Category or Type	Administration and Management
Originally approved by, and date	Executive Leadership Team on 16 October 2014
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Sponsor	Executive Director, Organisational Development
Responsible Officer	Manager, Audit and Risk
Date Policy took effect	16 October 2014
Review date	October 2016

Emergency Management
Standard Operating Procedure (SOP)

Table of Contents

1. Document structure and purpose

Unitec's Emergency Management Standard Operating Procedure (EM SOP) supports and should be read in conjunction with the **Emergency Management Plan** (EM Plan) and the **Emergency Management Communications Plan (EM Communications Plan).** It contains **Emergency Management Functions (EM Functions)** (for use by Unitec staff), **Emergency Management Desk Files (EM Desk Files)** (for use by Unitec IMT members) and **Emergency Management Posters (EM Posters)** that provide general information relating to response(s) by Unitec staff, students and / or visitors when initiating emergency response(s).

The **EM SOP** provides 'how to' checklists for the following on-campus hazards:
- Adverse weather conditions (wind etc.)
- Major fire
- Hazardous Substances Incident
- Bomb threat
- Armed offender incident (firearms, knives, other weapons)
- Civil disturbance / student protest
- Pandemic / disease outbreak

In the event that the natural hazards listed below occur, local, regional and national Civil Defence Emergency Management procedures (and / or lead agencies, e.g. District Health Board, Police or Fire Services) will provide the leadership for dealing with the emergency from an external perspective:

- Flood
- Volcanic eruption
- Earthquake (structural collapse)
- Tsunami
- Severe storm/cyclone
- Influenza pandemic

Several of the above natural hazards may require evacuation procedures involving evacuation of Unitec campus(es).

On-campus emergency procedures will be applied in context of the larger-scale events / emergencies that follow the above mentioned natural hazards. All planning will assume that the following failures may occur –

- Utility Failure
- Power failure
- Telecommunications Failure

Unitec's main objectives in its initial response to all emergencies are:

- To protect human life and alleviate suffering, and, as far as possible, protect property and reputation; and
- To support the continuity of everyday activities and the restoration of disrupted services at the earliest possible time.

A State of Campus Emergency is declared whenever an emergency occurs which cannot be handled by day-to-day operations and management.

2. Assessing the Severity of an Incident / Appropriate Level of Response

> **Use Reference Sheets 1 - 3** to assess the Severity of an Incident / Appropriate Level of Response.
>
> For appropriate activation and notification procedures use **Reference Sheet 1.1**.

3. Application of the Co-ordinated Incident Management System (CIMS)

The Incident Management Team (IMT) will be structured according to CIMS (refer **Figure 1** below), scaled according to the severity and nature of the incident or emergency.
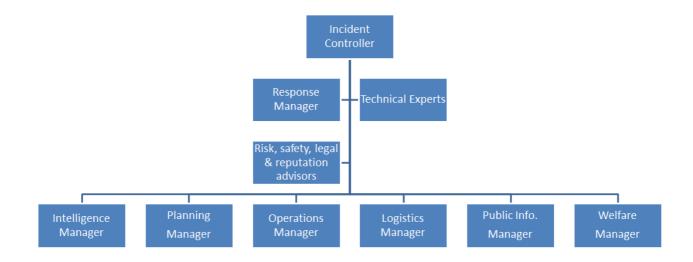

Figure 1: IMT Structure and Functions (CIMS)

For the Northern and Henderson campuses the most senior staff member present (the First Responder) will assume the role and duties of the Incident Controller until such time that the Incident Controller is able to assess the nature of the incident and visit the affected campus.

4. Emergency Management (EM) Functions

During a "State of Campus emergency" (including a pandemic situation) the Executive Director, Organisational Development has overarching responsibility for co-ordinating Unitec's response. However, in a large scale event, every academic and support division will have a role to play to support the response.

An effective response will require the efforts of a large number of staff with a wide range of skills and resources from across Unitec.

Use **Reference Sheets 4.1 – 4.6** to identify a list of functions that may be needed in response to a large- scale emergency on campus.

Reference Sheet 5 is a **Situation Report** template for use when reporting updates to the Incident Controller (who, in turn, summarises this information in periodic updates to the Chief Executive and / or SEMG).

Responsibility for performing the above functions has been allocated to a primary department/division/faculty, on the assumption they will need support from other parts of Unitec to successfully perform their role.

Where departments/divisions/faculties have primary responsibility for an emergency function, they are required to pull together a group of staff (they may not all be from within their own department/division/faculty) and to put plans in place that will allow them to effectively perform this function in an emergency. In some instances several sub groups of staff, each with a specific responsibility, may be required.

Functional (departmental/divisional/faculty) plans should include a list of key staff who will need to play a role in the function, their emergency contact details and back-up staff / arrangements. Plans should also include a list of resources required, where they are, or if not currently available, how they can be acquired.

5. IMT EM Checklists and Desk Files

IMT members use **IMT Checklists 1 – 5** and responders / members of the IMT use **Desk Files 1.1 – 4.2** to follow a checklist-style set of response actions for different emergencies and incidents.

6. EM Posters

EM Posters 1-13 (displayed in prominent, accessible places at different campus locations) provide summary information in an easy to follow format for responders (staff, students and visitors).

