



FearFree Programme Portfolio

**Government,
Local Government
& Corporate**



fearfree
safety / security / resilience
www.fearfree.co.nz

Why FearFree training?

FearFree offers a unique range of learning and training opportunities specifically designed for Government, local government and corporate clients.

Since 2009, FearFree has first-hand experience, expertise and detailed knowledge of the challenges faced by managers and staff in promoting H&S within Australasian workplaces. With the Christchurch incident, there is no better time than now to provide cost effective risk mitigation training measures for your team.

To ensure high quality courses and workshops with relevance of offerings, FearFree only employs experienced and qualified facilitators, all being former Police or Intelligence service and many with operational United Nations experience, which gives indispensable and unmatched quality.

Contact us:
info@fearfree.co.nz



Why FearFree Consulting?

FearFree is New Zealand's premier safety and security consultancy. For the last 11 years FearFree has provided safety and security reviews, recommendations and policy and procedure for central and local government bodies, as well as organisations in the private sector, and NGO's in New Zealand and Australia.

FearFree consulting and training team boasts a combined 200 years plus experience at the highest levels of the NZ Police and training from the United Nations staff college. FearFree expertise in protective security practice is unparalleled in New Zealand.

How we can help:

- ▶ Lock down policy, procedure and practice
- ▶ Counter terrorism measures
- ▶ Review of your current security arrangements
- ▶ Provide international best practice guidance
- ▶ Security risk management planning



Who we are...

Based in Auckland, FearFree is the preferred provider of training and consultancy for a growing number of organisations. Our main purpose is to increase the operational effectiveness of our clients. We conduct a variety of learning and training activities, many held at the client's location, reducing downtime and ensuring better attendance by participants.

You are in good hands - all our team are fully licensed with the New Zealand Ministry of Justice.

We are also members of the All of Government (AOG) panel for operational risk.



How we can help:

- ▶ **Safety & Security Consulting**
- ▶ **Safety & Security Training**
- ▶ **Bespoke training just for your team**



Our Face-to-Face Courses and Workshops at a glance

Staff Security Awareness

FearFree has a suite of 5 face-to-face training modules to heighten the security awareness of all staff in your organization. We know this subject can be scary at times, and that is why we recommend face to face training where our experienced trainers can discuss staff concerns.

- ❑ Staff security - observation skills
- ❑ Staff basic terrorism awareness
- ❑ Workplace active shooter/lock down
- ❑ Staff security - managing suspicious mail and bomb threat
- ❑ Basic security risk management

Customers & Conflict

FearFree's most popular and award finalist courses. Our focus is on keeping people safe. We practice situational awareness along with non-confrontation and de-escalation soft skills to keep people from getting into trouble and to get them out quickly when it occurs. Self-defence skills prepare people for the worst and give staff self-confidence.

- ❑ Customer Conflict Awareness & De-escalation for Office-based Staff
- ❑ Personal Safety and Self-Defence for Field Staff



Compliance

Our staff are supremely experienced in the investigative arts.

Connecting investigative arts to our training on situational awareness and interpersonal skills, we offer the complete training package for compliance officers from basic to advanced levels.

FearFree offers bespoke compliance training based on your organisational requirements. We teach investigation skills, intelligence and evidence gathering, interviewing and statement taking skills: a comprehensive package increasing the capabilities of your staff and organisation.

- ❑ **Warranted/Compliance/Enforcement Officer - Basic**
- ❑ **Warranted/Compliance/Enforcement Officer**
- ❑ **Advanced Interviewing, Statement Taking and Evidence Collection for Enforcement**
- ❑ **Intelligence Courses**

Bespoke Workshops

- ▶ **International Travel Safety**
- ▶ **Cultural Awareness Workshop**
- ▶ **Crisis Management Essentials for Managers and Supervisors**



Staff Security Awareness - Counter Terrorism

Staff Security Awareness - Observation Skills

Like everything the only way to improve this skill is to actively practice.

