EMERGENCY PLAN

Wellington Region
2010
REVISIONS

<table>
<thead>
<tr>
<th>VERSION</th>
<th>ISSUE DATE</th>
<th>SUMMARY OF CHANGES</th>
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A bi-annual review of this Emergency plan will be co-ordinated by the Manager, Environmental & Emergency Management.
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EMERGENCY CONTACTS

IN AN EMERGENCY: Dial 111 and state service required: Fire - Ambulance - Police

WELLINGTON REGION EMERGENCY & SUPPORT SERVICES

Ambulance Service
Wellington Free Ambulance 0800 426 285

Civil Defence (Wellington Region)
Emergency Management Centre 04 460 0650
0800 496 734

Community Support Agencies
Rape Crisis Centre 04 385 9880
Samaritans 04 473 9739
Victim Support 0800 426 285
Youthline Service 04 382 8828

Fire Service
Brooklyn Fire Station 04 384 6513
Newtown Fire Station 04 389 4159
Wellington Central Fire Station 04 801 2144

Medical Services
Accident & Urgent Medical Centre 04 384 4944
National Poisons Centre 03 474 7000 (Urgent Information)
03 479 1200 (Non-urgent Information)
Newtown Urgent Pharmacy 04 385 8810
Wellington Hospital 04 385 5999

Police
Wellington Central Police Station 04 381 2000

MASSEY UNIVERSITY WELLINGTON CAMPUS EMERGENCY CONTACT

ALL emergencies are to be reported to Buildings & Facilities. Buildings & Facilities will decide on the level of response, further action required and advise the appropriate people.

Buildings & Facilities (24/7) Extension: 62222
0800 MASS 50 (0800 6877 50)
RFMWNHelpdesk@massey.ac.nz
SECTION ONE

EMERGENCY PLAN
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### 1.0 EMERGENCY PLAN

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1.0 EMERGENCY PLAN

1.1 Overview

Every member of the Massey community shares responsibility for emergency preparedness. Heads of Colleges/Institutes/Departments are responsible for:

- ensuring that their individual departments have up-to-date emergency plans where applicable.
- assigning emergency planning and response duties to appropriate staff members
- ensuring that these employees know their responsibilities in these roles.

The emergency plan for Massey University Wellington Campus consists of two components:

- The Massey University Wellington Region Emergency Plan
- College/Department Emergency Plans (created and maintained at the College/Department level)

This plan outlines in general terms the control arrangements and resources available in the event of an emergency and sets the standards for the creation of individual College/Department emergency plans. It is the responsibility of each College and department to develop individual emergency plans (where applicable) that are consistent with this plan. College/Department emergency plans must:

- outline the Department/College-specific response to an emergency
- develop strategies for protecting people and programmes
- document the critical functions that must continue during and after an emergency.

These emergency planning documents are intended to enable the Campus to respond effectively during the immediate aftermath of an emergency situation and for the duration of the recovery period. There are four goals implicit in the creation of the campus Emergency Management Plan:

1) to promote the safety and security of students, staff, faculty, and visitors;
2) to minimize damage to Campus resources
3) to minimize disruption of Campus programs
4) to assist the community as appropriate.

No part of these guidelines shall be construed as a contract between any employee, student, or visitor and the University. The University reserves the right to change any guideline at any time.
An emergency is any unplanned event that can cause death or significant injury to employees, students, visitors to the campus, or the public; or that can shut down the campus, disrupt operations, or cause physical or environmental damage. The following events, as well as events not listed, may constitute an emergency:

- Fire/Explosion
- Hazardous Materials – Releases or Spill
- Acts of Terrorism
- Bombs or Bomb Threats
- Active Shooter
- Floods
- Severe Weather
- Earthquake
- Utility Failures
- Gas Leak/Supply Failure
- Communication Failure

The Emergency Levels that are referred to throughout this plan are as follows:

**LEVEL 1 (MINOR EMERGENCY)**

Level 1 emergencies are minor incidents that occur in localized areas or campus buildings. They affect a small segment of the campus community; they can be quickly contained or resolved with existing campus resources. They are still likely to require a response by the emergency services.

These incidents do not require the activation of the campus Emergency Management Plan.

**Examples**

- Localized fires
- Minor chemical spills
- Infrastructure or utility services failure
- Minor assault / aggressive behaviour

**Notify**

- Emergency services (where applicable)
- Buildings & Facilities Helpdesk
- Manager, Environmental & Emergency Management
- Campus Registrar
- Staff in the affected area

Activate
- Buildings & Facilities staff
- Building & floor wardens (where applicable)
- MUW security (if applicable)

**LEVEL 2 (MAJOR EMERGENCY)**

Level 2 emergencies are major incidents that affect sizable segments of the Campus community or disrupt entire portions of the Campus property. These situations require a coordinated response beyond normal operating procedures. The Emergency Management Plan may or may not be activated based upon an assessment by the Emergency Management Team. Only the Campus Registrar or designee, upon advice by the Emergency Management Team, may declare a Level 2 emergency.

Examples
- Medium sized earthquake (where damage is likely to have occurred)
- Major chemical spills
- Fire
- Extensive utility outages
- Major flooding

Notify
- Emergency Services (where applicable)
- Buildings & Facilities Helpdesk
- Campus Registrar
- Manager, Environmental & Emergency Management
- Campus Emergency Management Team
- Campus Staff & Students (through appropriate method under the guidance of the Campus/University Communication Advisor and Campus Registrar)
Activate
- Key Emergency Management Team Members
- Buildings & Facilities staff
- Building & floor wardens
- MUW security

LEVEL 3 (DISASTER)

Level 3 emergencies are major incidents that affect the entire campus and the surrounding community. Such situations are wide-ranging, complex, and cannot be handled through the University’s normal resource levels. They require a campus-wide response and extensive coordination with external jurisdictions. The Campus Emergency Management Plan is activated and linked to those of surrounding external jurisdictions. The Emergency Management Team will coordinate Campus activities with those of local authorities. Only the Campus Registrar or designee, upon advice of the Emergency Management Team, can declare a Level 3 emergency.

Examples
- Major earthquakes (where significant damage has occurred)
- Major fire
- Widespread chemical spill
- Bomb Threat
- Explosion
- Biological agent contamination
- Active shooter on campus
- Severe weather event

Notify
- Emergency Services (where applicable)
- Buildings & Facilities Helpdesk
- Campus Registrar
- Manager, Environmental & Emergency Management
- Campus Emergency Management Team
- Campus Staff & Students (through appropriate method under the guidance of the Campus/ University Communication Advisor and Campus Registrar)
Activate

- Key Emergency Management Team Members
- Buildings & Facilities staff
- Building & floor wardens
- MUW security

Emergency Response Priorities

In any emergency situation the response actions of emergency personnel are guided by Massey University’s desire to protect the following, in priority order:

- People
- Research & intellectual property
- Equipment, facilities & other property

1. Buildings used by dependent populations
   Accommodation complexes, occupied classrooms and offices, occupied auditoriums, lecture theatres and special event venues

2. Buildings critical to health and safety
   Medical facilities, emergency shelters, food supplies, sites containing potential hazards

3. Facilities that sustain the emergency response
   Energy systems and utilities, communications services, computer installations, transportation systems

4. Classroom and research buildings

5. Administrative buildings

Information on the Campus Emergency Procedures: Types of Emergencies and the precise actions to take are located in Section 4 of this plan. Additional information and specific Action Plans for the Emergency Management Team are located in Section 5 of this document.

Information on how to deal with Critical Incidents is located in Section 6 of this document. For further information on Critical Incidents please refer to the Massey University Wellington Critical Incident Management Plan. The Critical Incident Plans purpose is to address the need to assist staff and students
who have been involved in a situation which has had sufficient impact to overwhelm the usual coping strategies of individuals or groups, in order to expedite their return to normal function.

Information on the Campus Post Emergency Response and Recovery is located in Sections 7 & 8 of this plan.

All matters of an emergency or critical nature are to be reported to and will be attended by Buildings and Facilities. This will occur whether or not emergency services attend. Buildings and Facilities will decide on further action required and will advise the appropriate people. For regional decisions this will be referred to the Campus Registrar. For University wide decisions this will be referred to the Vice-Chancellor.

1.2 Organisation

The organisation for Level 1, 2 & 3 emergencies is shown in Section 2 of this plan: Emergency Management Structures.

The Emergency Management Team consists of

- Campus Registrar
- Director, Buildings & Facilities
- Manager Environmental & Emergency Management
- Maintenance and Services Manager
- Trades Coordinator
- Services Coordinator (Security)
- Information Technology Services
- Director Student Services Trust (or representative)

In addition, other personnel may be co-opted to this Team as required.

The Emergency Management Team’s responsibilities are to:

- Determine the response strategy (e.g. the level of the incident and when this level will be up or downgraded)
- If necessary, make decisions and requests for major assistance.
- Provide advice to the Campus Registrar, or where appropriate the Vice-Chancellor in such areas as whether to suspend lectures and other operational activities, whether to evacuate the Campus etc
- Prioritize emergency actions
- Deploy and coordinate resources and equipment
- Communicate critical information and instructions
- Monitor and re-evaluate conditions
- Coordinate with government agencies

The Massey University Wellington Emergency Operations Centre (EOC) is located in T20. The purpose of the EOC is to manage the response to the emergency, including all resources. The EOC will seek any additional resources which may be necessary (e.g. equipment, additional personnel, etc).
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2.0 EMERGENCY MANAGEMENT STRUCTURES

2.1 Wellington Campus Emergency Management Team

2.2 Wellington Campus Emergency Structure (Level 1 Emergencies)
2.3 Wellington Campus Emergency Structure (Level 2 & 3 Emergencies)

Massey Emergency Operations Centre (EOC) — Civil Defence Wellington

Incident Controller

Emergency Services
- Police
- Fire
- Ambulance

Emergency Operations Centre Coordinator

Operations
Planning & Intelligence

Security Services

Rescue

Logistics
Information Systems/Communication

Medical

First Aiders

Welfare

Building Wardens

Floor Wardens
2.4 Wellington Campus Critical Incident Management Team

![Diagram of Wellington Campus Critical Incident Management Team]

- Campus Registrar
  - College/Departmental Representation
    - Manager, Environmental & Emergency Management
    - Critical Incident Support Team
  - Secretarial Support
    - Director, Student Services
    - Medical/Counselling Support
    - Communications Advisor
    - Chaplaincy Coordinator
    - MAWSA representative
    - Te Kaiwawao
    - Manager, Environmental & Emergency Management
SECTION THREE
MEDIA & INTERNAL COMMUNICATION
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3.0 MEDIA & INTERNAL COMMUNICATION

Depending on the type of emergency and information means available the following process should be followed:

3.1 Authority to Speak

All information regarding emergencies and delegated authority to evacuate will be made from the Office of the Campus Registrar, Wellington.

3.2 Access to Information

Information will be made available to all staff and students by as many means as possible as the situation evolves.

3.3 Incident Response Communication Checklist

- Have you contained the incident (if possible)?
- Have you contacted the emergency services, (if necessary)?
- Have you contacted your manager/department head/PVC/Campus Registrar?
- Have you contacted the Communications Advisor

If you are contacted by the media to comment on any incident/event take down their name, number, media outlet and deadline, establish what they want, say someone will call them back, and contact the Director of Communication and Marketing.

In the event of a critical incident, emergency or any event that is likely to impact on the reputation of Massey University staff must contact the Director of Communication and Marketing, or their deputy, campus communications advisor.

3.4 Media Releases

All media releases and dealings with the media will be the responsibility of Public Relations – Massey University
3.5 Dealing with Media

When a reporter calls
- Ask for name, organisation contact number, question line and when interview will be used.
- Ask who else will be interviewed.
- Ask for deadline and offer to call back
- Consult your Communications Adviser.
- Decide whether the interview is in the University’s interest

Before the interview
- Check your facts
- Prepare a short list of key messages and priorities.
- Relax, put your notes aside

During the interview
- Manage your answer, make your main points
- Repeat if necessary
- Correct any factual errors
- Speak as if to one person, typical of your key audience.
- Be yourself, show feelings

For broadcast media
- Ensure you are comfortable
- For TV, ensure background is appropriate
- For TV, ensure eye contact with the reporter
- Speak clearly, avoid jargon
### 3.6 Internal Emergency Communication Systems

All academic and administrative units are to establish unit specific emergency contact lists for emergency notifications to employees and/or students. Periodic updates and sign offs by the appropriate administrator are required and copies of these are to be provided to Buildings & Facilities.

<table>
<thead>
<tr>
<th>Communication Method</th>
<th>When to Implement</th>
<th>Implementation Method(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air horn (portable)</td>
<td><strong>EMERGENCY</strong></td>
<td>• Portable air horns are located at the Civil Defence Emergency Provisions Store</td>
</tr>
<tr>
<td></td>
<td>• Use to alert people for communication updates, localised evacuation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use to muster large groups of people</td>
<td></td>
</tr>
<tr>
<td>Building Alarm</td>
<td><strong>EMERGENCY</strong></td>
<td>• Use a building alarm call point (break glass) to sound the alarm</td>
</tr>
<tr>
<td></td>
<td>• Use when a building(s) is required to be evacuated immediately</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use when an immediate response is required</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use when electricity may be unavailable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Use at any time in an emergency, and particularly in the early stages to collect status information for the Response Team</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• <strong>DO NOT</strong> USE AROUND FLAMMABLE SUBSTANCE SPILLS, GAS LEAKS OR BOMB THREATS UNLESS ADVISED TO DO SO BY EMERGENCY PERSONNAL</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• If not able to enter the building, endeavour to communicate via cell phone to a building occupant to sound the alarm.</td>
<td></td>
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<tr>
<td></td>
<td>• Have a runner (in a vehicle if faster) to go to the building and activate an alarm call point</td>
<td></td>
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<tr>
<td></td>
<td>• Follow up with Wardens via cell phone, runner or portable public address system to relay further instructions.</td>
<td></td>
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<tr>
<td></td>
<td>• An up-to-date list of Assembly Area locations is to be kept at the Emergency Operations Centre</td>
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<tr>
<td>Communication Method</td>
<td>When to Implement</td>
<td>Implementation Method(s)</td>
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</table>
| Cell phone texting/ Emergency Alert    | EMERGENCY, IF AVAILABLE                                 | - Confirm network is operational  
- Text relevant information (authorised by the Campus Registrar or the Incident Controller)  
- Text priority groups first to avoid ‘clogging’ of the network  
- Use pre-developed communication templates as a guide  
- Widespread communication may take 1 – 2 hours and could be disrupted by network overload in a widespread emergency.  
- For more details see Section 3.7  |
| SMS/Texts                             | Use when electricity is unavailable  
- Use for bulk communication                                     |                                                                                                                                                                                                                          |
| Email                                 | EMERGENCY, IF AVAILABLE BUSINESS RECOVERY               | - Widespread communication may take 1 – 2 hours  
- Email priority groups first to avoid “clogging” of the system  
- For more details see Section 3.8  |
| Massey Home Page (Web)                | EMERGENCY, IF AVAILABLE BUSINESS RECOVERY               | - Contact ITS verify network availability and to post relevant information (authorised by the Emergency Incident Coordinator)  
- If possible provide an email link on the site for feedback and critical communication  
- All inwards communication is to be forwarded to the Operations Centre by whatever means is practicable e.g. hard copy, verbal etc.  
- The web address to publicise prior to and during the crisis is: [http://www.massey.ac.nz](http://www.massey.ac.nz)  |
|                                       | Use when electricity and computer networks are available  
- Useful for communicating onmass to personnel both on and off site |                                                                                                                                                                                                                          |
<p>|                                       | Use the site to provide emergency preparedness information for staff and students on a day-to-day basis outside of the crisis |                                                                                                                                                                                                                          |
| Landline telephone communications     | EMERGENCY BUSINESS RECOVERY                             | - Verify networks are operational before widespread use. Try a test call and/or contact: Telecom Ph 0800 482 296                                                                                                      |</p>
<table>
<thead>
<tr>
<th>Communication Method</th>
<th>When to Implement</th>
<th>Implementation Method(s)</th>
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<tr>
<td>Use at any time with electricity and telephone network availability</td>
<td>A Massey phone directory is held in the Emergency Operations Centre</td>
<td></td>
</tr>
<tr>
<td>May only be usable for a short period following an electricity power failure</td>
<td>Notify Palmerston North &amp; Albany Campus of event</td>
<td></td>
</tr>
<tr>
<td>May be used to field external calls</td>
<td>Update call centre at least each hour to advise of crisis status changes.</td>
<td></td>
</tr>
<tr>
<td>Use 0800 MASSEY message for after-hours crisis to provide updates and/or advise staff to remain off-campus</td>
<td>Advise the Call Centre about relocation if facility is disrupted by the emergency</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use faxes to relay complex or detailed information if appropriate.</td>
<td></td>
</tr>
<tr>
<td>Massey Radio</td>
<td>EMERGENCY, IF AVAILABLE</td>
<td>Personnel must have access to portable radios (battery or dynamo operated in the event of a power outage) or vehicle radios.</td>
</tr>
<tr>
<td></td>
<td>BUSINESS RECOVERY</td>
<td>Dynamo radios are available in each Civil Defence Cabinet.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>In a power outage backup generation may be required for the station</td>
</tr>
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</tr>
<tr>
<td>Use this method of communication for large groups of people both on and off campus</td>
<td>Confirm network is operational</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Include on the screens the date and time that the information was updated.</td>
</tr>
<tr>
<td>Plasma Screens</td>
<td>EMERGENCY, IF AVAILABLE</td>
<td></td>
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<td></td>
<td>BUSINESS RECOVERY</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Use this method of communication for large groups of people on campus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use when electricity and computer networks are available</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use this medium to provide emergency preparedness information for staff and students on a day-to-day basis outside of the crisis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Portable Notification Boards</td>
<td>EMERGENCY</td>
<td>Set up an instruction notification board in appropriate locations. Provide pen and paper for those who wish to write things down.</td>
</tr>
<tr>
<td></td>
<td>BUSINESS RECOVERY</td>
<td></td>
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<tr>
<td>Communication Method</td>
<td>When to Implement</td>
<td>Implementation Method(s)</td>
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</tr>
</tbody>
</table>
| • Can be used with or without electricity  
• Use to communicate to large groups of people  
• Use in common areas and/or by major roadways / paths to communicate to people in transit | • Remember – be clear; people may not be thinking clearly due the shock of the crisis  
• The board may need protection from inclement weather  
• Include on the boards the date and time that the information was updated. |
| Runners  
• EMERGENCY  
• Use when all other means of communication have failed.  
• This is a last resort because this method is slow | • Wardens and other key building personnel have been trained to exercise authority in an emergency to appoint able-bodied runners, if necessary. Wardens have also been trained to know the type of information required to be relayed to the Emergency Operations Centre (EOC) in an emergency e.g. Number of fatalities, major injuries, significant hazards etc  
• Any person within the Emergency Management Team has authority to appoint runners.  
• These runners will communicate with the EOC and subsequently relay information back to their Assembly Areas  
• Set up an instruction notification board outside the EOC with clear instructions on what the runner must communicate back to Wardens / Managers. Provide pen and paper for them to write down contact numbers etc.  
• Remember – be clear; people may not be thinking clearly due the shock of the crisis. |
| Two-way radio  
• EMERGENCY, IF AVAILABLE  
• BUSINESS RECOVERY  
• Use when an immediate response is required  
• Use when communication to a group of key personnel is required | • Radio channels are listed in Section 3.7  
• A “temporary” board listing personnel with radios is to be established in the Emergency Operations Centre  
• If there is no electricity, a small generator charging station will need to be provided for prolonged use |
3.7 Portable/ Two Way Radio

The University's radio system allows for immediate communication to a large number of users on campus and is highly resilient. The University's radio system runs in the UHF band (Ultra High Frequency), using frequencies licensed to Massey University for use in the Wellington region. UHF signals are reasonably good at penetrating building structures. However, all structures do restrict radio signals to some degree. The system has two modes of operation, Duplex and Simplex.

Current Setup
Each radio or group can be programmed individually. Below is a sample of a radio's programmed access.

Campus Radio Resources/ Channels

<table>
<thead>
<tr>
<th>Channel 1</th>
<th>Regular Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Channel 2</td>
<td>Emergency Communication</td>
</tr>
</tbody>
</table>

3.8 Alert Systems: Texting & E-Mail Notification

Wellington Campus has access to SMS texting & e-mail notification alert systems: IBM WHISPIR.

The IBM WHISPIR alert system will only be used during level 2 & 3 emergency events on campus where an action is able to be taken by those receiving the alerts.

During a Level 1 emergency, Buildings and Facilities Management will alert and notify affected Building and Emergency Wardens, HoDs and the Office of the Campus Registrar. This will be in person, by telephone or by text or email, depending on the circumstances. Periodic updates will be provided to affected areas, via Massey Wellington-all as necessary and appropriate.
During a Level 2 or Level 3 emergency, making timely internal and external emergency announcements requires a broader approach involving many participants. Students, staff, visitors and campus neighbours such as the crèche and the High School, must know what happened, where it happened, and what to do next. This may be accomplished in person, by telephone or by IBM WHISPIR text or email alert, according to the circumstances. Frequent updates will be provided to affected areas as necessary and appropriate.

The Campus Registrar (or delegate) is responsible for coordinating all internal and external communications during a Level 2 or Level 3 emergency. The Campus Registrar may use all available resources and personnel. Other members of the Emergency Management Team will assist with communicating emergency information as necessary.

Issues and considerations:
- If electricity supplies fail, be prepared for cellular services to cease functioning within a few hours.
- Prepare to switch to other forms of communication and communicate the Plan while services are still available.
- Using text messages can reduce the traffic on the cellular network.
- Text messages are not guaranteed to be delivered instantly; voice traffic takes priority on networks and text messages are held for available bandwidth, which can take several hours (even up to two days) before delivery.
- The arrival of a text message can easily be missed.