ASSESSING THE SEVERITY OF AN INCIDENT / EMERGENCY AND THE APPROPRIATE LEVEL OF RESPONSE

RESPONSE LEVEL	IMPACTS					
	Harm to people	Harm to environment	Asset damage	Loss of business continuity	Damage to reputation	Political interest
Level 1	Life and / or property at risk Large area affected (city / wider) Single or multiple serious injuries or fatalities Mass illness requiring external resources	Serious environmental harm requiring external agency support Hazardous chemical spill / gas release Environmental impact affecting neighbouring area	Significant damage to structures, facilities or equipment affecting daily operations	Loss of whole campus operations for several days	Significant national / international media interest or activity	Demonstrations or unrest involving political interest groups that require external agency support
Level 2	Single or multiple serious injuries requiring immediate hospitalisation affecting daily operations	Moderate environmental harm able to be dealt with by Unitec staff Minor hazardous spill / leak	Accident or damage to facilities or equipment that could affect daily operations	Disruption affecting significant amount of campus operations for more than one day.	Local or regional concerns that have the potential to escalate	Demonstrations or unrest involving political interest groups that can be dealt with by Unitec staff.
Level 3	Injuries or illness of a minor nature Significant near miss	Moderate environmental impact that can be dealt with by Unitec staff Environmental nuisance (e.g. noise)	Minor damage to facilities or equipment that can be dealt with by Unitec staff	Minot disruption to departmental (localised) operations	Campus community awareness of incident / issue with little media interest	Peaceful demonstration / gathering on campus that can be managed by Unitec staff.

APPROPRIATE ACTIVATION AND NOTIFICATION PROCEDURES FOR RESPONSE LEVELS 1, 2 AND 3

Response Level	Activation	Notification	Examples
Level 1 *Full activation of Unitec's IMT*	1. Incident Management Team 2. Strategic Emergency Management Group 3. Emergency Operations Centre	Incident Controller Incident Management Team Chief Executive Other Senior Management Team members Affected Staff Auckland Civil Defence (as appropriate) Insurance Broker	Severe weather event Major earthquake Violent event, e.g. active shooter on campus Major fire
Level 2 *Partial activation of Unitec's IMT*	1. Incident Management Team 2. Strategic Emergency Management Group 3. Emergency Operations Centre	Incident Controller Chief Executive Other Senior Management Team members Health and Safety Manager as relevant Insurance Advisor as relevant Any affected staff	Marginal weather event predicted Minor/medium earthquake Off campus incident (e.g Unitec Shuttle Bus accident)
Level 3 *Normal Day-to-Day operations (on-going monitoring)*	1. Unitec Security 2. Unitec Staff involved only	GM Governance and External Relations as relevant Student Administration as relevant Health and Safety Manager as relevant Insurance Advisor (as appropriate) Any affected staff	Minor accidents/incidents on campus Traffic disruptions Infrastructure Failure

ASSESSING THE SEVERITY OF AN INCIDENT / DETERMINING WHETHER TO ACTIVATE BUSINESS CONTINUITY PLANS (BCPS)

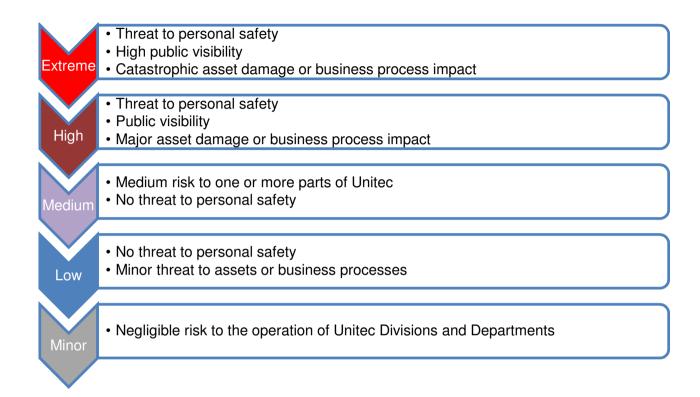|	Minor	Low	Medium	High	Extreme
The continuity of Unitec services is threatened					
Unitec staff and students / or public safety is threatened					
Property is threatened					
Assets are threatened					
Extent of the area of the campus that is impacted					
Time incident response will take to restore to business as usual					

Reference Sheet 3

ASSESSING THE SEVERITY OF AN INCIDENT / DETERMINING WHETHER TO ACTIVATE BUSINESS CONTINUITY PLANS (BCPS)

Extreme
- Threat to personal safety
- High public visibility
- Catastrophic asset damage or business process impact

High
- Threat to personal safety
- Public visibility
- Major asset damage or business process impact

Medium
- Medium risk to one or more parts of Unitec
- No threat to personal safety

Low
- No threat to personal safety
- Minor threat to assets or business processes

Minor
- Negligible risk to the operation of Unitec Divisions and Departments

EMERGENCY MANAGEMENT FUNCTIONS

Lead	Function	Description	Areas involved
IMT	Incident Control	Comprised primarily of staff from the IMT and/or external agencies that will take charge of an emergency and provide command and control during the initial response phase.	Organisational Development / IMT
	EOC Operation	Provide representation at the EOC to assist in managing the incident. The EOC will be activated by the Incident Controller.	Organisational Development
	Evacuation	Facilitate evacuations of specific campus buildings or, possibly, the entire campus to designated safe evacuation points.	Security and Health & Safety
	Access Control	Control building and area access using electronic and manual locking systems. Access may also be controlled using physical barriers.	Security (Lead) / Facilities Management
	Traffic/Crowd Control	Provide assistance with traffic and crowd control in instances where this function is required.	Security (Lead) / Facilities Management
	Flood Control	For various situations including in-building and natural disaster exterior flooding.	Facilities Management
Corporate Relations & Communications *Communications has overall responsibility for ensuring these three functions are planned for in a co-ordinated manner in documented an Emergency Management Communications Plan*.	**Warnings, Alerts and Notifications**	Make on-campus notifications/issue warnings to the Unitec community about the threat/hazard/emergency, as well as specific notifications to those that will be needed to support the incident. *Emergency Warnings: Corporate Communications to co-ordinate with support from* Organisational Development, IMS, Web Office, HR Systems (to help with provision of staff contact information) and Student Services. *Emergency Notifications to those required to support the response:* Corporate Communications	**Emergency Warnings:** Corporate Communications with support from Organisational Development, IMS, Web Office, HR Systems, Student Services **Emergency Notifications to those required to support the response:** Corporate Communications

EMERGENCY MANAGEMENT FUNCTIONS (cont.)