Look around yourself now, what do you see? Have you noticed what the person sitting next to you is wearing? What about a person on the other side of the room?

Target Audience

Suitable for all staff members.

Duration

90 min.

Content

- ✓ Gain critical insight into the techniques used by enforcement officers to readily identify possible security situations.
- ✓ Find out what to do and how to act when you have detected suspicious behaviour.



Staff Basic Terrorism Awareness

The threat of terrorism is a very real possibility for New Zealand. Just like any other workplace risk, it requires managers to mitigate and prepare.

This workshop outlines what the risk really is.

Target Audience

Suitable for all staff members.

Duration

90 min.

Content

- ✓ Define terrorism.
- ✓ How a terror cell operates.
- ✓ Lone wolf.
- ✓ Detection.
- ✓ How to report.
- ✓ How to react.

Workplace Active Shooter Awareness

Staff must be prepared both mentally and physically to deal with an active shooter situation. FearFree offers specialised training packages on active shooter situations for both general staff and managers. In addition, FearFree offers a full range of consulting on this topic, from conducting site assessments to evaluating and/or writing policy and procedures for active shooter situations.

Target Audience

Suitable for all staff members.

Duration

60 min.

Content

- ✓ Recognise characteristics of both an Active Shooter and an Active Shooter Incident.
- ✓ Understand actions to take to prepare and prevent potential Active Shooter Incidents.
- ✓ Learn actions you should take when confronted with an Active Shooter Incident.
- ✓ Learn actions to take when responding to Police/Tactical forces.
- ✓ Overview of your lock down process.

Staff Security - Bomb Threat and Suspicious Mail/Courier Procedures

Would your team know what to do if they received a bomb threat or a suspicious courier package to your front counter or mail room?

Target Audience

Suitable for all staff, important for frontline and mail room.

Duration

90 min.

Content

- ✓ What to look out for.
- ✓ How to react and what to do.
- ✓ How to preserve evidence.
- ✓ Different types of threats.

Basic Security Risk Management

This course is designed for managers who have been assigned the security portfolio for their organisation. It is a foundation course building knowledge and experience.

Target Audience

- Managers.
- Supervisors.
- Facility Managers.
- Health and safety managers.
- Human resources management.

Duration

3 hours.

Content

- ✓ What is a security risk.
- ✓ Levels of risk.
- ✓ What is the NZ Government protective security requirement (PSR).
- ✓ What does security policy and procedure look like.
- ✓ How do we deter, detect and deny.



Customers & Conflict

Customer Conflict Awareness for Office Based Staff

Our most popular workshop and Health and Safety Awards 2013 finalist. Frontline staff who deal with members of the public need adequate skills to deal with difficult, angry or unwell people. Our Customer Conflict Awareness Course teaches these skills. It is based around sound decision making and a non-confrontational approach. De-escalation skills are at the fore: your staff's safety is paramount to us.

We also teach some basic self-defence moves as a last resort. Robbery safety for cash handling staff can also be included.

Target Audience

All face-to-face operational team members.

Duration

3 hours.

Content

- ✓ NZ law in relation to workplace violence.
- ✓ De-escalation techniques.
- ✓ Break free from harm moves.
- ✓ Robbery safety (optional).

When and where?

Course conducted at client's location when required.

Personal Safety and Self Defence for Field Staff

Do your staff work unusual hours or work in isolation? Preparation is the key to field staff safety, being aware of where you are going and knowing how to approach - even how and where to park. This workshop looks at how to develop situational awareness and take advantage of key warning signs that trouble is on its way. Should you need to escape from harm we show you some basic law enforcement defence moves.

Target Audience

Lone workers, field staff.

Duration

Full day.

Content

- ✓ Situational awareness
- ✓ Tips and tricks to use if confronted.
- ✓ Body language warning signs of trouble.
- ✓ Self-defence moves to break away from trouble.

When and where?

