



# STOREROOM MANAGEMENT PROCEDURES FOR WILDLIFE PRODUCTS



Procedures for the Management  
of Wildlife Product Storerooms

EXAMPLE PROCEDURES FOR ADAPTATION

<b>Applicable to:</b>	All personnel responsible for the supervision, management and operations of the receipt, transfer and storage of wildlife products for the storeroom in LOCATION.
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## 1.2. PURPOSE

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The purpose of this Standard Operation Procedure (SOP) is to standardise the management and operation procedures in all **WILDLIFE DEPARTMENT** storerooms across the country where wildlife products are stored.

The standards set out below are the minimum requirements for the management of storerooms. Reference is made to the Elephant Protection Initiative Foundation (EPIF) document entitled “**Gold Standards for the Management of Ivory and Other Wildlife Products**” **Version 1: June 2019** for best practices, which all storeroom personnel should strive to achieve.

Local legislation relating to the seizure and storage of wildlife products is applicable.

## 1.3. SCOPE

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This SOP is applicable to all **WILDLIFE DEPARTMENT Officers** who are responsible for the receipt, transport, delivery and storage of wildlife products in Country.

## 1.4. DEFINITION OF TERMS

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<b>Storeroom Supervisor (SS):</b>	A senior officer who is in overall charge of a single storeroom, responsible for supervising the Storeroom Manager(s) to ensure the protocols are adhered to.
<b>Storeroom Manager (SM):</b>	An officer who is in charge of the day-to-day management of a storeroom.
<b>Wildlife products:</b>	For matters relating to storerooms, wildlife products are whole or part of dead plant or animal wildlife species which are held in storerooms. Any wildlife product which is to be used as evidence may be included as well as any other item of evidence which the <b>SS</b> may authorise for storage.
<b>Seized wildlife products:</b>	Wildlife products, either plant or animal, seized or confiscated by the authorities because it was illegally obtained, pending forfeiture of these items to Government.
<b>Recovered wildlife products or non-seized wildlife products:</b>	Wildlife products from animals that died of natural causes, or animals that have been subject to ‘problem control’ measures, controlled culling or harvesting programmes.
<b>Raw ivory:</b>	Includes all whole elephant tusks (except those defined as ‘worked ivory’ below), polished or unpolished and in any form whatsoever, and all raw elephant ivory in cut pieces, polished or unpolished and howsoever changed from its original form, except for ‘worked ivory’ (CITES 10:10 R17).
<b>Worked ivory:</b>	Ivory that has been carved, shaped or processed, either fully or partially, but shall not include whole tusks in any form, except where the whole surface has been carved (CITES 10:10 R17).
<b>Chain of Custody:</b>	Is the written proof of who had what in their possession when from whom it was received and to whom it was handed over.

<b>Authorised Person</b>	When relating to <b>access</b> to a storeroom is a person authorised by the <b>SS</b> in writing to be allowed entry into a specific storeroom for a specified time and purpose.
<b>Authorised Person</b>	When relating to the <b>receipt</b> requirements is the <b>SS</b> or <b>SM</b> when the shipment is received by an ICCN storeroom. When the wildlife products are received by a person not being at an ICCN storeroom, the <b>senior person</b> receiving the wildlife products is the Authorised Person.
<b>Authorised Key Holders:</b>	are persons selected by the <b>SS</b> and confirmed by the <b>ROLE</b> who have the responsibility of holding one of the combinations or numbered keys to a storeroom.
<b>Storeroom:</b>	A place where wildlife products are stored for a period of time. The storeroom may consist of a number of rooms (facility); a single room; a shipping container; a metal trunk in a single room or other identified place. The <b>LOCATION</b> storeroom must be listed, allocated a tier level and be authorised by the <b>ROLE</b> in writing.
<b>Storeroom personnel:</b>	This position title is not fixed and should include all delegated <b>LOCATION</b> personnel responsible in full or part for the receiving, transport, delivery or storage of wildlife products.