Lead	Function	Description	Areas involved
Corporate Relations & Communications *Communications has*	**Public Information**	Responsible for communicating information about the emergency to staff, students, the media and the public, including dealing with queries, incoming calls from parents.	Corporate Communications
Student Administration	Health and Medical operations	Responsible for: • Determining need for medical support at the incident • Setting up a casualty collection point, medical transport, triage and temporary care of patients (and associated supplies) • Fatality management and morgue facilities (if needed) • Counselling • Organising medical waste disposal as necessary for the Health and Medical Operations	Pou Aroha Student Support
	Student Welfare	Provide care, sheltering, catering, and counselling to students.	Pou Aroha Student Support
	Special Needs Population	Needs to be determined and planned for Pou Aroha Student Support	Pou Aroha Student Support

EMERGENCY MANAGEMENT FUNCTIONS (cont.)

Lead	Function	Description	Areas involved
Facilities Management	Student Shelter	Refers to short- and long term sheltering of students *living on campus.* Responsible for: • Liaising with and regular reporting to IMT as needed • Keeping a list of location and number of beds available at the Mt Albert campus • Liaising with students in Unitec owned accommodation, including offering pastoral care and help with temporary re-housing. • Ensuring pastoral care support for residents with any post-emergency issues	Facilities Management
	Needs and Damage Assessment	Responsible for: • Identifying hazards/vulnerabilities to or in each building and mitigating prior to an event where possible (e.g. earthquake restraints) • Providing assessments on the damage to buildings and making decisions on the safety of the structures post event. • Establishing a priority list of buildings/facilities to check for damage post-event. • Reporting on what is needed to restore/safeguard campus facilities.	Facilities Management
	Facilities Coordination supported by the Timetabling Office	Responsible for: • Determining how and when buildings will be used, repaired and reopened • Setting up a priority list of buildings/facilities to be repaired and reopened e.g. lecture theatres, lab space.	
	Energy and Utilities Services	Responsible for checking that power, water and gas supplies have not been affected and for ensuring power, water, gas supplies are restored as soon as possible where necessary and that generators have sufficient fuel/diesel supplies.	
	Cleaning/Waste Management	Responsible for cleaning up affected parts of campus and arranging removal of all waste Organise chemical toilets	
	Communications (Systems)	Responsible for ensuring that there are hand held radio phones are readily available (Includes ensuring radios are tested and remain charged at all times).	Security

EMERGENCY MANAGEMENT FUNCTIONS (cont.)

Lead	Function	Description	Areas involved
Health & Safety	HAZNO operations	Prime responsibility for working with emergency services in any hazardous materials incident to provide subject matter expertise on hazardous substances, associated risks and appropriate course of action. Also responsible for arranging removal of toxic waste.	Health and Safety
	Staff Welfare	Short term sheltering, catering, counselling and providing on-site information to staff Ensure that buildings/areas/activities are safe -once emergency services have cleared a building the H&S team are responsible for ensuring the safety of all works carried out by contractors/volunteers/staff (in conjunction with FM) and continuously reassessing the hazards until the building is safe for general entry. Liaise with Worksafe, EAP and potentially ACC (in conjunction with Payroll).	Health and Safety, with support from Student Services and Human Resources
Human Resources	HR Services	Responsible for: • Carrying out pay runs during/after an emergency • Monitoring staff in or part way through any relocation process as a result of the incident • Reviewing and monitoring recent appointments to ensure that staff are competent in their role in an incident and communicating any changes. • Emergency leave provisions • Ensuring emergency web site is updated with any HR policy decisions made subsequent to the event. • Arranges for temporary hire of staff as required	Human Resources
	Volunteer Coordination	After the initial impact of a major incident at Unitec, there may be a need to coordinate individuals from both within and outside of the Unitec community who wish to volunteer their time or services. It is important that this function is centralised and coordinated with the rest of Unitec. As well as external volunteers, HR is responsible for identifying, recruiting or co-opting employees from across Unitec for emergency related roles and tasks as required and appropriate	

EMERGENCY MANAGEMENT FUNCTIONS (cont.)

Lead	Function	Description	Areas involved

Finance	Accounts & Finance	Responsible for:
		• Giving "outside the norm" budgetary authority to departments to make large or continuing purchases throughout the emergency
		• Setting up accounts for tracking emergency purchases/costs of supplies, hire of equipment and other resources (accounting for emergency expenditure)
		• Insurance and compensation for personnel, property and vehicles including:
		    -Establishing a process for tracking financial losses or liability for insurance claims;
		    - Ensuring all contractors involved in response support and recovery operations have appropriate insurance coverage; and
		    - Producing estimated loss reports and financial impact assessments for Unitec
		• Providing cost estimates for the incident / emergency
		• Donation management
		• Revenue Management – for students wishing to transfer from Unitec to other tertiary institutions.
		• Approving HR pay runs.
			Finance

IMS	**Computing & Network Services**	• Maintains the central data and computing infrastructure. • Assesses operational status of campus data and computing services. • Directs restoration of central computing and networking infrastructure and services, arranging for emergency repairs. • Directs restoration of communications services (phones, internet connectivity, text messaging, web sites/presence, speaker systems, displays) on campus, arranging for emergency repairs on a priority basis. • Establishes alternate means of communication when necessary, and provides communications capabilities to support EOC operations. • Manages the technical requirements of service to the EOC.	IMS
	Communications (Systems)	Responsible for ensuring that there are phones and data communication devices and systems *ready for use* by departments involved in the response. (Includes planning for communication where a telecoms failure occurs).	IMS

EMERGENCY MANAGEMENT FUNCTIONS (cont.)

