



# Omana

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## Health and Safety Policy

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# Health and Safety Policy

## Section A: Our Commitment

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

Our primary objective is to maintain a secure environment that prevents accidents and injuries. 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.
- Lighting is provided throughout car parks and footpaths, with motion detectors ensuring visibility at all times.
- Stairs equipped with balustrades are installed to maintain safe and manageable gradients.
- Stepladders are available in each villa to provide safe access to 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 power outages, emergency lighting, toilet flushing systems, and remote-control blinds remain operational for at least eight (8) hours, supported by an industrial battery system charged via solar panels.
- All villas are equipped with alarm systems for immediate emergency response. Notifications are received through a secure app, enabling management to contact guests and determine appropriate next steps promptly.
- An established emergency evacuation procedure and designated assembly point are clearly indicated near the front door of each villa, adjacent to the alarm keypad.
- Fire extinguishers are easily accessible in the cupboard under the kitchenette 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.
- Smoking and vaping are strictly prohibited on our premises to maintain air quality and ensure 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, 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, near misses, and injuries to prevent recurrence.
- Maintaining an Accident/Incident Register and a Near Miss Register to record and learn from events.
- Communicating hazards and risks on the property.
- Conducting an annual review of this Health and Safety Policy, signed and dated by Omana's Directors, with records retained on file.
- Continuously improving our health and safety systems.

## Section B: Owner and Contractor Team Well-being

At Omana, we recognise that the well-being of our owners and contracted partners is essential to maintaining the high standards of our luxury service.

We are committed to fostering a supportive working environment that prioritises both mental and physical well-being, acknowledging that a healthy and motivated team leads to a positive guest experience.

### Well-being initiatives

- **Regular check-ins:** Management conducts regular well-being check-ins with the contractor team, providing a safe space to raise concerns about workload, fatigue, or work-related stress. Notes are recorded in a quarterly Wellbeing Log.
- **Work-life balance:** We strive to support a healthy work-life balance by offering flexible scheduling, enabling our team to manage personal commitments and reduce stress.

- **Encouragement of physical health:** We encourage our contractor team to maintain their wellness through physical activity, such as walking in nature, practising yoga, or attending fitness sessions.
- **Mental health support:** Our contractor team and management have access to resources such as Activate Tāmaki Makaurau's First Steps Programme (<https://wellbeing.firststeps.nz/>), which provides free wellbeing resources and support.
- **Adequate rest:** Omana ensures that our contractor team is scheduled with manageable workloads, supporting rest and recovery to prevent fatigue while maintaining high service 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.
- Appropriate actions are taken for all identified risks and hazards, as well as any incidents and accidents.
- Any incidents or accidents reported are documented and thoroughly investigated by the Omana team.
- Detailed records of all incidents and accidents are maintained (please refer to Section D for more details).
- A Near Miss Register is maintained and reviewed annually, even if no near misses are reported.

#### What is a Near Miss?

A Near Miss is an event that could have caused injury, illness, or damage but did not, either by chance or quick action. Examples include:

- A guest slipping but not falling.
- A contractor tripping without injury
- An appliance is sparking, but is being unplugged safely.

Recording near misses helps Omana identify risks and take preventative action.

### 2. PCBU (Persons Conducting Business or Undertaking)

Cobus Scholtz and Silmara Scholtz, Directors of Omana, 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 kitchenette sink.

- These kits are checked after each guest's departure to ensure all items are present and in good condition.
- Silmara Scholtz, Director of Omana, completed the First Aid Revalidation – Hybrid Course by the New Zealand Red Cross on August 18, 2025, and it is valid for two years (please refer to the certificate at the end of this document).

**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 you experience tingling, numbness, or discolouration, 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.

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.

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.

Exposure to gas or vapours

1. Take the patient to the 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 to prevent aspiration.
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. Administer a treatment for shock if the patient appears 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 is classified as a low-risk business under the Food Act.
- Villas are equipped with microwaves for reheating only; no full cooking facilities are provided.

## 5. Emergency contact

- In case of an emergency, call **111**.
- Notify the Operations Manager immediately at **+64 210 297 4214**.
- The guests' contact details are stored in Preno, our booking system.
- Guests receive emails and WhatsApp messages with Omana's contact details.
- Omana's management 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 shaking stops.
- 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

- Local civil defence authorities notify Omana 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 (please refer to item number 9 for more details).