## 1.5. ACRONYMS

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CITES	Convention on International Trade in Endangered Species of Wild Fauna and Flora
CoP	Conference of Parties
EPI	Elephant Protection Initiative
ETIS	Elephant Trade Information System
ICCN	Institut Congolais pour la Conservation de la Nature
MIKE	Monitoring the Illegal Killing of Elephants
MOU	Memorandum of Understanding
NSS	National Storeroom Supervisor
PAC	Problem Animal Control
PPE	Personal Protection Equipment
SM	Storeroom Manager
SMS	Stockpile Management System
SS	Storeroom Supervisor
UNODC	United Nations Office on Drugs and Crime
WPH	Wildlife Products Handover form in a triplicate self-carbon format

## 2. MANAGEMENT PROCEDURES

### 2.1. STOREROOM MANAGEMENT ROLES AND STRUCTURE

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2.1.1. The storeroom management roles and responsibilities include:

- **A Storeroom Supervisor (SS)** whose role will be to: oversee the Storeroom Managers, and to ensure the minimum security and management standards are met. This role will be undertaken by the sites [Warden, HEAD OF STORES].
- **Two Storeroom Managers (SM)**, one from ORGANISATION and one from ORGANISATION, are responsible for the day-to-day running of the storeroom, confirming all security components are in working order and maintained. The two SMs are needed to ensure that one individual is always on-site should the storeroom need to be opened. They are responsible for the inventory and implementing the procedures outlined here.
- The **National Storeroom Supervisor (NSS)**, has ultimate responsibility for all WILDLIFE DEPARTMENT storerooms and their management. The NSS will support the SSs and SMs across the country as required. The NSS will be undertaken by the [Job role].

2.1.2. Once appointed, the SS and SMs should remain in their positions for a significant period of time (e.g., two years) and not moved from their duties except in an emergency.

### 2.2. KEY CONTROL

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2.2.1. Key control measures must ensure that no single individual can gain access to the storeroom at any one time.

2.2.2. There must be a minimum of 3 operational locks to the storeroom door.

2.2.3. The keys to the locks will be held by 3 people:

- Lock 1 – to Authorised Key Holder 1 from ORGANISATION.
- Lock 2 - to Authorised Key Holder 2 from ORGANISATION.
- Lock 3 - to be held by the SS.

2.2.4. Thereby, one person from ORGANISATION and one person from ORGANISATION always needs to be present to open the storeroom.

2.2.5. With 3 people holding a copy of one key, annual leave or a period of absence for one key holder will not prevent the storeroom from being accessed.

2.2.6. The Authorised Key Holders can include the SMs but these do not necessarily need to be the same individuals.

#### *Key Management*

2.2.7. All keys to the storeroom must be individually numbered with an engraving on the metal of the key itself, and the named **Authorised Key Holders** must be held responsible for each key.

2.2.8. Authorised Key Holders should be carefully selected by [ROLE].

- 2.2.9. The SS must maintain a current list of numbered keys and the names of Authorised Key Holders (Appendix X). The NSS or the most senior government official must be notified of any changes to the Authorised Key Holders upon the changes and details must be confirmed in the quarterly report to the NSS.
- 2.2.10. Other than keys issued to Authorised Key Holders, **no duplicate keys** are permitted.
- 2.2.11. The SS or one of the SM must be present at all times whenever the storeroom is in use, especially if the Authorised Key Holders are not SMs.

#### *Lost Keys*

- 2.2.12. Any lost keys must be reported immediately to the SS.
- 2.2.13. In the case of a lost key, the lock relating to that key must be changed at the earliest opportunity and should be at most within 24 hours of the reported loss. Extra security measures should be put in place from the time of reported loss to the time of lock replacement.

#### *Storage of Keys*

- 2.2.14. Keys can either be carried on the nominated Authorised Key Holders at all times or stored in separate combination locked safes located within a restricted area.
- 2.2.15. No two keys for the storeroom should be held by the same person, stored in the same safe or locked location.

