

EMERGENCY PROCEDURES

KNOW WHAT TO DO BEFORE A DISASTER STRIKES

Dial ☎ 111 for Emergency Services
Fire, Ambulance, Police) if required.

Dial ☎ 09 442 1296 (24 hours) for North Shore Security Ltd.
For Centre or Security concerns.

- Act on evacuation alarm or instruction from Wardens.
- Wardens are identified by FLOURESCENT VESTS and/or ARM BANDS.

EVACUATION PROCEDURE

FIRE

UTILITY FAILURE

BOMB THREAT

VIOLENCE / ACTIVE SHOOTER

EARTHQUAKE | TSUNAMI

STORM | VOLCANO | FLOOD

FIRST AID / CPR

IF REQUIRED TO EVACUATE

UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:

- Evacuate the building IMMEDIATELY via the nearest fire exit—unless instructed otherwise.
- Take your keys, mobile phones and wallets only if they are in reach.
- Do not go back for personal items.
- Follow the instructions of the Wardens at all times—assist people with disabilities if asked.
- If you need help to get out, make the Warden aware of this immediately.
- Guide your visitors out of the building.
- Move quickly and calmly—keep noise to a minimum.
- DO NOT carry food or drink.
- Assemble at the designated assembly point.
- Advise a Warden if anyone you know is unaccounted for.
- DO NOT re-enter the building until the ALL CLEAR has been given by the Building Warden or Fire Service.

AFTER HOURS ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as Warden.
- Know the location of the nearest fire alarm call point, emergency exit, fire alarm call point, emergency exit, fire alarm panel and assembly areas.
- Make a 111 (Fire) call.
- Check their floor is clear and report to the fire alarm panel to await the arrival of the Emergency Services.

ALL CLEAR

- Remain at the Assembly Area until the ALL CLEAR is announced by the Emergency Services or the Building Warden.
- If the Fire Alarm stops; it does not mean the emergency is over.
 - Normal routine may resume once the ALL CLEAR is received.

EVACUATION PROCEDURE

IF YOU SEE, SMELL SMOKE OR SUSPECT A FIRE

WHEN FIRE OR SMOKE IS DISCOVERED

If safe rescue/ remove persons in immediate danger.

Activate alarm and
Call 📞 111 (Fire)

If safe confine/contain the fire.
Close doors are existing the area.

- Walk, do not run, to the nearest safe exit.
- Do not push or crowd.
- Do not carry food or drinks.
- Proceed to designated Assembly Area.

DURING A FIRE

IF CAUGHT IN SMOKE:

Drop to your hands and knees and crawl to exit.

Stay low to the floor as smoke will rise to the Ceiling.

Hold breath as much as possible.

Breathe shallowly through nose and use dry clothing (shift, jacket, etc.) as a filter.

IF TRAPPED IN A ROOM:

Place cloth material around or under the door to prevent smoke from entering.

Close as many doors as possible between you and the fire. Be prepared to signal from a window but do not break the window unless absolutely necessary.

IF FORCED TO ADVANCE

THROUGH FLAMES:

If forced to advance through flames:

Hold your breath and move quickly.

Cover head and hair.

Keep your head down and eyes closed as much as possible.

IF CLOTHING CATCHES FIRE,



IMMEDIATELY: **STOP, DROP ROLL**

FIRE

LOSS OF POWER, LIGHTING, WATER, COMMUNICATION, COMPUTER NETWORK

ASSESS THE EXTENT AND IMPACT OF THE FAILURE

MINOR FAILURE MINOR DISRUPTION TO ROUTINE

Contact the Centre Reception: 09 444 5023
Advise your Manager as necessary.

MAJOR FAILURE MAJOR DISRUPTION TO ROUTINE

Contact the Centre Reception: ☎ 09 444 5023
State nature of problem and location.

For **After Hours** disruptions contact **North Shore Security Ltd**
☎ 09 442 1296 (24 hours).
Advise your Manager as necessary.

