

# EMERGENCY PROCEDURES

## Know what to do before a disaster strikes:

- Dial  111 for Emergency Services (Fire, Ambulance, Police) if required.
- For campus or security concerns: Dial  0800 852 900.
  
- Act on evacuation alarm or instruction from Wardens.
- Wardens are identified by fluorescent vests.
- For more information on emergency management or to keep updated following an emergency refer to [www.wintec.ac.nz](http://www.wintec.ac.nz) .



# EVACUATION PROCEDURE

## 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 phone, keys and wallets only if they are in reach. Do not go back to get personal items.
- Follow the instructions of the Wardens at all times – assist people with disabilities if asked.
- If you need help to get out, wait in the smoke stop lobby or stair landing until help arrives.
- Guide your visitors out of the building.
- Move quickly and calmly – keep noise to a minimum.
- **DO NOT** use lifts. **DO NOT** carry food or drink.
- Merge (like a zip) in the stairwells with occupants from other floors.
- 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 panel and assembly areas.
- **Dial** 📞 **111** to make a Fire call.
- Check their floor is clear and report to the fire alarm panel to await the arrival of the Emergency Services.

SEE REVERSE FOR **ALL CLEAR** AND **SAFE EVACUATION OF PEOPLE WITH DISABILITIES**

# EVACUATION PROCEDURE

## 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.

## SAFE EVACUATION PROCEDURE OF PEOPLE WITH DISABILITIES

### DURING AN EVACUATION

#### For assisting a disabled person with mobility issues:

1. Relocate the person with a disability to a safe area (if safe to do so); this is generally a stairwell.
2. Ensure all doors are closed.
3. Report location of the person to the Floor Warden.
4. Floor Warden to report location of the person to the Building Warden and Fire Service.
5. Find a buddy to stay with the person and/or ensure mobile phone communication.
6. If required, wait for the Fire Service Officers to come and assist.

#### For a disabled person with mobility issues:

1. If you are able, go to a safe area; this is generally a stairwell.
2. Ensure that you close all doors.
3. Make sure that your Floor Warden knows of your presence and location.
4. Floor Warden to report your location to the Building Warden and Fire Service.
5. If possible keep a buddy with you or have a mobile phone for communication.
6. If required, wait for the Fire Service Officers to come and assist you.

As soon as possible, Dial 📞 0800 852 900 to inform Security Staff of your location.

### AFTER AN EVACUATION

Review your personal safety plan. Ensure that the Floor Warden and other staff members who work with you are fully informed of any changes relating to your disability.

## EVACUATION PROCEDURE

# FIRE

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  
Dial 📞 111 (Fire)

If safe confine/contain the fire.  
Close doors after exiting the area.

- Walk, do not run, to the nearest safe exit.
- Do not use lifts.
- Do not push or crowd. Merge like a zip with occupants from other floors.
- If you must leave the stairwell for any reason, feel doors bottom to top for heat using the back of your hand. If hot do not open door. If not hot, open the door slowly standing behind and to one side.
- 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 your breath as much as possible.

Breathe shallowly through nose and use dry clothing (shirt, 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:

Hold your breath 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

## SEXUAL ASSAULT

### IF YOU ARE A VICTIM OF A SEXUAL ASSAULT:

1. Get to a safe place.
2. Dial 📞 111 and ask for POLICE, giving exact location and details of events.
3. When safe Dial 📞 0800 852 900 or ask someone to ring for you and state **“SEXUAL ASSAULT”** giving **exact location**.
4. Do not delay reporting an incident.

### IF YOU WITNESS A SEXUAL ASSAULT:

1. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
2. Immediately Dial 📞 0800 852 900 to notify Security Staff to report the incident, include the following:
  - Nature of the incident.
  - Location of the incident.
  - Description of person(s) involved.
  - Description of property involved.
3. Follow the instructions of Security Staff.
4. Stay with victim, providing comfort and support until Security Staff arrive.

## SEXUAL ASSAULT

## UTILITY FAILURE

### ASSESS THE EXTENT AND IMPACT OF THE FAILURE

#### Minor Failure

##### MINOR DISRUPTION TO ROUTINE

For computer related issues

**Dial ☎ 0800 4 WINTEC**  
(0800 4 946832) to contact the  
Wintec Service Desk.

Advise your Manager, if necessary.

#### Major Failure

##### MAJOR DISRUPTION TO ROUTINE

Loss of power, lighting, water, lifts, communication,  
computer network.

For after-hours disruptions contact Security.  
**Dial ☎ 0800 852 900** and state nature of problem and location.

Advise your Manager, if 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.

## TRAPPED IN AN ELEVATOR

**Familiarise yourself with these procedures in the event of ever being trapped in an elevator**

#### WHAT SOMEONE SHOULD DO IF THE ELEVATOR STOPS:

1. Remain calm. There is plenty of air in the elevator.
2. Press the Emergency/Bell button and wait for assistance.
3. If a phone is available, follow the instructions to summon help.