### 2.3. PROCEDURE TO ACCESS THE STOREROOM

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#### *Authorised Persons*

- 2.3.1. The SS will maintain a list of Authorised Persons who can access the storeroom. This will include the SS and the SMs, Authorised Key Holders, and regular storeroom personnel. The guards will have access to the list to allow access to the site.
- 2.3.2. The list must be reviewed by the SS on a quarterly basis to ensure that all named on it still require access, with confirmation thereof being included in the quarterly report.
- 2.3.3. If access is required to the storeroom, a written request to the SS can be made. The SS will inform the SM on duty, who needs to organise the Authorised Key Holders to be present at the stated date and time and to inform them of the purpose of opening the storeroom. The SM who will be present at the opening will be responsible for checking that all those granted access to the storeroom are on the Authorised Persons list.
- 2.3.4. People not on the Authorised Persons list, for example, persons required to perform maintenance or to move wildlife products, must be granted permission by the SS in writing. Such access will usually be for 1 day and must be for no longer than 1 week before it requires further written approval from the SS.

#### *Access Log*

- 2.3.5. Everyone entering the storeroom must sign into the Access Register (Appendix X).
- 2.3.6. This will be a paper register. Information includes:

- Date of entry.
- Time of entry and time of departure.
- Name(s).
- Reason for accessing the storeroom.
- Signature of person(s).

2.3.7. Everyone must sign out on departure.

2.3.8. When a page on the logbook is full, the SM on duty should scan or photograph it and store it in a digital archived folder. The file name should include the date of the first entry from that page in the format “YYYY MM DD Logbook Record”. For example, “20210521 Logbook Record.jpeg”.

### *Access Regulations*

2.3.9. **No cameras or camera phones are to be brought into the storeroom** without the written permission of the SS. It is the responsibility of the SM on duty to ensure that no cameras or camera phones are allowed in. The exception being any camera used to record ivory or other wildlife products for inventory purposes and such a camera should not leave the storeroom without written permission from the SS on every occasion.

2.3.10. Written permission must include the reason for the camera being brought into the storeroom and what is to be photographed.

2.3.11. **No bags or other personal items** are to be brought into the storeroom. Where there is a legitimate need to bring in personal items (e.g., medication) into the storeroom they must first be inspected by the SM on duty when being brought in, and again on being removed.

2.3.12. **No food** is allowed to be consumed in the storeroom.

2.3.13. The SM may search any person or container entering and/or leaving the storeroom to ensure that no unauthorised items are brought in/removed from the storeroom.

## 2.4. STOREROOM ORGANISATION

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2.4.1. The SM on duty must ensure that the storeroom is kept clean and well organised at all times.

2.4.2. All items must be stored in such a manner that individual items can be easily located.

2.4.3. Wildlife products that have been seized/confiscated must be **stored separately** from items that have been recovered from natural deaths, legal killing, or problem animal control.

2.4.4. All wildlife products held pending a court case, which have originated from a seizure or confiscation, must be placed separately and properly segregated from all other recovered items in the storeroom. These items must be grouped per case and marked with a label taped to the shelf indicating the police station and case number and date of the next hearing of the case.

2.4.5. Recovered items (i.e. those originating from natural deaths, legal killing, or problem animal control) should be grouped by species type and stored.



- 2.4.6. All different species of wildlife products must be stored separately and in such a manner that individual items can be easily located. A diagram of the organisation of the storage facility will be displayed on the wall.
- 2.4.7. All wildlife products must be stored on shelves or racks within the storeroom (unless too large, then they may be placed on the floor of the storeroom).
- Smaller items which are individually marked can be stored in open boxes placed on the shelves or racks.
  - Large items can be placed individually on shelves.
  - Collections of smaller items (for example pieces of ivory [smaller than 20cm in length and 1kg in weight] or pangolin scales), should be stored together under their single **ID number** packed, and marked in individual containers or bags.
- 2.4.8. The SS shall be responsible for follow up with the Case Investigating Officer after the conclusion of the case to obtain a copy of the decision of the court on what to do with the item(s).
- 2.4.9. All forfeited wildlife products must have their changed status captured as such on the **Inventory Register** by the SM for that storeroom.

