



EMERGENCY PROCEDURES

BE PREPARED, BE READY

For life-threatening emergencies (Police, Fire Service or Ambulance), CALL 111

Security must also be notified any time Emergency Services are called

For campus or security concerns dial

CAMPUS SECURITY on 021 610877 or 0800 10 95 90

MT ALBERT CAMPUS: Building 112

WAITAKERE CAMPUS: Building 510

- Act on evacuation alarm or instruction from Wardens and/or First Aid Officers
- Security are identified by **UNIFORMS** and/or **IDENTIFICATION CARDS**
- Wardens are identified by **FLUORESCENT VESTS** and/or **HATS**

BUILDING EVACUATION

UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:

- **STAY CALM** and immediately proceed to the nearest safest emergency exit – refer to building map and **LOOK FOR GREEN 'EXIT' SIGNS ABOVE EYE LEVEL**
- **DO NOT** attempt to take personal items with you
- Follow any directions given by the Wardens
- Once outside, **PROCEED DIRECTLY TO THE ASSEMBLY POINT – refer to the building map**
- Assist people with disabilities to the nearest safe area

ONCE OUT AT ASSEMBLY POINT

- **DO NOT** attempt to re-enter the building
- Stay in a group and follow the directions of the Wardens
- Wait for the 'All Clear' from Wardens or alternative instructions.

FIRE

UPON NOTICING FIRE

- **ACTIVATE** nearest Fire Alarm
- If practical **notify one of the Wardens** where the fire is
- **EVACUATE THE BUILDING** as directed above

Call **FIRE SERVICES** on **111** and **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90**

Security will meet and escort the Fire Services to the site

POWER OUTAGE

If required, Call **EMERGENCY SERVICES** on **111** and
CAMPUS SECURITY on **021 610 877** or **0800 10 95 90**

EMERGENCY SERVICES ARE AVAILABLE AT ALL TIMES including where your phone has no signal from your network

- Your phone will use any available network to put the call through
- Where you have called but did not speak to an operator, **your phone company will work with Emergency Services to provide your name and location** of the call.
- **REMAIN CALM**; provide assistance to others if necessary
- **REPORT** the outage, call Facilities Management, or, if after hours, call **Campus Security 0800 10 95 90**
- If evacuation is necessary, **MOVE CAUTIOUSLY**
- **LOOK FOR EXIT SIGNS ABOVE EYE LEVEL** or refer to the building map
- Ensure someone remains with any disabled persons who become stranded as a result of the outage
- Passengers stranded in lifts will be able to communicate with Security or the Lift Company direct from the lift car during an outage
- **LAB SPECIFIC PROTOCOL AND PROCEDURES** will operate during a power outage. Ensure you are aware of these requirements

IMPORTANT NOTICES

TREAT ALL ELECTRICAL EQUIPMENT AS LIVE, as power may be restored at any time without notice

- Facilities Management / Campus Security / Wardens will provide information on power outage times, as soon as possible following an outage
- Building access controls will continue to operate for a limited time. After this, the doors are automatically released and Security will manually lockdown doors.

MEDICAL EMERGENCY – SERIOUS INJURY OR ILLNESS

STAY CALM, STOP AND THINK

- If someone is seriously injured; unconscious; in severe pain; and/or experiencing a debilitating illness (seriously affects their ability to carry on with regular activities):

Call an AMBULANCE on 111 and CAMPUS SECURITY on 021 610 877 or 0800 10 95 90

A person should not be moved if they are lying incapacitated after an impact injury e.g. fall from height, hit by vehicle, until ambulance staff can assess them.

- First Aid Kits can be found in all departments. **If you are trained or confident, provide assistance until an ambulance / qualified medical person arrives**
- **REPORT ALL WORKPLACE INJURIES** to your manager immediately no matter how minor.