3.9 Campus-Wide Communications

Most emergencies can be managed by immediate, localised emergency response communications (which will be determined by Building Wardens and line management personnel). In the event of an emergency that necessitates communication to the whole of the campus, the process is as follows:

- The Emergency Management Team (see Section 2) will quickly establish the status of the emergency and make decisions about what information must be communicated.
- Where time is critical and human life is endangered the Incident Controller (or delegate) will select the most expedient communications.
- Templates exist for a wide range of emergency situations, these will be utilised in time critical situations
- Buildings & Facilities will determine what communication methods (in Section 3) are physically available and will implement the necessary communication as decided by the Emergency Management Team.
- Massey University Communication & Marketing will be consulted at all times where appropriate
3.10 Communication Templates

The following table provides guideline templates for communication during an emergency situation
(Work in progress, awaiting approval of Whispir templates)
SECTION FOUR
EMERGENCY PROCEDURES
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## 4.0 EMERGENCY PROCEDURES

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4.0 EMERGENCY PROCEDURES

4.1 Emergency Procedures & Action Plans

The following information is the recommended response that is expected from Staff & Students across campus during particular emergency situations. It also includes more detailed actions that will be taken by Campus Emergency Management & Security Staff.

4.1.1 FIRE

The Campus has no ability to fight a fire beyond automatic sprinkler systems or first response measures such as hose reels and portable fire extinguishers. Fire fighting can only be carried out by the Fire Service; any action taken will depend on the size of the fire.

All regular occupants of a Building must be aware of the locations of portable fire extinguishers, fire hose reels and emergency alarm call points in the vicinity of their workplace. This information is to be included in new staff orientation and induction.

Lists of fire fighting equipment are available for each building on campus and can be found in Section 5.4.3 of this plan. However, the primary response required on the discovery of a fire, or on hearing the fire alarm is to evacuate the building. Staff are not expected to attempt to put out any fire they discover.

PRIMARY ACTIONS

Immediately Evacuate Affected Buildings

Evacuation shall be initiated by the person(s) who discover the fire, or by the Floor Warden. Support is available from Buildings & Facilities staff during evacuations (where applicable). No one may re-enter buildings under any circumstances when alarms are sounding.

Method

- Trigger fire alarm via manual call point.
- Notify the fire service by calling 111
- Building & Floor Wardens and all Staff to perform evacuation duties as required
- If time permits - turn off potentially dangerous processes and machinery
- Leave lights on
- Leave by the nearest escape route - close doors behind you
• Report to your designated assembly area (see Section 4.5 for locations) and stay there until directed otherwise

DO NOT re-enter the building for ANY reason

**Evacuation of Endangered Buildings**
Evacuation of endangered buildings will be initiated by the Fire Service or in their absence by the Building/Floor Warden or Buildings & Facilities representative in response to an uncontrolled fire, smoke or potential collapse of the affected building.

*Method*
- Activate via trial evacuation switch on fire alarm panel, or by breaking a manual call point.
- Physically search buildings only if the situation allows this to be done safely.
- Building & Floor Wardens and all Staff to perform evacuation duties as required

**Control Spread of Fire**
Control of the spread of fire is primarily a Fire Service function. However, there are limited actions that will be taken in the absence of an adequate Fire Service response.

*Method*
- Remove of loose combustible material between buildings.
- Close windows in adjacent buildings.
- Extinguish and remove embers and debris when they fall (where safe to do so).
- Apply water to exposures.

**Cordon**
Cordon off area surrounding fire affected building.

*Method*
- Massey University Security & Buildings & Facilities staff will undertake this with assistance from available staff and Floor and Building Wardens.
SECONDARY ACTIONS

Account for all Building Occupants
It is not feasible to use roll calls in the University environment. Floor Wardens are the primary method of ensuring everyone is out of danger.

Method
- Where possible, lecturers and tutors will stay with their evacuees and will be asked to account for their classes.
- Contractor sign in system will be checked with contractors and subcontractors location on campus being accounted for (Buildings & Facilities).
- Card access records will be checked (where possible).
- Security camera footage will be checked (where possible).
- Evacuees. may be interviewed

Management of Evacuees
People displaced by the fire may be without wallets, purses, keys, cellphones or clothing and may require assistance with access to phones and getting home.

Method
- Buildings & Facilities staff will identify temporary alternative accommodation in staff common rooms, the Great Hall, Tea Gardens, seminar rooms or lecture theatres. Evacuees will be kept together so that they can be monitored where necessary.
- Fire wardens/ volunteers / first aiders will be asked to assist by monitoring evacuees for signs of shock, stress and smoke inhalation.
- Buildings & Facilities staff will arrange blankets and towels for wet or smoke affected evacuees.
- Access to phones will be arranged.
- A contact point for information if the building shut-down will be long-term will be communicated via the Massey University Home Page and the 0800 Massey Contact system.
- A list of persons evacuated to the temporary site will be compiled by Fire Wardens/ volunteers, and they will ensure sign off when leaving the site.
Salvage Operations
The Fire Service should undertake salvage operations to limit the damage from water and smoke. However, they are not obliged to do anything that the building owner cannot do for themselves. Engaging with the Fire Service early to arrange staff or commercial operators to clean up and salvage equipment and resources will be initiated by Buildings & Facilities.

Method
- Use tarpaulins etc. to cover important equipment where water is still present.
- Use aquavacs and pumps (Contractor) to remove excess water.
- Contact commercial cleaners early.
- Supervised access will be arranged, where possible, to allow staff to recover personal affects e.g. cellphones, car keys.
4.1.2 EARTHQUAKE

Earthquakes are potentially the most destructive events that could affect a Building. It is likely that most earthquakes experienced will be of low magnitude. However, a low magnitude earthquake can still cause considerable minor damage and disruption.

Mitigation of the Effects of Earthquakes Prior to the Event

Because we are situated in a high earthquake prone zone, we must do our best to minimise the effects a major earthquake may have on our work area:

- Corridors must be kept clear of furniture, cabinets, lockers, etc. unless approved.
- Approved items must be permanently fixed to walls
- All bookcases over one metre high must be fixed to walls
- Heavy items must not be stored on high shelves
- Shelving in laboratories and storerooms should be fitted with rims to prevent bottles and equipment from being shaken off
- Bottles of hazardous liquids must be stored in floor-level cupboards in laboratories and not on open shelves, benches or in high cupboards
- Cupboard door latches should be inspected regularly and faulty ones replaced for security
- Compressed gas cylinders must be fixed at two levels to permanent fittings by strong restraints
- Where possible large items of equipment should be fixed to walls or the floor to prevent toppling or lateral movement
- Upright refrigerators and freezers with magnetic door catches should be fitted with mechanical latches
- Containers of chemicals liable to undergo hazardous reactions upon mixing must be stored in separate compartments.

When an Earthquake Happens

- Get under a desk / table, or stand in a doorway, or lie beside a solid structure, and hold on. (DROP, COVER, HOLD).
- Duck under cover (solid furniture or in a doorframe). If no solid furniture or door space is available, sit/lie alongside a solid structure (such as beams or internal walls)
- Hold on tight
- Keep away from windows that may break, or anything that may fall
- Do not start evacuation process until after the shaking has stopped (await direction from Building & Floor Wardens)
- When the fire (evacuation) siren sounds, follow the normal evacuation procedures and proceed to your designated evacuation area (see Section 4.5 for locations)
PRIMARY ACTIONS

Once the initial shaking has stopped, there are a number of actions that can be immediately undertaken that may save lives or further significant property loss e.g. extinguishing small fires, applying first aid, isolating utilities. However, some time in the first hour, people with specific response roles must start to disengage themselves from the front line response and fulfil responsibilities within the Campus Emergency Management structure.

BEWARE OF AND EXPECT AFTERSHOCKS. Sometimes these can be as damaging as the initial earthquake as structural damage may already have occurred.

Primary Responses
- If a fire has started, put it out if possible
- Check for electrical and gas hazards. Turn off all electrical switches and gas taps
- Assist those nearest to you who may be injured
- *Do not go outside unless you fear for your personal safety* - the hazards out there may be worse
- Wait for direction from your Building or Floor Warden or Campus Rescue Team

Evacuate and Secure the Campus
Clear the area of all non-essential people. Attempt to reduce the risks of further injury and confusion by directing those people who have self evacuated to safe assembly areas. The assembly areas for the campus are detailed in Section 4.5 of this plan; details are also located on Fire Action Signs throughout each building. Safe assembly areas following an earthquake are at a distance of 1.5 times the height of the surrounding buildings.

Volunteers will be drawn from the pool of able-bodied and motivated people. All able-bodied, non-emergency related staff, students and visitors on campus will likely be directed to vacate the premises (where safe to do so), unless otherwise required.

Rescue
The main roles for an organised rescue response will be to:
- establish safe working conditions;
- rapidly evacuate areas threatened by immediate hazards e.g. fire, secondary collapse;
- conduct a systematic and thorough search and rescue;
- provide triage/prioritisation of rescue;
- transport the injured to campus triage area or regional hospital (if possible and safe to do so);
- initiate rescues that require specialist skills and equipment (where possible)

The first priority is to rescue all casualties that can be rescued using manpower and simple tools alone. The rescue of those physically trapped under debris or in unstable buildings is extremely difficult as the risk of injury to rescuers is high. Several buildings may have to be cordoned off and left until specialist assistance is available. Once the shaking has stopped, building evacuations will commence. Initial evaluation of the damage to and consequently the usability of those buildings will be undertaken by Buildings & Facilities & MUW Rescue, but as soon as possible, qualified, structural engineering advice will be sought.

Further information on Rescue including location of Campus Civil Defence Equipment is available in Sections 5.3 & 5.4 of this Plan.

**Assessment Operations**
- Buildings & Facilities personnel are to use the Rapid Building Evaluation Safety Assessment Form (Appendix 4) to determine the safest areas to use as incident, medical and welfare facilities (as necessary).

**Medical Care**
A major earthquake is likely to produce many and varied injuries, potentially enough to completely overwhelm the region’s capacity to deal with them. In the initial stages there could be limited, if any, access to standard medical care. A triage area will be established by Buildings & Facilities & the Campus Student Health Centre as soon as practicable. There is a substantial number of staff on campus with first aid qualifications who will be utilised where possible.

**Method**
- Buildings & Facilities will assist with set up and advise people of the location of the triage area

Further information on Medical provisions and arrangements is available in Section 5.6 of this plan.

**Welfare**
A very large Earthquake is likely to isolate many staff and students to the campus, roads may be blocked and normal routes home may be impassable. In the event that there are people who are unable to leave the campus, Buildings & Facilities will attempt to locate a suitable and safe building space to set up as a Welfare centre. It is anticipated that these facilities will provide the bare minimum with respect to comfort, but will provide shelter from the weather and basic provisions for survival.
Method

- Buildings & Facilities will set up and advise people of the location of the emergency registration centre for collecting information on staff, students and visitors on campus who cannot return home.
- The arrangement of temporary accommodation will be undertaken where possible, e.g. billeting with other staff and students, Accommodation Complexes, shelter in large spaces (Great Hall, Tea Gardens).
- Gear up kitchens on campus, Tussock, Accommodation Complexes to provide facilities and refreshments for evacuees.

Further information on Welfare provisions and arrangements is available in Section 5.7 of this plan.
4.1.3 TSUNAMI

The location of the Wellington campus means staff and students should be safe from the initial effects of a Tsunami, but if there are staff members or students off campus near a beach, harbor or river when a strong earthquake occurs, they are advised to stay calm, move quickly but safely and leave the area immediately. They should go at least one kilometer inland or 35 meters above sea level.

Never go to a river or beach to watch the waves come in if a warning has been issued.

PRIMAR Y ACTIONS

Verify Warning
- Buildings & Facilities will confirm tsunami warning with official source (WEMO, CDEM).
- Staff are advised to listen to radio, television, and emergency services broadcasts.

Communicatio n
Method
- Buildings & Facilities will advise campus of the warnings ASAP. The main goal is to ensure all staff, students and visitors on campus (& in Accommodation Complexes) receive timely warnings and official advice.
- Staff and students will be strongly advised not to head in the direction of the coast.
- Buildings & Facilities will provide regular updates as they come to hand via web, email, text messages, notice boards, Student Radio, etc.

Welfare
Method
- Buildings & Facilities will set up and advise people of an emergency registration centre for collecting information on staff, students and visitors on campus who cannot return home.
- Temporary accommodation will be arranged e.g. billeting with other staff and students, Accommodation Complexes, shelter in large spaces (Great Hall, Tea Gardens).
- Kitchens on campus in Tussock will be geared up to provide facilities and refreshments for evacuees.
4.1.4 STORMS / GALE FORCE WINDS / SEVERE WEATHER EVENTS

A storm can cause strong winds, rain, thunder, lightning, heavy snow and rough seas. A strong wind warning is issued by the Met Service when winds of more than 87kph are expected over land. Hazards from storms include falling trees and poles, torn-off roofs, fast-flowing currents in streams and rivers, flying objects, land slips and flooding.

When a strong wind warning is issued listen to the radio for information. Buildings and Facilities Management will secure outdoor furniture & equipment where applicable. Buildings & Facilities are also to be prepared to respond to any damage report during and after the event.

PRIMARY ACTIONS

Assess Likely Impact
Use all available information, including records of past events, to assess the risk to yourself, the Campus and the likely disruption to the Wellington area.

The primary issues that Buildings & Facilities will consider are:
- risk to life and limb;
- damage to buildings;
- disruption to transport (people unable to leave the campus);
- staff who may need to leave early e.g., for childcare responsibilities.

Buildings & Facilities, in conjunction with Campus Senior Management, will decide on the thresholds for action, which will include:
- when to issue a warning;
- when to restrict movement around the campus;
- when to advise staff to go home;
- when to advise staff to stay at home.

Communication
When a warning is received and a decision has been made about advice or actions to take, these will be communicated early and widely (including Accommodation Complexes).

Method
- Massey Wellington-All e-mail
- Website notice (Staff and Student Portals)
- Administrators e-mail
- Student Radio
- General Media

**Securing Buildings, Plant & Equipment**
Areas vulnerable to wind, rain and other forecast events will be secured or closed down to prevent damage.

**Method**
- Contractors working on site are to be contacted by Buildings & Facilities to ensure they are aware of the warning and of the Campus plans.
- Any loose material on construction or maintenance sites is to be secured against wind.
- External penetrations as part of maintenance or construction are to be blocked with tarpaulins.
- Known trouble spots (leaks, wind funnels, paths, weak trees etc.) must be blocked off and warnings put in place.
- Buildings & Facilities will ensure that patrols of the identified areas will be set up (as appropriate and safe to do so).

**SECONDARY ACTIONS**
These secondary actions are concerned primarily with managing staff, students and their activities on campus during a severe weather event. If an event causes disruption to transport, communications or services, people may be unable to leave or get to the campus. The Emergency Management Team will plan to ensure the campus population understands the situation, encourage them to make plans for disruption and ensure the welfare of people who cannot leave the campus.

**Set up a Contact Point for People Affected by the Situation**
Set up and advertise a contact point for staff to receive and offer information.

**Method**
- The Buildings & Facilities Helpdesk (62222)/University telephone operators (0800 Massey Contact) or Massey Security (0800 MASS 50) will be designated as appropriate and widely communicated as the contact point for staff & student enquiries
- A script containing all relevant information and instructions will be provided by Buildings & Facilities for use by those answering calls.
Prepare for Transport Disruptions

The following actions are to be considered depending on the severity of the event.

- Change heating and ventilation settings in buildings.
- Designate areas where people unable to leave can congregate so that they can easily be communicated with.
- Provide access to telephones
- Use Campus vehicles to take people to the railway station, bus stops, home, if necessary & practical to do so.
- Prompt Colleges and Service Units to make plans for their staff who are unable to get to work.
4.1.5 HAZARDOUS SPILLS: CHEMICAL / RADIATION / INFECTIOUS MATERIAL

The following template is for use by each Department/College/School/Institute where applicable. The areas blocked out in grey indicate where relevant information is to be inserted. Once completed it is advised to have this displayed in a prominent position.

Chemical / Radiation/ Infectious Material Spill Response Team (Template)

Department / Section / Institute / School:

Name(s) & Position:

Phone Number:

Location of Chemical Spill Kit (if applicable):

Location of Other Emergency Equipment:

Location of Safety Data Sheets:

Location of Chemical/ Radiation/ Infectious Material Spill Plans:

Emergency Contacts: Fire Service 111
                      Security (24 Hours) 04 8015799 ext 62222
                      Air Liquide 0800 156 516
                      BOC Gases 0800 111 333
                      On Gas 0800 841 212

The unintentional release of a hazardous substances/radiation or infectious material is something the University has a very limited capacity to deal with. Small spills of relatively innocuous substances can be dealt with on a routine basis but spill kits, eye wash stations and deluge showers are only a "first aid" measure. The Fire Service must be called in to deal with any sizable spill.

Within departments, bulk chemicals are stored in secure dangerous goods stores and distributed in smaller quantities to laboratories. Within individual labs and buildings however, the potential for a release that could kill or incapacitate several people within minutes, does exist. Initial evacuation initiated by those in the
immediate area is the only effective first response. After that, issues arise in dealing with displaced people, those suffering from the effects of brief exposure and the disruption caused by a significant emergency.

In most instances, Departments using hazardous matter have fully qualified technical staff who have key knowledge and ability and must be consulted over any incident. Massey University requires all staff to take all reasonable practicable steps to prevent hazardous matter having an adverse effect on the safety and health of people and/or the environment. It is the responsibility of all staff to prevent inappropriate contact of hazardous matter that may have an adverse impact on people and/or the environment. If contact occurs it is essential that containment and minimization of adverse effects occurs immediately.

It is the department's responsibility to have in place appropriate emergency systems to handle minor spills. Limited resources are available from Buildings and Facilities Management to assist. All agencies shall work in close co-operation to ensure that the adverse effects on people and on the natural and physical environment are minimized. The response for Radioactive Material Spills is outlined within the Radiation Safe Method of Use and the Massey University Radiation Safety Manual and where applicable should be in place within College/Departmental emergency procedures.

**PRIMARY ACTIONS**

**Communication**

- Phone 111 (Fire Service) immediately
- Phone, or have someone phone for you, Buildings & Facilities helpdesk on ext 62222
- Emergency Text/ SMS messages will be provided as soon as possible to the Campus community (including Campus neighbours such as the local crèches and the High School), giving explicit direction and actions to be taken (where necessary).

**Immediately Evacuate Areas Affected by Release**

*Caution* – anyone sent to assist with evacuation must not enter an area where they can be affected by the release.

**Method**

- Move people upwind.
- Move people only as far as necessary for safety – they may transfer contamination.
Accommodate those held where medical help can reach them quickly and ambulance (stretcher) access is easy.

Arrange for First Aiders to assist where possible until Emergency Services arrive

Control and hold all those exposed or potentially exposed (they will need to be briefed and their details recorded in case of delayed effects).

**Collect Information about the Substance/Agent and Incident**

Sources of information includes:

- SDS (Safety Data Sheets)
- ChemWatch
- Laboratory managers, academic and general staff, graduate students from the laboratories/department affected
- Packaging labels
- Fume hood and laboratory notices
- Effect on people (symptoms of exposure).
- Behaviour (e.g. fuming, reacting with water or air);

Use the NZ Standards Hazardous Substances Initial Action Guide (in Buildings & Facilities) for additional advice on:

- evacuation;
- danger areas;
- first aid;
- fire fighting tactics;
- risks/ effects/ symptoms of exposure.

The NZ Standards Hazardous Substances Initial Action Guide gives information in a clearer and easier to understand form than many SDS. Pass any information to the Fire Service who have a database and advisors to inform their tactics and the response by the other emergency services.
SECONDARY ACTIONS

Managing Evacuees
Evacuees need to be managed for the following reasons.

- The effects of some substances may not be obvious immediately.
- The Fire Service has a system to identify anyone contaminated so that anyone falling sick in the following 48 hours can be recognised at hospital and information about the incident made available.
- The Police may want to interview those affected if the incident is suspicious.
- People may have left their, wallets, purses, keys etc in the affected area and will require assistance.
- Further information may be required by the Fire Service.
- Distress may be better managed.
- Do not allow anyone to leave campus unless cleared to do so by medical personnel.

Administrative procedures

- All Hazardous and Environmental spills incidents should be recorded on an Incident/ Accident Reporting form as soon as possible following the occurrence.
- Hazardous and environmental spills are to be reported immediately to Buildings and Facilities Management or the Manager, Environmental and Emergency Management. Either, a Buildings and Facilities representative, or the Manager, Environmental and Emergency Management are to undertake the statutory notification to the Greater Wellington Regional Council (where applicable). Contact with the media is only via the University's Communications Advisors.
- If the spill has potential to adversely affect land, air, water and/or coastal marine areas, the Campus should initiate appropriate monitoring (where applicable). Greater Wellington Regional Council must be advised.
- Seek appropriate advice on the disposal of containment materials, as identified in the Departments emergency procedures/ Safe Method of Use.
4.1.6 BOMB THREAT

Important: DO NOT TOUCH any suspicious object or potential bomb

All bomb threats must always be treated as genuine until proven otherwise. Terrorists do not usually give warnings. Recognizing what belongs in an area and what doesn't is a major factor in deciding what is suspicious. Make regular checks of your work area, foster a sense of tidiness, and beware of ‘foreign’ objects (suitcases, parcels, parked cars, etc).

