

# INITIAL EMERGENCY RESPONSE PLAN

## Organisational Information

Address: .....

Telephone: .....

Fax: .....

E-mail Address: .....

Date Plan Created: .....

Date Plan Reviewed: .....

Plan Approved by: .....

### Purpose

The purpose of this plan is to increase our preparedness and guide the processes that we will use to prepare and respond to an emergency situation. It will ensure that we will be able to meet the needs of our staff and clients in an emergency event. In emergencies, prepared and connected businesses do best. We want our business to have the capability and capacity to be both responsive and effective in and after an emergency.

### Review

Review of plan to be undertaken annually

## Site map

## Building Wardens

**Name/s of Building Warden:** \_\_\_\_\_  
(Designated person to coordinate an emergency response and pass information to Emergency Services)

**The evacuation assembly areas are:** \_\_\_\_\_  
People are to assemble at the designated evacuation points and await further instructions.

## Emergency Resources

Equipment	Location	How often checked	Checked and maintained by
First Aid Equipment			
Emergency Kit			
Torches			
Battery Radio			
Emergency Water Supply			
Business Continuity Plan			

Having access to cash and keeping vehicles half full of petrol will make you more resilient in an emergency. During a civil defence emergency listen to local radio stations or go to [www.hbemergency.govt.nz](http://www.hbemergency.govt.nz) for information.

## Emergency Warning Systems

Equipment	Location	How often checked	Checked and maintained by
Automatic alarms			
Manual alarms			
Intercom systems			

## Turning Off Services

Equipment	Location	Audit Frequency	Maintained By
Water Mains			
Backflow Preventers			
Gas Mains			
Shut off valves for water services			
Shut of valves for gas			
Main valves for heating system			
Plant/Boiler Room			
Emergency lighting			
Emergency signage/exits			
Outside lighting/security			

## Debriefing

**It is important to discuss with all staff:**

- what happened, why it happened
- how it was handled, if it could have been handled better
- actions to take to prevent recurrence, when they should be completed and by whom

### Emergency Exercises or Drills

A fire drill will be conducted every 6 months and an emergency exercise will be conducted annually.



## Initial Response

Hazard	Likely Impact	What to do (Refer to pages 6-10)
Fire		
Earthquake		
Tsunami		
Storm/Flood		
Volcanic Ash Fall		
Hazardous Substance		



## Initial Response

Hazard	Likely Impact	What to do (Refer to pages 6-10)
Human Pandemic		
Violent offender		
Medical emergency		
Loss of Electricity		
Loss of IT		
Animal Epidemic		

# Hazards Risk Analysis

For your business, assess the hazards listed on pages 4 & 5. Calculate the risk rating.

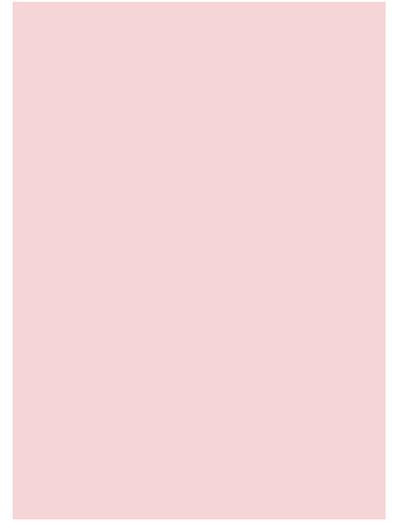
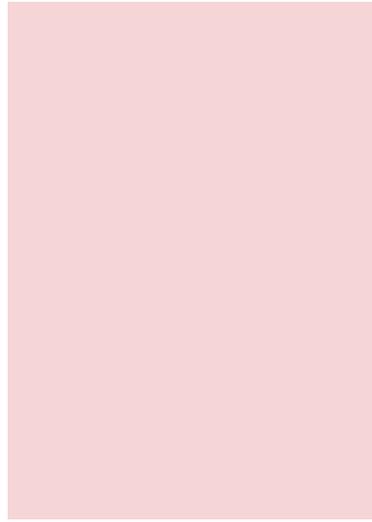
## LIKELIHOOD