## 2.5. PROCEDURE TO RECEIVE NEW ITEMS INTO THE STOREROOM

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- 2.5.1. When items arrive at the storeroom for storage, the SM must:
- Confirm the source of the items (evidence/seized, naturally recovered, problem animal control, etc.).
  - Find a suitable location to place them depending on source and size.
  - Ensure each item, or group of items, have a field tag (Appendix X). If they do not, the items need tagging before entering the storeroom.
- 2.5.2. The SM must complete the **Event Log Book** (Appendix X), the **Inventory Register** (paper inventory - Appendix X), and the **Stockpile Management System** (SMS) digital register for the items arriving at the storeroom.
- 2.5.3. **If the items are entering into Government custody for the first time:** (i.e., after a seizure or recovery), each item or group of items should be given an **Identification number**.
- 2.5.4. The **Identification number** is retained by that item for **the duration of its lifespan**, it does not change, irrespective of transfer elsewhere. It allows the identification of that item. This is also known as the CITES number for ivory items.
- 2.5.5. The **Identification number** formation for wildlife items is as follows:

COUNTRY / Year of Confiscation or Recovery / Storeroom Name / Species / Serial Number / Weight

For example: CI/20/ABJ/EL/148/4.3

Which denotes: Cote d'Ivoire/2020/Abidjan/Elephant/Item # 148/4.3kg

This prevents duplication of numbers. The Government department could also be added in – for example CI/20/UCT/ABJ/EL/148/4.3

- 2.5.6. The SM will need to verify the last serial number used for that species in order to prevent duplicate serial numbers.
- 2.5.7. Pieces can be marked with a permanent marker pen, or punch stamp and dye.
- 2.5.8. The code should be written clearly and directly on the piece or on the bag for smaller items.
- 2.5.9. As well as providing the code, the item will need further information recorded – this information will depend on the type of item and may include:
  - for general wildlife products it will include item type (skin, teeth, tusk, etc.), measurements, weight, and number of pieces.
  - For ivory see, paragraph 2.7 below.

#### *Items Transferred from Other Storerooms*

- 2.5.10. **If the item has being transferred from other storeroom**, the SM must complete the Wildlife Products Handover form (WPH) (Appendix X) with the original WPH form being returned to the officials relinquishing the items, and the copy should be filed correctly in the LOCATION storeroom folder.
- 2.5.11. The SM must ensure that records of wildlife products in the storeroom up to date. This is critical for transparency and evidence management.

## 2.6. PROCEDURE TO REMOVE ITEMS FROM THE STOREROOM (SIGN OUT ITEMS)

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- 2.6.1. Wildlife products may need to be removed from the storeroom, for example: permanent transfer to a different storeroom, temporarily taken to court as evidence, temporarily used for a demonstration, or for disposal.
- 2.6.2. The SS needs to approve in writing the items being taken out of the storeroom via the Wildlife Product Handover (WPH) form.
- 2.6.3. **Each item must be signed out** (and back in again if the item is returned to the same storeroom), with an Event Log completed, and signed out on its line within the Inventory Register and the digital SMS inventory.
- 2.6.4. The SM should confirm all paperwork is correctly completed before the items are removed.
- 2.6.5. The SM is responsible for:
  - completion of the WPH.
  - completion of the Event Log, the Inventory Register reflecting the said movement.
  - checking out the items within the SMS using the tablet.
- 2.6.6. Items requiring species identification or sampling therefore must also be accompanied by the relevant form completed by the SM (Appendix X).

## 2.7. IVORY - SPECIFIC INFORMATION

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### *Measuring Ivory*

- 2.7.1. To be able to distinguish a piece of ivory from others it needs to be weighed and measured, as per CITES requirements. These measurements should be recorded in the inventory (paper and digital).
- 2.7.2. The following data is required (see [Appendix X](#) on method):
  - For full tusks: weight (kg), outside curve length (cm), inside curve length (cm), circumference (cm), photo.
  - For partial tusks: weight (kg), photo.
  - For worked ivory: number of pieces, weight (kg), type of piece, photo.