PRIMARY ACTIONS

Anyone who receives a bomb threat should follow these procedures in the order shown:

- If you receive a threat by telephone, remain calm and attempt to obtain as much information as possible from the caller (see Appendix 1 for Bomb Threat Checklist)
- Inform the police of the situation, reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call
- Call Buildings and Facilities Helpdesk (ext 62222), give your name, location, and telephone number, or have someone call for you.
- Do not evacuate the building and do not sound the alarm; await specific instructions from Police
- If you spot something out of the ordinary that appears suspicious, report it to Buildings and Facilities (ext 62222). Under no circumstances should you touch, tamper with, or move suspicious objects
- Immediately cease the use of all wireless transmission equipment (cellular phones, laptop computers, 2-way radios)
- If the building is evacuated, move as far from the building as possible & disperse any crowds. Keep the street, hydrants, walkways and Campus entrances clear for emergency vehicles and crews
- Do not return to the building (or allow others to return) until told to do so by Police. Wardens are asked to ensure that the building is secure and entrances are monitored (at a safe distance) to prevent re-entry of any person.

Suspicious Parcels and Letters

Be wary of suspicious packages and letters. Biological agents such as anthrax can be transferred to targeted locations using a letter or package and packages and letters can contain explosives or chemical agents.

Be suspicious of letters or packages exhibiting a combination of the following characteristics:

- No return address or one that is illegible or incorrect
- Excessive postage
- Postmark that does not match the return address
- Hand-written or poorly typed addresses
- Misspelling of common words
- Restrictive markings such as “Confidential” or “Personal”
- Unusual weight, odd shape, or indication of a substance inside the envelope/package
- Heavily taped exterior of the package or envelope
- Addressed to someone no longer with the organization or otherwise outdated
- Appearance that is stained or has a strange odour.

Do not open any letter or package that appears suspicious.

If the contents of a letter or package cause concern after opening, call the Buildings and Facilities Helpdesk (ext 62222) or have someone call for you. Identify yourself and provide your location. Then:

- Set the package and contents down in a clear space
- Do not attempt to investigate the contents and do not allow unqualified personnel to handle the contents or packaging
- Wash your hands with soap and water or sanitizing gel, if available
- Follow any other instructions given to you by Buildings and Facilities

**Staff to assist the Police**

Upon arrival on site, the Police are the Lead Agency for any bomb threat.

The Police may require the assistance from Buildings & Facilities, and staff located in the area to:

- assist in searches (trying to spot out of place items);
- answer questions about unusual activities preceding the threat.

**Evacuation**

Buildings & Facilities / MUW Security, acting on advice from NZ Police (where practical) will make the decision whether or not to evacuate, and to what extent.

Primary evacuation decisions will be based on:

- The specifics of a threat – a specific threat giving a deadline in the near future is good reason for an evacuation.
- Size and location of a package/threat – while small devices can be powerful, consider the evacuation of a limited area around the package with the intention of limiting injury and putting a solid barrier, i.e. a building, between evacuees and the device.
Evacuations must be planned and communicated to avoid sending people through the danger area. Wardens will be asked assist with this procedure (where possible).

**Method**

- Assemble all the required staff
- Plan the evacuation route and holding areas
- Brief staff
- Evacuate in stages to avoid bottlenecks

If a large number of people have to be evacuated in a short period of time, the fire alarm system could be the most effective method. When evacuating a full building in this circumstance, occupants should be directed to disperse immediately on leaving the building to avoid presenting an additional target.

**SECONDARY ACTIONS**

**Welfare**

The assessment of the threat and the return to normal operation may take a significant length of time. People displaced by the bomb threat may be without wallets, purses, keys, cellphones or appropriate clothing and may require assistance with access to phones and getting home. People evacuated from the building, or otherwise disrupted by the event should be directed to alternative facilities on campus.

It is also important that those who are to remain available to the Emergency Services either in a consultancy, security or Warden role are attended to effectively e.g. ensure suitable clothing and resources are provided where necessary, ensure drinks and food are provided, and try and arrange for relief from their duty if possible every hour.

**Method**

- Buildings & Facilities staff will identify temporary alternative facilities in staff common rooms, the Great Hall, Tea Gardens, seminar rooms or lecture theatres. Evacuees will be kept together so that they can be monitored and updated on the progress of the situation.
- Access to phones will be arranged.
- A contact point for information if the building shut-down will be long-term will be communicated.
- Contact should be made with Wardens from other buildings to see if they are available to help relieve Wardens of their duties
4.1.7 EXPLOSION

There are many circumstances that can lead to an explosion. For example an explosion may be the result of a runaway chemical reaction, moisture-sensitive chemicals coming into contact with water, ignition of flammable gases, over-pressurisation of a vessel, over-heating of a thermally-sensitive substance, friction on a pressure-sensitive substance, etc. As a result, various outcomes need to be planned for.

PRIMARY ACTIONS

Communication

- Phone 111 (Fire, Police, Ambulance) immediately
- Phone, or have someone phone for you, Buildings & Facilities helpdesk on ext 62222
- Emergency Text/ SMS messages will be provided as soon as possible to the Campus community (including Campus neighbours such as the local crèches and the High School), giving explicit direction and actions to be taken.

Evacuate Areas Affected by Explosion

Warning – anyone sent to assist with evacuation must not enter an area where they can be affected by the cause of the explosion, e.g. gas exposure, chemicals etc.

Method

- Move people upwind.
- Move people only as far as necessary for safety – they may transfer contamination.
- Accommodate those held where medical help can reach them quickly and ambulance (stretcher) access is easy.
- Control and hold all those exposed or potentially exposed (they will need to be briefed and their details recorded in case of delayed effects).

Evacuation of Endangered Buildings

Evacuation of endangered buildings will be initiated by the Fire Service or in their absence by the Building/Floor Warden or Buildings & Facilities representative in response to an explosion that is not yet under control or that has caused an uncontrolled fire, smoke or potential collapse of the affected building.

Method
- Activate via trial evacuation switch on fire alarm panel, or by breaking a manual call point.
- Physically search buildings only if the situation allows this to be done safely.

**Medical Assistance**
If the explosion has caused injury, persons at the scene should assess whether any injured person will suffer further harm if he or she remain where they have been found.

**Method**
- Unless it seems that the person will suffer further harm, they should not be moved until first aid has been given.
- If the injured person appears to be in danger of sustaining further harm due to their location (e.g. the atmosphere is harmful or there is danger of harm from a spreading fire or spilled chemicals), they should be moved to a site where first aid may be given in safety.
- If the atmosphere is harmful, a person equipped with a breathing apparatus must be summoned to shift the injured person.
- When the person is in a safe location, summon qualified people to render first aid and to prepare the injured person for transfer to a hospital if necessary.

**Cordon**
Cordon off area surrounding affected building.

**Method**
- Massey University Security & Buildings & Facilities staff will undertake this with assistance from available staff (if safe to do so).

**SECONDARY ACTIONS**

**Account for all Building Occupants**
It is not feasible to use roll calls in the University environment. Floor Wardens are the primary method of ensuring everyone is out of danger.

**Method**
- Where possible, lecturers and tutors will be located amongst evacuees and will be asked to account for their classes.
- Contractor sign in system will be checked with contractors and subcontractors location on campus being accounted for (Buildings & Facilities).
- Card access records will be checked (where possible).
- Security camera footage will be checked (where applicable)
- Interview evacuees.

**Manage Evacuees**

People displaced by the explosion may be without wallets, purses, keys, cellphones or clothing and may require assistance with access to phones and getting home.

**Method**

- Buildings & Facilities staff will identify temporary alternative accommodation in staff common rooms, the Great Hall, Tea Gardens, seminar rooms or lecture theatres. Evacuees will be kept together so that they can be monitored.
- Fire wardens / volunteers / first aiders will be asked to assist by monitoring evacuees for signs of shock & stress.
- Buildings & Facilities staff will arrange blankets and towels for wet or smoke affected evacuees.
- Access to phones will be arranged.
- A contact point for information if the building shut-down will be long-term will be communicated.
- A list of persons evacuated to the temporary site will be compiled by Fire Wardens / volunteers, and they will ensure sign off when leaving the site.

**Salvage Operations (when safe to do so)**

The Fire Service should undertake salvage operations to limit the damage from water and smoke. However, they are not obliged to do anything that the building owner cannot do for themselves. Engaging with the Fire Service early to arrange staff or commercial operators to clean up and salvage equipment and resources will be initiated by Buildings & Facilities.

**Method**

- Use tarpaulins etc. to cover important equipment where water is still present.
- Use aquavacs and pumps (Contractor) to remove excess water.
- Contact commercial cleaners early.
- Supervised access will be arranged, where possible, to allow staff to recover personal effects e.g. cellphones, car keys.
4.1.8 ROBBERY

Every business involved in cash handling or has restricted drugs stored is a potential target for armed robbery. The best way to ensure that a thief gets away with as little cash or drugs as possible is to hold as little of the above on the premises. Banking should be done regularly or twice a day if necessary. Vary the personnel doing the banking, the time they leave and the route they take. Never let any staff member carry large sums of money unaccompanied.

Outside business hours all cash should be locked in a safe with two locks or combinations. One key or one combination should be held by each of two people. Keys should not be left lying around particularly not in drawers, but should be taken away by the appropriate people when they leave the premises. Change safe combinations frequently at irregular intervals. Always change your combination when a staff member leaves or is transferred. Combinations should never be written down, but committed to memory.

Do not talk about work cash habits outside the workplace or in front of strangers. You may give away information, which could put yourself and your work mates at risk.

PRIMARY ACTIONS

If an armed robbery occurs:
- Keep calm and don’t make any sudden movements
- Do what the offender demands
- Memorise as many details about the offender as you can
- Note the method and direction of escape (if possible and safe to do so)
- Notify the Police PHONE 111 as soon as it is safe to do so
- Notify the Buildings & Facilities Helpdesk (ext 62222)

SECONDARY ACTIONS

While waiting for the police to arrive:
- Render first aid to any victims, and let them know that professional help is on its way.
- Shut and lock the outside doors and post a staff member there to allow access to the emergency services and police
- Preserve the scene and the evidence. As far as possible, avoid touching anywhere the robbers may have left fingerprints, footmarks or other evidence
- When the police arrive, help them as much as possible.

The Police will need to interview all witnesses, including staff. In order to preserve the scene, they may ask to interview you at a police station or away from the premises that have been robbed.
4.1.9 AGGRESSIVE BEHAVIOUR/ ASSAULT

Aggressive Behaviour: Examples of Crossing the Line

- Any act of violence where an individual expresses anger by hitting, pushing, or otherwise physically assaulting any member or guest of the Campus community.
- Any act of violence where an individual expresses anger by vandalising/ destroying property.
- Any verbal threat of harm that is intended to intimidate or threaten the safety of an individual, whether the threat is made in person, through another employee or student, over the phone, in the mail, or through e-mail.
- Acts, words, and gestures adversely affecting the mental wellbeing, safety and security of another individual (includes stalking behaviours and hate speech).

PRIMARY ACTIONS

What to do when faced with someone who has crossed the line:

- Anytime someone has crossed the line using the above examples, the Buildings & Facilities Helpdesk should be contacted on Extension 62222.
- Do not attempt to handle a situation on your own.

Sometimes, however, you may come upon a situation that is potentially violent and you have the opportunity to calm the person down. Here are some steps that will aid in that process (if you feel comfortable doing so):

Method:

- Remain calm. Allowing yourself to become more anxious will only make the other person more anxious. Let them know who you are and acknowledge that you know they are having a tough time.
- Be polite, show them respect, and be ready to listen. Letting them vent may relieve some pressure, and it will buy you the time to consider your next move.
- While remaining calm and in a not-threatening tone, set some limits. For example, "I will call Security if you don't sit down and stop yelling. I can't help you if you don't calm down." Say that foul language or name calling cannot be used if you are going to continue working with him or her. If necessary, try to get the individual out of a public area in order to get the person to calm down, but try not to be alone with them.
- Use empathetic listening. Try to listen to the tone as well as the content. Let them know you are interested in understanding what the person is really saying. Are they angry, frustrated, hurt, disappointed? Ask them if this is what they are feeling. Don't assume. You can acknowledge their
feelings without necessarily agreeing with them. Avoid being judgemental or defensive. Avoid entering their “personal space” - keep a safe distance of three to six feet.

- Apologise, if appropriate. Provide helpful verbal responses or short term options, if possible. Do not make promises that you can't fulfil.

Managing Violence
What to do when faced with someone who becomes violent.

Method:
- Remain calm. To the extent that you can, try to continue to communicate with the individual calmly and confidently.
- Call the Buildings & Facilities Helpdesk on Extension 62222. If you cannot call, instruct another employee to call. Report your name, location and information on ‘who, what, where and when.’
- Call the Police, 111. If you cannot call, instruct another employee to call. Report your name, location and information on ‘who, what, where and when’.
- Ensure there is a barrier you can place between yourself and the other person, such as a desk or a counter
- Do not physically attempt to get the person to leave. Do not touch the person.
- If violent behaviour is occurring, escape, hide if not already seen, or cover up if injury is likely.
- Make every possible effort to get others out of the immediate area.
- Never attempt to disarm or accept a weapon from the person in question.
- If a weapon is involved, calmly ask the person to put it in a neutral location while you continue to talk with him/her. Don't argue, threaten, or block their exit.
- Discreetly observe: Physical details and clothing, any distinguishing characteristics, anything touched or taken, exit route – vehicle.

SECONDARY ACTIONS

Reporting
Any employee who becomes aware of, or believes that he/she has witnessed an incident of violent or threatening behaviour, or who is the recipient of threatening and/or violent behaviour, should report such incident(s) immediately.

If the employee believes that someone may be in imminent danger, or if the incident in question resulted in anyone being physically harmed, the employee must immediately contact Buildings & Facilities on Ext 62222, who will respond and address the immediate situation.
Welfare

After a significant event like this it is likely that those involved will experience some distress. It is important that the Campus reacts to this quickly in a caring and sensitive manner. The Critical Incident Management Team will ensure an appropriate level of support and assistance to all concerned throughout the Campus Community is provided in a timely manner.

Personal Coping and Prevention: Where to go for help

From time to time, every campus community member experiences stress and personal disappointment, whether due to financial pressures, family matters, health problems, study pressures or other factors. If you find you are having difficulty meeting the University's standards of courteous and respectful treatment to others, you have the responsibility to seek assistance. The Campus has a variety of campus resources to help you with both an immediate crisis and a longer term problem.

Some helpful resources in such situations include:

- Your immediate supervisor/ lecturer
- EAP
- Campus Chaplains. Ext 62075
- Campus Health Counselling Centre. Ext 62211

Note: if calling from outside the university, please dial 04 8015799 before the extension number listed.
4.1.10 ACTIVE SHOOTER

Firearms are prohibited on Wellington Campus grounds; if you see someone with a firearm on campus you must notify the Police (PHONE 111) immediately.

An active shooter is a person or persons who appear to be actively engaged in killing or attempting to kill people in populated areas on campus.

Police are the lead agency for Active Shooter events, and their primary goal will be to get to the shooter as soon as possible. The police will not attend to injured persons in the first instance. Once the shooter is contained the police will then assist with evacuations and allow ambulance staff to attend to the injured.

PRIMARY ACTIONS

Communication

- Phone 111 immediately
- Phone, or have someone phone for you, Buildings & Facilities helpdesk on ext 62222
- Emergency Text/ SMS messages will be provided as soon as possible to the Campus community (including Campus neighbours such as the local and onsite crèches and the High School), giving explicit direction and actions to be taken.

The information below provides the current recommended course of action for active shooter incidents on campus. However, as demonstrated in overseas occurrences, every incident varies, making it impossible to provide an absolute answer for every situation.

If Outside When a Shooting Occurs

- Drop to the ground immediately, face down as flat as possible. If within 3 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
- PHONE 111
- Wait and listen for directions from the Police.
If the Shooter is Outside Your Building

- If you can do so safely, inform building occupants
- Close and lock your door and all windows. If you cannot lock the door, try to block the door with desks and chairs
- Turn off all lights
- Seek protective cover (under desks, beside bookcases etc). Stay away from doors and windows
- Keep quiet and act as if no one is in the room (silence cell phones)
- Do not answer the door or respond to commands until you are certain they are issued by a police officer
- Wait for police to assist you out of the building.

If the Shooter is Inside Your Building

If it is possible to escape the area safely and avoid danger, do so by the nearest exit or window

- Evacuate to a safe area away from the danger, and take protective cover. Stay there until emergency responders arrive. Leave in the room books, backpacks, purses, etc.
- Notify anyone you may encounter to exit the building immediately
- As you exit the building, keep your hands above your head and listen for instructions that may be given by police officers. If an officer points a firearm at you, make no movement that may cause the officer to mistake your actions for a threat. Try to stay calm.
- If you get out of the building and do not see a police officer, PHONE 111 immediately

If you are unable to escape the building:

- Move out of hallways and into an office or classroom and lock the door
- If the door will not lock, try barricading the door with desks and chairs.
- Turn off the lights
- Lie on the floor and/or under a desk and remain silent.
- Stay away from doors and windows
- Silence cell phones
- Place signs in exterior windows (if safe to do so) to identify the location of yourself & any injured persons
- 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

There is no set procedure in this situation. If possible PHONE 111 and talk with a police dispatcher. If you cannot speak, leave the phone line open so the police can hear what is going on.

Use common sense. If you are hiding and flight is impossible, attempts to negotiate with the suspect may be successful. Playing dead may also be a consideration.

Attempting to overcome the suspect with force is a last resort that should only be considered in the most extreme circumstances. Only you can decide if this is something you should do. Remember there may be more than one shooter.

If the shooter exits your area and you are able to escape, leave the area immediately. Do not touch anything in the area and remember to be alert for responding police officers who may mistake you as the shooter.

While escaping, as soon as you see a police officer put your hands over your head and immediately comply with the officers instructions.

SECONDARY ACTIONS

Account for all Building Occupants

It is not feasible to use roll calls in the University environment.

Method

- Staff and Students are likely to be asked to respond to the Emergency Text/ SMS message. This will allow for the identification of Building occupants who are safe.
- Where possible, lecturers and tutors will be located amongst evacuees and will be asked to account for their classes.
- Security camera footage will be checked (where applicable)
- Interview evacuees.

Scene Management

- The Police are likely to require the assistance from witnesses to advise them of the proceedings leading up to the event. DO NOT get in the way of the Police operation. If you have anything to say
that may be useful in the operation either phone this information into the 111 Police call centre (they can patch this information through) or if the event is over, make yourself known to a Police Officer.

- Render first aid to any victims, and let them know that professional help is on its way.
- Preserve the scene and the evidence. As far as possible, avoid touching anywhere the offenders may have left fingerprints, footmarks or other evidence
- The Police will need to interview ALL witnesses. Please make yourself available, or at the very least leave contact details where you can be reached.

**Media Communication**

ALL media inquiries are to be referred to the Wellington Campus Communication Advisor. The campus Communication Advisor will communicate with and prepare statements for release to the news media, public, staff and students (where applicable). They will advise victim(s), families and local officials of all information released by the university to the media, and will disseminate information to staff and students as applicable as the event progresses.

**Welfare**

After a significant event like this it is likely that many staff, students and visitors to the campus will experience considerable distress. It is important that the University reacts to this quickly in a caring and sensitive manner. The Critical Incident Management Team will ensure an appropriate level of support and assistance to all concerned throughout the Campus Community is provided in a timely manner.
4.1.11 INFECTIOUS/ COMMUNICABLE DISEASE OUTBREAK

. If there is an outbreak of a communicable/infectious disease e.g. Avian Flu, Measles, Mumps, Meningitis, Tuberculosis (TB), Norovirus that threatens Massey University, University officials will collaborate with Health officials in determining the best course of action.

There are a number of sensible actions that individuals and their families can take to protect themselves from influenza and other infectious diseases. They are as follows:

- inform yourself about the disease in question;
- develop an emergency supply kit at home; including non-perishable food, water (that is replaced regularly) and paracetamol;
- educate yourself and your family about sound hygiene practices – hand washing and drying, coughing and sneezing etiquette;
- consider immunisation where applicable (if you are not already covered) and annual flu injections.

The Campus will keep all staff and students informed of the measures that will be taken via the Massey University Website http://www.massey.ac.nz/

PRIMAR Y ACTIONS

If you are aware that you have come in contact with someone who has contracted a communicable disease, and you develop symptoms:

- If you are at work, tell your manager and go home immediately.
- If at home, contact your manager and advise of your suspicions.
- Contact your doctor or health professional or Healthline 0800 611 116 if symptoms persist or you have concerns.
- Keep your manager informed of any developments.
- Do not return to work until medical advice has been sought.

If a colleague or student displays symptoms:

- Encourage the student or colleague to go home immediately, to look after themselves, not to infect others and to contact their doctor or health professional or Healthline on 0800 611 116.
- If the person is too ill to get themselves home or to medical support, assist them to get home or arrange for appropriate support or transport through your Manager or Buildings & Facilities Management
- The Regional Health and Safety Advisor or Buildings & Facilities Management have kits with personal protective equipment to keep you safe, if you need to provide care which requires close contact
- Inform your manager

**On confirmed diagnosis of a communicable disease case**

Line management shall:

- Inform and liaise with the Campus Doctor or Senior Nurse
- Inform and liaise with the Campus Registrar
- Arrange for close contacts at the Campus to be alerted and for them to contact their personal Doctor

**SECONDARY ACTIONS**

**Communication**

Where appropriate, information regarding the outbreak including symptoms and treatment options will be circulated to the campus community, detailing where to seek more information and help, and will include instructions on the campus response.

This will include, where relevant, information provided to students in Accommodation Complexes and students on the same course as the infected person.

**If the workplace has been contaminated by a person confirmed to have a communicable disease**

It is recommended that any confirmed cases of a communicable disease are reported directly into Buildings & Facilities. If practicable, the area the person has been working in (office) or studying in (computer lab) should be temporarily closed, while further information is sought.

For any communicable disease case guidance surrounding the appropriate cleaning regime & the infectivity period will be sought from the Ministry of Health and implemented immediately by Buildings & Facilities.