Lead	Function	Description	Areas involved
International Office	International Students	Responsible for: • Contacting all International, Exchange and Study Aboard partners with information about the situation and their students. • Contacting all international students to offer comfort and support (including insurance advice). • Responding to requests from partners asking about specific / groups of students • Providing regular updates to partners consistent with Unitec's official emergency communications procedures • Working with Unicare, international student insurance brokers in supporting affected students • Facilitating the transfer of exchange students elsewhere if requested • Working with Admissions & Enrolment to streamline the process to facilitate the transfer of students (un-enrolment) • Working with affected departments where there have been student fatalities • Working with the families of the deceased students • Working with the Doctoral and Scholarships Office in providing support to international students	International Office

Emergency Management

Situation Report

REPORT NO:		# of pages :	DATE & TIME:
PREPARED BY (Name):			LOCATION:
CONTACT DETAILS:			VALID UNTIL:
			NEXT REPORT DUE:

Incident Summary:

Incident Impact Assessment (people, processes, systems):

Action Taken:

Resources (In place)

Resources (That may be required)

Factors (Weather and other factors or limitations should be noted)

Predicted incident development (Note how this situation is anticipated to evolve)

General Comments:

<u>IMT Checklists</u>

(for use by IC
and IMT)

INCIDENT MANAGEMENT TEAM CHECKLIST
(IMT Checklist 1)

Action	Commentary	Record Action Taken
Ensure safety of all personnel	*Contact all staff* *Brief all staff* *Arrange for co-ordination meeting*	
Record event details and time notified	*Paper recording of event details*	
Convene IMT	*Arrange location and time* *Use pre-set agenda*	
Ascertain what happened and why	*Investigate and report*	
Identify any damage	*Investigate and report*	
Identify functions disrupted	*Investigate and report*	
Communicate with other teams / other agencies	*As resources allow, list alternate communication methods.*	

INCIDENT MANAGEMENT TEAM CHECKLIST (IMT Checklist 1)

Assess Maximum Acceptable Outage for priority restoration of business processes	*Investigate and report*	
Consider alternate accommodation needs or modified accommodation arrangements	*Transfer operations and key staff to other locations / offices.*	
Identify response strategies	*Use checklist*	
Stakeholder impact assessment	*Investigate and report*	
Identify information for community and media	*Review reports and prepare media statements for Chief Executive (if appropriate)*	
Implement response strategies	*Review response strategy and direct resources accordingly*	
Constantly assess data and test it is reliable	*On-going*	
Debrief	*Prepare and review IMT reports*	

Agenda
First Meeting of IMT
(IMT Checklist 2)

1. Clarify the event – what happened, where, how	
2. Ensure measures are in place for personal safety of all staff and wider Unitec community	
2. Establish Emergency Operations Centre (EOC)	
3. Determine impact on business processes	
4. Allocate tasks – is there a need to establish specific work teams?	
5. Determine communication procedures	
6. Consider office accommodation requirements	
7. Other considerations?	
8. Arrange next team meeting	

	Response Actions – First Hour	Resources Required
1.	Assess what happened: What Impact Check completeness of information	
2.	Document actions taken, information and decisions	Secretarial staff resource Response log forms
3.	Determine IMT location and assembly time	Venue with tables, whiteboards, computers, phones
4.	Convene response team: Brief team on situation	
5.	Allocate roles and report back times	
6.	Confirm who is the Incident Controller / Alternates and their contact details	Contact lists
7.	Staff / stakeholder welfare assessment and actions	Staff resources if needed to visit families, staff in hospitals, provide support e.g. food
8.	Establish communication requirements: Who How When Key messages	Equipment for messages – web, mobile phone, land line, radio, fax, media broadcast
9.	Resources needed for response – assessment of resource gaps	
10.	Implement process to track actions	Action tracking procedure

IMT Actions
First Day
(IMT Checklist 4)

	Response Actions – First Day	Resources Required
1.	Incident cause – confirm what happened and how	
2.	Reporting - to Chief Executive, SEMG, ELT, other agencies/stakeholders	
3.	Incident Management Team briefings: • What actions are outstanding • What risks and threats still exist • Key achievements to date • Next steps – Resources – Welfare – Communication (internal and external) –	
4.	Situation reports – set timetable for reporting	
5.	Continue to implement process to track actions	Actions tracking procedure
6.	Shift handover **OUTGOING TEAM** • Set changeover time • Plan changeover locations • Ensure Incident Action Plan is prepared • Attend briefing • Brief staff • Brief replacement • Leave after new shift fully functional **INCOMING TEAM** • Receive Incident Action Plan • Establish contact with team members • Manage changeover of team members • Ensure understanding and implementation of Plan • Provide situation reports and time for next report • Plan for next changeover	

IMT Operations
Event Log
(IMT Checklist 5)

Date:			Recorded by:	
Sheet number:			Event:	
Time	To/From	Name	Description	Action

Emergency Management Desk Files

Desk Files 1.1 – 4.2

(Set out who does what
with checklists for
different emergencies
/ incidents

Campus evacuation

Who	What (use tick boxes as a checklist)	

Everyone	1. A campus evacuation is signaled by activating an all campus message using announcements and social media.
	2. If you hear the announcement / receive the message via social media, you must evacuate the campus by walking out of the nearest campus gate.
	3. If you are operating a vehicle, remove if it is safe to do so or leave it in a safe place.
	4. Tell others you meet that a campus evacuation is underway and that they need to evacuate.
	5. If required - help others evacuate.
	6. You are responsible for your visitors and contractors.
	7. Do not go to your car unless directed to do so.
	8. Listen and look out for instructions as to where to assemble or whether to disperse.
	9. Instructions may come via radio telephone, radio, text message, email, social media or in person (such as from Unitec staff, security staff or a fire warden) or by on-ground announcements using loud hailers.
	10. If you need to assemble, quickly walk directly to advised assembly point and
	   • Notify your building fire warden or manager/supervisor of your presence
	   • Remain at assembly point until you are instructed to depart
	11. Do not re-enter the campus or collect your car or possessions until you have been instructed it is safe to do so.	