### *Sampling Ivory for DNA*

- 2.7.3. CITES *“URGES Parties to collect samples from large-scale ivory seizures (i.e. a seizure of 500kg or more) that takes place in their territories, preferably within 90 days of the seizure or as soon as allowed under judicial processes, and provide these to forensic and other research institutions capable of reliably determining the origin or age of the ivory samples in support of investigations and prosecutions”*.
- 2.7.4. The protocol for sampling ivory should be provided by the laboratory the country uses for analysis, as each laboratory has slightly different protocols.
- 2.7.5. For reference information see: UNODC: Guidelines on Methods and Procedures for Ivory Sampling and Laboratory Analysis: pages 19 – 25, which outlines the protocol for sampling Ivory.

### 3. SECURITY AND GUARDING

Where possible physical security should provide a layered approach, ensuring that there is not a single point that, if breached, leads to the exposure of the whole facility. Each layer of security should incorporate appropriate physical protection, with the goal of adhering to the “3 D Principle” of physical security management: to deter, detect, and delay any intruder.

#### 3.1. SECURITY

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3.1.1. The general public should not be able to access the area where the storeroom is located.

3.1.2. Any vehicles or people entering the compound should be registered in a log book.

##### *Padlocks*

3.1.3. The door should be kept closed and securely locked at all times when not in use.

3.1.4. The padlocks should be a straight or closed shackle design and conform to the highest security standards. The following are appropriate standards for padlocks used for storerooms:

- BSEN 12320 Grade 5 or 6
- CEN Grade 5 or 6
- Solid Secure Gold
- LPS 1652 Level 4+

3.1.5. Any padlocks that are exposed to the elements should additionally be weatherproof to prevent corrosion or damage to the padlock.

##### *Lighting*

3.1.6. A minimum of two high power torches (flashlights) will be located at the storeroom site. The SM is responsible for ensuring that these are kept fully charged, with adequate spare battery supplies. In the event of any security incident, the torches can be used to examine the interior and exterior of the storeroom.

##### *CCTV – needed for Central Storerooms*

3.1.7. A CCTV system must be installed at central storerooms and maintained by a reputable security supplier conforming to international standards.

3.1.8. HD quality camera must cover the door to ensure that a clear image of all those entering and leaving the storeroom is obtained. As well as similar cameras covering the area between the outside walls and perimeter barrier in a stand-alone storeroom. While there is no expectation for the CCTV to be actively monitored on a 24/7 basis, it must be available 24/7 to authorised persons to augment reaction procedures.

3.1.9. Authorisation for any person to have access to the CCTV 24/7 live footage must be granted in writing by the NSS.

3.1.10. Images recorded by the CCTV must be stored for a minimum of 1 month and accessible only with the written authority of the SS.

- 3.1.11. If the hard drive recording the footage is kept in the storeroom, then it must be placed in a separate small safe to which only the SS has access. The images can be linked to a receiver off site and stored similarly.
- 3.1.12. CCTV systems must be subject to daily checks by the SM to ensure all equipment is in working order and that images are being recorded, including that the date/time stamp is correct.
- 3.1.13. Any faults must be reported to the SS immediately and remedied within 1 week. If the CCTV system is temporarily out of action, additional security procedures should be considered if deemed necessary.

### 3.2. STOREROOM AREA MANAGEMENT

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- 3.2.1. The area around the storeroom needs to be kept clear without debris or high vegetation to a distance of 3 metres to enable the outside walls of the storeroom to be observed easily.
- 3.2.2. Any damage to the storeroom walls, floor, or ceiling, that might result from general weathering or human activity, should be repaired immediately. The SS will need to decide if the items need to be removed until fixed or additional security is provided.

### 3.3. GUARDING

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The function of guarding is to protect the items stored within the storeroom. For the purposes of this document, guards are responsible for all security outside of the storeroom walls; the SM is responsible for all security inside the storeroom. At all times, should guards or SM have any concerns, or notice any unusual circumstance, they should notify the SS immediately.