Once this information is obtained, it is likely a special clean will be undertaken by:

- Regular cleaners during normal clean - let Buildings & Facilities know which area might need special attention.
- A special clean from regular cleaners if they are on campus when needed
4.1.12 PANDEMIC

Viral influenza infections are carried in droplets, expelled on sneezing or coughing. Viruses can only survive a couple of hours outside the body. Regular and effective hand washing is an essential habit to develop. There are posters to reinforce practical details in University bathrooms.

When coughing or sneezing cover your mouth and nose with a tissue. Afterwards dispose of the tissue and wash your hands.

Flu symptoms are;
- sudden onset of illness fever above 38 degrees Celsius;
- fatigue;
- muscle pains;
- runny nose;
- cough;
- sore throat;
- vomiting and diarrhoea (in some cases).

Look after yourself as you usually would with any kind of influenza, take plenty of fluids and stay away from campus if you are unwell. Take Paracetamol for pain or fever.

Contact health line 0800 611 116 or phone your doctor or medical centre if symptoms persist or you have concerns. A specific test is required to determine if you have pandemic viral infection and this would be arranged through your doctor.

PRIMARY ACTIONS

If you develop flu symptoms

- If you are at work, tell your manager and go home immediately
- Look after yourself as you usually would, take plenty of fluids, stay away from work if you are unwell, and take Paracetamol for pain of fever
- Do not return to work until 48 hours after all symptoms have ceased.
- Contact your doctor or health professional or Healthline 0800 611 116 if symptoms persist or you have concerns
If a colleague or student displays flu-like symptoms

- Encourage the student or colleague to go home immediately, to look after themselves, not to infect others and to contact their doctor or health professional or Healthline on 0800 611 116.
- If the person is too ill to get themselves home or to medical support, assist them to get home or arrange for appropriate support or transport through your Manager or Buildings & Facilities Management.
- The Regional Health and Safety Advisor or Buildings & Facilities Management have kits with personal protective equipment to keep you safe, if you need to provide care which requires close contact.
- Inform your manager.

SECONDARY ACTIONS

If the workplace has been contaminated by a person displaying flu-like symptoms

For any influenza case it is recommended additional cleaning of the workplace common items (e.g. keyboard) and public areas should be undertaken. The additional clean can be done by:

- Regular cleaners during normal clean - let Buildings & Facilities know which area might need special attention.
- A special clean from regular cleaners if they are on campus when needed.
- Arranging your own kits for at risk areas such as; reception, waiting areas, examination rooms. Departments should arrange the provision of cleaning products.

Areas such as an individual office can be closed off - the virus infectivity period to people is up to 8 hours on an environmental surface (reference CDC).

For further information, consult the University pandemic website.
### 4.1.13 MEDICAL EMERGENCY

In a medical emergency: Stay Calm and Keep Safe – there is no point you becoming a casualty too.

#### PRIMARY ACTIONS

- Phone for an ambulance on 111
- Phone for a venue assistant on Extension 62222 to meet the paramedics and accompany them to the location
- Give first aid until the arrival of paramedics or qualified medical expert arrives
- If the medical emergency is a (suspected) heart attack there are two only two? defibrillators on campus located in the Events Office (Block 10) and in the Library (Block 5). It is recommended that 111 be called first before sending for the defibrillator

#### SECONDARY ACTIONS

If the medical emergency is the result of an accident and comes under the definition of serious harm, see: [http://www.osh.dol.govt.nz/law/hse-harm.shtml](http://www.osh.dol.govt.nz/law/hse-harm.shtml) then the following actions must be taken:

- Do not touch the area of the serious harm injury until an investigation has been conducted, except to move the person to safety, or to prevent further injury to another person or damage to plant
- Contact Buildings and Facilities Management as soon as possible to report the event and to secure the scene
The following details the effects that the loss of any one or more of the essential services might have on the University, identifies the significance of each of the hazards and provides what action will be taken to address each particular problem. Because of the nature of work carried out in a University the effects any interruption to services will have is highly dependant on the season, term or even the time of day; a fact to be taken into consideration when evaluating the following explanations.

During semesters up to three thousand students and about five hundred staff, visitors and contractors may be on campus during working hours. There are approximately fifteen large buildings and many more, smaller structures. Most of these are unoccupied at night. Some of the science laboratories at any one time may have continuous experimental processes, which may be dependant on power, water and other essential services.

During the winter months buildings are heated by High Temperature Hot Water (HTHW) provided by boiler plants in localized heating precincts (TBC by Buildings & Facilities). It is likely that all heating services would be operational in other than the most severe power outage or earthquake. All essential services provided on campus are to some extent interdependent; the loss of one, particularly electricity, inevitably causes problems with others, water especially.

There are other services such as computer cabling that would, if interrupted for any length of time, cause considerable problems, yet not have the same effects as the above listed services. This is covered in ITS business continuity plan.
**ELECTRICAL SERVICES/ POWER OUTAGE**

It is likely that a prolonged power interruption would prevent the Campus from functioning at all. Staff and students would of necessity have to be sent home, or to alternative accommodation. Building emergency lighting systems are generally battery powered and will operate for 20 – 30 minutes only. We currently do not have any buildings that have generators to run emergency lighting for any longer period. If an essential item or research project requires electricity, notification of this must be given to Heads of Department in the emergency planning stage, and mitigation strategies put in place.

All fire alarm systems on campus have a battery supply. The operating power of these is: standby for 24 hours & alarm operation for 30 minutes. Fire alarms will still operate without mains power; however, after 24 hours faults with alarm activations can be expected.

All staff and students are expected to follow the direction of Buildings & Facilities Management and Floor and Building Wardens during this time.

**PRIMARY ACTIONS**

**Determine the Length of Failure**

*Method:*

- Buildings & Facilities will make contact with the electricity suppliers or the Local Authority for any information regarding the length of the outage.
- A decision to disperse/ evacuate staff and students, and lock down buildings will be considered within one hour of the power curtailment.
- The Campus Registrar in consultation with Buildings & Facilities will make such a decision dependant on the factors known at the time, such as time of day and weather conditions.
- Colleges/ Departments will be advised of the details where possible.

**Respond to Immediate Safety Issues**

*Method:*

- All safety issues are to be reported immediately to the Buildings & Facilities Helpdesk, ext 62222.
- To exit rooms with swipe card doors during a power outage, staff and students are reminded to press the ‘Emergency Door Release’ panel that is located below the regular door release panel.
- Buildings & Facilities to check each lift on campus to check if anyone is trapped.
- If anyone is trapped in an lift, Buildings & Facilities are to contact lift service company or the Fire Service (urgent calls)
- Computer labs and critical areas are to be evacuated and locked down
- Dark spaces on campus (e.g. spaces lacking in any available natural lighting) to be evacuated immediately
- Building occupants to be encouraged to limit unnecessary movement.
- Portable generator can be used to light stairwells and small areas if electricians can set up a separate lighting circuit, although the availability of the generator for this use would be limited.
- Staff would have to ensure that any equipment being used at the time of the `outage' was turned off and/or disconnected from the power supply prior to departing. This would ensure that the equipment did not resume operation once the power supply was reconnected and the equipment was unattended due to the departure of staff.
- Extra vigilance will be encouraged amongst staff if any alarm systems are compromised. Any hot work may be prohibited or fire watches could be necessary.
- If power outage occurs after hours, Buildings & Facilities Management to refer to After Hours Procedures.

For specific information regarding the procedures for a disruption during an exam, see Section 4.5.

SECONDARY ACTIONS

**Communication**

Method:
- Buildings & Facilities will provide communication to the Campus community surrounding the event as soon as they possibly can, using the communication channels available to them.
- When there is a disruption to power services, Buildings & Facilities will notify the relevant buildings affected, and provide more information when available.
- Notification to a nominated person within the building is to be forwarded to all occupants (where applicable and possible).
Security

Method:

- Evacuation and lock down of particular areas on campus is required to maintain the security of the campus and the safety of the campus community. For priority order of this activity, see Buildings & Facilities specific Power Outage and After Hours Procedures.
- Once power resumes, building are to be made accessible to the campus community
- Resetting of alarms, swipe card doors etc is to be a priority
WATER OUTAGE

The Campus relies on City Council provided mains water. A number of systems rely on water e.g. fire sprinkler systems, water based air conditioning and water heating systems, sewerage systems (toilets and urinals). It is reasonably certain that the Campus could manage for up to six hours without dispersing staff and students, although many activities may have to be suspended, e.g. laboratory classes. If an essential item or research project requires water, notification of this must be given to Heads of Department in the emergency planning stage.

PRIMARY ACTIONS

Determine the Length of Failure

Method:
- Buildings & Facilities will make contact with the Local Authority for any information regarding the length of the outage.
- A decision to disperse staff and students will be considered within two hours of the Water outage. The Campus Registrar in consultation with Buildings & Facilities will make such a decision dependant on the factors known at the time and Colleges/ Departments would be advised of the details.
- If the water shortage is expected to persist for more than six hours and perhaps for several days, then the only option would be to suspend campus activities, disperse staff and students, apart from a small skeleton staff in each department to supervise safety measures and general security.

Respond to Immediate Safety Issues

Method:
- If the supply is contaminated, the priority must be to stop people drinking water. Encourage the use of personal emergency supplies for the first few hours.
- Staff would have to ensure that any taps or water vessels being used at the time of the `outage' were turned off prior to departing. This would ensure that once the water supply was re-established there would be a reduced chance of flooding in any area.
SECONDARY ACTIONS

Communication

- When there is a disruption to water services, Buildings & Facilities will notify a nominated person within the buildings affected.
- Notification is to be forwarded to all occupants (where applicable).
- Notification will be given to the Departments when the water service is available.
**SEWAGE & DRAINAGE**

The Campus sewage disposal depends on uninterrupted water flow to keep the pipes clear. Most of the water is provided from toilet cisterns. Any lengthy breakdown in the water supply will create blockages and back ups. The Campus could not, for health reasons, remain working for longer than about eight to twelve hours with inoperative sewage disposal.

**PRIMARY ACTIONS**

**Determine the Length of Failure**

*Method:*
- Buildings & Facilities will make contact with the Local Authority for any information regarding the length of the outage.
- A decision to disperse staff and students will be considered within two hours of the water outage.
- The Campus Registrar in consultation with Buildings & Facilities will make such a decision dependant on the factors known at the time and Colleges/Departments would be advised of the details.

**Respond to Immediate Safety Issues**

*Method:*
- If the supply is contaminated, the priority must be to stop people drinking water. Encourage the use of personal emergency supplies for the first few hours.
- Staff would have to ensure that any taps or water vessels being used at the time of the `outage' was turned off prior to departing. This would ensure that once the water supply was re-established there would be a reduced chance of flooding in any area.

**SECONDARY ACTIONS**

**Communication**

*Method:*
- When there is a disruption to sewage services, Buildings & Facilities will notify a nominated person within each building affected.
- Notification to is to be forwarded to all occupants (where applicable).
- Notification will be given to the Departments when the sewage service is available.
NATURAL GAS

Gas is provided from a 100mm diameter main and reticulated partly underground and partly in the service tunnel to many of the University buildings. By far the greatest use of gas is for hot water heating, with some direct gas radiant heating. Most laboratories are equipped with Bunsen burners. No domestic hot water or heating would be available if the supply of gas was cut off. Laboratory use would certainly be restricted but there would appear to be no reason to take such measures as might be necessary should electricity be lost for long periods.

PRIMARY ACTIONS

Determine the Length of Failure

Method:
- Buildings & Facilities will make contact with the Gas suppliers or the Local Authority for any information regarding the length of the outage.
- A decision to disperse staff and students will be considered within two hours of the gas curtailment. The Campus Registrar in consultation with Buildings & Facilities will make such a decision dependant on the factors known at the time and Colleges/Departments would be advised of the details.

Communication

Method:
- When there is a disruption to gas supplies, Buildings & Facilities will notify a nominated person in the buildings affected.
- Notification from is to be forwarded by the nominated person within the building to all users where there is gas supply.
- The gas control within each area must be turned off, even if there is no gas flowing. Staff would have to ensure that any equipment being used at the time of the `outage' was turned off and/or disconnected from the gas supply prior to departing. This would ensure that the equipment did not resume operation once the gas supply was reconnected and the equipment was unattended due to the departure of staff.
- Notification will be given to the Departments when the gas supply is turned on and safe to use.
- Departments must notify Buildings & Facilities if gas supply is needed for an essential service.
The University's telephone system is a complex, computer based facility. Being computer controlled, its operational environment is sensitive to extremes of temperature and the PABX is therefore air-conditioned. Loss of power would result in excessive temperatures, at least during the summer months, causing irregular operation.

There are an increasing number of radio telephones on campus which can operate from a common channel and could provide an internal emergency communications system to ensure personnel are informed of decisions being made, particularly where the communications system is not operating due to some other natural disaster.
Field Trip Organisation

The supervisor of the field activity is to ensure that correct and immediate action can be taken in the event of injury or other unforeseen emergency. They must ensure the well-being of the rest of the group, obtain any necessary assistance and make contact with the relevant personnel or aid authorities. Organisers of field activities should plan strategies for dealing with emergencies. The following may act as a guide:

- The supervisor should know the whereabouts of local emergency and support agencies such as police, ambulance, Department of Conservation and Mountain Safety, their contact numbers and/or radio call signs;
- An emergency contact should be available at all times so immediate contact can be made in an emergency;
- The names and contact telephone numbers of all group members should be known by the contact person along with full details of the location of the activity and methods of travel;
- In remote areas, the itinerary and emergency contact person should be made known to the local police or DOC Ranger;
- The use of portable radios or cell phones should be considered subject to the availability of some means of recharging batteries. If such equipment is carried, then all members of the party must be trained in the proper use and routines;
- Evacuation plans should be formulated during the activity planning stage to allow withdrawal of the group or individuals in the event of injury, illness, forest fire, or adverse weather.

Preparation for Field Trip

The supervisor of the trip must follow the Massey University procedure guidelines for field trips located at http://hrs.massey.ac.nz/hs-fieldtrip.php3. This includes preparing for emergencies at the location of the trip.

Communication

Persons working in remote areas should establish a regular communication procedure with the nominated contact person. Where possible, radio communication should be used, and all party members should be trained in the correct operating procedures. Organisers of remote field activities should establish and note the location of any "dead spots" where radio transmission is not possible or intermittent.
**Field Trip Emergency Criteria**

Field trip emergency criteria situations include:

- Person or persons overdue
- Illness or injury to staff or student on field trip
- Evacuation
- Person or persons lost for more than 4 hours
- Sexual or physical assault
- Illness or injury resulting in death

All field trip emergencies must be reported to the Department Head. The Department Head has the responsibility to report via the University Accident Reporting system to the PVC/AVC/ and Campus Registrar.

**Activating Emergency Procedures**

If a party has not returned by the pre-designated time and have not contacted the designated departmental contact, then the emergency procedure will be activated under the following circumstances:

**Water based activities:**

- Within 1 hour of designated completion time
- Within 30 minutes of sunset or in darkness

**Land based activities:**

- 4 hours after designated completion time
4.2 Building Evacuation

4.2.1 Evacuation Procedures

1. Where there is no pre-appointed Warden present, the first available staff member is to assist by assuming the Warden’s duties as follows:
   - Collect the evacuation board for your area (this indicates to other staff that the role of Warden is being carried out)
   - Ensure that your assigned area of responsibility is completely evacuated by checking all rooms and enclosed areas (including toilets and storage rooms etc.)
   - Leave lights switched on and close (but do not lock) all doors
   - Once having determined your area is evacuated and any persons with disabilities are accounted for, leave via the nearest exit.
   - Ensure a 111 call has been made
   - Report to the Chief Warden at the alarm panel. Advise of any areas that could not be checked or persons with disabilities still evacuating. If the Chief Warden is not at the alarm panel, the first Warden/staff member there is to assume responsibility and ensure a “111” call has been made, appoint entrance monitors and liaise with Fire Service personnel upon arrival.

2. Staff are to direct occupants to the Assembly Area. It is imperative that the Fire Service has immediate clear access to the building and that occupants are at a safe distance from the building.

3. Monitors are to be appointed to monitor the entrances for security and safety purposes. The silencing of the fire alarm is not an indication for re-entry to the building. The Fire Service and/or Warden are responsible for issuing the “all clear”.

4.2.2 Duties of Staff

Staff must ensure that their students/visitors are aware of, and fully understand the fire evacuation procedure. Staff also need to be aware of how to assist their students/visitors with special needs to safely evacuate the premises.

It is the role of staff & students to:
- Know what you have to do and where you have to go in the event of a fire
- If you discover a fire stay calm – think!
- Activate the fire alarm and call the Fire Service on 111
- Alert people in your area
- Alert the floor warden (if known)
- Know your evacuation routes (which exit doors are closest) and make yourself aware of alternative exit routes.
- Know where the hose reel or fire extinguisher is in the building

If an alarm sounds:
- Stay Calm!
- Go quickly to the nearest exit – don’t run!
- Do not use lifts
- Keep to the left on stairs
- Do not, under any circumstances, go back to your work area to get your things
- Shut the doors behind you
- Once outside stay in the assembly area – report to your warden and await instructions

People with Disabilities:
- People with disabilities should to be assembled in a safe area handy to the main stairway, lifts or egress doors etc to ensure they have the assistance they need and avoid delays while the main flows of people are leaving.
- People capable of assisting the disabled person need to remain with them, so they can help the person leave the building after the main flow has passed.
- Teaching staff need to be aware of any students/visitors under their control who are impaired in any way that might restrict their ability to evacuate without assistance
- In the case of a fire emergency, staff are to appoint a buddy, who is responsible for the evacuation of the disabled person. Note: in the case of a person in a wheelchair, more than one buddy may be required
- Fire Services need to be advised of the locality of any disabled person and their helper requiring rescue IMMEDIATELY. It is important that the fire warden for the floor or area be made aware of the presence of a disabled person.
4.2.3 Evacuation Boards

It is often difficult to carry out a roll call quickly and accurately following an evacuation. The evacuation board has been adopted by Massey University @ Wellington to provide an effective visual method of knowing at what stage an evacuation has progressed.

The evacuation board is an A4 sized board placed at a strategic location, readily accessible to the appointed Warden and/or staff members who may have to fill this position. It has instructions setting out the Warden's/staff members responsibilities and allows for the noting of any areas or persons that have not been evacuated. On the back of the board there is a detailed map of the area that identifies the location of exits, fire fighting equipment and hazardous substances (if applicable). If an area cannot be checked (e.g. locked office even if there is no reply) this is to be noted on the evacuation board.

The person who uplifts the evacuation board accepts the role of Warden for that particular area and the responsibilities that goes with the role. When the evacuation of a particular area has been completed, the Warden will report the clearance or otherwise (as noted on the evacuation board) to the Chief Warden stationed at the alarm panel. If the Chief Warden is not at the alarm panel, the first Warden (or staff member) there is to assume these responsibilities and liaise with any Fire Service personnel in attendance.

Familiarise yourself with the location of the evacuation board for your area.

4.2.4 General Information

All staff have a responsibility to ensure:

- Exit doors are not locked, barred or blocked (while building is occupied)
- Fire exit and smoke-stop doors are kept closed at all times
- Fire exits are kept clear of obstacles at all times
- Flammable materials are not stored near or within fire exit ways

Trial evacuations in each building/site will take place twice a year and will be organised by qualified personnel. All staff and students using these buildings during this time are to take part in these evacuation drills. Notification of the drill will not be given to any staff member prior to drills, thus any evacuation must be considered genuine and evacuation procedures must be followed.
During an emergency there is a distinct likelihood that one or more buildings will need to be evacuated; this will be determined by the type of emergency. For instance, a fire will probably necessitate the building to be evacuated immediately. However, in the case of an earthquake it is not advisable to attempt to evacuate a building until such time as the tremor has ceased. During emergency situations, all staff are to follow instructions from emergency wardens and proceed to the predetermined assembly point and await further instructions.

Staff are reminded that you are duty bound to follow the direction of emergency wardens. If anyone were seriously harmed as a result of failure to follow the directions of an emergency warden there is a provision under the current legislation for a fine of up to $250,000.

Under no circumstances is any person to take it upon themselves to proceed from the assembly sites once there. At the earliest possible time instructions will be issued by the emergency services and/or warden as to what staff are to do.