Incident Controller (IC)	1. Receive evacuation instruction from the Emergency Services or Civil Defence Emergency Management Group.
	   • If Hazardous Goods – evacuation instruction is to come from Senior Fire Officer – assembly point must be upwind of incident location.
	   • If Security Threat - evacuation instruction is to come from Senior Police Officer - no assembly points are specified - everyone is to disperse upon leaving the campus.
	2. Notify IMT of evacuation requirement and assembly point locations (or disperse).
	3. Notify / instruct campus of evacuation requirement and assembly point locations (or disperse).
	4. Switch RT to appropriate channel, put on identification hi-viz vest, take Incident Controller grab-bag.
	5. Evacuate campus at nearest exit and walk to designated assembly point (or disperse).
	6. If assembly is required - collect and record reports from Fire Wardens and Managers to confirm all appropriate areas were evacuated and report information to Emergency Services.	

Who	What (use tick boxes as a checklist)	
Security	1. If you receive an order to activate evacuation - confirm that the person giving the order has the appropriate authority and is who they say they are. 2. Activate appropriate evacuation procedures. 3. Contact security personnel via radio to inform them of the evacuation and assembly points. 4. Contact Incident Controller to notify of evacuation in progress. 5. Ensure no vehicles other than those required for response roles enter the campus and record any vehicles leaving the campus (if possible). 6. Check that all relevant areas are evacuating - if not inform IC. 7. Supervise evacuation by ensuring people evacuate in an orderly fashion to the closest assembly point - or if there is a need to disperse, that they do not form large groups.	

Campus evacuation

Evacuation Wardens	1. Evacuation Wardens are Fire Wardens (for buildings) and Security staff (for outside work areas). 2. Upon hearing evacuation announcements / messages, direct people in your work area to evacuate. 3. If possible - put on identification hi-viz vest and check that your assigned area is clear. 4. Evacuate the campus on foot via the nearest exit gate. 5. Tell others you see that they must evacuate the campus. 6. If required, instruct staff to help others evacuate. 7. Listen and look out for instructions as to where to assemble or whether to disperse. 8. If assembly is required, quickly walk directly to advised assembly point and check who in your area is accounted for. 9. Report to the Incident Controller (either in person, via phone or radio telephone). 10. Respond to any requests from the NZ Fire Services.	
Reception	Upon hearing evacuation siren: 1. Print out or take physical copy of Building visitor information before evacuating. 2. Hand to Incident Controller.	

Notes

1. A single warning is known to be insufficient to move people to action, especially if it cannot be confirmed by direct observation. The warning captures people's attention and triggers a search for corroboration, but cannot be relied on to trigger the desired behaviour. Scientific research shows that people are more worried about being fooled by a single alarm that might prove false. Effective warning requires the co-ordinated use of multiple channels of communication.
2. Campus neighbours / Unitec partners may also need to evacuate. In the event of an evacuation caused by a dangerous goods release, contact neighbours / partners listed in the *Unitec Emergency Management Plan* to ensure they are aware of evacuation and have successfully evacuated. The Public Information Manager under the direction of the IC is required to direct resources to do this ASAP.

Fatality or medical emergency

Who	What (use tick boxes as a checklist)	
Everyone	If you witness a medical emergency: 1. Make the people around you aware. 2. If safe to do so, provide urgent assistance to casualty (e.g. first aid) 3. Identify what additional assistance is required (e.g. first aider, defibrillator, paramedic / ambulance) 4. Make an Emergency Call to request ambulance support 5. If possible, guard the location and wait for help to arrive.	
Incident Controller	1. Commence event log - refer template - IMT Checklist 5. 2. If required - call for administrative assistance. 3. Ascertain the name of the person(s), their location, the nature of the incident, type of assistance required. 4. If required - contact Department Head. 5. Assess all activities for hazards and implement appropriate controls before issuing directions – all normal safety rules, including use of Personal Protective Equipment (PPE), must still be followed. 6. If caused by an accident - do not disturb the scene - unless required to respond to emergency or to make an area safe or to prevent serious damage to property. Take photographic evidence and mark the position where the casualty lay or any other object that moved was located. 7. If required - direct H&S Manager to set up a casualty assessment centre on campus. 8. If a campus emergency is declared – brief the Chief Executive and the DCR. 9. If Emergency Services are required, call 1-111 - NZ Police must be called for any fatality. If NZ Police is the lead agency – take directions from their senior officer and as act as liaison with them and with any other agency at the scene. 10. If Emergency Services will be arriving on campus, advise Security. 11. If the casualty is a Unitec employee or any casualty is being brought onto campus, call the Health & Safety Manager. 12. If the casualty is a Unitec fixed-term contractor, call Human Resources. 13. Notify key Unitec personnel – mass communication to internal lists. 14. Ongoing - provide regular Situation Reports – see **Appendix C.** 15. Ongoing - monitor emergency communications channel – ensure messages are getting through to recipients. 16. Ongoing - keep event log updated with time of directions and actions accurately recorded. 17. Once emergency is over – direct GM Governance & Corporate Relations to notify that normal operations are to resume.	
Security	1. If required - meet Emergency Services and escort to destination. 2. If required - set-up a security cordon around casualty assessment centre.	

