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INTRODUCTION

An emergency can strike at any time. It will be sudden and unexpected. It will disrupt the routine of business and it will demand immediate actions by persons within the building.

In the event of a Fire or other emergency which requires the evacuation of:

Metlifecare Papamoa Beach Village Pavilion, 2 Te Okuroa Drive, Papamoa Beach, Papamoa.

The prime consideration at all times, shall be to protect residents and their visitors and from any possibility of injury or death.

It follows therefore that a prompt, safe and orderly evacuation of the building must be carried out. All residents and visitors must comply with the following requirements of this Evacuation Scheme.

The following procedures and guidelines are in accordance with:

- ✧ *The Fire And Emergency New Zealand (Fire Safety, Evacuation Procedures and Evacuation Schemes) Regulations 2018.*

✧

These procedures identify:

- ✧ what to do if you discover a fire
- ✧ the duties and roles of Wardens appointed to supervise the evacuation
- ✧ how to safely evacuate the building promptly
- ✧ how to account for all building occupants during an evacuation
- ✧ how to ensure that all persons with disabilities, including staff, customers and visitors, are assisted and accounted for during an evacuation
- ✧ how to ensure that the Fire and Emergency NZ (FENZ) has been notified correctly
- ✧ the maintenance of this Evacuation Scheme
- ✧ the operation of fire fighting equipment and its location

More importantly, these procedures provide clear guidelines for the people in your building to follow in the event of **Fire** or other **Emergency** resulting in the need to vacate the building in an orderly manner.

The procedures allow for all persons to be accounted for, as well as ensuring the appropriate emergency services are notified at the earliest commencement of an emergency.

BUILDING DETAILS

Building Owner: Metlifecare

Address: 2 Te Okuroa Drive, Papamoa Beach, Papamoa.

HOURS FOR WHICH SCHEME APPLIES

This evacuation scheme applies **7 days per week, 24 hours a day**. Copies of the Fire Action Notice will be displayed in prominent locations throughout the building.

APPOINTMENT AND TRAINING OF WARDENS

Training of Wardens will be undertaken by **Evac Services Ltd** and will be carried out at:

- ✧ Induction of Scheme
- ✧ Every six months
- ✧ Trial Evacuations

Training will include:

- ✧ Evacuation Procedure
- ✧ Management of means of escape
- ✧ Review of Trial Evacuation
- ✧ Provisions for inspection
- ✧ Provisions for updating Evacuation Scheme and Building Assistance Register.
- ✧ Provisions for the avoidance of public panic

The list of Building and Fire Wardens is to be reviewed at least every six months.

Duties of Wardens – see Page 8.

WARDEN IDENTIFICATION:

The Building Warden will be identified by wearing a **yellow jacket**
The Floor Wardens will be identified by wearing **orange jackets**.

ASSEMBLY POINT

The assembly point is: **Visitors Car Park by assembly point sign.**

DISPLAY OF EVACUATION NOTICES

A notice explaining the procedures and the escape routes to be followed in an evacuation will be displayed in the following areas of the building:

- ✧ By Manual Alarm Call Points
- ✧ By Fire Exits
- ✧ Communal areas

TRIAL EVACUATIONS

- ✧ Trial Evacuations will be conducted not more than six months after any previous emergency or trial evacuation. The first trial evacuation will be 6 months after the date of approval of this scheme unless an emergency occurs sooner.
- ✧ **Evac Services Ltd** is responsible for managing and co-ordinating trial evacuations.
- ✧ The Fire and Emergency Communications Centre will be advised of every trial evacuation by telephone prior to the trial evacuation commencing.
- ✧ **FENZ** will be sent a report of the trial evacuation within 10 days of the evacuation happening.

MEANS OF ESCAPE TO BE MONITORED AND MAINTAINED

The escape routes will be checked as per the compliance schedule.

Fire Wardens will monitor and ensure:

- a) They are kept clear of all obstacles at all times.
- b) Exit doors are not locked, barred, or blocked so as to prevent occupants from leaving the building at any time.
- c) Smoke control and fire stop doors are to be kept closed and not checked or wedged open. Use of "hold open devices" that comply with the Building Code is permitted.
- d) Stairways and passage ways which are designed for means of escape from fire are not to be used as places for storage or places where refuse is allowed to accumulate.
- e) Flammable liquids or materials shall not be stored near or within any part of the building used as a means of escape from fire.

Any work required to ensure the above criteria, is maintained is to be reported to the Building Owner.

SPECIAL CONDITIONS

Evac Services Limited will ensure all participants in the evacuation scheme review their appropriate actions in an emergency evacuation (including the avoidance of Public Panic) at regular staff meetings in accordance with the Evacuation Instruction Manual.