### 4.3 Assembly Areas, Evacuation Boards & Alarm Panels

<table>
<thead>
<tr>
<th>Site</th>
<th>Assembly Area</th>
<th>Evacuation Boards</th>
<th>Alarm Panel/ Evacuation Panel</th>
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<tbody>
<tr>
<td>Block 1</td>
<td>Between Block 1 &amp; 2, or in front of Polyhigh Crèche</td>
<td>Level C main entrance Room 1C01 Level D</td>
<td>Located outside main entrance doors</td>
</tr>
<tr>
<td>Block 2</td>
<td>Between Block 1 &amp; 2</td>
<td>Level C beside 2C02 Level D opposite 2D03 Level E opposite 2E07</td>
<td>West end of building (by small car parking area)</td>
</tr>
<tr>
<td>Block 3</td>
<td>Entrance B &amp;/or C car parking areas</td>
<td>Level C beside 3C37 Level D Reception</td>
<td>Outside Block 4 entrance B doors (Wallace Street)</td>
</tr>
<tr>
<td>Block 4</td>
<td>Entrance B car park</td>
<td>Level A Contact Centre Level B outside 4B15 Level C outside 4C03 Level D outside 4D11</td>
<td>Outside Block 4 entrance B doors (Wallace Street)</td>
</tr>
<tr>
<td>Block 5</td>
<td>Entrance A car park</td>
<td>Level A inside library Level A lift foyer Level B lift foyer Level C lift foyer Level D lift foyer Level E lift foyer Level F lift foyer Level H lift foyer</td>
<td>Outside Block 5 - Library car park entrance</td>
</tr>
<tr>
<td>Block 6</td>
<td>Entrance A car park</td>
<td>Level B outside 6B01 Level C outside 6C03</td>
<td>Outside Block 5 - Library car park</td>
</tr>
<tr>
<td>Location</td>
<td>Description</td>
<td>Level Details</td>
<td>Entrance Details</td>
</tr>
<tr>
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<td>-----------------</td>
</tr>
<tr>
<td>Block 7</td>
<td>The grassed area at the main entrance of Block 7</td>
<td>Level A in purchasing store Level C main office corridor Level C south wing Level C north wing Level D south wing Level D north wing Level E beside lift</td>
<td>Outside south wing entrance doors - level C</td>
</tr>
<tr>
<td>Block 10</td>
<td>Grassed area north corner of building by steps</td>
<td>Level A south (Catering) Level A East Level A West Level B Front Foyer &amp; Mezz Level B South (Catering) Level B East Level B West Level C South (Catering) Level C East Level C West</td>
<td>North eastern corner of building</td>
</tr>
<tr>
<td>Block 11</td>
<td>Grassed area southwest corner of building</td>
<td>Ground floor outside 11A02 First floor outside 11B03</td>
<td>West end of building</td>
</tr>
<tr>
<td>SST</td>
<td>Library car park or northeast corner of Block 3</td>
<td>Ground floor Level 1 Feed Level 1 common room Level 2 bookshop Level 2 student association Level 3</td>
<td>Main entrance to the SST building (beside Library)</td>
</tr>
<tr>
<td>T Village</td>
<td>Library car park</td>
<td>T20 T21 Recreation Centre T18 Te Kuratini Marae T24 T27 T28</td>
<td>Front of T21 Recreation Centre – Tasman Street</td>
</tr>
<tr>
<td>The Manse - K10</td>
<td>Footpath on Tasman Street</td>
<td>Main entrance of K10</td>
<td>Front of building – Tasman Street</td>
</tr>
<tr>
<td>K1</td>
<td>Upper level car park</td>
<td>Ground floor First floor</td>
<td>Front of building</td>
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<td>K Buildings K2, K3, K4</td>
<td>Lower level car park</td>
<td>K2 K3 K4</td>
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<tr>
<td>T33-40</td>
<td>Entrance A car park</td>
<td>T33 T39</td>
<td>n/a</td>
</tr>
<tr>
<td>T4</td>
<td>Grassed area outside T4</td>
<td>T4 front entrance passageway</td>
<td>n/a</td>
</tr>
<tr>
<td>T30 – 31 BPM Fitness</td>
<td>Entrance C car park – Wallace Street</td>
<td>Reception</td>
<td></td>
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4.4 Guidelines for Persons with Disabilities

Be honest about your abilities and disabilities. Remember that a situation of danger or risk will not be a normal situation - there may be confusion and blocked exits. People with a wide range of disabilities can be potentially at risk in emergencies. People with sight or hearing impairment, or other disabilities that are not obvious, such as epilepsy or asthma, as well as people with mobility disabilities, need to take appropriate precautions.

Always plan for the worst. This will probably entail getting advice from the campus Disabilities Advisor, and drawing up a personal safety plan for your use. It is your responsibility to ensure that your personal safety plan is regularly reviewed. For example, your needs may change and your plan will have to change accordingly.

Make sure your Floor Warden and other staff members who work with you are familiar with the plan devised for your safety, and the part they have to play in it.

In most buildings, lifts will immediately return to the ground floor when the fire alarm is activated. The recommended procedure for people with disabilities is to wait for help inside the smoke stop doors at the entrance to fire exits. If this is not possible, a position as close to these areas as possible is recommended. Make sure that your Floor Warden knows of your presence and location and tells the Fire Service. Wait for Fire Service Officers to come up to assist you; they are well practised in doing this. If you have a cell phone you are encouraged to ring the fire service and advise them of your exact location, they will then patch this information through to the attending personnel.

4.5 Interruption to an Examination

In the case of an emergency evacuation of the examination room, the Examination Supervisor must record the time and ask the candidates to stop work. Depending on the nature of the emergency, all the papers should be collected and the candidates allowed to leave the room and evacuate to the nearest Assembly
area. The papers are to be secured and taken from the examination room (if safe to do so).

If it is possible to resume the examination, candidates are

- to use the same question and answer papers they were using before
- not to start writing the examination again until all papers have been given out and all candidates are ready to start
- to be allowed to continue with the remaining time plus an extra ten minutes to allow for settling in to the examination again.

In all cases, details of the incident are to be recorded in an incident report, to be forwarded with the script/s to the Examinations Office. When an examination is abandoned contact the Examinations Office immediately so that an informed response can be made to candidates and examiners and any queries resolved.

4.6 Employee Awareness & Training

It is essential that management ensure that new employees are provided with the appropriate information on how to respond correctly to an emergency event on campus.

The campus runs emergency evacuation training courses 3 times each year. Every staff member must take the time to attend one of these training sessions at least once every two years. The Campus also has a Civil Defence Ground Rescue Team that has quarterly practice and training sessions on Campus.

Departments are to encourage staff to attend first aid training. The number of qualified first aiders must provide adequate coverage for each Department (to cover leave/ absences/ lunch breaks etc). Arrangements will be made with the University Health & Safety Office for the training of staff and revalidation of qualified first aiders.

Each laboratory and work area shall have a first aid kit, with contents according to the guidelines set by the Department of Labour. This shall be checked on a regular basis by a designated person from within the Department. The Department is responsible for restocking the kits and ensuring compliance. First aid supplies are also located in the Civil Defence Cabinets across campus.
SECTION FIVE
EMERGENCY MANAGEMENT TEAM
RESPONSE & ACTION PLANS
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## 5.0 EMERGENCY MANAGEMENT TEAM RESPONSE & ACTION PLANS

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5.0 EMERGENCY MANAGEMENT TEAM RESPONSE & ACTION PLANS

This section focuses on the details of key functions that are critical to emergency response actions and includes specific emergency response checklists. This information relates predominately to Level 3 (Disaster) emergency situations but may be applied to other emergency levels as required.

The list is not exhaustive. The Emergency Management Team and additional staff will also need to establish contact with key staff in Colleges, Departments, and suppliers to access additional resources.

5.1 Emergency Operations Centre (EOC)

All Personnel Must Read This Entire Position Checklist Before Taking Action

Initial Tasks & Arrangements

- The Campus Registrar in consultation with Buildings & Facilities will decide whether to activate the Emergency Management Team and the EOC

- The first arrivals at the EOC will decide whether to operate from there or to relocate to an alternative location. The Campus EOC is located in a building which is anticipated should survive during a moderate to severe earthquake (T20).

- If the decision has been made to relocate the EOC, clear signage will be provided to indicate the new EOC location. EMT members will be notified by the established communications process.

- If there is a shortage of people to operate the EOC, members should concentrate on one task at a time and take the time to establish a functioning facility

- Assess communications capability. Commence communication with CDEM (Civil Defence & Emergency Management Wellington)

- As necessary, the Emergency Management Team will activate the Massey University Wellington Rescue Team, confirm welfare availability, and begin tasking them.
Activation Phase

- Check in with Security upon arrival at the EOC. If unsure of position, report to the Incident Controller for assignment.
- Ensure you receive a situation and safety briefing from the Health & Safety Advisor
- Set up your workstation and review your position responsibilities.
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)
- Evaluate resource needs (such as a computer, phone, plan copies, and other reference documents), and request missing items from the Emergency Operations Centre Coordinator.

Demobilization Phase:

- Deactivate your assigned position and close out logs when authorized by the EOC Incident Controller.
- Complete all required forms, reports, and other documentation. All forms should be submitted through to the Emergency Operations Centre Coordinator, prior to your departure.
- Be prepared to provide input to the Assessment and Evaluation report.
- If another person is relieving you, ensure they are thoroughly briefed before you leave your work station.
- Clean up your work area before you leave.
- Leave a forwarding phone number & contact details where you can be reached.
5.2 Emergency Response Roles

Massey University Wellington Campus has no statutory authority for emergency management, but obviously has a duty of care to its staff, students and visitors. The Emergency Management Team’s primary concern is to ensure a response gets underway in a timely fashion and continues without seriously faltering.

The following lists of objectives and actions are not exhaustive, but rather are provided to give direction and information on the likely courses of action in **Level 3 emergencies**. These roles and actions are not anticipated to be the sole responsibility of single members of staff, rather volunteers and other members of the Campus Community will be co-opted into assisting with the functions detailed. A generic checklist for use by those first on a scene, Buildings & Facilities & the Office of the Campus Registrar for any emergency situation is located in Appendix 2 – Emergency Action Checklist.
5.2.1 Incident Controller

Read This Entire Position Checklist Before Taking Action

**PRIMARY OBJECTIVES**

- Coordinate the Campus response in an emergency
- Ensure resources necessary to manage the emergency are deployed.
- Liaise with Building/ Floor Warden(s)
- Provide (in the event of a Level 3 emergency) either; the VC, Campus Registrar or any other person so delegated with a situation report on damage with a recommendation on whether or not to close all or part of the Campus
- Determine need for outside assistance.
- Request additional personnel for the Emergency Operations Centre (EOC) as necessary for 24-hour operation (where applicable)
- Ensure that all media contacts are referred to the Campus/University Communications Advisor
- Coordinate Search & Rescue operations as applicable
- Act under the control and supervision of the Public Emergency Service Commander/Emergency Incident Coordinator, and Civil Defence Controller (if available & present).

**Initial Procedure**

- Notify the appropriate Emergency Service (if possible)
- Respond immediately to the EOC and determine operational status.
- Obtain briefing from whatever sources are available
- Activate the Emergency Management Team advising them of the location of the EOC. Work with the Emergency Operations Centre Coordinator to contact and locate people.
- Determine the appropriate level of activation based on situation as known
- Ensure that all buildings and other facilities used in support of the Campus EOC are in a safe operating condition.
- Ensure EOC is properly set up and ready for operation
- Determine which positions are required and ensure they are filled as soon as possible
  a. Emergency Operations Centre Coordinator
  b. Safety Advisor
  c. Operations
    - Security Operations
- Rescue Operations
- Building & Floor Wardens

d. Planning/ Intelligence

e. Logistics
- Information Systems/ Communications

f. Welfare
- Medical
- First Aiders

- Schedule the initial action plan meeting
- Brief Massey University senior management

SECONDARY OBJECTIVES

- Monitor operational procedures and activities in the EOC to ensure they are being conducted in safe manner considering the existing situation and conditions.
- Based on current status reports, establish initial strategic objectives for the EOC.
- Undertake an analysis of the data to maintain strategic overview of emergency response
- Liaise with external agencies including WEMO, emergency services and Massey University management
- Provide recommendations on:
  - Accommodation or evacuation of site
  - Request for strategic resources
  - Maximisation of effectiveness of emergency staff
  - Strategic humanitarian decisions
- Coordinate the preparation of a written report on the emergency

Personnel Responsible

Buildings and Facilities Management
Manager, Environmental & Emergency Management
5.2.2  Emergency Operations Centre Coordinator

Read This Entire Position Checklist Before Taking Action

**PRIMARY OBJECTIVES**

- Establish Emergency Operations Centre (EOC) location T20 within 90 minutes following emergency situation.
- At the request of the Incident Controller, contact the Emergency Management Team members and direct them to the EOC

**Initial Procedure**

- Notify appropriate Emergency Services (if possible)
- Report to Campus EOC for initial briefing
- Ensure check in procedure is established immediately
- Liaise with Campus Emergency Personnel and/or Incident Controller ASAP
- Initiate contact with WEMO (where possible during Level 3 emergencies)
- Work with Operations and Welfare to initiate reception & registration centres for people on campus, including the injured
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)

**SECONDARY OBJECTIVES**

- Provide ongoing operational assistance to the centre
- Ensure that arrangements are made for appropriate meals to be served in the EOC taking into consideration the existing situation and condition
- Locate and maintain:
  **Communication Equipment** (with the assistance of the Logistics)
  - Radio telephones
  - Cell phones
  - Temporary signage
  - E-mail facility (if possible)
  - Runners
Welfare (with the assistance of the Welfare and Operations)

- Drinking Water/Food for Emergency Staff
- First Aid Facilities
- Rescue Equipment

Information Display

- Radio Logs
- Situation Board
- Staff & Student Sign In/ Check Out Register
- Register for names of emergency workers, volunteers and injured persons

**Personnel Responsible**

Buildings and Facilities Personnel
Representatives from the Office of the Campus Registrar
Administration Personnel
5.2.3  Safety Advisor

Read This Entire Position Checklist Before Taking Action

**PRIMARY OBJECTIVES**

- Coordinate Situation & Safety Briefings
- Liaise with the Emergency Services on the ground and from the Emergency Operations Centre (EOC)
- Monitor events from a safety perspective
- Identify key safety concerns related to the incident
- Coordinate fire, disaster medical and hazardous materials operations, using campus resources (where available)
- Assist with the coordination of Search & Rescue operations as applicable
- Coordinate the mobilization and transportation of all resources.
- Coordinate site security at incidents.

**Initial Procedure**

- Report to Campus EOC for initial briefing
- Ensure that all EOC staff, including volunteers, receive a current situation and safety briefing upon check-in.
- Coordinate site security at Serious Harm incidents.
- Ensure all deployed personnel are prepared and equipped for the risks they are likely to encounter.
- Liaise with specialists (e.g., Laboratory Managers) regarding risks or responses as appropriate.
- Communicate and safety issues identified immediately to the EOC.
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)

**SECONDARY OBJECTIVES**

- Refer all contacts with the media to the Campus/ University Communications Advisor
- Maintain current status on Campus safety assignments (e.g. building inspections, hazardous materials operations etc) being conducted on Campus
- In coordination with the Critical Incident Management Team, determine the appropriate critical incident response for emergency workers; acquire mental health specialists as needed.
- Provide your relief with a briefing at shift change; inform him/her of all ongoing activities, branch objectives for the next operational period, and any other pertinent information (where applicable).

**Personnel Responsible (Contact Information)**

Manager, Environmental & Emergency Management
Elected Health & Safety Representatives
5.2.4 Operations *(see section 5.7 for more information)*

*Read This Entire Position Checklist Before Taking Action*

### PRIMARY OBJECTIVES

- Manage and supervise operations at the incident
- Manage and supervise security operations *(see Section 5.2.4.1)*
- Manager and supervise Rescue operations *(see Section 5.2.4.2)*
- Assist the Incident Controller in developing response goals and objectives for the incident
- Initiate review of building safety *(see appendix 4 – Rapid Building Evaluation Safety Assessment Form)*
- Assist with coordination of initial safety inspection of utilities & services across campus
- Survey all utility systems, and restore systems that have been disrupted, including coordinating with utility service providers in the restoration of disrupted services.
- Protection/Isolation of Emergency water supply for fire fighting/drinking
- Emergency disconnection of utilities and services to remove imminent serious risk
- Survey all other infrastructure systems, such as streets and roads within the Campus.
- Assist other sections and units as needed.

### Initial Procedure

- Report to Campus Emergency Operations Centre (EOC) for initial briefing
- Undertake initial review of the state of buildings and services and report this information to the Incident Controller
- Liaise, where possible, with utility providers giving details of disruptions to systems
- Make safe, where possible, those services or facilities that represent a hazard.
- If unable to make area safe, initiate evacuation by informing the Building Warden and the Incident Controller of the action to be taken.
- Initiate Search & Rescue operations *(as applicable)*
- Coordinate utility and services shut down* *(see Utility Shut Down Plan – Buildings & Facilities)*
- Establish and maintain a position log which chronologically describes your actions taken during your shift *(as far as practicable)*
SECONDARY OBJECTIVES

- Establish temporary potable water and electrical supply
- Provide trades expertise to support welfare and rescue effort.
- Ensure that damage and safety assessments are being carried out for campus facilities.
- Determine and document the status of transport routes into and within affected areas.
- Coordinate debris removal services as required

At the request of the Incident Controller:
- Provide temporary fire fighting water supply as soon as practicable
- Isolate all services from any specified building including ventilation, water, power, gas and phones as soon as practicable
- Provide temporary services to any specified area
- Assist with erection of emergency rescue structures
- Assist with temporary accommodation structures

**Personnel Responsible (Contact Information)**

- Trades Coordinator
- Maintenance & Services Manager
- On site maintenance & trades personnel
- Venue Assistants
- Buildings & Facilities personnel
5.2.4.1 Security Operations

*Read This Entire Position Checklist Before Taking Action*

### PRIMARY OBJECTIVES

- Provide 24-hour security for the Campus.
- Cordon off area surrounding affected building(s).
- Secure the University’s assets from theft.
- Control access to the Campus Emergency Operation Centre, including Check In and Check Out by all personnel.

### Initial Procedures

- Report to Campus EOC for initial briefing
- Report to Operations for specific instruction
- Determine the current EOC security requirements and arrange for staffing as needed.
- Determine needs for special access to EOC facilities
- Establish EOC Check In and Check Out procedures for all personnel
- Cordon off area surrounding affected building(s).
- Secure the University’s assets from theft.
- Coordinate with the Emergency Operations Centre Coordinator to ensure access, identification, and proper direction for responding personnel upon arrival at the EOC.
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)

### SECONDARY OBJECTIVES

- Provide recommendations as appropriate to Operations
- Work with the Emergency Operations Centre Coordinator and Welfare to initiate reception & registration centres for people on campus, including the injured
- Control access to the Triage Centre by ensuring those with Minor Injuries are not overwhelming the capacity of the centre. Assist, first aiders and wardens where possible with this task.
- Prepare and present security briefings for the Emergency Management Team and General Staff at appropriate meetings.
Personnel Responsible (Contact Details)

Services Coordinator
Maintenance & Services Manager
Venue Assistants
Buildings & Facilities Management & Staff
5.2.4.2 Rescue Operations

Read This Entire Position Checklist Before Taking Action. (For more information see Section 5.3)

PRIMARY OBJECTIVES

- Determine the scope of the search and rescue mission.
- Assist in mobilizing Building Evacuation Teams at the request of the Campus Emergency Management Team
- Ensure that deployed teams are provided with adequate support.
- Supervise the Evacuation Teams Unit.
- Assist the Emergency Operations Centre (EOC) to supervise and assign roles for volunteers

Initial Procedure

- Report to Campus EOC for initial briefing
- Report to Operations for specific instruction
- Liaise with the Safety Advisor to determine missions for Building Evacuation teams based on established priorities.
- Mobilize and deploy available Building Evacuation teams to locations within the University, in a manner consistent with established policies and priorities
- Establish radio or cell-phone communication with all deployed Building Evacuation team leaders to determine the scope of support required.
- Ensure that each team leader develops a safety plan for each assigned mission
- Monitor and track the progress and status of each team.

SECONDARY OBJECTIVES

- Work closely with the Emergency Operations Centre Coordinator to determine the status and availability of search and rescue resources from CDEM.
- Liaise with the Medical to coordinate on-site assistance to extricated victims requiring medical treatment and to provide on-site assistance in managing fatalities at search locations.
- Ensure that team leaders report all significant events.
- Inform Operations and the Safety Advisor of all significant events.
- Reinforce the use of proper procedures for media contacts and always refer to the Campus/University Communication Advisor. This is particularly critical in instances where the media is seeking statistical information or personal identities of injured victims or fatalities.

**Personnel Responsible (Contact Details)**

Campus Rescue Team  
Manager, Environmental & Emergency Management
5.2.4.3 Building Wardens

Read This Entire Position Checklist Before Taking Action

PRIMARY OBJECTIVES

- Coordinate the actions of Floor Wardens to ensure the safety of all building occupants.
- Provide initial damage assessment.
- Assist First Aiders (where possible)

Initial Procedures

- Notify the appropriate public emergency service (if possible)
- Report to the building evacuation board
- Obtain reports (Tally Boards) from Floor Wardens
- Assign tasks to prevent re-entry into the building
- Report injuries/building damage to Campus Emergency Operations Centre (EOC) as soon as practicable
- Obtain clearance to re-enter/re-occupy the building from the Emergency Service/ Emergency Incident Coordinator

SECONDARY OBJECTIVES

- Liaise with staff & students from their area to establish location and numbers of injured/trapped persons
- In Level 2 & 3 emergencies direct First Aiders to reported casualties and assist where practicable
- Direct staff & students to 'safe' areas on campus
- Ensure means of escape are maintained at all times
- Ensure Fire extinguishers and hose reels are operable, report any issues with equipment to the Emergency Operations Centre
- Assist with the written report and assessment as required.