MEDICAL
SUSPECT PARCEL

SUSPECT PARCEL

STOP what you are doing

- **PUT THE ITEM DOWN** and **ISOLATE** the area
- **DO NOT SHAKE OR EMPTY** contents
- **TURN OFF** any equipment that could disturb air flow e.g. fans or air conditioning
- **WASH YOUR HANDS** if you have touched the item or contents
- **DO NOT ALLOW ACCESS** to the isolation area

**Call EMERGENCY SERVICES on 111 , and
CAMPUS SECURITY on 021 610 877 or 0800 10 95 90**

- **Do not use a mobile phone in close proximity**
- **PROVIDE AS MUCH DETAIL AS YOU CAN.** If possible, ask someone who was not in the immediate area to notify the Manager / person in charge. Arrange a temporary cordon of the area
- **IF ANYONE IS CONTAMINATED, ISOLATE THE PERSON AND CALL FOR MEDICAL ASSISTANCE**
- Follow the instructions of your Manager / person in charge.

BOMB THREAT

KEEP CALM – TREAT AS GENUINE

- **Listen carefully, DO NOT interrupt the caller**
- **NOTIFY security**
- **Keep the caller talking as long as possible and note:**
 - **WHEN** will the bomb explode?
 - **WHERE** did you put the bomb?
 - **WHAT** does it look like?
 - **WHY** are you doing this?
 - **WHAT** type of explosive was used?
 - **WHO** are you?

DO NOT DISCUSS THE CALL WITH ANY OTHER PERSONS

**Call EMERGENCY SERVICES on 111 , and
CAMPUS SECURITY on 021 610 877 or 0800 10 95 90 and state you have
a BOMB THREAT**

WHEN REPORTING THE BOMB THREAT

- State your **NAME AND LOCATION** using the building map
- State the **INFORMATION YOU RECEIVED** and answer any questions as best you can
- **FOLLOW THE POLICE INSTRUCTIONS**

DO NOT ACTIVATE THE FIRE ALARM unless directed to do so by
Police

ARMED ROBBERY / HOLD UP

OBEY INSTRUCTIONS – KEEP CALM – NO HEROICS

- **AVOID EYE CONTACT**
- **OBSERVE FEATURES** – physical, clothing, voice, hair, tattoos etc.
- **OBSERVE IF THERE ARE WEAPONS**
- Request **ALL WITNESSES TO REMAIN CALM**

When able to safely, **Call POLICE on 111** , and **CAMPUS SECURITY on 021 610 877 or 0800 10 95 90** and provide details of the exact location and details of events

- **DO NOT TOUCH** anything within the scene.
- **WRITE DOWN** all you observed.

AGGRESSION (PHYSICAL / VERBAL)

REMOVE YOURSELF AND OTHERS from immediate danger, if safe to do so

- Ensure the safety of staff, students and others, if safe to do so
- **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, **Call POLICE on 111** , and **CAMPUS SECURITY on 021 610 877 or 0800 10 95 90** and provide details of the exact location and details of events

- When reporting the incident: **State if incident involves staff, students, visitors or others** (if known)
- **State if medical assistance is required**
- **WRITE DOWN** all you observed.

ACTIVE SHOOTER ON CAMPUS

“RUN – HIDE – TELL”

1. ‘RUN’

- **If possible run away from the offender.**
- In unfamiliar environments look for staff in uniform, officials or locals as they may know the best exit.
- Reduce your profile when running, hunch over slightly.
- Don’t run blindly, there may be multiple offenders, so monitor your surroundings.
- Run in short bursts of 50-100 meters from cover to cover.
- Try not to run in a straight line as you may be an easy target.
- If you see police do not run directly at them – remember they will not know who you are;
 - Drop anything you are holding
 - Do not reach into your jacket or bags
 - Raise your hands
 - Follow their instructions

2. ‘HIDE’

- **If you are unable to run away, try and hide from the offender(s)**
- Hide where you cannot be seen
- If possible try to hide behind a robust structure such as a concrete wall, tree or car engine block
- Otherwise hide behind what is available e.g. Desks, shelves, promotional hoardings, large rubbish bins

3. ‘TELL’

- **When safe to do so call the police or campus security.**
- Provide updates on the offender(s) location
- Do not place yourself in danger by making a call - depending on the circumstances the best option may be to remain quiet and wait.
- Consider turning your phone to ‘mute’ and dim the screen if in a darkened place.

When able to safely, **Call POLICE on 111** , and **CAMPUS SECURITY on 021 610 877 or 0800 10 95 90.** Provide the exact location and details.