EVACUATION OF PERSONS WITH DISABILITIES

- ✧ The Building Assistance Register will be kept at the **rear of the evacuation board** and be continuously updated by the Building Warden.
- ✧ Persons with disabilities will be evacuated in the manner set out in the Assistance Register.
- ✧ Any occupant of the building becoming aware of a person joining their staff who may require assistance in an emergency evacuation will inform:
 - ✧ **The Building Warden** - so that the Building Assistance Register can be updated.
 - ✧ **The Fire Warden** - so that the Fire Warden is aware of the likely location and assistance required. The Fire Warden may nominate additional suitable persons to assist people with disabilities at the time of evacuation.
- ✧ All staff/residents will generally be responsible to ensure disabled visitors are assisted from the building to the Assembly Point during an alarm, this may also include any person suffering an injury or medical event on an upper floor during an emergency evacuation. Any difficulties in carrying out this function will be reported to the relevant Fire Warden so that the warden can nominate additional persons to assist during an evacuation.
- ✧ The Fire Warden is to notify the Building Warden and Chief Fire Service Officer of the precise location of the disabled person.
- ✧ **Copy of the Building Assistance Register is attached.**

RESIDENT INSTRUCTIONS

IF YOU DISCOVER A FIRE

- ✧ Raise the alarm immediately by operating the nearest fire alarm.
- ✧ Ensure Fire Emergency NZ is notified per 111 call. This may be done by using a telephone in neighbouring premises or, if safe to do so, from within the building. Dialling 1 for an outside line may also be required. Clearly state the premises NAME, ADDRESS (including suburb and city/town) and NATURE OF EMERGENCY (fire, bells ringing etc).
- ✧ Potentially dangerous processes or machinery should be closed down if possible to do so safely and with no delay.
- ✧ Leave lights on. Leave immediately by the NEAREST safe exit route. Move quickly but DO NOT RUN.
- ✧ Report to the Building Warden with the area(s) you have checked, whether it is clear and make sure it is checked off on the evacuation check sheet.
- ✧ Report to your designated assembly point.
- ✧ Stay outside the building until the “all-clear” is given.
- ✧ Only if it is safe to do so should fire fighting be attempted.

BUILDING WARDEN'S DUTIES

(Coordinates the overall evacuation)

- ✧ Wear your Identification.
- ✧ Proceed with Evacuation Board to **front of building**.
- ✧ Receive reports from residents and check off against the master evacuation check sheet
- ✧ Make enquiries if no report is received from any warden(s).
- ✧ Ensure that FENZ has been notified by a 111 call. (This may be delegated and reported back to you.) This may be done by using a telephone in neighbouring premises or, if safe to do so, from within the building. Dialling 1 for an outside line may be required. Clearly state the premises NAME, ADDRESS (including suburb and city/town) and NATURE OF EMERGENCY (fire, bells ringing etc).
- ✧ Receive fire warden's reports and record information on the evacuation board.
- ✧ Ensure assistance register is available.
- ✧ Meet FENZ on their arrival and advise them of the evacuation status of the building.

Deputy Building Warden

The Deputy Building Warden will assume the responsibilities of the Building Warden during their absence or incapacitation. If the Building Warden is present then the Deputy should station him/herself next to the Building Warden and assume any additional tasks required by the Building Warden or FENZ Officers.

FIRE WARDEN'S DUTIES

- ✧ Wear your Identification
- ✧ Assist all occupants in your area to evacuate the building via the nearest safe exit, to the predetermined assembly point.
- ✧ Ensure smoke control doors are closed.
- ✧ Check all areas of responsibility e.g. Offices, toilets etc are clear.
- ✧ Ensure critical appliances and systems are turned off if it is safe to do so.
- ✧ Watch for people with disabilities that may require assistance, appoint a suitable person to assist as necessary
- ✧ When your area is clear, report to the Building Warden **at front of building** and report status e.g. "Level 2" all clear".

Only if it is safe to do so should fire fighting be attempted.

Deputy Fire Warden

The Deputy Fire Warden will carry out the duties of the Fire Warden if the Fire Warden is absent or incapacitated.

PERSON NOMINATED TO MAKE 111 CALL

The person nominated to make 111 call is: **The Building Warden who may nominate a suitable person at the time of evacuation. Dialling 1 for an outside line may be required.**

You are responsible to ensure the appropriate emergency services are called in the event of an emergency occurring in your building.

When making a **111 call**, you will first speak to a Telecom Operator who will ask you **“What service do you require?”**

You will then be connected to the emergency service you have nominated.