Personnel Responsible (Contact Details)

Personnel as assigned by schools or departments
5.2.4.4 Floor Wardens

Read This Entire Position Checklist Before Taking Action

**PRIMARY OBJECTIVES**

- Ensure the safety of occupants on their floor or area of responsibility
- Provide initial injury/damage assessment
- Assist First Aiders (where possible)

**Initial Procedures**

- Collect Tally Board for area of responsibility
- Ensure all occupants in area of responsibility have vacated
- Check area for injured/trapped people
- Provide assistance if possible and safe to do so
- Report to Building Warden/Fire Service at Building evacuation panel
- Report any injuries, building and/or plant damage to Building Warden

**SECONDARY OBJECTIVES**

- Ensure means of escape are maintained at all times
- Ensure fire extinguishers and hose reels are operable

**Personnel Responsible (Contact Details)**

Personnel as assigned by schools or departments
5.2.5 Planning and Intelligence

Read This Entire Position Checklist Before Taking Action

**PRIMARY OBJECTIVES**

- Gather, evaluate, and disseminate information about the incident and the status of resources to the Incident Controller
- Develop the Incident Action Plan
- Detail use and availability of resources for specified period of time

**Initial Procedure**

- Report to Campus EOC for initial briefing
- Record decisions, actions and other activities
- Determine information needs
- Prepare Incident Action Plan
- Maintain maps and display boards
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)

**SECONDARY OBJECTIVES**

- Liaise with technical experts
- Track incident/resource status and location
- Observe deadlines and critical information needs

**Personnel Responsible (Contact Details)**

Buildings and Facilities Personnel
5.2.6 Logistics

Read This Entire Position Checklist Before Taking Action

**PRIMARY OBJECTIVES**

- Provide facilities, materials, services and resources
- Establish incident control point, assembly area, safe forward point, staging areas.
- Manage and supervise Information Systems/Communications (see Section 5.2.6.1)

**Initial Procedure**

- Report to Campus EOC for initial briefing
- Help prepare the Incident Action Plan
- Ensure IT and communications systems are in place for EOC personnel
- Estimate future service and support requirements
- Establish Incident Control Point
- Establish Assembly Area (where required)
- Establish Safe Forward Point (where required)
- Establish Staging Areas (where required)
- Prepare to provide supplies, facilities, communications, medical, catering etc (work with Welfare on exact requirements)
- Advise Operations and Welfare of resource availability
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)

**SECONDARY OBJECTIVES**

- Identify possible additional resources
- Record decisions, actions and financial costs (where possible)
- Process requests for additional resources
- Provide management support

**Personnel Responsible**

Buildings & Facilities Management
Information Technology Services Management (ITS)
5.2.6.1 Information Systems/ Communications

Read This Entire Position Checklist Before Taking Action

**PRIMARY OBJECTIVES**

- Assist Emergency Operations Centre (EOC) personnel in determining appropriate numbers of telephones and other communications equipment required to facilitate operations.
- Oversee the installation of communications resources, as needed, within the Campus EOC.
- Ensure that a communications link is established with the CDEM & WEMO as soon as practical (where applicable)
- Acquire radio frequencies as necessary to facilitate operations.
- Determine specific computer requirements for all EOC positions.
- Implement a system for internal information management, including message and e-mail systems.
- Ensure that the EOC Communications Centre is established to include sufficient frequencies to facilitate operations, and that adequate communications operators are available for 24-hour coverage.

**Initial Procedure**

- Report to Campus EOC for initial briefing
- Determine the current EOC communication requirements and arrange for staffing as needed.
- Coordinate with EOC staff regarding the use of all communication systems.
- Activate the EOC Communications Centre to receive and direct all event or disaster related communications to appropriate destinations & personnel within the EOC.
- Establish radio or cell-phone communication with all deployed Building Evacuation team leaders to determine the scope of support required
- Continually monitor and test the activated radio and telephone systems. Keep the Emergency Management Team informed of system failures and restoration activities
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)
SECONDARY OBJECTIVES

- Keep the Logistics and Emergency Operations Centre Coordinator informed of the status of communications systems, particularly those that are being restored.
- Ensure that adequate communications operators are mobilized to accommodate the EOC on a 24-hour basis or as required.
- Continually monitor the operational effectiveness of EOC communications systems. Provide additional equipment as required.
- Ensure that technical personnel are available for communications equipment maintenance and repair.
- Mobilize and coordinate amateur radio resources to augment primary communications systems as required.

Personnel Responsible (Contact Details)

Information Technology Services personnel
5.2.7 Welfare

Read This Entire Position Checklist Before Taking Action (see Section 5.8 for more information)

**PRIMARY OBJECTIVES**

- Provide support to individuals at risk from immediate environment
- Provide support to teams operating in the field
- Safeguard the public health of the campus community, by ensuring there is an ample supply of potable water, a functioning sanitation system, and vector controls are established, as required.
- In coordination with volunteer and private agencies, provide clothing, shelter, and other mass care services as required, to disaster victims within the Campus

**Initial Procedure**

- Notify appropriate public emergency service (if possible)
- Report to Campus Emergency Operations Centre (EOC) for initial briefing
- Arrange to provide refreshments for teams operating in the field
- Ensure that all potable water supplies remain safe, and free from contaminates.
- Ensure that sanitation systems are operating effectively and not contaminating water supplies.
- Ensure that a vector control plan is established and implemented for the affected area(s).

**SECONDARY OBJECTIVES**

- Commandeer all available food and water from within the Campus
- Ensure appropriate sanitation facilities are available
- Assist the Emergency Operations Centre Coordinator & Security Operations in establishing reception and registration centres for people on campus, including the injured
- Assist Operations to identify potential buildings/ areas suitable for accommodation and shelter
- Identify necessary food, clothing and other welfare needs and resources and report these to Logistics and Emergency Operations Centre Coordinator
- Ensure all available food is securely stored ready for distribution and determine the priority for distribution of food and water.
- Oversee the allocation and distribution of all the food and water.
- Work with Operations to ensure sanitation facilities are available and workable

<table>
<thead>
<tr>
<th>Personnel Responsible (Contact Details)</th>
</tr>
</thead>
</table>

Student Services Trust staff  
Catering & Hospitality staff  
Buildings & Facilities personnel
5.2.7.1 Medical

Read This Entire Position Checklist Before Taking Action

PRIMARY OBJECTIVES

- Establish Medical Treatment Centre within 2 hours
- Ensure that all available disaster medical resources are identified and mobilized as required.
- Determine the status of medical facilities on campus and within the affected area, with the assistance of the Operations & Logistics
- Determine the level of casualties with the assistance of First Aiders and Wardens
- Coordinate the transportation of injured victims to appropriate medical facilities as required.

Initial Procedure

- Report to Campus Emergency Operations Centre (EOC) for initial briefing
- Determine the status and availability of medical aid resources; specifically paramedics and ambulances.
- Establish radio or telephone communication with area hospitals and other medical facilities to determine their capability to treat disaster victims.
- Determine status and availability of specialized treatment such as burn centres etc.
- Coordinate with EOC to acquire suitable transportation for injured victims as required or requested.
- Coordinate with the Emergency Centre Coordinator to obtain necessary supplies and equipment to support disaster medical operations in the field.
- Establish and maintain a position log which chronologically describes your actions taken during your shift (as far as practicable)

SECONDARY OBJECTIVES

- Inform the Incident Controller and the Safety Advisor of all significant events.
- Reinforce the use of proper procedures for media contacts. This is particularly critical in emergency medical situations where statistical information is requested by the media.
- Work alongside the Operations to establish mortuary facilities (if required)
<table>
<thead>
<tr>
<th>Personnel Responsible (Contact Details)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director, Student Services Trust</td>
</tr>
<tr>
<td>Manager Student Health Centre</td>
</tr>
<tr>
<td>Senior Medical Staff</td>
</tr>
</tbody>
</table>
5.2.7.2 First Aiders

Read This Entire Position Checklist Before Taking Action

PRIMARY OBJECTIVES

- To assist with the categorisation of casualties
- To assist where practicable in the assessment and treatment of injured persons

In the event of a **Level 2 emergency:**

**Initial Procedures**
- Report to the building evacuation board and advise Warden that you are a First Aider
- Await instruction from Building Warden (if casualties are reported)
- If casualties are identified notify the appropriate public emergency service (if possible)
- Obtain appropriate first aid equipment from the Emergency Operations Centre (EOC)
- Provide First Aid where possible to injured persons until assistance arrives
- Report injuries/building damage to Campus EOC as soon as practicable

In the event of a **Level 3 emergency:**

**Initial Procedures**
- Report to the building evacuation board and advise Warden that you are a First Aider
- Await instruction from Building Warden (if casualties are reported)
- If casualties are identified inform the appropriate public emergency service (if possible)
- Do your best to assess and categorise any casualties to report back to the EOC as quickly as possible. Keep calm. Take your time. Divide casualties into three rough categories:

  **Major Injuries**
  - Severe crushing or puncture wounds to abdomen and chest.
  - Multiple broken bones or crushing of more than one limb.
  - Unconscious with obvious major head injury.

  **Intermediate Injuries**
  - Unable to walk.
  - Severe cuts with profuse blood loss.
- Broken bones in lower limbs.
- Sever crushing of an upper or lower limb.
- Unconscious without apparent major head injury.

Minor Injuries

- Able to walk
- General cuts and bruises (no severe bleeding)
- Upper limb breaks with intact skin
- No major crushing

- Send runners with this information to the EOC located at T20
- Do not send messages by phone or runner requesting a doctor on site. There may be none available until EOC and medical staff have a clearer picture of priorities so first aiders may have to manage on their own initially.
- Provide First Aid where possible to injured persons until assistance arrives

SECONDARY OBJECTIVES

When a Triage Centre has been provisionally decided on the information will be advised with the return of the first runner. Facilities are unlikely to be available to deal with Major Injuries initially (if at all). First aiders and Wardens are asked to provide whatever comfort they can.

- Make provisional plans to transport people in the category: Intermediate Injuries by whatever means available e.g. stretchers are available in the Civil Defence Cabinets, using a door as a stretcher, blanket etc.
- Try to prevent those with Minor Injuries from making their own way to the Triage Centre or from wandering around aimlessly. Use those with first aid knowledge to assist those with minor injuries.
- Do not allow time and effort to be wasted on those who are obviously dead or beyond help.
- Give the emotionally upset something to do or have them taken off site to a place of shelter.

Where possible, first aiders shall record the names of the casualties they have treated, the nature of their injuries, the treatments they have given and the condition of the casualties. A summary of this information should be given to the ambulance officer to be taken to the hospital with each casualty, or provided to the Triage Centre (in larger scale emergencies).
Qualified First Aiders/ Volunteers with First Aid knowledge
Nursing Lecturers and Trainee Nursing Students (where available)
5.3 Rescue

If an emergency is such that personnel are trapped or in life threatening situations, or there is the possibility that buildings are unsafe, then the Incident Controller (or delegate) will assemble a rescue team and arrange for them to carry out necessary rescue/evacuation duties. Each team leader will be in radio contact with the Emergency Operations Centre (EOC), which will enable them to pass on details of various situations as well as arranging for additional assistance such as Maintenance staff who can be directed to that particular area to make safe any damaged services.

Faculty Heads/Building Wardens should await instructions from the particular Rescue team leader before allowing staff to re-enter buildings or evacuation of the area.

Each team will also be equipped with the appropriate rescue equipment and medical supplies.

In any major incident, the initial lack of organised emergency services response will mean that the majority of injured and trapped people will have to be cared for and rescued by ‘spontaneous volunteers’ from those around them at the time.

Buildings & Facilities will provide additional support and direction as soon as practicable within their available resources. As soon as MUW Rescue is operational, it will take the lead organising, directing and utilising spontaneous rescuers.

**Massey University Wellington (MUW) Rescue – Concept of Operations??**

In a maximum, probable earthquake scenario the concept of operations for MUW Rescue can be expressed as a number of priority actions. Several members of MUW Rescue live within minutes of the campus and will self-respond, if uninjured, during a major disaster. MUW Rescue personnel will initially make contact with MUW Security to assist with rescue operations already underway.

**MUW Rescue Team**

MUW Rescue seeks to maintain a pool of 20 members trained in basic Light Rescue and First Aid, including:

- safety in rescue operations and training exercises
- reconnaissance
- improvised casualty movement
- stretcher handling
- knots
- ladders
- communications
- first aid
- triage
- fire extinguishers
- hand tools
- rescue tactics
- high angle rescue

**Initial Steps – MUW Rescue**

<table>
<thead>
<tr>
<th>ACTION</th>
<th>UNDERTAKEN BY</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Determine the condition of the rescue base and establish an Incident Control Point, Assembly Area and Staging Area as necessary</td>
<td>First arriving team members</td>
</tr>
<tr>
<td>2. Immediately establish contact with Buildings &amp; Facilities/ Security and/or any Maintenance staff on site.</td>
<td>(Acting) Team Leader</td>
</tr>
<tr>
<td><em>Note: As soon as the Emergency Management Team is operational it will contact MUW Rescue</em></td>
<td></td>
</tr>
<tr>
<td>3. Begin initial reconnaissance of campus as per advice from Buildings &amp; Facilities</td>
<td>Four team members (2x per team)</td>
</tr>
<tr>
<td>4. Isolate utility supplies</td>
<td>Maintenance staff</td>
</tr>
<tr>
<td>5. Clear walking wounded and spontaneous volunteers from any particularly dangerous structures.</td>
<td>Team members as available</td>
</tr>
<tr>
<td>6. Establish volunteer management system</td>
<td>Team members as available</td>
</tr>
<tr>
<td>7. Begin clearing all walking wounded and minor injuries from buildings declared &quot;No Go&quot;.</td>
<td>Team members as available</td>
</tr>
<tr>
<td>8. Start specialised rescues and search operations</td>
<td>MUW rescue team</td>
</tr>
</tbody>
</table>

In events that involve structural collapse, the broad rescue plan is outlined in the mnemonic ‘REPEAT’.

Reconnaissance
Elimination of utilities
Primary surface search
Exploration of voids and spaces
Access by selected debris removal
Termination by total debris removal

5.4 Emergency Equipment

5.4.1 Civil Defence Equipment

A Civil Defence/Emergency supply store is located in the building at the end of Block 6, Entrance E Tasman Street. Each multi-storeyed building on campus also has one (or more) Civil Defence Cabinets.

Each Civil Defence Cabinet has the following equipment and supplies located inside:

<table>
<thead>
<tr>
<th>Item</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blankets – Wool Mix</td>
<td>2</td>
</tr>
<tr>
<td>Emergency Blanket - Foil</td>
<td>10</td>
</tr>
<tr>
<td>Hand Sanitizer 500ml</td>
<td>1</td>
</tr>
<tr>
<td>Bags large plastic (roll of 25)</td>
<td>2</td>
</tr>
<tr>
<td>Gloves - Leather</td>
<td>8</td>
</tr>
<tr>
<td>Dust Masks</td>
<td>100</td>
</tr>
<tr>
<td>Safety Goggles</td>
<td>8</td>
</tr>
<tr>
<td>Hard Hat</td>
<td>8</td>
</tr>
<tr>
<td>Whistle</td>
<td>8</td>
</tr>
<tr>
<td>Ear Plugs (pairs)</td>
<td>100</td>
</tr>
<tr>
<td>Sanitary Pads (20s)</td>
<td>4</td>
</tr>
<tr>
<td>Latex Gloves (box)</td>
<td>1</td>
</tr>
<tr>
<td>CD Disaster First Aid Kit</td>
<td>1</td>
</tr>
<tr>
<td>Stretcher (board type)</td>
<td>1</td>
</tr>
<tr>
<td>Stretcher (double folding)</td>
<td>1</td>
</tr>
<tr>
<td>Wrecking bar set 9600/300mm</td>
<td>1</td>
</tr>
<tr>
<td>Saw – multi purpose</td>
<td>1</td>
</tr>
<tr>
<td>Hacksaw 300mm frame</td>
<td>1</td>
</tr>
<tr>
<td>Hacksaw – spare blades (24 tpi)</td>
<td>10</td>
</tr>
<tr>
<td>Hammer – carpenters (1lb)</td>
<td>1</td>
</tr>
<tr>
<td>Sledge hammer – 3.6kg</td>
<td>1</td>
</tr>
<tr>
<td>Knife - Utility</td>
<td>1</td>
</tr>
<tr>
<td>Pliers #8</td>
<td>1</td>
</tr>
<tr>
<td>Axe – 4lb</td>
<td>1</td>
</tr>
<tr>
<td>Water Container (5Lt)</td>
<td>3</td>
</tr>
<tr>
<td>Aquatab Water Purification (pkt)</td>
<td>10</td>
</tr>
<tr>
<td>Duct Tape - Fabric</td>
<td>5</td>
</tr>
<tr>
<td>Rope General Purpose</td>
<td>1</td>
</tr>
<tr>
<td>Plastic Bucket</td>
<td>5</td>
</tr>
</tbody>
</table>
Tarpaulin (3.6 x 3.6)   2
Torch/Radio Dynamo   2
Torch - Dynamo   4
Ladder restraint   1
Light Sticks   20
Toilet rolls (12)   1
Step Ladder 1.5/2.7m   1
LED Lantern   1
6 Volt LED Lantern Battery   1
Rope Polyprop 6mm per meter   10

Civil Defence Cabinets are located:

<table>
<thead>
<tr>
<th>Site</th>
<th>Civil Defence Cabinet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 1</td>
<td>1D30</td>
</tr>
<tr>
<td>Block 2</td>
<td>TBC</td>
</tr>
<tr>
<td>Block 3</td>
<td>IFNHH laboratory Corridor</td>
</tr>
<tr>
<td>Block 4</td>
<td>ITS</td>
</tr>
<tr>
<td>Block 5</td>
<td>Library &amp; Level H beside copying room 5H40</td>
</tr>
<tr>
<td>Block 6</td>
<td>Communication &amp; Journalism foyer</td>
</tr>
<tr>
<td>Block 7</td>
<td>Level C Staff room</td>
</tr>
<tr>
<td>Block 10</td>
<td>TBC</td>
</tr>
<tr>
<td>Block 11</td>
<td>Level A Foyer</td>
</tr>
<tr>
<td>Adelaide Rd Research</td>
<td>CPHR</td>
</tr>
<tr>
<td>Centres</td>
<td></td>
</tr>
<tr>
<td>The Cube</td>
<td>Level 8</td>
</tr>
</tbody>
</table>

The equipment located in the Civil Defence / Emergency Supply Store is as follows:

Search & Rescue Equipment

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard Hats</td>
<td>10</td>
</tr>
<tr>
<td>Gloves</td>
<td>10 pairs</td>
</tr>
<tr>
<td>Safety Goggles</td>
<td>10</td>
</tr>
<tr>
<td>Dust Masks</td>
<td>40</td>
</tr>
<tr>
<td>P2 Masks</td>
<td>200</td>
</tr>
<tr>
<td>Overalls/Wet weather gear</td>
<td>10</td>
</tr>
<tr>
<td>Whistles</td>
<td>10</td>
</tr>
<tr>
<td>Torches (plus spare batteries)</td>
<td>5</td>
</tr>
<tr>
<td>Light sticks</td>
<td>10</td>
</tr>
<tr>
<td>Radio Sets (B&amp;F)</td>
<td>6</td>
</tr>
<tr>
<td>Civil Defence Sashes</td>
<td></td>
</tr>
<tr>
<td>CD Restricted Area Tape</td>
<td>2</td>
</tr>
<tr>
<td>Shovels</td>
<td>5</td>
</tr>
<tr>
<td>Equipment</td>
<td>Quantity</td>
</tr>
<tr>
<td>--------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Spades</td>
<td>4</td>
</tr>
<tr>
<td>Axes</td>
<td>2</td>
</tr>
<tr>
<td>Crowbars</td>
<td>5</td>
</tr>
<tr>
<td>Ropes/karabiners</td>
<td></td>
</tr>
<tr>
<td>Large Tarpaulins</td>
<td>15</td>
</tr>
<tr>
<td>Nylon rope</td>
<td>1</td>
</tr>
<tr>
<td>Chemical Spill Kit</td>
<td>1</td>
</tr>
</tbody>
</table>

**First Aid Equipment**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid Kits (large)</td>
<td>5</td>
</tr>
<tr>
<td>Stretcher – Board</td>
<td>1</td>
</tr>
<tr>
<td>Foil Blankets</td>
<td>30</td>
</tr>
<tr>
<td>Latex Gloves</td>
<td>300</td>
</tr>
<tr>
<td>Waterless Hand Cleaner 2.5L</td>
<td>1</td>
</tr>
</tbody>
</table>

**Consumables**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Long Term Storage Food Items</td>
<td>100 packs</td>
</tr>
<tr>
<td>Water (Bottled &amp; Tank)</td>
<td></td>
</tr>
</tbody>
</table>

**Additional Items**

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Portable Radio (plus spare batteries)</td>
<td>1</td>
</tr>
<tr>
<td>Water Purification Tables</td>
<td>25</td>
</tr>
<tr>
<td>Matches</td>
<td>10</td>
</tr>
<tr>
<td>Paper cups</td>
<td>250</td>
</tr>
<tr>
<td>Plastic spoons</td>
<td>250</td>
</tr>
<tr>
<td>Paper plates</td>
<td>250</td>
</tr>
<tr>
<td>Can Openers</td>
<td>2</td>
</tr>
<tr>
<td>Plastic Buckets</td>
<td>5</td>
</tr>
<tr>
<td>Gas Cooker</td>
<td>1</td>
</tr>
<tr>
<td>Gas Bottle (filled)</td>
<td>1</td>
</tr>
<tr>
<td>Iron Pot</td>
<td>1</td>
</tr>
<tr>
<td>Plastic Bags (large)</td>
<td>100</td>
</tr>
<tr>
<td>Duct Tape</td>
<td>1</td>
</tr>
<tr>
<td>Pandemic Back Packs</td>
<td>11</td>
</tr>
</tbody>
</table>

Additional to the above equipment, the following items may be held in the Maintenance Workshops & around campus and be made available should the need arise.

- Ladders
- Chainsaws
- Hoses
- Ropes
- Additional First Aid supplies (from each Department)
The equipment maintained within the cabinets and the CD store is explicitly for use in Level 3 emergencies, and is not available for general use.

Should an emergency occur which necessitates the use of the equipment then the equipment will be issued under the direction of the Emergency Incident Controller (or delegate).