## 8. Cyclone warning

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

- Close windows and external and internal doors. Pull curtains and blinds 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.
- Avoid walking outside and refrain from 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 minimise the risk of power surges and potential damage when power is restored.

## 9. Fire evacuation procedure

This procedure applies to all occupants at Omana, 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. Inform the operator about the nature of the fire.



## Guests with special requirements

Special assistance should be provided for disabled people and those who require additional support 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.

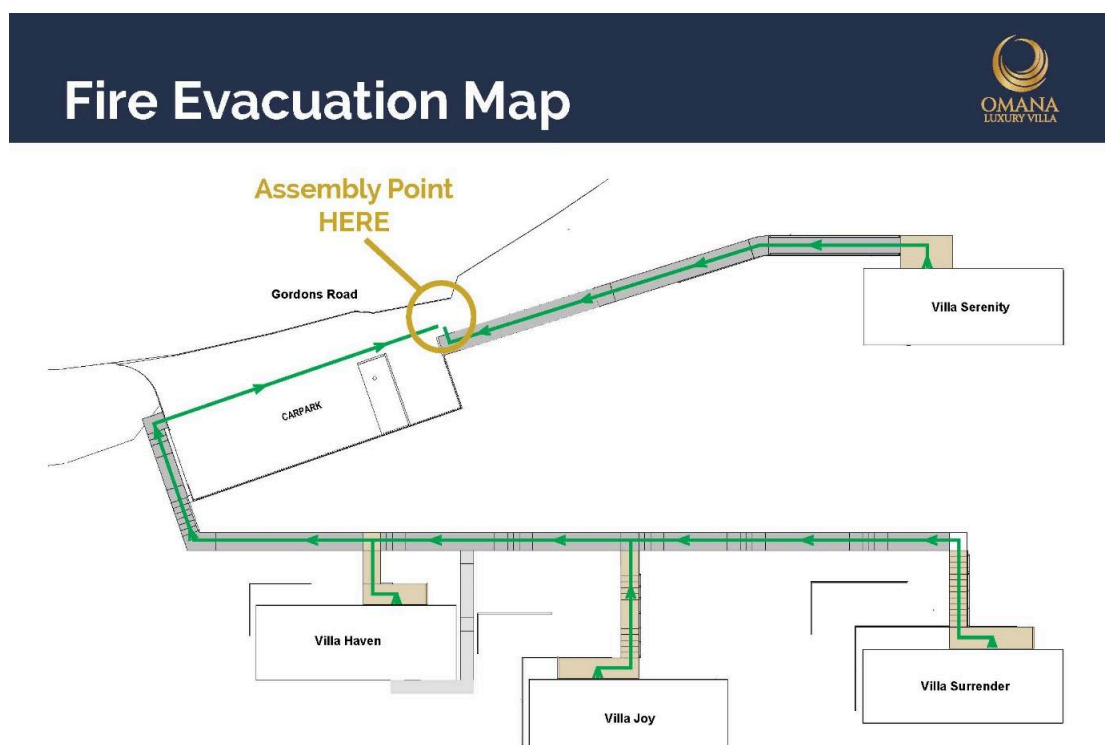
## Documentation

- 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.

**Annual refresher:** Management and contractors will participate in an annual emergency refresher (walk-through or desktop drill). Each refresher will be logged with the date, attendees, and scenario covered.



## 10. Monitoring and responding to suspicious behaviour

Omana is committed to maintaining a safe, respectful, and lawful environment for all guests, contractors, and management. If suspicious or unsafe behaviour is observed, including possible drug use, the following procedures apply:

### Monitoring

- Signs may include erratic or aggressive behaviour, refusal of access to villas, strong odours, unusual visitors or vehicles, unsafe disposal of items, or abnormal hours of activity.
- Security cameras and electronic access logs provide an additional layer of monitoring capability.

### Immediate response

1. If behaviour is unusual but poses no immediate risk, the Operations Manager should discreetly check on the guest's wellbeing (e.g., a polite welfare call or visit).
2. If there are indications of drug use, aggression, or impairment, do not ignore the situation:
  - Remove contractors from the area to ensure their safety.
  - Observe from a safe distance without confrontation.
  - Escalate immediately to **NZ Police (111)** if there are signs of illegal activity, escalating behaviour, or potential danger to others.