- 3.3.1. Guards will conduct foot patrols around the inside of the compound perimeter including the area the storeroom is located during both daylight and hours of darkness at least once every hour.
- 3.3.2. The time of the patrol should be varied so that no routine is established.
- 3.3.3. Guards will monitor the condition of all physical barriers around the perimeter, and the physical integrity of the building where the storeroom is held. Any defects must be reported to the SM.
- 3.3.4. Signs of perimeter breaches (e.g., scuff marks on the wall, crushed vegetation, climbing aids against the outside of the perimeter) must be reported immediately to the SM.
- 3.3.5. Guards will ensure that the external doors to the storeroom are secure by checking them during their routine patrol.
- 3.3.6. The SM should check the storeroom is locked each day before they leave the site.
- 3.3.7. The SM should perform a patrol of the exterior of the storeroom each morning, noting any issues or changes from the night before and escalating them as appropriate.

## 4. INSPECTIONS AND AUDITS

### 4.1. MONTHLY INSPECTIONS OF THE STOREROOM AND PROCEDURE ADHERENCE

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- 4.1.1. The SM must make regular checks of the interior of the storeroom to ensure that all security measures are functioning and that the contents remain secure.
- 4.1.2. All storerooms should therefore be opened for an interior inspection at an irregular interval at least twice a month.
- 4.1.3. The inspections and findings must be reported by the SM to the SS within a monthly report, signed by the SM.

### 4.2. QUARTERLY REPORTS

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- 4.2.1. The SS will send a quarterly report regarding the storeroom (see report format in [Appendix X](#)) to the ROLE.
- 4.2.2. The quarterly report requires a spot check to be conducted of the storeroom each quarter. This must be done by the SS responsible for the storeroom in conjunction with the relevant SM.
- 4.2.3. The protocol for the spot check audit is as follows:
  - The time and date of the spot check are decided by ROLE.
  - The spot check must be carried out by the SS with minimal notice (a maximum 1 hour) to ensure a genuine result.
  - Three (3) items are randomly selected from shelves and it is confirmed that data on those items is accurately held in both the paper records and digital records (where digital records are maintained).
  - Three (3) items are randomly selected from digital records and it is confirmed that identical data is also held on paper records, and that the piece can be physically located.
  - Three (3) items are randomly selected from paper records and it is confirmed that identical data is also held on digital records (where digital records are maintained), and that the piece can be physically located.
  - Paper and digital records must be checked to ensure information is complete and properly recorded and books have not been tampered with, e.g. pages missing, etc.
  - The spot check must also include a visual inspection of the storeroom to ensure it meets the security and organisation standards.

### 4.3. ANNUAL AUDIT

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- 4.3.1. An annual internal audit of the stock in every storeroom must be held to confirm that the records (paper and/or digital) match what is held within the storeroom.
- 4.3.2. CITES requires an annual report for listed species by 28th February each year (Resolution 10:10). To comply with this, an accurate inventory must be maintained by the SM throughout the year.

Immediately before this date, an internal audit of the wildlife products should be undertaken (all species) by at least the SS.

- 4.3.3. An independent person(s) should also be present to confirm the audit has taken place and is correct.
- 4.3.4. This audit must consist of a random selection of 10% of the total wildlife products on hand as listed in the storeroom inventory.
- 4.3.5. The protocol for the annual audit is as follows:
  - 10% of the total of all items are randomly selected from shelves and it is confirmed that the data on those items is accurately held in both the paper records and digital records where applicable.
  - 10% of the total of all items are randomly selected from paper records and the physical items must be located within the storeroom to confirm the accuracy of the recorded data for each selected item.
  - And where digital records are maintained:
    - 10% of the total of all digital records are randomly selected and it is confirmed that identical data is also held on paper records, and that the piece can be physically located.
    - 10% of the total of all paper records are randomly selected and it is confirmed that identical data is also held on digital records, and that the piece can be physically located.
- 4.3.6. All discrepancies must be reported to the ROLE and investigated. At the discretion of the ROLE, any significant, or continued discrepancies may require a full piece count of the items or a complete audit of the storeroom.