### 5.4.2 First Aid Kits

<table>
<thead>
<tr>
<th>Site</th>
<th>First Aid Kit Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 1</td>
<td>1C01a (right hand sink), 1C02, 1C03, 1C07, 1C13e,</td>
</tr>
<tr>
<td>Block 2</td>
<td>2C02, 2C02a, 2C02c, 2E04, 2E03</td>
</tr>
<tr>
<td>Block 3</td>
<td>3C01b, 3C03, 3C04, 3C18b, 3C26, 3C33, 3C36, 3C37, 3D19, 3D28</td>
</tr>
<tr>
<td>Block 4</td>
<td>4A02, 4C17, 4C15</td>
</tr>
<tr>
<td>Block 5</td>
<td>5a mezz, 5A10, 5A26, 5A63, 5F printroom, 5H33 (black filing cabinet), 5H office of the Campus Registrar</td>
</tr>
<tr>
<td>Block 6</td>
<td>6B06, 6B10, 6B16, 6C06, 6C09</td>
</tr>
<tr>
<td>Block 7</td>
<td>7C43, 7D31 (stationary cupboard)</td>
</tr>
<tr>
<td>Block 10</td>
<td>10A51, 10A83, 10A84, 10A91, 10A102, 10A107, 10B24, 10B39, 10C13, 10C10a, 10C09</td>
</tr>
<tr>
<td>Block 11</td>
<td>11A02 (by sink), 11A07 (under counter)</td>
</tr>
<tr>
<td>SST</td>
<td>Ground Floor: Tussock (wall near office), Gig bar, Health Centre</td>
</tr>
<tr>
<td>T Village</td>
<td>Te Kuratini Marae, T18, T20, T21, T28</td>
</tr>
<tr>
<td>The Manse - K10</td>
<td>Reception</td>
</tr>
<tr>
<td>K1</td>
<td>Copy room</td>
</tr>
<tr>
<td>K Buildings</td>
<td>n/a</td>
</tr>
<tr>
<td>K2, K3, K4</td>
<td>n/a</td>
</tr>
<tr>
<td>T33-40</td>
<td>T36b, T37 reception, T40a</td>
</tr>
<tr>
<td>T4</td>
<td></td>
</tr>
<tr>
<td>BPM Fitness</td>
<td>Reception (bottom shelf of bookcase) [T30 demolished]</td>
</tr>
</tbody>
</table>
### 5.4.3 Fire Extinguishers/ Hose Reels

<table>
<thead>
<tr>
<th>Site</th>
<th>Fire Fighting Equipment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Block 1</td>
<td>1C02, 1C03, 1C06, 1C07, 1C08, 1C28, 1C31, 1C40, Concert Hall</td>
</tr>
<tr>
<td></td>
<td>1D03, 1D11, 1D13, 1D14, 1D18, 1D24, 1D26, 1D28, 1D29</td>
</tr>
<tr>
<td>Block 2</td>
<td>Art room, 2C02, 2C02c, 2C03, 2C05a, 2C05b, 2C06, 2E04, 2C02, 2C02b, 2C02</td>
</tr>
<tr>
<td></td>
<td>2D04, 2D09</td>
</tr>
<tr>
<td>Block 3</td>
<td>TBC</td>
</tr>
<tr>
<td>Block 4</td>
<td>TBC</td>
</tr>
<tr>
<td>Block 5</td>
<td>5A01, 5A06, 5A16</td>
</tr>
<tr>
<td></td>
<td>5B03, 5B07, 5B10, 5B11, 5B12, 5B14</td>
</tr>
<tr>
<td></td>
<td>5C11, 5C18, 5C20</td>
</tr>
<tr>
<td></td>
<td>5D07, 5D09, 5D10, 5D12, 5D14, 5D19, 5D20</td>
</tr>
<tr>
<td></td>
<td>5E18, 5E20, 5E21</td>
</tr>
<tr>
<td></td>
<td>5F06, 5F07, 5F16, 5F18</td>
</tr>
<tr>
<td>Block 6</td>
<td>6B04, 6B05, 6B09, 6B15, 6B16, 6B17</td>
</tr>
<tr>
<td></td>
<td>6C03, 6C15, 6C21</td>
</tr>
<tr>
<td>Block 7</td>
<td>Basement workshop, inwards goods area</td>
</tr>
<tr>
<td></td>
<td>Ground floor reception, 7C13, 7C26, 7C46</td>
</tr>
<tr>
<td></td>
<td>7D04, 7D11, 7D41</td>
</tr>
<tr>
<td></td>
<td>7E03, 7E13, 7E25</td>
</tr>
<tr>
<td>Block 10</td>
<td>TBC</td>
</tr>
<tr>
<td>Block 11</td>
<td>TBC</td>
</tr>
<tr>
<td>SST</td>
<td>Tussock, kitchen, foyer by toilets, 1st floor foyer, bar, lounge</td>
</tr>
<tr>
<td></td>
<td>2nd floor passage, MAWSA</td>
</tr>
<tr>
<td></td>
<td>3rd floor passage, nurses station</td>
</tr>
<tr>
<td>T Village</td>
<td>Each T building</td>
</tr>
<tr>
<td>The Manse - K10</td>
<td>Alcove by front door</td>
</tr>
<tr>
<td>K1</td>
<td>K112, K113</td>
</tr>
<tr>
<td>K Buildings K2, K3, K4</td>
<td>K201, K207</td>
</tr>
<tr>
<td></td>
<td>K301</td>
</tr>
<tr>
<td></td>
<td>K407</td>
</tr>
<tr>
<td>T33-40</td>
<td>T33e, T34, T35, T36</td>
</tr>
<tr>
<td>T4</td>
<td>T4a</td>
</tr>
<tr>
<td>T30 – 31 BPM Fitness</td>
<td>T31</td>
</tr>
<tr>
<td></td>
<td>T32</td>
</tr>
<tr>
<td>Adelaide Rd Research Centres</td>
<td>TBC</td>
</tr>
</tbody>
</table>
5.5 Floor Plan Key & Maps

The Massey University Wellington Campus building and floor plans are available in files located in both the Buildings & Facilities Office (5A Mezz) and in a copy set located in the Emergency Operations Centre (T20).

An electronic copy is also available upon request.

5.6 Medical Support

In a major emergency there is likely to be a large number of injured personnel with a good percentage of these requiring immediate first aid.

The Massey Emergency Operations Centre (EOC) will be responsible for directing the emergency rescue teams to the worst affected areas, and within each rescue team there are a number of qualified first aiders who will be able to assess the situation and make the necessary arrangements.

With a limited number of rescue personnel, it may not be possible for them to attend every major site at once, and it may be necessary for Wardens and qualified First Aiders to organise uninjured or lightly injured people to help those more seriously incapacitated. In a major emergency the EOC would also be tasked with making suitable accommodation available as a triage centre and also with making arrangements to have the badly injured transferred to available medical centres/ regional hospital.

The Student Health Centre clinic may not be capable of dealing with a large number of injured. If the Student Health Centre services need to be relocated, the following requirements are to be accommodated by Buildings & Facilities as far as practical:

- a large space that can be easily divided or has a number of rooms opening off that space;
- an easy to clean space (lino or heavy duty flooring);
- multiple entrances and exits to allow for Triage;
- access to water and other services;
- easy ground level access.
The Triage Centre will be a priority for all equipment and service requests. Buildings & Facilities personnel (where available) and available volunteers will be tasked with equipping and supporting the Triage Centre. Additional personnel may need to be provided to the Triage Centre to assist with set up, portering, administrative and control duties; these people are likely to be spontaneous volunteers.

The Centre will probably face an influx of injured, most of whom will likely have non-urgent injuries. First aiders and Wardens are asked to keep those with minor injuries away from the triage centre. Access control will be an important and continual need. Additional staff with first aid experience (including nursing staff and nursing students) may be available from the Campus community.

5.6.1 First Aid Hints

If the water supply is intact, those with minor injuries can wash their own wounds with soap and water or be helped to do so. Do not bother with disinfectants. Plenty of water is the best way of removing dirt and debris from the wound and surrounding skin. The wound can be dressed with whatever clean covering is available.

Most bleeding can be stopped by firm pressure applied through a pad by the fingers and then bandaged with whatever is available. In general, tourniquets do much more harm than good and should not be used unless a limb has been severed. Even then, a firm dressing is often enough to stop bleeding.

If limbs are obviously broken, apply a splint of whatever is available. A folded magazine/newspaper makes a good splint for the forearm. Bandaging the arm to the chest with the elbow bent is adequate for the upper arm. For breaks of the lower limb, put a pad between the knees and tie together at feet, ankles and above and below the knees.

Unconscious people with head injuries should be placed on their sides in the recovery position with head extended.

There is little that can be done outside a major hospital for people with major crushing injuries of limbs, abdomen or chest. Nothing should be given to them to eat or drink and they should be made as comfortable as possible.
5.7 Welfare

In the event of a major emergency occurring during term time, there may well be a requirement to attend to the welfare of every person on campus.

Welfare may include:

- food and drink
- accommodation
- support and counselling
- hygiene and ablutions
- communications

The Campus capacity to provide these services is limited by the available resources, especially food, water and counselling. Staff are encouraged to make their own preparations to be as self-sufficient as possible in the first 72 hours following a disaster. Every staff member on campus is provided with an emergency supplies bag that contains a list of recommended items and a water container to be kept in their work space.

5.7.1 Water

In the event of normal supplies being lost, the priorities for any available potable water will be the following:

- Drinking;
- Essential hygiene (medical assistance, hand washing around toilets);
- Food preparation (if required).

Emergency water sources

- Personal drink bottles
- Staff personal emergency water containers (2.5 litres each)

Alternative water supplies

The use of alternative water supplies should be delayed until personal and other smaller emergency supplies are nearly exhausted; this will also free up clean containers for transport of water. Water should be boiled (for a minimum of 3 minutes) or purification tablets (where available) should be used if there is doubt regarding quality, especially when this is from open water sources.
Alternative sources include:

- Conserved water in building systems
- Water heaters (Zips)
- Hot water cylinders (turn off outlet valve as soon as possible after incident)
- Water coolers (turn off inlet valve as soon as possible after incident)
- Distilled water holding tanks in laboratories (20 – 60 litres) (TBC by Buildings & Facilities)
- Header tanks (the task of retrieving water from tanks on upper levels and on roofs should be left for Buildings & Facilities) (TBC – instructions for retrieval)
- Roof Water Research unit at the end of Block 2, Wallace Street (70,000 litres). Specific instructions on the use of this water are located on each water tank.

5.7.2 Shelter

Where buildings are unaffected by the incident, these could be used as shelter. The following actions should be considered.

Choose rooms that are as close as is practical to the incident considering:

- the nature of the situation (a distressing incident will probably require that the rest area is removed from the affected area);
- safety - take advice from the Emergency Services, Buildings & Facilities, Health & Safety Advisor regarding positioning;
- suitability for the length of stay (a lecture theatre isn’t a good choice for a sleeping area);
- vehicle access
- proximity to toilets, showers, food supplies etc.

Fire

- avoid drifting smoke (stay upwind).
- choose a building separated from the fire by open ground.

Severe weather

- Choose rooms on the lee side of the building.
- Choose buildings sheltered by other buildings.
- During heavy rain consider possible water flows in the event of surface flooding; use rooms above ground level.
- If windows are under stress, use internal rooms.
- Open windows on the lee side of the building slightly to relieve pressure differences if necessary.
- Take note of any large trees in danger in the vicinity.

Earthquake

In the absence of qualified advice on the soundness of buildings after an earthquake, assign shelter in those that appear to be the least damaged.

Warning signs of structural damage include:
- walls and floors tilted;
- creaking, groaning or rumbling noises from the building structure;
- large cracks in load-bearing walls;
- movement in the building structure;
- flooding from header tanks;

Also consider:
- probable weather conditions in the following 72 hours;
- any additional hazards such as hazardous chemical releases or fire;
- likely growth in the number of evacuees.

In addition to enough space for comfort, evacuees may require:
- additional space for sleeping or resting depending on duration and the effects of an incident (awareness of cultural issues required);
- separation of incident management, rescue teams and other volunteers from evacuees;
- secure storage for personal items;
- separate eating area if food is being provided in shifts;
- ideally separation will be provided by using multiple rooms. If necessary, tarpaulins, curtains or screens may be used to divide up larger areas.

Exits should be maintained due to the likely concentration of evacuees. However, controlling access will be important to maintain an accurate record of the location of registered evacuees.
5.7.3 Food

Supplies to use in the first 24 hours:
- Personal every-day supplies
- The day’s stock from all outlets on campus
- Perishable ingredients from all outlets on campus

Stocks for use from 24 – 72+ hours
- Stock from campus food outlets with a longer shelf life
- MAWSA food bank stocks (limited supply but storage facility available)

Emergency supplies
- There are limited emergency food supplies on campus.

Central food supply
If supplies are scarce, the Emergency Management Team will need to arrange for the control of food by arranging the collection of all supplies and portable cooking facilities at a central point, and distributing it from there. The Emergency Management Team and rescue teams may eat in separate areas but evacuees and general volunteers should be fed in an area that can be set up with facilities for preparation, distribution, and hygienic handling and disposal.

Useable permanent cooking facilities and freezers/cool stores will obviously be exceptions to the rule of centralising supply. Frozen or refrigerated food may be kept in its insulated freezers or cool stores and access strictly limited to prevent warming. Packing chilled or frozen food in cardboard boxes and wrapping these in blankets or other insulation will slow down thawing.

Rationing
People working in incident management, rescue, recovery and other activities will require sufficient food and water to provide the energy to continue those activities. Evacuees will require a lesser amount.

Food Preparation
If any permanent cooking facilities are still operating, they can be used if the surroundings are safe and convenient. Other alternatives are:
- gas barbeques/ cookers
- food outlets on campus
- departmental equipment
- portable gas rings

All cooking, especially with portable gas appliances, should not be left unattended and requires ventilation, fire extinguishers and water.

Preparation Tips
- Eat as much food as possible cold.
- Providing hot drinks/soup will make best use of limited resources.

5.7.4 Sanitation
In the close environment of emergency accommodation, common gastro-intestinal infections can sweep through a community if hygiene is not maintained.

Hand Washing
- Hand washing is the single most important aspect of hygiene in most environments.
- Lack of water will be the greatest impediment to hand washing arrangements. Stocks of normal liquid and bar soap can be used if water is available.

To conserve limited supplies of water:
- have one container of water used to wet hands before washing;
- use another container of water to rinse off excess soap (add standard bleach to this water 5 drops per litre (0.25 ml per litre);
- use clean water sparingly to rinse hands.

Alternatives
- Alcohol-based bactericidal and virucidal hand washing solutions and wipes are a good option for sterilising hands, but do not remove heavy soiling.
- Ordinary soap and reused water can be used to remove heavy soiling first and the sterilising products used on the resulting 'clean' hands.

Improvised Toilets
If sewers have been broken or the water supply interrupted, any persons remaining on campus will have to be instructed to not use the toilets.

There are a number of methods for improvising toilet facilities:

Bucket and bag:
- Line buckets or toilet pans with heavy-duty plastic bags (provided in the Civil Defence Provisions Store for this purpose).
- Tie used bags firmly and store in waterproof containers e.g., large rubbish bins, wheelie bins.

Bucket and bag systems can be improved by pouring a small amount of undiluted bleach into used bags to sterilise the waste and reduce odour and gas build up. “Kitty Litter” or other absorbents can be placed in bags before use to soak up free liquid and reduce odour. A limited supply of bio-hazard bags may be available in the College of Sciences.

Outdoor Latrines
Where there is open ground, pit latrines can be used.

Medical Waste
Any equipment, clothing or bedding contaminated with body fluids must be dealt with appropriately.

Disposal:
- Use biohazard bags and sharps containers from the Student Health Clinic & Nursing facilities first. If no official biohazard containers are available, use double plastic bags and store these in bins that are clearly marked.
- Store medical waste separately from other waste.

Bodily fluids clean up:
- Use bleach (diluted to 1:10), or bactericide from first aid kits, as per the instructions on the packaging.

Personal Hygiene:
- Wash with soap and COLD water first; use bactericidal and virucidal products if available.
5.7.5 Pest Control
Depending on weather conditions after a regional disaster (most probably an earthquake), insects and later rodents could become a nuisance. Fortunately, there are few diseases dangerous to humans endemic in the pest animal populations in New Zealand. However, the spread of infection arising from decomposing rubbish or human waste could become a problem.

Housekeeping and hygiene are the most effective ways to prevent pest problems:
- keep waste bagged and in secure bins;
- eliminate pools of stagnant water;
- provide bins around eating areas.

Possible countermeasures include:
- rodent poison baits kept by Buildings & Facilities;
- rodent traps;
- keep food covered;
- double bag human and medical waste and store in covered bins away from evacuees.

5.7.6 Morgue
While the dead are the lowest priority in the Response phase of a disaster, it may be necessary to move a body to affect a rescue or where leaving it in position may cause distress or further injury. Preferably, a body should be left where it is and not disturbed. The Police are responsible for dealing with any death and prefer as little alteration of the scene as possible.

Where a body is moved, as much detail as possible should be recorded about the circumstances and details surrounding the death and body. Use sketches of the scene, photographs and other notes. Buildings & Facilities will be required to record details of any deaths on campus.

The morgue itself should ideally:
- be easy to secure;
- have easy access by road and foot avoiding concentrations of people as much as possible;
- be as cool as possible;
- be large enough for the estimated number of bodies;
- be easy to clean;
- be physically isolated in terms of ventilation, leakage etc.

Morgue personnel
Staff managing a morgue will require constant support. Buildings & facilities will choose personnel carefully and ensure that they are rotated and monitored for signs of stress.

Practical considerations
- Keep bodies cool and protected from human or animal interference
- Do not wrap bodies in plastic except to contain fluids.
- Cover with cloth rather than a tarpaulin or other impervious material.
- Record details and take pictures for identification as early as possible
- Any pictures and other records should be held securely and only passed on to the Police.

Disaster Victim Identification (DVI)
DVI is the process of identifying the dead using forensic and other investigatory methods to allow repatriation of bodies and accountability for the deceased. The New Zealand Red Cross manage the Disaster Victim Identification system designed to process information about and, reunite those separated, evacuated and injured during a disaster. The New Zealand Police have legislative responsibility for Disaster Victim Identification.
SECTION SIX
CRITICAL INCIDENTS
# TABLE OF CONTENTS

## 6.0 CRITICAL INCIDENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.1</td>
<td>Overview of Critical Incidents</td>
<td>1</td>
</tr>
<tr>
<td>6.2</td>
<td>Critical Incident Management Team Members</td>
<td>3</td>
</tr>
<tr>
<td>6.3</td>
<td>Critical Incident Management Team Role</td>
<td>3</td>
</tr>
<tr>
<td>6.4</td>
<td>Critical Incident Communication &amp; Contact (Flowchart)</td>
<td>5</td>
</tr>
<tr>
<td>6.5</td>
<td>Critical Incident Immediate Action Flowchart</td>
<td>6</td>
</tr>
<tr>
<td>6.6</td>
<td>Critical Incident Report Form</td>
<td>8</td>
</tr>
<tr>
<td>6.7</td>
<td>Information to be Collected to Aid Response</td>
<td>9</td>
</tr>
</tbody>
</table>
6.0 CRITICAL INCIDENTS

Note: For more information on Critical Incidents see the Critical Incident Management Plan, Wellington Region, & Critical Incident Management Guide for HoDs/Managers.

6.1 Overview of Critical Incidents

A critical incident may be any event that has a stressful impact sufficient enough to overwhelm the usual coping strategies of either an individual or a group. Critical incidents often produce emotional effects, which increase the likelihood of Post Traumatic Stress Disorder (PTSD).

Assessment of an incident must take into account both the reaction of the individual or individuals directly affected and the wider ranging effects on the University community. It should be borne in mind that people react in different ways both in their immediate and in their longer term responses to events.

Appropriate support and education will help mitigate the trauma and enable people to resume ‘normal’ life as soon as possible. This can best be achieved by an appropriate response as early as possible. While most crises on campus may only affect one or two people, it is important to be prepared to cope with larger incidents. Resources available include EAP, various support services on and off campus, the Ministry of Education and contact with other Universities.

Critical incidents include, but are not limited to, the following:

- On campus death or serious injury
- Unexpected death of a student or staff member off campus
- Homicide
- Terrorism
- Violence or serious threat of violence
- Serious and rampant disease outbreak or other major health hazard
- Physical events that cause major concern or injury

Key Functions in a Critical Incident may include:

Notification

Immediate notification of the emergency services,
Critical Incident Management Team and any external agencies requiring notification (e.g.) Department of Labour, Energy Safety Service, Police, AA, MSA

**Incident Management**

Coordinating, planning, reporting and de-briefing in relation to the incident

**Site Management**

Securing, making safe and controlling access to the site of a critical incident and restoration of the site to its pre-incident status in a physical, operational and spiritual sense

**Communication**

Internal and external communication and public relations

**Identification**

Identification of the central individual or group triggering the critical incident

**Care**

Medical support, counselling, advice and other support to all individuals

**Legal**

Dealing with any legal, accountability, compensation or compliance issues in relation to the incident

### 6.2 Critical Incident Management Team Members

Where a critical incident is believed to have occurred, the Critical Incident Management Team will consist of:

- Campus Registrar (or representative)
- Director, Buildings & Facilities
- Director, Student Services Trust
- Senior Student Counsellor
- Manager, Environmental & Emergency Management
- Campus Communications Advisor
- Te Kaiwawao
- MAWSA Representative
- A Representative from one of the following (depending on where the crisis occurred)
  Colleges/Departments/ Accommodation Services/ International Student Support
- Chaplaincy
- Administrative Support

Any of these team members may bring into the team individuals reporting to them who have direct relevance to the incident

### 6.3 Critical Incident Management Team Role

The existence of the Critical Incident Management team ensures that direct line managers (who are likely to be personally involved), are not expected to take charge at a highly stressful time. The role of this Team is to meet as soon as notified of a critical incident and determine and act on the following:

- Prepare and approve a plan of action
- Allocate any resources, physical or human, which are required to deal with and ameliorate the effects of the incident (funding, rooms for debriefing, quiet rooms, central support centre, refreshments, dealing with family members who may need to be notified and/or have travel arrangements made, tissues, pens, papers etc)
- Decide on the structure of any debrief groups
- Manage communication strategy both internal and external. (Communication & Marketing representative will decide on all information to be given out, except for any incidents under Police control)
- Arrange relief staff for employees affected by the critical incident
- Arrange relief from normal duties for staff involved in managing the critical incident
- Ensure the appropriate level of care, counselling and medical support is provided by contacting the Senior Student Counsellor, Campus Support Team and external support agencies (where applicable) and make arrangements for them to be on deck ASAP
- Address any legal, or compliance issues in relation to the incident and ensure documentation is maintained of the critical incident
- Ensure the International Students Office is contacted where an international student is involved
- Ensure Heads of Departments/Lecturers etc are provided with assistance and direction with regards to the notification to their students/staff, and offer/organise appropriate support.
- Initiate a review process and recommend any desirable changes in procedures or physical structures.
6.4 Critical Incident COMMUNICATION & CONTACT Flowchart

Critical Incident Centre
Office of the Campus Registrar

First Contact: Buildings & Facilities Helpdesk (24/7)
04 8015799 ext 62222

↓

Critical Incident Coordinator
Campus Registrar
Director, Buildings & Facilities

↓

Critical Incident Management Team
Manager, Environmental & Emergency Management
Communications Advisor
Director, Student Services Trust

Chaplaincy Coordinator
MAWSA President
Senior Student Counsellor
Health & Counselling

Te Kaiwawao
Secretarial Support
Representatives from Dept/College/ Accommodation Complexes (As Applicable)

↓

Campus Critical Incident Support Team, External Support Agencies
6.5 Critical Incident IMMEDIATE ACTION Flowcharts

The following flowchart shows the immediate response to a critical incident that occurs on campus:

**ON CAMPUS: CRITICAL INCIDENT**

- If there is an immediate risk to life or property, the first person on the scene dials 111, Ambulance, Fire, Police.