FALL FROM HEIGHT

RECOVERING INDIVIDUALS

ASSESS THE SITUATION FULLY before commencing a rescue operation and **DO NOT MOVE** the person **UNLESS THEY ARE NOT IN A SAFE PLACE**

Call **EMERGENCY SERVICES** on **111** , and
CAMPUS SECURITY on **021 610 877** or **0800 10 95 90** and state
“FALL FROM HEIGHT” including **location** and **nature of injuries**.

1. **Identify proper position** from which to carry out the operation.
2. Identify proper **anchorage points** – there should be **at least 3 points of contact** between the person and the surface
3. Identify a **point of safety** to move the individual to
4. Make sure **all involved are aware of the procedure** to be carried out and their role within it
5. **Ensure the personnel have been trained** in rescue procedures are **competent to carry out their role**
6. Carry out the rescue steadily and in a controlled manner.
If conscious, encourage the individual to exercise their legs gently, to stimulate circulation of the blood
9. Make sure **communication is maintained** at all times
10. **Monitor the individual's condition** at all times and where possible provide the necessary first aid
11. Position the individual in an **upright sitting position, with knees bent for at least 30-40 minutes**– DO NOT allow them to lie flat
12. **Await medical assistance for further action**

FULL BODY CRUSHING

Call EMERGENCY SERVICES on 111 IMMEDIATELY. They will direct you on what to do before medical help arrives. Also call **CAMPUS SECURITY on 021 610 877 or 0800 10 95 90**

USE COMMON SENSE

- **DO NOT MOVE** the person until emergency services has arrived
- Move all other persons away from the immediate area to prevent further injury to anyone
- **SECURE THE IMMEDIATE AREA** and
 - **Remove all persons** from the area that do not need to be there (students, visitors etc.), and
 - **Any hazardous material close by**
- **BEING ABLE TO BREATHE IS THE FIRST PRIORITY** – check if their airways are clear
- If the person is conscious, tell them to **REMAIN STILL** and ask for **DETAILS OF THEIR INJURY** and **SOURCES OF PAIN**
- **KEEP THE PERSON TALKING** / conscious **while you wait** and **OBSERVE ANY CHANGE IN CONDITION**

Make sure there is **at least one person that is competent in using the machinery causing the crushing**, they can **offer assistance to emergency services** and help appropriately secure the area.

RELEASE OF HAZARDOUS SUBSTANCES

MAJOR CHEMICAL SPILL / RELEASE

An IMMEDIATE THREAT to others in the building e.g. risk of explosion / fire, release of flammable, toxic, or otherwise hazardous gases or fumes

- **WARN** others in the vicinity, evacuate area and close the doors.
- **IF** it is safe to do so, assist any injured personnel; turn off equipment, sources of ignition and/or isolator switches.
- **ACTIVATE** the nearest fire alarm and evacuate the building (see FIRE & EVACUATION PROCEDURES).
- **IF** it is safe to do so, assist injured/disabled personnel to safe

Call EMERGENCY SERVICES on 111 , If possible, provide details of substance(s) involved and location of incident. Then **Call CAMPUS SECURITY on 021 610 877 or 0800 10 95 90**

- Any injured or potentially contaminated persons should be checked by Emergency Services before leaving. **DO NOT** transport anyone to the Hospital.

MINOR CHEMICAL OR RADIOACTIVE MATERIAL SPILL / RELEASE

NO SIGNIFICANT THREAT to others beyond the immediate vicinity of spill

- **Clean-up procedures should be in place where chemicals are in use.**
- Only attempt to clean up spills if you have the appropriate training and equipment to do so
- **For assistance, contact the relevant workspace supervisor or Laboratory Manager and the Health and Safety team.**

GAS LEAK

DO NOT ACTIVATE THE ALARMS – pass the alarm by word of mouth

If there is a gas leak, **DO NOT activate or use:**

- building alarms
 - mobile phones
 - hand held radios
 - electronic equipment
 - light flammable material
- If you discover a gas leak, **SHOUT A WARNING** to those nearby
 - If safe to do so, **TURN OFF VENTILATION AND MACHINERY**, ensure that **NAKED FLAMES ARE EXTINGUISHED** and check that the nearest **GAS ISOLATOR SWITCH IS OFF**
 - **EVACUATE THE BUILDING** immediately, avoiding the area of contamination as best as possible
 - Once area is confirmed as clear, **CLOSE DOORS**