#### 4.4. SUMMARY OF DOCUMENTATION REQUIRED TO BE MAINTAINED FOR EACH STOREROOM

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4.4.1. The SM is responsible to ensure the following documents are maintained, completed fully, and up to date:

- **Access Register:** in a hardcover book used to log everyone who has accessed the storeroom, arrival and departure time and reason for entry and signature.
- **Wildlife Product Handover (WPH) forms** for both receipt and release of every wildlife product moved into or out of the storeroom. Any time an item is moved from one storeroom to another or leaves a storeroom for court a new WPH form is completed, in triplicate, as a record of that movement of the item. This forms part of the Chain of Custody records.
- **Event Log Book:** to record a summary of every event in the storeroom: each arrival or departure event, audit, security check or maintenance undertaken.
- **Inventory register:** The Inventory Registers must reflect a complete inventory of all wildlife products held in the storeroom – and is updated on each time an item enters or leaves the storeroom and being (and all items handed over as reflected in the WPH forms).
- **The SMS:** is up to date for both receipt and release of items leaving the storeroom
- **Monthly reports:** Completed, submitted and filed.
- **Quarterly reports:** Completed, submitted and filed. Any aspects are actioned.
- **Annual Audit Reports:** The audit is undertaken with an independent review, the report is filed and actioned if necessary.
- **Key List:** of who has which keys for the storeroom.
- **Authorised Person List:** who has access to the storeroom.



## 5. INCIDENTS AND EMERGENCY PROCEDURES

### 5.1. HEALTH AND SAFETY/FIRE

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- 5.1.1. Appropriate Personal Protection Equipment (PPE) must be made available by the **SM** to all those entering the storeroom. Appropriate PPE must include at a minimum: disposable dust masks and protective gloves. Step ladders should be available to safely access items on higher shelves.
- 5.1.2. A fire extinguisher must be located within each store and another immediately outside the door. The **SS** must conduct a review of the fire risks pertinent to the storeroom before a choice of extinguisher is made. For example, powder, foam or CO2 if appropriate. The **SM** must ensure that the appropriate fire extinguishers are prominently displayed and serviced annually.
- 5.1.3. Particular attention should be paid to the risk of inhaling anthrax spores from animal products. A Veterinarian should be consulted by the **SM** when animal products which have a probability of Anthrax spores are brought to the storeroom. The Veterinarian must advise on immediate disposal or the safest method of dealing with such items. It is undesirable to introduce such items unchecked into a storeroom. Items which may carry anthrax spores must be handled in such a way as to limit the risk of such spores being inhaled by Officers. Specific training should be provided to all Officers (in the field and storeroom personnel) for dealing with possible anthrax infested wildlife products.

### 5.2. RECORDING SECURITY INCIDENTS

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- 5.2.1. Each storeroom must have a **Security Incident Procedure** in place as compiled by the **NSS/SS**, to ensure that any breach in security is immediately reported to management.
- 5.2.2. A Security Incident Report must be completed by the SM for any incident concerning the security of the storeroom and must include the recording of all security-related concerns (**Appendix X**).
- 5.2.3. Storeroom personnel should sign an acknowledgement of having read the security incident procedures.
- 5.2.4. Each security or other incident will include a “lessons learned” process and the following incidents must be considered (but not limited to): lost wildlife products; injury or accident in the storeroom; damage to the storeroom external or internal structures; damage to stock; loss of keys; change of locks; suspicious activity.

### 5.3. EMERGENCY PROCEDURE

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- 5.3.1. Each storeroom must have **emergency procedures** in place to ensure that any breach in security is immediately reported to management, which should include:
  - An **Escalation Procedure** to in the event that there is any serious security breach at the storeroom, or if any wildlife product goes missing either in a storeroom or in transit (**Appendix X**).
  - A **Whistleblowing Procedure** to ensure that there is a means for staff to raise their concerns about any element of the security of the wildlife product storage (**Appendix X**).