environmental exposure (eg dust, gas)
☐ animal, human or biological agency
(other than bacteria or virus)
☐ bacteria or virus

WORKSAFE NEW ZEALAND

Email: seriousharm.notification@worksafe.govt.nz Fax: 09 984 4115
Phone: 0800 030 040 Post: PO Box 165, Wellington, 6140

☐ head ☐ neck ☐ trunk ☐ upper limb

☐ lower limb ☐ multiple locations

☐ systemic internal organs

- ☐ fatal
- ☐ fracture of spine
- ☐ other fracture
- ☐ dislocation
- ☐ sprain or strain
- ☐ head injury
- ☐ internal injury of trunk
- ☐ amputation, including eye
- ☐ open wound
- ☐ superficial injury
- ☐ bruising or crushing
- ☐ foreign body
- ☐ burns
- ☐ nerves or spinal chord
- ☐ puncture wound
- ☐ poisoning or toxic effects
- ☐ multiple injuries
- ☐ damage to artificial aid
- ☐ disease, nervous system
- ☐ disease, musculoskeletal system
- ☐ disease, skin
- ☐ disease, digestive system
- ☐ disease, infectious or parasitic
- ☐ disease, respiratory system
- ☐ disease, circulatory system
- ☐ tumour (malignant or benign)
- ☐ mental disorder

(a) Has an investigation been carried out? ☐ yes ☐ no

(b) Was a significant hazard involved? ☐ yes ☐ no

Signature:

Date: DD / MM / YEAR

Name:

(capitals)

Position:

(capitals)

NEW ZEALAND RED CROSS IS
ACCREDITED BY THE NEW ZEALAND
QUALIFICATIONS AUTHORITY UNDER
THE PROVISIONS OF THE EDUCATION
ACT 1989 TO PROVIDE EDUCATION
AND TRAINING WHICH MEETS THE
REQUIREMENTS OF THE EDUCATION
AMENDMENT ACT 2011.



NEW ZEALAND
RED CROSS
RĀPEKA WHERO AOTEAROA

THIS IS TO CERTIFY THAT

Silmara Aparecida Theodes Scholtz

has completed a

Online Comprehensive First Aid Course

And has met:

- the qualifying standards of the New Zealand Red Cross
- the CPR requirements of the New Zealand Resuscitation Council
- the requirements for NZQA Unit Standards 6402, 6401, 6400

AUTHORISED BY

DATE

30/11/23

VALID FOR TWO YEARS FROM DATE OF ISSUE.

 NEW ZEALAND RED CROSS RĀPEKA WHERO AOTEAROA	THIS IS TO CERTIFY THAT
	Silmara Aparecida
	has completed a
	Online Comprehensive First Aid Course
	AUTHORISED BY 
DATE	30/11/23
VALID FOR TWO YEARS FROM DATE OF ISSUE..	