### Action steps

- The Operations Manager may communicate politely with the guest to remind them of Omana's policies and assess the situation.
- Omana reserves the right to refuse service or require a guest to vacate the villa if behaviour compromises safety.
- All incidents must be recorded in the Incident Register, including observations, actions taken, and outcomes.

### Guest communication

- All communication must remain professional, respectful, and non-confrontational.
- Guests may be reminded that Omana is a smoke-free, safe property and that illegal

### Booking and identification controls

- Omana does not accept cash for bookings, reducing financial risk and ensuring secure transactions.
- Guests must provide valid identification (e.g., a government-issued photo ID, passport, or driving licence) during the booking process.
- These measures support guest and contractor safety, protect Omana's property, and help prevent unlawful behaviour.

## Support for contractors and Operations Manager

- Contractors and the Operations Manager are not expected to intervene physically.
- Contractors must immediately escalate concerns to the Operations Manager.
- The Operations Manager will escalate the situation directly to the NZ Police (111) if it presents any risk.
- Directors must be informed of all incidents involving suspicious behaviour.

## Robbery or security threat

- While Waiheke Island is generally safe and welcoming, Omana acknowledges the possibility of robbery or other security threats.
- In such cases, the Operations Manager must prioritise personal safety above property. Do not confront the offender.
- Immediately remove yourself and any contractors or guests from danger and call NZ Police (111).
- Provide information from CCTV footage or electronic access records to authorities upon request.
- After the incident, document the event in the Incident Register and review with Directors to update security procedures as needed.

## Lone working and remote guest procedure

### Risks addressed

- Medical emergencies (guest or contractor).
- Security threats (intruder, robbery, abusive guest).
- Communication failures (dead phone battery, weak signal).
- Stress or fatigue from isolation.

### Communication and check-ins

- Contractors/Operations Manager must check in by text/WhatsApp with the Operations Manager or Director at the start and end of tasks if working alone.
- If a task is expected to take more than two (2) hours, an interim check-in is required.
- If a check-in is missed, the Director will attempt contact immediately; if unsuccessful, escalation procedures follow.

### Backup communication

- All staff and contractors are required to carry a charged mobile phone.
- iPads in the villas can be used as a backup device for WhatsApp/email in case a phone battery dies.

### Well-being

- No contractors are expected to work late at night.
- Work is scheduled during daylight hours when possible.
- Quarterly well-being check-ins ensure lone working is not causing undue stress.

## Guest support

- While Omana does not operate a reception desk, guests are supported throughout their stay with direct contact:
  - Kim: +64 21 029 74214
  - Silmara: +64 21 811 707
- Guests are informed of these contacts during check-in and in villa information (iPads).
- Guests may choose self-check-in or a personalised check-in between 3pm and 6pm.
- Daily villa servicing at noon (12pm) ensures contractors are regularly present.

## Follow-up

- The Operations Manager will investigate reported incidents and take appropriate action as necessary to ensure the ongoing safety and security of the property and its guests.
- Lessons learned will be recorded and reviewed during the annual Health and Safety review to strengthen procedures.

# 11. COVID-19 Safety and Response Procedure

## Purpose

To minimise the risk of COVID-19 transmission among guests, contractors, and management, and to follow the latest New Zealand Government health recommendations.

## Scope

This procedure applies to all individuals on Omana's premises — including guests, contractors, and management.

## Procedure

### Positive COVID-19 cases

- If you test positive for COVID-19, it is recommended that you isolate for at least 5 days, even if your symptoms are mild.
- Isolation begins on Day 0, which is the day symptoms start or the day of the positive test (whichever comes first).

### Guest protocol

- Guests who test positive during their stay will be advised to self-isolate in their villa and avoid contact with others.
- Omana will support guests by arranging contactless delivery of essential items (e.g., meals, linen, amenities).

- If symptoms worsen, guests will be assisted to contact Healthline (0800 358 5453) or emergency services (111).

#### Contractor and management protocol

- Contractors or management who test positive must not come on-site until their recommended isolation period ends.
- Substitute contractors may be arranged to maintain essential services (cleaning, maintenance).

#### Communication

- Guests are informed of COVID-19 expectations before arrival via their booking confirmation.
- On-site, information is accessible via villa iPads and Omana's website.