#### IF YOU CAN SEE THE ELEVATOR HAS STOPPED OR IS STUCK:

1. If you think there may be a fault with the elevator and/or persons may be inside the elevator, **Dial ☎ 0800 852 900** to notify Security Staff.
2. Remain calm. If person/s are inside the elevator, they may be anxious. Advise the occupants that you have summoned assistance and help is on its way.
3. If at all possible, remain at the site until help is available.

## UTILITY FAILURE | TRAPPED IN ELEVATOR

## SUSPICIOUS PARCEL

### **STOP what you are doing and put the item down!**

1. Do not smell, touch, taste, shake or empty contents of article or substance.
2. Turn off any equipment that could disturb air flow, eg, fans or air conditioning.
3. Where there is a likelihood of contamination, stay where you found the article and step about 2 metres away. This includes any people directly next to you.
4. **Dial ☎ 0800 852 900** and state “**SUSPICIOUS PARCEL**”. Provide as much detail of the item as you can. Do not use a mobile phone in close proximity.
5. If anyone is contaminated, isolate the person and call for medical assistance.
6. If possible, ask a co-worker who was not in the immediate area to notify the Manager or person in charge immediately, who will arrange a temporary cordon of the area.
7. Do not allow co-workers into the isolation area unless it is an emergency situation.
8. Follow any further instructions from your manager, or other person in charge.

## SUSPICIOUS ACTIVITY | UNAUTHORISED VISITOR OR MEDIA

1. **Dial ☎ 0800 852 900** and state “**SUSPICIOUS ACTIVITY**”, giving **exact location** and **nature of problem**.
2. Alert other staff.
3. Observe situation and report to Security Staff when they arrive.
4. Security Staff will alert Police if necessary.

## UNAUTHORISED VISITOR

**Dial ☎ 0800 852 900** and request assistance from Security Staff if any problems arise with visitors.

## UNAUTHORISED MEDIA

1. **DO NOT** give information or be engaged in conversation.
2. **Dial ☎ 0800 852 900** state “**UNAUTHORISED MEDIA**” to request assistance from Security Staff.
3. Security Staff will advise the Director of Communications.

# SUSPICIOUS PARCEL/ACTIVITY | UNAUTHORISED PEOPLE

# BOMB THREAT

## KEEP CALM – TREAT AS GENUINE

### Follow these steps:

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

Report the threat **immediately**; Dial ☎ 111 (Police) and then Security: Dial ☎ 0800 852 900.

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

Keep the person talking and note answers to:

- **When** will the bomb explode?
- **What** does it look like?
- **What** will make it explode?
- **How** long has the bomb been in position?
- **Where** did you put the bomb?
- **What** kind of bomb is it?



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

- State your name and location.
- 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 & evacuate staff verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- Do not use cell 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 OVERLEAF

# BOMB THREAT



## BOMB THREAT CHECK LIST

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

## BOMB THREAT CHECK LIST

## GAS LEAK

**If it is a gas leak, do not activate building alarms, use mobile phones, hand-held radios, electronic equipment or light flammable material!**

1. If you discover a Gas Leak, shout a warning to those nearby!
2. **DO NOT ACTIVATE THE BUILDING ALARMS** – Pass the alarm by word of mouth.
3. If safe to do so, turn off the ventilation, machinery and ensure that naked flames are extinguished and check that the nearest gas isolator switch is off.
4. Evacuate the building immediately, avoiding the area of contamination as best as possible, close doors.
5. After you have evacuated the area, in a safe area Dial 📞 **0800 852 900** and state **“GAS LEAK”** giving **exact location** and **type of material involved**. Security Staff will respond and will arrange any emergency/medical or facilities management assistance required and commence evacuation of the building.
6. Follow any specific departmental emergency management plans, for example; Engineering & Trades Emergency Response Procedure, after activating the above.

### Departmental Contact(s):

Name: Extn: Mobile:

Name: Extn: Mobile:

## GAS LEAK

## HAZARDOUS MATERIALS

**If it is a gas or a hazardous material, DO NOT activate building alarms, electronic equipment or light flammable material!**

If the release of a hazardous chemical or gas is affecting people in your area, immediately:

1. **REMOVE** anyone in immediate danger only if safe to do so. DO NOT allow other people in the area. If anyone is contaminated, set up an isolation area. If available, and only if it is safe to do so, put on personal protective equipment, observe and support the person until Emergency Services arrive. DO NOT put yourself at risk.
2. **ISOLATE** the hazardous material by clearing the area, close the doors. If safe to do so turn off isolator switches, ventilation & machinery. DO NOT touch suspect material.
3. **ACTIVATE**
  - If it is a **“GAS”** or **“HAZARDOUS MATERIAL ALERT”**, shout a warning, pass the alarm by word of mouth.
  - If able to ring from a safe area away from the ALERT, Dial 📞 **0800 852 900** from a landline and give exact location and type of material involved.
4. **CONTAIN**
  - Do not risk contact with material or allow spread.
  - Do not smell, touch, or taste.
  - Close doors between you and the hazardous material.