- Contact Buildings & Facilities Helpdesk (24/7) ext: 62222

- Buildings & Facilities personnel shall secure the scene, assist with immediate response ensuring safety and welfare of staff

- Once the scene has been secured and the emergency services have been contacted (where applicable), Buildings and Facilities personnel shall contact the Critical Incident Coordinators providing them with information detailed in the Critical Incident Report Form. The Critical Incident Coordinators will decide if the Critical Incident Management Team should be activated, and will debrief the Campus Registrar.

- Critical Incident Coordinators will arrange contact with members of the Critical Incident Management Team, Critical Incident Support Team, and External Support Services (if necessary)

**Critical Incident Management Team Response:**
- Meet as soon as possible after the incident
- Identify person/people involved & resources required
- Establish a central information point
- Appoint contact/media person
- Notify counselling services
- Arrange provision of a quiet area
- Arrange supervision of property (where required)
- Notify appropriate authorities (where required)
The following flowchart shows the immediate response to a critical incident (CI) that occurs off campus.

**OFF CAMPUS: CRITICAL INCIDENT**

As soon as a staff member or student is made aware of an off campus critical incident that involves a Massey University staff member or student they are to contact Buildings & Facilities Helpdesk (24/7), 801 5799 extension 62222 as soon as possible.

Buildings & Facilities personnel shall contact the Critical Incident Coordinators providing them with information detailed in the Critical Incident Report Form. The Critical Incident Coordinators will decide if the Critical Incident Management Team should be activated.

Critical Incident Coordinators will arrange contact with members of the Critical Incident Management Team, Critical Incident Support Team and External Support Services (if necessary).

**Critical Incident Management Team Immediate Response:**
- Meet as soon as possible after the incident
- Identify person/people involved & resources required
- Establish a central information point
- Appoint contact/media person
- Notify counselling &/or external support services (where required)
- Arrange provision of a quiet area
- Arrange supervision of property (where required)
- Notify appropriate authorities (where required)
6.6 Critical Incident Report Form

This form is to be used in the event of a Critical Incident to provide Buildings & Facilities and the Critical Incident Coordinators with as much information as possible to effectively deal with the incident.

<table>
<thead>
<tr>
<th>CRITICAL INCIDENT REPORT FORM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Name of person reporting incident:</td>
</tr>
<tr>
<td>Contact phone number:</td>
</tr>
</tbody>
</table>

**INCIDENT DETAILS**

**Nature of Incident** (e.g. death, robbery, assault, violence):

**When occurred** (e.g. date/time):

**Person/people involved** (e.g. names & number of people, including witnesses if possible):

**Current status of critical incident** (e.g. have emergency services been called/arrived, has the situation been contained):
6.7 Information to be Collected to Aid Response

Information to be collected to aid Critical Incident Management Team (CIMT) response includes, but is not limited to the following:

- Details of the event – who, what, when, where, how (see Critical Incident Report Form)
- Family information and student/staff profile
- People directly/indirectly affected
- How individuals are affected
- Current situation in the College/Department (e.g.) rumours, level of awareness, impact on students and/or staff
- Course/paper information
- Impact on classes/exams
- Contact telephone numbers
- Ethnic background and language
- Family Doctor
- Family/Close Friends/Partner

Sources of this information may include:

- PVC/ HoDs
- Human Resources
- Massey University staff
- Known Friends
- Co-workers
- Family/Parent/Guardian
- Other people involved
SECTION SEVEN
POST EMERGENCY RESPONSE
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## 7.0 POST EMERGENCY RESPONSE

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<td>Campus Registrar</td>
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<tr>
<td>7.1.2</td>
<td>Manager, Environmental &amp; Emergency Management</td>
<td>1</td>
</tr>
<tr>
<td>7.1.3</td>
<td>Buildings &amp; Facilities Management</td>
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<td>Security Coordinator</td>
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<td>Building &amp; Floor Wardens</td>
<td>2</td>
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<td>7.2</td>
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<td>2</td>
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7.1 Post Emergency Roles

7.1.1 Campus Registrar
It is the role of the Campus Registrar to coordinate the activities & communications necessary for the Campus to recover from an emergency.

7.1.2 Environmental and Emergency Manager
It is the role of the Environmental and Emergency Manager to conduct a debrief, to establish if the response was satisfactory and if amendments to the emergency procedures, emergency plan or building facilities are required.

7.1.3 Buildings and Facilities Management
It is the role of the Buildings and Facilities Management Team to manage any of the following activities necessary for the University to recover from an emergency:
- Building/engineering assessments of all buildings (as applicable, depending on the event) on campus following a Level 2 or Level 3 emergency.
- Restoration of utilities and services
- Restoration of fire protection systems
- Security
- Telecommunications.

7.1.4 Security Coordinator
It is the role of the Security Coordinator to restore security to all University buildings/property affected by an emergency.

7.1.5 Trades Coordinator
It is the role of the Trades Coordinator to:
- Ensure that repairs to all services and facilities are completed as required to a level where normal operations can be undertaken safely.
- Note those areas or services that failed during an emergency to identify improvements in existing and future installations
- Ensure that repairs to fire protection systems are completed to a level where normal occupation of buildings can resume safely.
7.1.6 **Welfare Coordinator**

It is the role of the Welfare Coordinators to:

- Ensure that staff & students affected by the emergency situation receive ongoing physical and emotional support and assistance as needed.

7.1.7 **Building & Floor Wardens**

It is the role of Wardens involved in an emergency to:

- Conduct a debrief with their department
- Prepare a written report on their actions during the incident for the Manager, Environmental & Emergency Management.

### 7.2 Plan De-Activation

When emergency conditions are stabilized and normal University operations can resume, the Emergency Plan will be de-activated by the Campus Registrar. A formal announcement will be disseminated, using all emergency information and notification systems.

If the nature of the incident requires an extension of some emergency services, special Emergency Response work groups may be appointed to coordinate those continuing activities. Continuing issues may include:

- Ongoing repairs and their staging
- Academic or administrative space adjustments
- Support services for impacted students and staff
- Community relief efforts
SECTION EIGHT
RECOVERY
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<th>Section</th>
<th>Title</th>
<th>Page</th>
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</thead>
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<td>RECOVERY</td>
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<td>Overview of the Recovery Process</td>
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<tr>
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8.1 Overview of the Recovery Process

After an emergency, the focus should be on the recovery of the affected people and operational processes. Once the safety and security of people has been assured, and emergency conditions have abated, the Emergency Management Team will be assembled to begin the restoration process for each affected College/Department. Staff will need prompt and accurate answers to their questions about operational issues, safety and access to the premises.

Emergency plans must be developed by each Department/School/College with critical information to assist recovery efforts. It will be important to begin a timely and comprehensive assessment of the emergency's physical and operational effects. The information provided in the Department planning process will be the foundation for this process. All of the documentation on emergency impacts should be coordinated with the Emergency Operations Centre (EOC).

Be aware that:

- The University will need ongoing status reports from the College/Department after a major emergency to understand which activities can be fully operational. Reports will need to identify special facility, equipment, and personnel issues or resources that will speed business resumption.
- The University may need detailed data from the Department to estimate temporary space reallocation needs and strategies.
- Most insurance and WEMO/Earthquake commission (TBC) assistance claims require extensive documentation of damaged facilities, lost equipment and resources, and special personnel expenses. Workers' Compensation claims (ACC) may arise if there are injuries in the Department.
- Take note that you should plan to photograph or videotape facility or equipment damage to provide a visual supplement to the written impact data.
- It is very important that the Department record the emergency's physical effects before cleaning the areas or make repairs.

8.2 Specific Recovery Procedures

1. Assess the emergency’s impact on the physical plant and operations. Gather the following information:
   - Extent of physical damage to buildings and equipment; photographs should be taken of damage before any repairs are made or areas are cleaned.
- Personnel issues. Facilities, equipment, personnel, or other resources required to speed the business resumption. This may include detailed data for the Department to estimate temporary space needs and strategies.

2. Report to PVC/Campus Registrar with ongoing reports on the Operational Status of the College/Department

3. The Department/School may need to offer some scheduling flexibility or other assistance to help in affected students, and staff resume normal activities.

8.3 Business Resumption & Continuity Planning

All Massey University Wellington Campus Departments & Colleges are expected to draft business continuity plans to safeguard their essential programmes and records, and to involve appropriate managers and academic programme directors and financial in the planning process.

The Business Continuity Planning process is based on the following core activities:

1. Identification of local critical processes, based on the primary functions of each Department/Institute/School

2. Development of procedures for recovering all or part of the highest priority functions, given specific failure scenarios and time horizons, including:
   - Determination of whether each process could be suspended or degraded --- or, whether it must be fully functional
   - Identification of alternate work sites or other temporary facilities for the most critical functions
   - Ongoing back up of critical data and protection of critical equipment.

3. Assignment of local business recovery roles, responsibilities, and authority

4. Procedures for recovering impacted operations quickly, and strategies for providing programs and services under various emergency conditions.
5. Criteria for returning to normal business

The following questions provide specific guidance to all Departments & Colleges for their recovery planning:

- What are your department’s business interdependencies? What do you need from other departments to perform critical functions? Which departments depend on you to perform their critical functions?

- Are there days of week or month, or months of the year, when a major emergency would be even more disruptive than at other times?

- Is your essential data backed up regularly? Would the information be accessible if your building was closed, or if the University network was down?

- Does your Department/College have documented disaster recovery procedures in place?

- Is there a process for tracking the cost of business recovery (including funds spent on overtime, special materials/supplies, temporary personnel, etc.) and a mechanism for distinguishing emergency recovery costs from other business expenditures?

- Are special vendor/contractor arrangements necessary for your department(s) to insure continuity of services?

- What human resources would you need to restore your most critical functions?

- If only 50% of your staff could return to work, could you function?

- Can some employees telecommute during a disaster? What can you do now to plan for that?

- If University had volunteer workers available after a disaster, what skills would be needed in your department?

- What equipment is necessary for the department to perform its functions?
• Has essential equipment been “anchored” to protect it against earthquake damage?

• How would you replace equipment within hours or days to be able to resume normal business?

• If your department couldn’t use its office space to operate, how much space would you need to relocate? What kinds of equipment are essential for performing your Departments critical functions?

Strengthening emergency recovery plans will ensure that Massey University’s Emergency Plans address all four phases of an emergency – Reduction, Readiness, Response, and Recovery – in order to protect both the safety and the program goals of the entire campus community.

8.4 Plan Re-Assessment

Immediately following the cessation of Level 2 or Level 3 emergency operations, a survey of Emergency Management Team members and members of the campus community will be conducted to evaluate the effectiveness of the response. Results will help determine whether portions of the Emergency Plan should be modified. The Emergency Management Team will prepare a written “After-Action Summary Report” summarizing post-event observations, and coordinate appropriate Emergency Plan revisions.
Appendix 2
Emergency Action Checklists

Scene of Emergency

In an emergency event on campus the first person on the scene must contact the Buildings & Facilities Helpdesk who, depending on the level and severity of emergency, will send a Venue Assistant/Security to assess the scene.

Security (first on the scene)

1. Immediately contact the Emergency Services (if required & if possible) on 111 and advise Buildings & Facilities helpdesk of emergency on 62 222
2. Call for assistance from other security members to emergency scene
3. Commence erecting boundaries (where applicable)
4. Allocate traffic and crowd control responsibilities
6. Preserve the scene until emergency services arrive, where applicable (e.g. death, serious harm, injury, robbery)

Security Scene Leader

1. Take radio/cellphone with you if possible
2. Make initial assessment and report to Buildings & Facilities Helpdesk or the Emergency Operations Centre (EOC) when operational. Advise what actions have been taken (e.g. emergency services have been called) and the actions for the Helpdesk to undertake (e.g. who to contact).
3. Provide assistance to seriously injured victims (use qualified First Aiders where possible)
4. Plan how to deal with the emergency
   a. Decide priorities
   b. Resources required
   c. Assistance required
   d. Communication with affected parties
5. Outline intentions to Buildings & Facilities or the EOC
6. Provide situational reports frequently to Buildings & Facilities Helpdesk or the EOC
## Buildings & Facilities Helpdesk

In any emergency event on campus the Buildings & Facilities Helpdesk is the first point of call. The Helpdesk operator will be provided with a script of the information to provide to internal/external callers to the Helpdesk as soon as practicable. This information is to include information regarding who the caller can contact for further information (e.g. police contact, campus communications advisor etc).

- On receiving notification of the emergency, inform Office of the Campus Registrar immediately.
- Request Office of the Campus Registrar to switch on portable RT (Radio Transmitter) where applicable in Level 2 & 3 emergencies
- Arrange for Venue Assistant to take Radio (RT) and reflector vest to Security Scene Leader.
- Alert all Buildings & Facilities staff to be on standby to assist Security Scene leader if required (via email or verbally). Provide as much detail of the situation as possible to Buildings & Facilities Managers.
- Receive updates from the Security Scene Leader and keep the Campus Registrar’s office and applicable Buildings & Facilities staff updated regularly (via email or verbally)
- Keep Helpdesk phone clear for any incoming emergency calls, other extensions to be used for outgoing or personal calls
- Ascertain location of Emergency Operations Centre (EOC) in Level 2 & 3 Emergencies
- Clear office of all unnecessary people (in Level 2 & 3 emergencies). Ask people to assemble in pre-determined assembly locations.
- Provide resources to Security Scene Leader or Incident Controller as requested
- Provide support as requested by EOC (in Level 2 & 3 emergencies)
  - Organise necessary resources
  - Contact service providers, suppliers, etc. as required
- Keep a log of all actions taken and ensure EOC (where applicable) are kept up to date with actions
- Keep a log of all incoming calls regarding the emergency and actions taken (where practical)

### First Recorder (Helpdesk)

- Monitor radio and record all messages issued to and from Buildings & Facilities office
- Maintain log book of actions taken (Mainpac)
- Maintain second log book for phone calls and messages received other than by the radio.
Office of the Campus Registrar

In an emergency event on campus the Office of the Campus Registrar will take the lead alongside Buildings & Facilities Management in the management of the situation on campus. The office of the Campus Registrar will declare the Level of Emergency, the Level of Response required and the teams to be mobilised (e.g. Critical Incident Management Team, Emergency Management Team).

- On receiving notification of the emergency, inform Buildings & Facilities immediately.
- Switch on portable Radio Transmitter (RT) (in Level 2 & 3 emergencies)
- Ascertain location of Emergency Operations Centre (in Level 2 & 3 emergencies)
- Take on Emergency Operation Centre roles if necessary
- Alert all office of the Campus Registrar staff to be on standby to assist Security Scene leader or Incident Controller where required
- Contact University/Campus Communications Advisor
- Send pro forma email (where possible) on Wellington-All informing staff:
  - of incident/emergency
  - Office of the Campus Registrar awareness of the emergency
  - to restrict all communications to the Campus Registrar office
  - to direct further communication to appropriate channels
- Provide resources to Security Scene Leader & Buildings & Facilities as required
- Provide resources as requested by EOC (in Level 2 & 3 emergencies)
- Inform Buildings & Facilities Helpdesk or the EOC (where applicable) of any other actions taken

First Recorder

- Monitor radio and record all messages issued to and from the Office of the Campus Registrar
- Maintain log book of actions taken

Second Recorder

- Maintain second log book for phone calls and messages received other than by the radio.
Appendix 3
Campus Utility Plans

The MUW Campus utility plans are available in full in files contained in both the Buildings & Facilities Office (5a Mezz) and in a copy set located in the Emergency Operations Centre (T20). Information regarding the location of the utility services for all buildings is also located in the Campus Emergency Procedures.

An electronic copy is also available upon request.
## BUILDING & EXTERIOR – INITIAL DAMAGE ASSESSMENT FORM

<table>
<thead>
<tr>
<th>EVENT:</th>
<th>DATE &amp; TIME:</th>
<th>☐ AM ☐ PM</th>
</tr>
</thead>
<tbody>
<tr>
<td>BUILDING:</td>
<td>ASSESSOR:</td>
<td></td>
</tr>
</tbody>
</table>

### EVALUATION

*Investigate the building for the conditions below and check the appropriate column*

<table>
<thead>
<tr>
<th>Condition</th>
<th>Minor/None</th>
<th>Moderate</th>
<th>Severe</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL COLLAPSE</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>PARTIAL COLLAPSE</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>BUILDING OFF FOUNDATION</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>BUILDING/STORY LEANING</td>
<td>☐</td>
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<td>☐</td>
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<tr>
<td>RACKING DAMAGE TO WALLS</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>ANY FALLING HAZARDS</td>
<td>☐</td>
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<td>☐</td>
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<tr>
<td>STAIRS</td>
<td>☐</td>
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</tr>
<tr>
<td>POWER/ GAS/ WATER</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td>LIFTS</td>
<td>☐</td>
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<tr>
<td>WINDOWS</td>
<td>☐</td>
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<tr>
<td>GROUND SLOPE MOVEMENT OR CRACKING</td>
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<tr>
<td>DEBRIS (INTERNAL)</td>
<td>☐</td>
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<tr>
<td>DEBRIS (EXTERNAL)</td>
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**COMMENTS/FURTHER DESCRIPTION OF DAMAGES:**

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</table>
SAFETY PLACARDS/ WARNING NOTICES

Choose a safety placard based on the evaluation and team judgement:

Severe conditions endangering the overall building are grounds for an Unsafe Placard.

Localised Severe and overall Moderate conditions may allow a Restricted Use posting.

Post ‘INSPECTED’ placard at main entrances. POST either Restricted USE or UNSAFE placards at ALL entrances.

☐ INSPECTED (GREEN PLACARD) ☐ RESTRICTED USE (YELLOW PLACARD)

☐ UNSAFE (RED PLACARD)

Record any use and entry restrictions exactly as written on placard:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

*Placards are available in the EOC

FUTURE ACTIONS

Check the boxes below only if further actions are needed

☐ Barricades needed in the following areas

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

☐ Detailed Evaluation Recommended: ☐ Structural ☐ Geotechnical ☐ Other

☐ Other recommendations:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
INSPECTED

BUILDING / STRUCTURE: ____________________________________________

DATE: ________________

TIME: _________________

INSPECTOR: ________________________________________________

LAWFUL OCCUPANCY PERMITTED ONLY UNDER THE GUIDANCE & DIRECTION OF BUILDINGS & FACILITIES

( CAUTION: AFTERSHOCKS SINCE INSPECTION MAY INCREASE DAMAGE AND RISK: REPORT ANY UNSAFE CONDITION TO BUILDINGS & FACILITIES IMMEDIATELY )

This structure has been inspected (as indicated below)

☐ Inspected Exterior Only

☐ Inspected Exterior & Interior

Inspector Comments:
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________
__________________________________________________________________________________

DO NOT REMOVE, ALTER, OR COVER THIS PLACARD UNTIL AUTHORISED BY BUILDINGS & FACILITIES
RESTRICTED USE

BUILDING / STRUCTURE: ______________________________

CAUTION: THIS STRUCTURE HAS BEEN INSPECTED AND FOUND TO BE DAMAGED AS DETAILED BELOW:

DATE: _______________

TIME: _______________

________________________________________________

_________________________________________________________________

_________________________________________________________________

______________________________________________________________

CAUTION: AFTERSHOCKS SINCE INSPECTION MAY INCREASE DAMAGE AND RISK: REPORT ANY UNSAFE CONDITION TO BUILDINGS & FACILITIES IMMEDIATELY.

ENTRY, OCCUPANY AND LAWFUL USE ARE RESTRICTED AS INDICATED BELOW:

☐ DO NOT ENTER THE FOLLOWING AREAS UNDER ANY CIRCUMSTANCES:

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

☐ BRIEF ENTRY ALLOWED FOR ACCESS TO CONTENTS:

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

☐ OTHER RESTRICTIONS:

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

DO NOT REMOVE, ALTER, OR COVER THIS PLACARD UNTIL AUTHORISED BY BUILDINGS & FACILITIES
UNSAFE

BUILDING / STRUCTURE: ______________________________

DO NOT ENTER OR OCCUPY
(THIS PLACARD IS NOT A DEMOLITION ORDER)

CAUTION: THIS STRUCTURE HAS BEEN
INSPECTED AND FOUND TO BE SERIOUSLY
DAMAGED AND IS UNSAFE TO OCCUPY,
AS DESCRIBED BELOW:

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
__________________________________________________________________________

DATE: ____________
TIME: ______________

DO NOT ENTER, EXCEPT AS SPECIFICALLY AUTHORIZED IN WRITING BY BUILDINGS &
FACILITIES AND EMERGENCY SERVICES.

ENTRY MAY RESULT IN DEATH OR INJURY.

DO NOT REMOVE, ALTER, OR COVER THIS PLACARD UNTIL AUTHORISED BY
BUILDINGS & FACILITIES