After you have evacuated and are in a safe area:

Call CAMPUS SECURITY on 021 610 877 or 0800 10 95 90 and state there is a GAS LEAK

GIVE THE EXACT LOCATION AND TYPE OF MATERIAL INVOLVED

- Security will arrange any emergency / medical help needed
- **Follow internal procedures** after activating the above

CHEMICAL EXPOSURE

Call **EMERGENCY SERVICES** on **111** , and
CAMPUS SECURITY on **021 610 877** or **0800 10 95 90**

INHALATION

- **DO NOT TAKE ANY ACTION THAT WOULD ENDANGER YOURSELF OR OTHERS**
- **FOLLOW EVACUATION PROCEDURES IF NECESSARY**
- Remove the victim from the contaminated area to **FRESH AIR**
- Close containers, open windows or **INCREASE VENTILATION**, and move to fresh air
- Keep the victim **QUIET AND WARM**
- If **VICTIM IS NOT BREATHING**, and you have been trained, **PERFORM CPR**
- **REMOVE AND CONTAIN CONTAMINATED CLOTHING** from the victim in a plastic bag for decontamination or disposal
- **DO NOT** pull clothing over the victim's head, **TEAR or CUT** (if scissors are close by) **THE CLOTHING OFF** their body

SKIN CONTACT

- Immediately **PLACE THE VICTIM UNDER A SAFETY SHOWER**
- **REMOVE AND CONTAIN CONTAMINATED CLOTHING** from the victim in a plastic bag for decontamination or disposal
- **FLUSH THE SKIN FOR AT LEAST 15 MINUTES** or until medical assistance arrives
- If a burn is developing and you are properly trained, administer appropriate first aid. In all cases, even if the victim feels fine, seek medical treatment and advice immediately
- **IF IN DOUBT, WAIT FOR MEDICAL ASSISTANCE** - do not take any action or administer any treatment

ELECTRIC SHOCK

Call **EMERGENCY SERVICES** on **111** and **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90**

- **DO NOT TOUCH** the person who has come into contact with a live electrical source. If you touch the person while they are still in contact with the electrical current you will also get an electric shock or be electrocuted
- As soon as possible **SWITCH THE POWER OFF** at the source or at the main power switch. If it is not possible to turn the power off, use an insulated object such as a broom with a dry wooden handle to push the victim clear of the source of shock. Wear rubber soled shoes if possible
- **NEVER** choose anything **damp** to help rescue the victim
- If properly trained administer appropriate first aid such as CPR. In all cases of electric shock, even if the victim feels fine, seek medical treatment and advice immediately

BURNS

- **IMMEDIATELY COOL** the affected area **FOR UP TO 20 MINUTES** using cool running water from a tap or shower
- If any clothing is wet with hot liquid or affected by a chemical splash, remove it quickly and carefully.
- Remove any tight clothing, watches, rings or jewellery from the injured area, if possible, because of the risk of swelling

If the patient is badly injured, or the burn is causing significant pain, or involves the eyes, or is larger than half the patient's arm:

Call **AN AMBULANCE ON 111** from any Unitec telephone and **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90**

- If the patient is feeling faint, lay them down
- Place the injured part in a bowl of cold water if easier than pouring water over the burn
- **APPLY A STERILE DRESSING** – use a non-adherent dressing or a piece of plastic kitchen wrap if dressing is not available

EARTHQUAKE

DURING AN EARTHQUAKE IF 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 spots near windows, hanging objects, temporary partitions, tall furniture



If you take cover under a sturdy piece of furniture, **HOLD** onto it and be prepared to move with it. Hold the position until the ground has stopped shaking and it is safe to move. Do not run outdoors, do not use elevators. **FOLLOW THE DIRECTIONS OF WARDENS.**

Call **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90**

WHEN THE SHAKING STOPS

- Put out any fires safely
- Check for any electrical or gas hazards
- Turn off water, gas and electricity
- Assist any injured persons
- **DO NOT** go outside unless you are in danger staying in the building
- **WAIT** for orders from your Warden