If you are unsure of the emergency, ask for FENZ who can in turn notify other emergency service organisations whilst they take details of your call.

Once you have made the 111 call to FENZ you must report to and advise the Building Warden that the call has been made.

The Building Warden will be located **at front of building.**

The Building Warden will be identified by wearing a **yellow jacket.**

On hearing the **EVACUATION ALARM:**

1. Politely disconnect any calls in progress
2. **Dial (Outside Line if required) and then 111**
3. Ask the operator for FIRE and EMERGENCY NZ
4. Advise the FENZ OPERATOR - - The Evacuation Alarm is sounding at:

Pavilion, 2 Te Okuroa Drive, Papamoa Beach, Papamoa

.....

Note: You should ensure you could be heard.

When making a 111 call, you must ensure you can be heard, (above the noise of the Fire Alarm), by the operator FENZ from your call location. Trial Evacuations should be used to test how well you can be heard. If you do have trouble being heard, you may need to find an alternate location, i.e. if a cellular phone is available the call may be made from outside the building.

PROVISIONS FOR THE AVOIDANCE OF PANIC

Training of Wardens:

- ✧ The Scheme contents and actions of all participants in an emergency will be discussed and reviewed on appointment of staff and at staff meetings (at least once every six months).
- ✧ Training shall include the avoidance of public panic.

AFTER HOURS EMERGENCY PROCEDURE

NOTICE TO ALL STAFF/RESIDENTS

Please ensure that all residents are aware of the following:

The Evacuation Scheme for this building utilises a warden based system of clearing occupants from the building where an evacuation is required during 'normal hours'.

In terms of the Evacuation Scheme 'normal hours' are **7 days per week, 24 hours a day**.

However staff only occupy the building Monday- Friday, residents occupying the building when staff are not there will become Building Warden and Firer Wardens, and will be trained as such.

SAFETY EQUIPMENT

2 Te Akuroa Drive Drive is fitted with:

- ✧ Manual Call Points
- ✧ Smoke detectors
- ✧ Heat detectors

FIRE FIGHTING

If you discover a fire:

- ✧ OPERATE the nearest FIRE ALARM and ensure that FENZ is called

Earthquake & Civil Defence Emergencies

General

Earthquakes may strike without warning and be of differing severity, followed by aftershocks for hours, even days.

Major Earthquake

Seek refuge in or under structurally sound parts of the building (under solid table etc.)

- ✧ Keep away from exposed openings
- ✧ Move to an exit path
- ✧ Assist others who may be injured or distressed
- ✧ Once outside, move to open areas clear of buildings and tall fixtures such as light and power poles

NOTE

In major earthquakes, emergency services response may be limited or non-existent for some considerable time. You may have to make decisions regarding rescue of others, fire fighting etc. yourself.

Search of Collapsed Buildings

The search of collapsed structures has to be carefully controlled and systematic to avoid further collapse and injury, both to the rescuer and trapped victims.

Five broad stages of search are applied to collapsed structures:

- ✧ surface search
- ✧ exterior search
- ✧ void / space search
- ✧ selected debris removal
- ✧ general debris removal

You could certainly find yourself involved in the first two stages of search and rescue simply out of necessity and a lack of presence of emergency services.

Precautions

Searching collapsed structures presents very real dangers (further collapse, rapid fire spread, risk of injury to rescuers etc.).

You may have no choice but to become involved in certainly Stage 1 and Stage 2 of rescue operations for a time, until relieved by emergency services.

Where possible efforts must be made to eliminate, isolate or minimise the effects of the identified hazards.

Hazards could include such things as: electricity, gas, water, unstable walls and floors etc.

Surface Search

There may be people visible on the building rubble and rescue attempts begun.

Generally you need to try and establish clear paths onto the rubble and work in chains to remove debris and assist others from the building.

Be aware that aftershocks may occur, fire danger exists and the spread of fire can be rapid in a collapsed building.

Water leaking can also undermine the rubble pile (water supplies, sprinklers, header tanks, sewage etc.)

Food and Shelter

These are the basics you will have to consider possibly for 24 - 48 hours after a major earthquake.