Information on the management of minor chemical/hazardous material spills or releases can be found on Material Safety Data Sheets contained within each department site.

### Departmental Contact(s):

Name: Extn: Mobile:

Name: Extn: Mobile:

Spill Kit location:

## HAZARDOUS MATERIALS

## 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, **Dial ☎ 111** (Police) immediately. Once Police are notified, and it is safe to do so, **Dial ☎ 0800 852 900** and state "ACTIVE SHOOTER."

### If you are unable to escape the building:

Move out of 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, **Dial ☎ 111** (Police).

Silence cell 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, **Dial ☎ 111** (Police).

If you cannot speak leave the line open so the Police can hear what's going on.

If you are hiding and escape 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 utilize any obstructions between you and the gunfire.

When you reach a place of relative safety, stay down and do not move.

If possible, **Dial ☎ 111** (Police).

Wait and listen for directions from Police.

## ACTIVE SHOOTER

## AGGRESSION

### Obey instructions – keep calm

1. Remove yourself and others from immediate danger (if safe to do so).
2. Ensure the safety of staff, students and others.
3. Observe the aggressor for:
  - Physical features or clothing worn.
  - Any weapons.
  - Escape route, vehicle.
  - Distinguishing features, voice or tattoos.
  - Anything touched or taken.
4. When able, Dial 📞 0800 852 900 and state “**AGGRESSION**”, giving **exact location** and **details of events**.
5. State if incident involves staff, students, visitors or others.
6. State if medical assistance is required.
7. Write down all you observed.

## HOSTAGE

1. Ensure personal safety. Do not become a hostage yourself.
2. Dial 📞 111 and ask for POLICE, giving exact location and details of events.
3. When safe, Dial 📞 0800 852 900 and state “**HOSTAGE**”, giving exact location and details of events.
4. Secure immediate area. Close doors.
5. Observe:
  - Number of persons taken.
  - Any weapon.
  - Number and description of captors.
6. Document any threats or demands if possible.
7. Request all witnesses to remain until Police arrive and speak to them.
8. Restrict entry to area until Police or Wintec Security Staff arrive.
9. Do not speak to media.

### BECOMING A HOSTAGE

1. Follow the captor's instructions.
2. Speak only when spoken to.
3. Be as calm as possible, as the captor may use your emotions to his/her advantage.
4. Sit down if possible, to avoid appearing aggressive.
5. Do not make any suggestions to the hostage-taker.

## AGGRESSION | HOSTAGE

## FIRST AID/CPR

Quickly assess the scene. Is it SAFE for you to help?

Assess the person. Unconscious? Breathing? Bleeding?

**Do not** move the person unless for their immediate safety.

**IF THE INJURY / ILLNESS APPEARS SERIOUS,**  
or if the person requests it, **Dial ☎ 111** (Ambulance).

Give the person's location, address, building number  
and entrance gate.

Say what appears to be wrong.

Stay with the person. Call security or send someone else to guide  
the emergency responders to the location.

**IF THE INJURY IS MINOR**

Request assistance from  
a first aider.

Give first aid.

Stay calm. Stop and think.  
Call for help!

### CPR

Look, Listen, Feel. If no signs of life start CPR and send for the Defibrillator **IMMEDIATELY**  
(located in City Campus Hub, Rotokauri Hub, Trades & Engineering/G Block and BioKinetic Clinic, Rotokauri).

#### Airway



Tilt head, lift chin, check breathing,

#### Breathing



If not breathing, give 2 breaths,

#### Circulation



If still not breathing, locate hand position on chest,  
Continue with cycles of 30 chest compressions to  
2 breaths.

### 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).

#### Unconscious

Check breathing and heartbeat are present.

If yes, place in recovery position.

Cover with a blanket or clothing – seek medical assistance. **Dial ☎ 111** (Ambulance).

## FIRST AID/CPR

# EARTHQUAKE / TSUNAMI

## DURING AN EARTHQUAKE IF YOU ARE INSIDE



**DUCK** or **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 spots 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

### IN AN OPEN AREA:

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

### IN AN ELEVATOR:

If power fails, elevators will stop and lights will go off. Be patient and try to remain calm. Emergency personnel will rescue you as soon as possible.

### IN A VEHICLE:

Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards. Stay in your vehicle.

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

### IF INSIDE:

DO NOT EVACUATE AUTOMATICALLY. 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 enable emergency services. Use only until emergency conditions have been stabilized. Enact your personal/family emergency plan.

If you require emergency help Dial 📞111 for Ambulance, Police or Fire, then call Security.

## 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 no time to evacuate, all occupants are to evacuate **vertically**, 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 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

#### IF 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 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.

**Stay out of designated restricted zones**

## 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.

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.

It may not be safe to return home even when the floodwaters have receded. Continue to listen to your local radio station for civil defence instructions, and Wintec Website for updates. Enact your personal/family emergency plan.