Rare

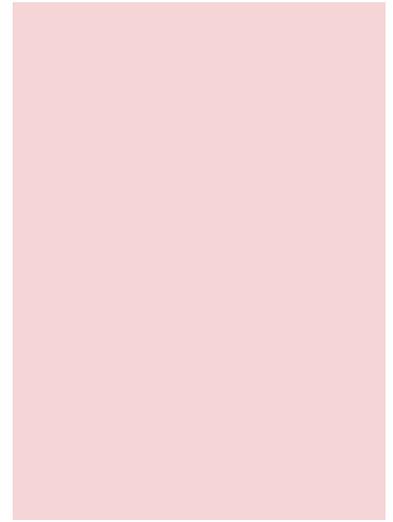
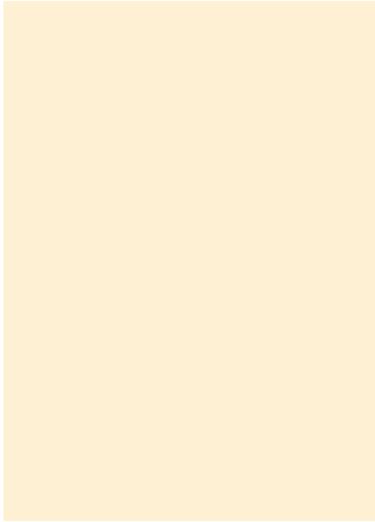
Possible

Likely

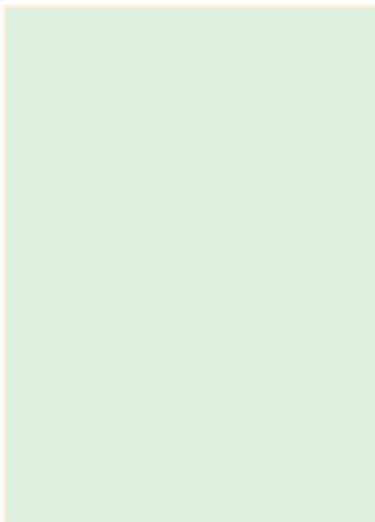
Major



Moderate



Minor



IMPACT

Low Risk 

Moderate Risk 

High Risk 

## Fire

### In the event of a fire:

- Operate the fire alarm
- Evacuate to designated assembly point. Shut doors as you go, and leave lights on to assist with visibility
- Call the Fire Service - dial 111 (insert prefix if required). Clearly state the name and address of the building and nature of the emergency.

The Building Warden should report to emergency services to advise on the success of the evacuation. If people are missing, the Building Warden should report this to the first responding fire officer. .

## Fire Safety Register

Equipment	Location	How often checked	Checked and maintained by
Fire alarms and manual call points			
Fire hose reels			
Fire extinguishers			
Fire blankets			
Smoke alarms			
Fire brigade inlets, sprinkler valve			
Fire and smoke doors			
Fire alarm indicator panel			
Exit ways			
Assembly areas			

## Fire Safety Systems

- Fire evacuation notices
- Fire evacuation procedures
- Smoke detectors
- Sprinkler systems
- Fire extinguishers
- Fire hose reels
- Automatic closing doors
- Smoke stop doors
- Fire cells separated by fire rated walls and fire doors

## All staff must know:

- The location of the manual fire alarm in their work area
- How to break the glass and activate the alarm switch

After activating a fire alarm staff must telephone 111 (insert prefix if required) and clearly state the name and address of the building and nature of the emergency.

## Responsibilities for Fire Safety

### All staff must:

- Be responsible for the safe and expedient evacuation of people in the workplace
- Be familiar with and able to implement fire safety strategies and evacuation procedures
- Know what to do if a fire is suspected or known in their work area
- Attend mandatory and workplace specific fire safety and evacuation training
- Report any fire hazard to the Manager or appropriate person
- Ensure that firefighting equipment in the area is accessible at all times
- Make others aware of fire safety or evacuation instructions as appropriate

### Check the means of escape in your work area at regular intervals to ensure:

- All exits are kept clear of obstacles at all times
- Exit doors are not locked; barred or blocked so as they prevent occupants from leaving the building
- Smoke control and fire stop doors are not kept open
- Stairways and passageways designed as a means of escape from fire are not used for storage
- Flammable materials are not stored near or within any area used as a means of escape from fire.

## Medical Emergencies

### Sudden collapse of person:

- Call for help
- Be aware of your own safety

### Collapsed or Unconscious?

- Airway – tilt head back, clear mouth
- Breathing – if no breathing evident, start CPR
- Circulation – if no pulse, start CPR

### Bleeding?

- Use gloves if available
- Apply direct pressure
- Elevate limb if possible

Call for an ambulance if necessary - dial 111 (insert prefix if required). Clearly state the name and address of the building and nature of the emergency.