#### Hygiene practices

- Hand sanitiser is available in each villa.
- Villas are thoroughly cleaned and ventilated between stays, with a particular focus on high-touch surfaces.

#### Review

- This procedure is updated in line with New Zealand Government guidelines: <https://info.health.nz/conditions-treatments/infectious-diseases/covid-19/if-you-have-covid-19>

## 12. Compliance with legislation

Omana 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.
- Omana will also invite contractors annually to refresh their understanding of our Health and Safety procedures. Each contractor will sign an induction and/or refresher form, which will be retained on file.
- 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, near misses, injuries, and incidents at Omana to ensure the safety and well-being of our guests, contractors, staff, and other individuals.

## Responsibilities

- All contractors and management 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:** Take prompt action to address the situation and provide any necessary assistance or medical attention. Ensure the safety of the injured person and others in the vicinity.
- **Accident/Injury documentation:** 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.
- **Near miss & incident recording:** Record all near misses and incidents in the Near Miss & Incident Register.
- **WorkSafe notification (serious harm):** 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.

Where to find the correct form:

- The official WorkSafe NZ page is <https://www.worksafe.govt.nz/notifications/notify-worksafe/>
- On that page, you can:
  - Submit the notification online.
  - Download a PDF version if you prefer to complete and email it.

## Definitions

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

- **Serious harm accident:** Includes severe injuries, burns, amputations, loss of consciousness, acute illness from substance exposure, and any harm leading to hospitalisation 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 as part of our commitment to health and safety.
- Annual review notes and logs will be added to the Health and Safety.

## Review and updates

- These procedures will be reviewed annually by the Directors, signed, and dated to ensure their effectiveness and compliance with relevant health and safety regulations.
- Updates will be made following any incidents, near misses, or changes in legislation.

## Section E: Common Hazards and Risks

- **Slips, trips, and falls:** Risks on decks, outdoor paths, and villa interiors.
- **Minor cuts and burns:** From broken glassware, hot water, or microwaves.
- **Chemical exposure:** Controlled through eco-friendly cleaning products and contractor inductions.
- **Ergonomic issues:** Minimal risk due to scale (four villas only). Linen is hired in small quantities, with procedures to minimise heavy lifting. Managers ensure that stock levels are maintained to prevent carrying heavy linen bags.
- **Food safety:** Low-level risk; reheating only. Compliant with the Food Act classification.
- **Mental health:** Seasonal stress managed through quarterly well-being check-ins.
- **Workplace violence:** Rare risk from aggressive guests.
- **Property damage:** Natural disasters or accidents.
- **Security threats:** Risks to property access and guest booking data (Preno system).
- **Fire and electrical safety:** Risks from electrical appliances and equipment.

## Risk management

- **Identify hazards:** Conduct annual and ad hoc risk assessments.
- **Assess risks:** Consider both likelihood and severity.
- **Control risks:** Non-slip surfaces, safe procedures, and inductions.
- **Training:** Contractor inductions and annual refreshers.
- **Maintain equipment:** Fire extinguishers, alarms, and appliances are maintained regularly.

- **Cleanliness:** Housekeeping procedures followed.
- **Technology:** Alarm system app notifications.
- **Monitor and review:** Annual review by Directors; registers updated.

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AMENDMENT ACT 2011.



**NEW ZEALAND  
RED CROSS**  
RĀPEKA WHERO AOTEAROA

**THIS IS TO CERTIFY THAT**

**Silmara Scholtz**

has completed a

**First Aid Revalidation – Hybrid Course**

And has met:

- the qualifying standards of the New Zealand Red Cross
- the CPR requirements of the New Zealand Resuscitation Council
- the WorkSafe requirements for workplace first aid

**AUTHORISED BY**

**DATE**

**18/08/25**

VALID FOR TWO YEARS FROM DATE OF ISSUE.

 <p>NEW ZEALAND RED CROSS RĀPEKA WHERO AOTEAROA</p>		<p><b>THIS IS TO CERTIFY THAT</b></p> <p><b>Silmara Scholtz</b></p> <p>has completed a</p> <p><b>First Aid Revalidation – Hybrid Course</b></p> <p><b>AUTHORISED BY</b> </p> <p><b>DATE</b> 18/08/25</p> <p>VALID FOR TWO YEARS FROM DATE OF ISSUE.</p>
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