Who	What (use tick boxes as a checklist)	
Health & Safety Manager	1. Advise Incident Controller on hazard identification and controls 2. If required - set-up a casualty assessment centre (e.g. in first-aid room) 3. Manage any casualty assessment centre, liaise with ambulance staff in attendance and ensure a written record is made of casualty movements - who is taken where and when. 4. Once emergency over - if required - notify Accident Compensation Commission / Insurers.	

Dangerous goods (DG) release

Who	What (use tick boxes as a checklist)	
Everyone	*Keep a constant look out for leaks or unusual chemical smells.* If you discover a dangerous goods leak or spill: 1. Make the people around you aware. 2. If possible - identify source of release. 3. Evacuate area - move upwind if possible. 4. Wait for help (NZ Fire Service) to arrive - **do not** attempt to neutralise, dilute, stem or contain the flow.	
Incident Controller	1. Receive emergency notification and incident details. If required – contact emergency services immediately. 3. Contact GM Governance & External Relations to notify of emergency situation and if any immediate emergency communications are required. 4. Notify Security and secure site. 5. If available - put on Incident Controller hi-viz vest and take Incident Controller grab-bag. 6. Go to incident site - approach from upwind direction but stay at a safe distance. 7. Take full and immediate control of site - ensure all normal activities in the vicinity have ceased. 8. Assess all activities for hazards and implement appropriate controls before issuing directions – all normal safety rules must still be followed, including appropriate Personal Protective Equipment. 9. Direct Unitec employees and contractors as see fit - with a priority on human safety before negating environmental damage. 10. If there are casualties - also follow *Emergency Procedure - Fatality or medical emergency* - make a 1-111 call - requesting any or all of Police, NZ Fire Service and Ambulance. 11. Identify the substance if possible - any Dangerous Goods incident must be presumed to involve a toxic, corrosive, flammable and reactive substance until fully identified. 12. Determine what sized safety cordon is appropriate - if required; implement *Emergency Procedure – campus evacuation* for a full or partial evacuation. 13. If substance is flammable - ensure all sources of ignition and heat are eliminated - if mobile plant is already in vicinity - turn off plant and abandon. 14. If electricity supply needs to be switched off or floodlighting needs to be altered - direct Facilities Management to action. 15. Consider the risk of incompatible substances mixing. 16. Determine whether substance can be safely contained or moved to a safer location. 17. Ensure that drains are covered. 18. Ensure staff involved in response are not likely to harm themselves, are appropriately trained, aware of the hazards and wearing suitable protective equipment before starting. 19. If NZ Fire Service arrives - identify yourself, take directions from their senior officer and act as a liaison person.	
Incident Controller	20. Ensure Unitec is represented in spill clean-up and disposal discussions and that agreed actions are completed in a timely and safe manner.	

	21. If Unitec emergency is declared - brief the Chief Executive and the GM Governance & External Relations.	
	22. Provide regular Situation Reports to the Chief Executive / SEMG.	
	23. Once clean-up completed - ensure incident site remains monitored and that spillage kits and protective equipment are replaced.	
	24. Once emergency is over - direct GM Governance & Corporate Relations to notify that normal operations are to resume.	

Dangerous goods (DG) release

Security	1. Ensure Emergency Services have clear access onto campus and through to incident site. 2. Meet Emergency Services and escort to incident location - approach from upwind direction and stay at a safe distance. 3. If required, set-up a safety cordon around incident location as directed. 4. If required, ensure access to the campus is limited as directed. 5. Monitor cameras to check that any operations that have been directed to cease, have ceased - if not inform Incident Controller.	
Health & Safety Manager	1. Advise Incident Controller on hazard identification and controls. 2. If appropriate, notify Auckland Regional Public Health Service on (09) 623 4600**.**	
Environmental Representative	1. Advise Incident Controller on how to minimise environmental damage. 2. If required, notify Auckland Council Pollution Hotline on (09) 377 3107.	
Notes *Spilled substance is not to be removed from the campus without the authority of the NZ Fire Service.*		

Fire

Who	What (use tick boxes as a checklist)	
Everyone	**If you are in a building and you discover a fire:** 1. Shout "Fire!" and activate closest fire alarm to alert colleagues. 2. Evacuate building via the nearest fire exit - if thick smoke then crawl low and fast. 3. Once you are safe outside - call NZ Fire Service on 1-111. 4. Go to your designated assembly point. **If you are outside and you discover a fire:** 1. Make the people around you aware. 2. Move a safe distance away from the fire - upwind if possible. 3. Make an Emergency Call. 4. Turn off power to nearby vehicles and other plant. 5. If safe to do so, stay and wait for help to arrive. **If you are in a building and hear the fire alarm:** 1. Immediately evacuate the building via the nearest fire exit 2. Help others evacuate if required. 3. Assemble at the nearest meeting point. 4. **Do not** drive your car - clear access is required for the NZ Fire Service. 5. **Do not** re-enter building until you have been instructed to. *You are responsible for your visitors and contractors*	
Incident Controller **Incident Controller**	1. Receive emergency notification and incident details. 2. Switch RT to appropriate channel. 3. If available - put on Incident Controller hi-viz vest and take Incident Controller grab-bag. 4. Go to incident site - approach from upwind direction but stay at a safe distance - if fire is in a building wait beside alarm panel if safe to do so. 5. Take full and immediate control of site - ensure all normal operations in the fire vicinity have ceased. 6. Determine what sized safety cordon is appropriate. 7. Assess all activities for hazards and implement appropriate controls before issuing directions - all normal safety rules, including use of Personal Protective Equipment, must still be followed. 7. Direct Unitec employees and contractors as see fit - with a priority on saving lives. 8. Establish what actions are being taken to fight fire or evacuate the area. *9.* Establish if anyone is trapped by the fire or unaccounted for or if areas are unchecked - if there are casualties also follow *Emergency Procedure - Fatality or medical emergency on campus.* 10. Establish if dangerous goods are on fire or nearby also follow *Emergency Procedure - Dangerous goods release.* 11. If required, move vehicles or movable items away from fire. 12. If any electrical network is compromised or should be shut down or if a system needs to be shut down or if water pressure is inadequate or if portable lighting or electrical generators are required – then advise Facilities Management. 13. Confirm location of nearby fire hydrants and ready for use. 14. When NZ Fire Service arrives, identify yourself, take directions from their senior officer and act as a liaison person. 15. If Unitec emergency is declared – brief the brief the Chief Executive and the	