If there is a power or water failure within the building, please ensure that any equipment/ taps being used at the time of the 'outage' are turned off and/ or disconnected.

UTILITY FAILURE

BOMB THREAT

KEEP CALM - TREAT AS GENUINE

FOLLOW THESE STEPS:

Listen carefully and get information. **DO NOT** interrupt the caller.

Report the threat immediately to the Police ☎️ 111
and then Centre Management: ☎️ 09 444 5023
or North Shore Security Ltd: 09 442 1296 (After hours).

Note **EXACT** wording of threat from caller.

Keep the person talking and note* answers to:

- **WHEN** will the bomb explode?
- **WHERE** did you put the bomb?
- **WHAT** does it look like?
- **WHAT** kind of bomb is it?
- **WHAT** will make it explode?
- **HOW** long has the bomb been in position?



Call 111 (Police). State that you have received a bomb threat.

- State your name and location, including city.
- State location of bomb and time set to explode, if known.
- Answer any questions as best you can, and follow the instructions given by Police.
- Notify and evacuate staff verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- Do not use mobile phones or radio transmitters (RTs).
- Do not touch or move any suspicious object!

ONCE EVACUATED, DISPERSE AS FAR AWAY FROM THE BUILDING AS POSSIBLE

***COMPLETE THE BOMB THREAT CHECKLIST ON REVERSE OF THIS PAGE**

BOMB THREAT

BOMB THREAT CHECKLIST

Time:		Date:			
Exact Words Used:					
Male		Female		Adult	
				Child	
Approximate Age:				Ethnicity:	
Speech:				Accent:	
Fast/ Slow		Intoxicated		Well-Spoken	
				Clear/ Muffled	
Stutter		Loud/ Soft		Lisp	
				Poorly Spoken	
High/ Deep		Nasal		Foul Language	
Other Peculiarities:					
Background Noise:	Traffic	Trains	Factory	Aircraft	Office
	Party	Voices	Quiet	Other:	

NOTE ANSWERS TO:

1. Where is the bomb now?
2. What time will it explode?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. What is your name?
8. What is your address?

VIOLENCE / CRIME IN PROGRESS / ACTIVE SHOOTER

IF YOU ARE A VICTIM OF, OR WITNESS TO VIOLENCE, OR A CRIME IN PROGRESS:

NO HEROICS


Your safety comes first

If you are not directly involved, stay well away from the scene. If you are involved, keep calm, alert others, get help if possible.

Notify Police

 111

Notify North Shore Security Ltd;

 09 442 1296
(24 hours)


Prevent other people from entering the area if possible.

Without endangering yourself, attempt to get a description of the offenders, and/or vehicles.


ACTIVE SHOOTER

In response to the sound of gunfire, the report of a shooting or witnessing a shooting event, the following actions are recommended:


IF THE SHOOTER IS INSIDE YOUR BUILDING AND YOU CAN ESCAPE:

Do so by the nearest exit or window. Notify anyone you encounter to exit the building immediately. Evacuate to a safe area away from the danger, and take protective cover. If you get out of the building and do not see a Police Officer, **phone  111 immediately.**


IF YOU ARE UNABLE TO ESCAPE THE BUILDING:

- Move out of the hallways and into an office or classroom and lock the door.
- If the door will not lock, barricade it with whatever is available.
- Turn off the lights.
- Stay away from doors and windows.
- **If possible, phone  111.**
- Silence mobile phones.
- Wait for the Police to come and find you.
- Do not answer the door or respond to commands until you are certain they are issued by a Police Officer.

IF THE SHOOTER ENTERS YOUR OFFICE OR CLASSROOM:

- **If possible, phone  111.**
- If you cannot speak, leave the line open so the Police can hear what's going on.
- If you are hiding and flight is impossible, attempts to negotiate with the offender may be successful.
- Playing dead is also a consideration.
- Attempting to overcome the offender with force is a last resort, but could be used in extreme circumstances.