Course conducted at client's location when required.

Compliance

Warranted/Compliance/ Enforcement Officer - Basic

This course is designed for new enforcement and compliance officers to safely carry out their duties. It is a foundation course building knowledge and experience in the complicated world of inspections and warrants. Learn what a warrant entails, understand the law surrounding warrants and its implications, and how to use warrants in a safe manner by working on soft skills and situational awareness.

Target Audience

Warrant card holders, enforcement & compliance officers.

Duration

One day.

Content

- ✓ NZ law in relation to their duties.
- ✓ De-escalation techniques.
- ✓ Break free from harm moves.
- ✓ Basic risk assessments have detected suspicious behaviour.

When and where?

Course conducted at client's location when required.

Warranted/Compliance/ Enforcement Officer - Advanced

Further to the basic course, this course is for the more experienced level of compliance enforcement officer. The two-day workshop looks specifically at the laws and bylaws that compliance officers operate within and enforce, and goes in depth into interviewing and gathering evidence in preparing cases that can be taken to court.

Target Audience

Warranted officers, enforcement and compliance officers, managers and supervisors.

Duration

Two days in total.

Content

- ✓ Specific law and bylaws
- ✓ Risk assessments
- ✓ Interviewing

When and where?

Course conducted at client's location when required.

Interviewing, Statement Taking and Evidence Collection

for Warranted/Compliance/Enforcement Officers

Successful compliance and enforcement is reliant on successful evidence gathering. This course focuses on successfully putting together a file from which enforcement can be initiated. Interviewing, statement taking, and evidence gathering techniques are practiced and officers can gain practice giving evidence from people with court experience.

Target Audience

Warranted, enforcement and compliance officers. Managers and supervisors.

Duration

Two days in total.

Content

- ✓ Learn the international recognised 'PEACE' method of interviewing.
- ✓ NZ law in relation to interviews, statements and evidence.
- ✓ Case studies.
- ✓ Role play and scenarios.
- ✓ Court procedures.

When and where?

Workshop conducted at client's location as required.

Intelligence Courses

Information does not mean intelligence: information needs to be sorted, classified and retrievable before it becomes intelligence. Access to good intelligence helps organisations better plan, identify and coordinate responses to issues and problems. Learn about the basics of intelligence gathering and how good intelligence can contribute to a better prepared organisation on this course.

Target Audience

Compliance, law enforcement, central and local government.

Duration

Basic intelligence course: one day.

Intermediate intelligence course: two days.

Content

- ✓ Intelligence analysis process
- ✓ Legislation
- ✓ Privacy Act 1993
- ✓ Types of intelligence
- ✓ Methods disseminating Intelligence
- ✓ Re-evaluation steps
- ✓ Collation process

When and where?

Course conducted at client's location when required.

Others

International Travel Safety

So many basic security and safety situations can be avoided when you travel overseas with a little training. Before your group leaves home, why not have one of our team provide a tailor-made briefing on your exact destination.

Target Audience

Corporates, groups, sports teams and schools.

Duration

Low risk travel briefing: half day.

High risk travel briefing: full day.

Content

- ✓ Destination briefing.
- ✓ Current security and safety situation at the location.
- ✓ Risk mitigation measures.
- ✓ Hot spots to avoid.
- ✓ Hotel security.
- ✓ Personal safety.

When and where?

Workshop conducted at client's location as required. For government/ NGO clients, a full day course can be conducted at a government training facility.

Cultural Awareness Workshop

This workshop is designed to help organisations to better understand how to better engage with multicultural workplaces or with culturally diverse clients.

Target Audience

All staff.

Duration

Half day.

Content

- ✓ Introduction to culture and definition.
- ✓ Cultural descriptors.
- ✓ Cultural Influences.
- ✓ Cultural tolerances.
- ✓ Cultural tolerances in the workplace.
- ✓ Communication tips.

When and where?

Course conducted at client's location when required.