Disaster Plan

Be prepared and have a disaster plan ready

- ✧ **KNOW HOW** to shut down all services and facilities to your premises
- ✧ Do not loiter, encourage others to **BE PROACTIVE**
- ✧ **SUPPORT** the distressed

FOLLOW INSTRUCTIONS and the lead of the Police and other Emergency Services as they become available

EMERGENCY PROCEDURES: BOMB THREATS

Bomb and Bomb Hoaxes

Where a bomb threat call is received, there is no alternative but to treat the call as if it were genuine. If a telephone call regarding a bomb is received, the following procedure should be adopted:

- a) Follow the checklist issued by the National Bomb Data Centre, a division of NZ Police - (copy attached).
- b) Make a note of the exact wording used by the caller.
- c) Remain calm during the conversation.
- d) Keep the caller talking as long as possible but do not interrupt. If possible, pay attention to any background noises, which may give an indication as to where the call is coming from.
- e) If the caller has not indicated where the bomb has been placed, obtain as much information as possible. This will shorten the time spent by others searching for the bomb.
- f) Ask what time the bomb is likely to explode.
- g) Ask if it is explosive or incendiary.
- h) Ask how long the bomb has been in its present position.
- i) Try to determine any distinguishing factors of the caller:
 - Is there any accent or speech impediment?
 - Is there any indication of age?
 - Does the caller seem to know the building well?
 - Does the caller refer to any staff member by name?

Any answers to the above questions could give an indication as to whether or not the call is a hoax and as much of the information obtained as possible should be passed on to the police.

The longer the caller can be kept in conversation, the more that can be found out.

IMMEDIATELY THE CALL IS FINISHED, ring the Police by dialing 111 and advise the Building Warden and the Floor Warden.

Evacuate the building as for a fire alarm, but assemble at least 100 metres away from the building.

Recommendations in the Event of Discovery of an Unusual Object in the Building

- a) Refer to the Police document: "Mail Bomb Recognition Points" attached.
- b) If an unusual object is discovered, immediately notify the Building Warden or the Floor Warden. Evacuate the area surrounding the object.

DO NOT TOUCH THE OBJECT

DO NOT TRY TO DISCONNECT ANY WIRES OR FUSES. DO NOT TRY TO PLACE IT IN WATER (this could detonate the device)

- c) Experience has shown that explosive devices can be made to resemble almost anything. It is wise, therefore, to treat any suspicious object found in an unusual place with the utmost care.
- d) Remain calm and inform only those "who need to know". Until the arrival of the Building Warden, ensure that everyone keeps well away from the object.

Identification of Improvised Explosive Devices

Most of the improvised explosive devices in recent years have been delivered in the form of a letter or parcel bomb. It should be appreciated that the type of device likely to be used cannot always be predicted with any certainty and, since the individuals and organisations involved are consistently seeking new and improved methods of constructing and delivering explosive devices, all mail and objects which are in any way unusual should be treated with suspicion.

As a basic guide, the devices are likely to consist of:

a) **Letter bombs:**

Approximately 50 grams of explosives, detonator, a small mercury battery (to provide an electrical circuit or pressure-release initiation device); or

A toxic substance (probably a cyanide derivative) which is dispersed on opening as a poisonous gas or vapour.

b) **Parcel bombs:**

Because of their large size, parcel bombs can be produced in a greater variety of ways and will obviously contain a greater weight of explosive.

Indicators of Suspicious Packages

A package should be treated as suspicious if:

- a) It originates from an unusual place or sender.
- b) It is heavily weighted at one end or is lopsided.
- c) It appears heavy for its size.
- d) There is springiness in the top, bottom or sides.
- e) There is a small hole in the wrapping (by means of which a safety-pin could be withdrawn).
- f) Greasy marks are noticeable on the envelope or wrapping (from the sweating of explosives).
- g) There is a smell of almonds or marzipan.
- h) There is a distinct bulge (where the spring loaded plunger has broken through the cardboard wrapper).
- i) There is an inner envelope, which is likely to be taped or bound with string, addressed to someone personally.

REMEMBER - DO NOT TOUCH IT AND DO NOT MOVE IT.

RING THE POLICE AND THE BUILDING WARDEN.

A SELF-TEST FOR ALL WARDENS

What do I do first if I see flames or smell smoke?

Where is the nearest Fire Alarm Call Point?

Who dials - 111?

Do I need to dial an extra number for an outside line before 111?

Where is the nearest extinguisher, what type is it? and what type of fire will it extinguish?

Do I know how to operate the fire extinguisher?

Where is the outside Assembly Point located?

Who is the Building Warden and Floor Warden?

Where do I meet the Building Warden during a fire evacuation?

What do I do if the smoke is thick?

How do I recognise an exit door?

If the lighting is off, where is the nearest torch?

Where is the main electrical switch?

My wallet and rings are in the changing room during fire alarm sounding-what do I do about them?

An occupant says "I want my hand bag" during the fire alarm sounding - what do I do about it?

Who meets the fire service when it arrives?

Where is the fire alarm panel?

Do I shut doors during an evacuation?