IF YOU ARE OUTSIDE WHEN A SHOOTING OCCURS:

- Drop to the ground immediately, face-down as flat as possible.
- If within a few metres of a safe place or cover, duck and run to it.
- Move or crawl away from gunfire, trying to utilise any obstructions between you and the gunfire.
 - When you reach a place of relative safety, stay down and do not move.
 - **If possible, phone  111.** Wait and listen for directions from Police.

VIOLENCE / ACTIVE SHOOTER

EARTHQUAKE

DURING AN EARTHQUAKE, IF YOU ARE INSIDE:



DROP down on the floor.



Take COVER under a sturdy desk, table or other furniture. If that is not possible, seek cover against an interior wall or doorway and protect your head and neck with your arms. Avoid danger sports near windows, hanging objects, temporary partitions, tall furniture.



If you take cover under a sturdy piece of furniture, HOLD on to it and be prepared to move with it. Hold the position until the ground stops shaking and it is safe to move. Do not run outdoors. Do not use elevators. Follow directions of Wardens.

DURING AN EARTHQUAKE, IF YOU:

ARE OUTSIDE:

Move to an open clear area if safe to do so. Avoid falling hazards. Drop, Cover and Hold. Protect your head and neck. Follow directions of emergency personnel.

AFTER THE SHAKING STOPS - BE AWARE OF AND EXPECT AFTERSHOCKS:

IF INSIDE:

DO NOT EVACUATE IMMEDIATELY. Check yourself and others for injuries. Assess your surroundings. Check for damage and hazardous conditions and report them to Wardens. Outdoor hazards may be greater than indoor hazards. If asked to evacuate, or if you feel unsafe, evacuate carefully. Take keys, personal items and emergency supplies only if convenient and safe to do so. Follow directions of Wardens and emergency responders. Phone systems may be severely impacted. Limit phone use to emergency calls only and texts. Expect aftershocks over the next hours or days.

IF OUTDOORS:

Stay clear of buildings, trees or other possible falling hazards. Do not go back inside any buildings. Follow directions of Wardens and emergency personnel.

WHEN TO GO HOME:

In the event of a major earthquake; be prepared for many streets and buildings being closed due to damage or to allow emergency services use only. Enact your personal/ family emergency plan. If you leave the Centre; inform someone.

TSUNAMI

A Tsunami consists of a series of waves; the danger may last several hours.

Know where the highest ground is and how to get there. Once you get to a place of safety, be prepared to wait it out before enacting your personal/ family emergency plan.

IF YOU ARE INSIDE:

Do not evacuate your workplace unless instructed to do so. If told to evacuate, do so immediately. Follow the instructions of your wardens at all times. Move inland to high ground. Do not go down to the waterfront. If there is not time to evacuate, all occupants are to move as far up the building as possible.

IF YOU ARE OUTSIDE:

Move inland to high ground. Go at least 2km inland or 35 metres above sea level. Do not go down to the waterfront under any circumstances.

EARTHQUAKE | TSUNAMI

SEVERE STORM / TORNADO

IF WARNED OF A SEVERE WEATHER EVENT

Listen to the radio for updates and advice.

Move people and equipment away from exposed rooms and windows.

Close curtains/ drapes/ blinds.

DURING A SEVERE WEATHER EVENT

IF OUTSIDE:

Take shelter in a protected, or low-lying area if safe to do so, preferably inside a building. Avoid falling and flying hazards. Protect your head and neck. Follow directions of emergency personnel.

IF INSIDE: STAY INSIDE

Keep away from exposed windows until the storm passes. Shelter in the strongest part of the building e.g. central corridors, stairwells, basements. If power fails, remain calm. Stay clear of large glass atriums and roofs.

IN A VEHICLE:

Do not travel unless you have to. If the conditions are such that you fear for your safety and control of your vehicle, pull over and stop in a clear area. Avoid power lines and structural hazards. Stay in your vehicle.