| | GM Governance & Corporate Relations.
16. Provide regular Situation Reports to the Chief Executive / SEMG.
17. Once emergency is over - direct GM Governance & Corporate Relations to notify that normal operations are to resume.
18. Record details of damaged buildings / goods. | |

Fire

Fire Wardens	Upon hearing building fire alarm: 1. If nearby put on identification hi-viz vest. 2. Check your assigned area is clear before you evacuate. 3. Assist others with directions to fire exits and assembly areas and help those who need assistance - try to keep everyone calm. 4. Follow the last person from the building and close any fire doors behind you. 5. Go to assembly point and check who is accounted for. 6. Report to Chief Fire Warden (Incident Controller) ***Back-up Area Fire Wardens - ensure Area Fire Warden is performing role before you evacuate***
Reception	Upon hearing building fire alarm: 1. Print out / take record of Building visitor information before evacuating. 2. Hand to Fire Warden / Incident Controller.
Security	1. Ensure Emergency Services have clear access to campus and through to incident site. 2. If required, meet Emergency Services and escort to fire - approach from upwind direction. 3. If required, set-up a safety cordon around fire location. 4. Ensure access to the campus is limited as per instructions - control media representatives and family members of any casualty and escort to agreed destination. 5. Monitor cameras to check that any operations that have been directed to cease, have ceased - if not inform Incident Controller.

Emergency Management Posters

Posters 1 - 13

(Easy reference guidance posted in Departments /
different campus locations outlining the what to do
in various types of emergencies / incidents)

Aggression (Physical/Verbal)

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

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
   Distinguishing features, voice or tattoos
   Any weapons
   Anything touched or taken
   Escape route, vehicle.

When able to safely, contact NZ Police on 1-111 (or Unitec Security on 7114 or 021 610 877 and provide details of the exact location and details of events**.**

4. State if incident involves Staff, Students, Visitors or others (if known).

5. State if Medical Assistance is required.

6. Write down all you observed.

Aggression (Physical/Verbal)

Sexual / Physical Assault

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

If You Are a Victim of a Sexual /Physical Assault

1. Get to a safe place.

2. Call out for help.

3. Contact NZ Police on 1-111 immediately. Contact Unitec Security on 7114 or 021 610 877 or ask someone to ring for you and provide details of event and exact location.

Unitec Security will respond immediately and will arrange any emergency and medical help needed.

4. Do not delay reporting the incident.

If You Witness a Sexual / Physical 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 contact NZ Police on 1-111 or **Unitec Security on 7114 or 021 610 877** to report the incident, including the following:

    Nature of the incident
    Location of the incident
    Description of person(s) involved
    Description of property involved.

3. Follow the instructions of Unitec Security.

4. Stay with victim, providing comfort and support until Unitec Security arrive.

Sexual / Physical Assault

Bomb Threat
(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

Do Not Use A Mobile Phone or Set Off the Fire Alarms. They May Trigger an Explosion

Keep Calm – Treat As Genuine

Bomb Threat
There are two types of Bomb Threats:

1. Specific
Information/location will be given about the device, or a suspicious item and/or location.

Specific Threat - On a landline **Dial extension 7114 or 021 610 877**, state you have received a **"Specific Bomb Threat"**. If possible recall exact wording of threat.

2. Non-Specific
No information given other than e.g. "There is a Bomb in the Building".

If possible ask and record answers to:
Where is the bomb?
What time will it explode?
What does it look like?
What will cause it to explode?
What kind of bomb is it?
Why did you place the bomb?

Bomb Threat

2. Non-Specific
Note anything about the caller:
Age, Sex, Race
Speech
Accent
Background noise

Non-Specific Threat - Contact Unitec Security on **7114 or 021 610 877**, state you have received a **"Non-Specific Bomb Threat".**

If a suspicious object or area is found – LEAVE IT AS IT IS.

Dial extension 7114 or 021 610 877 and provide as many details as you can. Evacuate the area, leave doors and windows open.

Suspected Mail Bomb
Do not open or cut strings

If already lifted, gently lower to a level surface, otherwise leave as it is

Evacuate immediate area to a safe area

Leave doors and windows open

On Landline **Dial extension 7114 or 021 610 877** and state **"Mail Bomb"** giving exact location and details

Bomb Threat

Fire & Evacuation Procedures

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

If You See or Suspect a Fire, Remember R-A-C-E

1. **REMOVE** anyone in immediate danger. Relocate disabled persons in a safe place and report location to Building Warden.

2. **ACTIVATE** nearest Fire Alarm or **Dial 1-111.**

3. **Dial extension 7114 or 021 610 877**, and state **"Fire"**, giving **exact location** and **type of fire.**
    Unitec Security will notify the Fire Service
    Speak Clearly, Stay Calm

4. **CONTAIN** fire by closing doors, turn off machinery or processes (if it is safe to do so).

5. **EXTINGUISH** the fire (only if safe to do so, DO NOT put yourself at risk).