IF AN EVACUATION IS INITIATED

- **KEEP TOGETHER** with your group
- **Proceed to an Assembly Area**
- Keep calm
- Follow Warden instructions

EXTREME WEATHER EVENTS

FLOODING

- **IF THE BUILDING IS IN DANGER** of being flooded, **EVACUATE** all staff, students and visitors to a safe area unaffected by flooding
- **If the building is not in immediate danger, DO NOT EVACUATE UNLESS INSTRUCTED** by your Building Warden, Security or Emergency Services

Call **EMERGENCY SERVICES** on **111**, **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90** and state **"FLOODING"** including **location** and **nature of injuries**.

- **SWITCH OFF** any **ELECTRICAL EQUIPMENT** and **GAS** that could be affected by water
- If it can be done safely, **MOVE** any chemicals and equipment to a safe area

STORM / GALE FORCE WINDS

- **MOVE ALL PEOPLE AWAY FROM WINDOWS**
- **CLOSE** all curtains, drapes and blinds
- **SHELTER IN STRONGEST PART** of building (e.g. central corridors).
- **STAY INSIDE**

Call **EMERGENCY SERVICES** on **111**, **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90** and state **"STORM DAMAGE"** including **location** and **nature of injuries**.

AFTERWARDS:

- **DO NOT ENTER** any affected areas until the 'All Clear' has been given by Warden
- Help others if you can, especially people who may require special assistance
- Look for damaged property, including power / gas lines and immediately notify your workspace supervisor

EXTREME WEATHER EVENTS

CYCLONE

Call **EMERGENCY SERVICES** on **111**, and **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90** and state **“CYCLONE”** including **location** and **nature of injuries**.

SEEK SHELTER SAFETY IN THE FOLLOWING AREAS:

- Basement, and lower floor of interior hallway or corridor (preferably a steel-framed or reinforced concrete building)
- If no basement is available, seek shelter **UNDER A STURDY WORKBENCH OR HEAVY FURNITURE** (i.e., table or desk)
- **IF OUTSIDE MOVE AWAY FROM THE CYCLONE PATH** at right angle
- If there is no time to escape, lie flat in the nearest depression (i.e., ditch or ravine).

AVOID THE FOLLOWING:

- Top floors of buildings
- Areas with glass windows or doors
- Auditoriums, gymnasiums, cafeterias or other areas with large, free span roofs
- Vehicles

DURING A CYCLONE, KEEP THE FOLLOWING ITEMS WITH YOU:

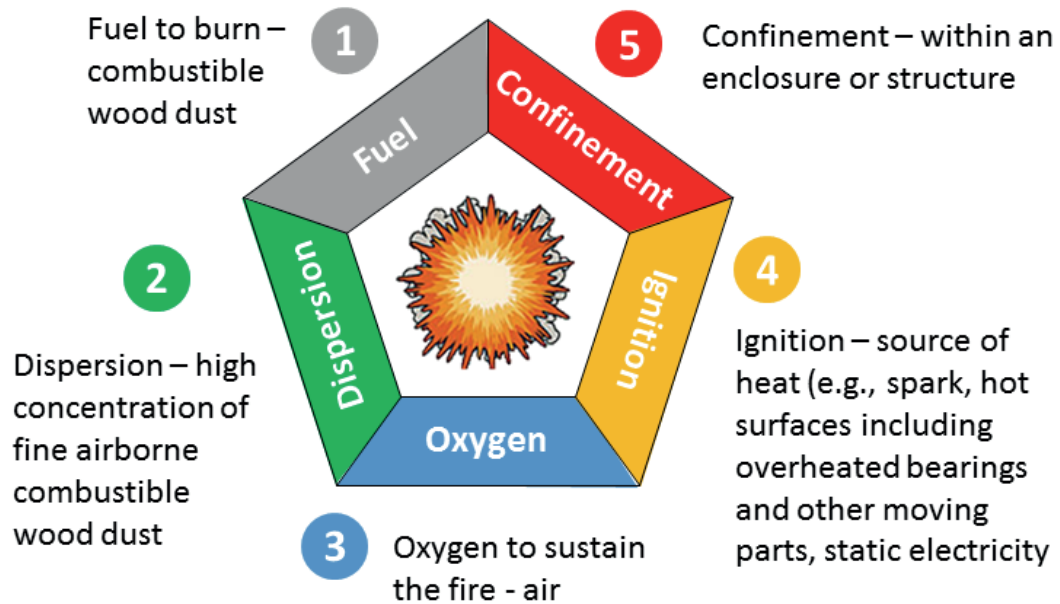
- Flashlight
- Radio
- Mobile phone

DUST EXPLOSION

5 FACTORS TO CAUSE EXPLOSION

- In order for an explosion to occur, the following **five factors** need to be present:

Dust Explosion Pentagon



DAMAGE CONTROL

- **ISOLATE hazard with distance**
- **ISOLATE hazard with a barrier**
- Where possible, remove any flammable or spark-producing hand tools from the area
- **DO NOT ATTEMPT TO PUT THE FIRE OUT**
- If the explosion is significant, follow building evacuation procedures

Call EMERGENCY SERVICES on 111, and CAMPUS SECURITY on 021 610 877 or 0800 10 95 90 and state “DUST EXPLOSION”

- **FOLLOW THE INSTRUCTIONS OF THE EMERGENCY SERVICES**
- A power shut down may be required, follow instructions of security / warden
- **DO NOT RE-ENTER** the building / area **UNTIL THE ‘ALL CLEAR’** has been given.

VEHICLE ACCIDENT

AT THE SCENE

- Take whatever steps are necessary to **PROTECT YOURSELF FROM FURTHER INJURY**
- **ASSIST ANY INJURED PERSONS**, giving only the first aid you are qualified to provide

Call EMERGENCY SERVICES on 111, for medical assistance if required

- **ON CAMPUS**, immediately **NOTIFY CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90**
- **OFF CAMPUS**, immediately **NOTIFY THE POLICE** by calling **111**
- **PROVIDE FACTUAL INFORMATION** to the Police and other driver(s) on:
 - The incident
 - Yourself and Unitec
- Obtain factual information on the other driver(s), **e.g., name, address, phone number, car registration, insurance details etc.**
- Identify witnesses and **obtain addresses and phone numbers**
- Report the accident / incident to your manager **as soon as possible**

REPORTS TO BE COMPLETED AS SOON AS POSSIBLE FOLLOWING THE INCIDENT:

- Security Incident Report Form
- Aon Motor Accident Claim Form (if applicable)

All forms are available from NEST

ENTRAPMENT IN A CONFINED SPACE

Call **EMERGENCY SERVICES** on **111**, and **CAMPUS SECURITY** on **021 610 877** or **0800 10 95 90** and state **"TRAPPED IN CONFINED SPACE"**

PROVIDE LOCATION AND CONDITION of individual needing assistance

PRIOR TO ENTERING THE SPACE

- **MAKE THE GENERAL AREA SAFE** – establish a **PERIMETER FOR RESTRICTED ACCESS**, and **PROVIDE VENTILATION** if necessary
- Determine **WHAT HAZARDS ARE PRESENT** at the scene – including oxygen level, flammability, uneven / unstable surfaces
- Take appropriate measures to **ENSURE STRUCTURAL STABILITY** of the confined space
- Appropriate PPE must be worn
- Ensure there is **ADEQUATE LIGHTING**
- A retrieval system with a **BACK-UP SYSTEM** shall be readied and in place – this will be determined safety / rescue personnel

UPON REACHING THE VICTIM(S)

- **SURVEY THEIR CONDITION** and provide respiratory protection
- Look for immediate life-threatening injuries– seek medical advice where possible

TREATMENT

- Immediately upon exit, the victim(s) shall be transferred to treatment personnel
- **IF THE VICTIM HAS BEEN CONTAMINATED** from product inside the confined space, a **THOROUGH DECONTAMINATION** of the victim must be conducted prior to transporting to the hospital

WHEN THE RESCUE IS COMPLETED

- Remove all tools and equipment used. **WHERE A FATALITY HAS OCCURRED DO NOT DISRUPT THE SCENE**
- If there has been any contamination, follow proper de-contamination procedures.

REPORT ALL WORKPLACE INCIDENTS AND INJURIES TO YOUR MANAGER NO MATTER HOW MINOR