VOLCANIC EVENT

WHEN A VOLCANIC ERUPTION THREATENS

Listen to the radio for updates and advice. Ensure you have a getaway kit. Be prepared to evacuate quickly if necessary.

Put your emergency plan into action. Protect machinery and sensitive electronics and do not uncover until the environment is totally ash-free. Water supplies can be affected, so store as much drinking water as possible.

Check on friends and neighbours who may require special assistance. Bring animals inside, or into closed shelters to protect them from volcanic ash.

DURING A VOLCANIC ERUPTION

STAY OUT OF DESIGNATED RESTRICTED ZONES.

IF YOU ARE OUTSIDE:

Seek shelter in a car or a building. If caught in volcanic ash falls, wear a dust mask, or use a handkerchief or cloth over your nose and mouth. If you must go outside use protective gear such as masks and goggles and keep as much of your skin covered as possible.

IF YOU ARE INSIDE:

Stay indoors. Volcanic ash is a health hazard, especially if you have respiratory difficulties such as asthma or bronchitis. Close all windows and doors to limit the entry of volcanic ash. Place damp towels at thresholds. Do not tie-up phone lines with non-emergency calls.

FLOOD

Floods are New Zealand's number one hazard in terms of frequency, losses and declared civil defence emergencies. Some areas are more prone to flooding than others, but many people have the possibility of being impacted by a flood event in the region.

DURING A FLOOD, OR IF A FLOOD IS IMMINENT

Listen to the radio for updates and advice. Ensure you have a getaway kit. Be prepared to evacuate quickly if necessary.

Put your emergency plan into action. Move critical equipment and documents to higher levels. Switch off electrical equipment. Water supplies can be contaminated so store as much drinking water as possible.

Check on friends and neighbours who may require special assistance. Do not attempt to walk or drive through flood waters, unless absolutely necessary and it is safe to do so.

FIRST AID / CPR

STAY CALM - STOP & THINK - CALL FOR HELP!

- Quickly assess the scene; is it SAFE for you to help?
- Assess the victim. Unconscious? Breathing? Bleeding?
- DO NOT move the victim unless for their immediate safety.

IF THE INJURY/ ILLNESS APPEARS SERIOUS or if the person requests it, call 📞 111 (Ambulance)

- Give the person's location, address, and entrance location.
- Say what appears to be wrong.
- Stay with the person. Call security or send someone else to guide the emergency responder to the location.

For first aid assistance and/ defibrillator, contact the Centre Office: call 📞 09 444 5023
or North Shore Security Ltd: call 📞 09 442 1296 (24 hours).

IF THE INJURY IS MINOR: request assistance from a first aider. Give first aid.

CPR

If Patient is **UNRESPONSIVE**, send for the Defibrillator **IMMEDIATELY**.

AIRWAY



- TILT HEAD – LIFT CHIN – CHECK BREATHING.

BREATHING



- IF NON-RESPONSIVE &
- NOT BREATHING NORMALLY - COMMENCE CPR.

CPR



Locate hand in
centre of chest



Continue cycles of 30 chest
compressions to 2 breaths.
Rate of compression:
100 - 120/ minute.

DEFIBRILLATOR:



Attach AED as soon as possible and follow the prompts.

FIRST AID

BLEEDING: Stop bleeding by applying direct pressure with a dressing/ pad and elevate the limb.

BURNS: Remove any jewellery on the affected limb and apply cool (running) water for at least 20 minutes.

BREAKS: Gently support the fracture to prevent movement.
Seek medical assistance.

HEART ATTACK: Dial 📞 111 (Ambulance) IMMEDIATELY. Send for the Defibrillator IMMEDIATELY. Apply CPR if required (as above).

STROKE: Dial 📞 111 (Ambulance) IMMEDIATELY.

UNCONSCIOUS: But breathing normally – Place in stable side position.

Cover with blanket or clothing. Seek medical assistance. Dial 📞 111.



FIRST AID / CPR