6. If the fire is uncontrollable – **EVACUATE IMMEDIATELY!**

On the sounding of the fire alarm:
    Leave the building immediately by the nearest escape route.
    Report to your designated assembly area.
    Remain until the **"All Clear"** is given by either the Fire Service or Building Warden.

Fire & Evacuation Procedures

Gas Leak

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

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 extension 7114 or 021 610 877**,from a landline and state **"Gas Leak"** giving **exact location** and **type of material involved**. Unitec Security Staff will respond immediately 24 hours a day and will arrange any emergency/medical help needed and commence evacuation of the building.

6. Follow internal procedures after activating the above.

Gas Leak

Hazardous Materials (Dangerous Goods) Alert

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

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 extension 7114 or 021 610 877** from a landline and give **exact location** and **type of material involved**.

4. **CONTAIN**
   Don't risk contact with material or allow spread.
   Do not smell, touch, or taste.
   Close doors between you and the hazardous material.

Hazardous Materials (Dangerous Goods) Alert

Medical Emergency

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

1. Call out for the assistance of a first aider if you are not confident or trained.

2. **Dial extension 7114 or 021 610 877**, and state **"Medical Emergency"**. Provide as much **detail of the event** as you can, i.e. possible cardiac or respiratory arrest, accident, psychotic episode, seizure etc.

3. If you are trained or confident in First Aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert.

Stay Calm, Stop and Think

4. Assess the scene – are you safe/can you make it safe.

5. Remember the ABC's of first aid:

Airways

Breathing

Circulation

Medical Emergency

Suspect Parcel

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

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 e.g. 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 extension 7114 or 021 610 877**, and state **"Suspect 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.

Follow the instructions of your Manager, or other person in charge.

Suspect Parcel

Power Outage

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

During Power Outage

1. Remain Calm; provide assistance to others if necessary.

2. Report the outage, call Facilities Management, or, if after hours, call Security Services on **Extn 7114 or 021 610 877** .

3. Campus-wide telephone communications will continue to operate during a power outage on standard phones only.

4. If evacuation is necessary, move cautiously. Lighted signs will indicate exits where available.

5. Ensure someone remains with any disabled persons who become stranded as a result of the outage. If emergency assistance is required, call Unitec Security on **Extn** 7114 or 021 610 877**.**

6. Passengers stranded in lifts will be able to communicate with Unitec Security or the Lift Company direct from the lift car during an outage.

Power Outage

Power Outage

7. In labs, specific protocol and procedures will operate during a power outage. Ensure you are aware of these requirements.

8. Keep all refrigerators and freezers closed during an outage.

Important Notices

Treat all electrical equipment as live, as power may be restored at any time without notice.

Outage times are difficult to predict depending on the cause. This may take some time to identify. Facilities Management (or Unitec Security after hours) will be given as much information as possible, as soon as possible following an outage.

Building access controls will continue to operate for a limited time after which doors will automatically release and a manual lockdown will be undertaken by Unitec Security.

Power Outage

Armed Hold-Up/Robbery

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

Obey Instructions - Keep Calm - No Heroics

1. Do exactly as asked**.**

2. Avoid eye contact**.**

3. Observe:
   Physical features
   Clothing worn
   Distinguishing features including voice, hair, tattoos
   Scars
   Any weapons
   Anything touched, or taken
   Escape route, vehicle**.**

4. When safe **Dial extension 7114 or 021 610 877**and state **"Armed Hold-Up"**, giving **exact location** and **details of events.**

5. Request all witnesses to remain.

6. Restrict entry to the area until Security Staff arrive.

7. Do not touch anything within the scene.

8. Write down all you observed.

Armed Hold-Up/Robbery

Flooding/Storm/Gale Force Wind

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

Remove Anyone From Immediate Danger If Safe To Do So

Flooding

1. If the building is in danger of being flooded, evacuate all staff, students and visitors to a safe area unaffected by flooding. Otherwise, do not evacuate unless instructed by your Building Warden, Unitec Security or Emergency Services.

2. **Dial extension 7114 or 021 610 877**and state **"Flooding"**. State flooding locale and location of evacuees.

3. Switch off any electrical equipment and gas that could be affected by water.

4. Move any chemicals, documents, equipment and valuables to a safe area if time.

Storm/Gale Force Wind

1. Move all people away from windows.

2. Close all curtains, drapes and blinds.

3. Shelter in strongest part of building (e.g. Central Corridors).

4. Clear large areas with glass atriums or glass roofs.

5. Stay inside.

6. **Dial extension 7114 or 021 610 877**and state **"Storm Damage"** including **location** and **nature of injuries.**

Flooding/Storm/Gale Force Wind

Suspicious Activity/Unauthorised Visitor or Media

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

1. **Dial extension 7114 or 021 610 877** 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. Unitec Security will alert the Police if necessary.

Unauthorised Visitor

1. **Dial extension 7114 or 021 610 877**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. Advise the GM Governance & External Relations.

3. If necessary, **Dial extension 7114 or 021 610 877** state **"UNAUTHORISED Media"** to request assistance from Unitec Security.

Suspicious Activity/Unauthorised Visitor or Media

Trapped in Elevator

(Note: If in your view the incident requires emergency services to be in attendance, if safe to do so, immediately dial 1-111 (from an internal phone) and request for the appropriate emergency service).

If You Are Ever Trapped In an Elevator

1. Press the **Emergency**/**Bell button**.

2. Use the elevator phone and ring the number displayed. (If for any reason the phone does not work, continue ringing the bell until someone outside the elevator has heard you).

3. Remain calm.

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If You Observe a Malfunction From Outside an Elevator

1. If you think someone may be trapped inside, **Dial extension 7114 or 021 610 877** to notify Unitec Security.

2. If they can hear you, try to assure trapped person(s) that help is on the way.

Trapped in Elevator