## Earthquake

### During an earthquake:

- Drop, cover and hold. Take cover under a table/desk or if no furniture is available drop to the floor, cover and hold your head with your arms. Keep away from windows if possible
- Do not attempt to run outside
- If in a lift, stop it at the nearest floor and get out
- If outdoors take no more than a couple of steps and drop cover hold. Move clear of buildings, large trees, high banks, power poles, overhead power lines and other potential hazards.

**IF AN EARTHQUAKE IS LONG (MORE THAN ONE MINUTE) OR STRONG (CAN KNOCK YOU OFF YOUR FEET) AND YOU ARE IN A TSUNAMI ZONE, EVACUATE IMMEDIATELY. DO NOT WAIT FOR AN OFFICIAL WARNING.**

## After an earthquake:

### If the earthquake was not long or strong or you are not in a tsunami zone:

- If it is safe, stay inside (this is the safest place to be following an earthquake), listen to the radio and go to [www.hbemergency.govt.nz](http://www.hbemergency.govt.nz) for information
- Move everyone away from windows and outside walls
- Pull curtains across broken windows
- Leave doors open
- Account for everyone
- Assess and aid the injured
- Identify hazards e.g. severed power and gas lines, broken glass, unstable structures
- Disconnect equipment as appropriate
- Gather vital records, equipment and resources
- Keep a register of staff present, log when they leave and their intentions
- Evacuate only if the building is badly damaged, there are ominous noises and it is clearly not safe to be inside or there is signs of fire. Take bags, phones, wallets and any emergency supplies

### Building Wardens should:

#### If inside:

- Instruct everyone to take cover (by calling earthquake)
- Reassure people

#### If outside:

- Instruct everyone to move clear of buildings, large trees, high banks, power poles, overhead power lines and other potential hazards

#### If evacuating:

- Take the roll of all occupants
- Ensure that people have safe footwear, warm clothes, phones and wallets
- Ensure that all rooms have been evacuated
- Turn off all appliances and services
- Take any emergency supplies you are able to carry
- Supervise the evacuation to the assembly area

### Listen to the radio and go to [www.hbemergency.govt.nz](http://www.hbemergency.govt.nz) for information

If evacuating for tsunami do so immediately – a tsunami wave may arrive within minutes. Know where you will evacuate to for a tsunami and practice this with your staff. For tsunami evacuation maps go to [www.hbemergency.govt.nz](http://www.hbemergency.govt.nz).

## Tsunami

After a long earthquake (more than one minute) or a strong earthquake (knocks you off your feet), evacuate immediately. Go to higher ground or inland as far as you can. To find out tsunami evacuation zones, contact your local council or look up you location on the hazard portal at [www.hbemergency.govt.nz](http://www.hbemergency.govt.nz). If you are unable to evacuate out of the tsunami inundation area, go to the top floor of a reinforced concrete building.

If a tsunami is coming from a distant source (e.g. Peru) you will be given information and will be evacuated by the emergency services.

Wait until the all clear has been given by emergency services or civil defence before returning. Tsunami can last for many hours and the first wave is not usually the biggest wave.

## Flood

### When a flood threatens you need to:

- Listen to the radio and go to [www.hbemergency.govt.nz](http://www.hbemergency.govt.nz) for advice and information
- Follow Civil Defence advice and instructions
- Disconnect electrical appliances and move items above the likely reach of floodwater
- You may be asked to evacuate or you may make this decision on your own.
- Turn electricity and gas off at the mains
- Take emergency kit, if you need to evacuate
- Do not walk or allow others to walk through flooded areas
- Stay away from downed power lines and electrical wires

Stay together as a group if evacuating from your site. If Civil Defence officials are involved in the evacuation, then Civil Defence Centres will be established to receive evacuees.

### After The Flood:

- Do not return to the facility until authorities indicate it is safe to do so.
- Before entering a building, a building inspector will need to inspect foundations for cracks or other damage. Keep power off until an electrician has inspected your system for safety.
- If you smell gas or hear blowing or hissing noise, open a window and quickly leave the building. Turn off the gas at the outside main valve if you can and call the gas company from another property. If you turn off the gas for any reason, it must be turned back on by a professional.
- Until local authorities proclaim your water supply to be safe, boil water for drinking and food preparation vigorously for five minutes before using.
- Do not prepare and eat any foodstuff that has been contaminated by flood water.
- Upon entering the building, don't use matches, cigarette lighters or any other open flames, since gas may be trapped inside. Instead, use a torch if necessary to light your way.
- Be careful walking around. After a flood, floors are often slippery and covered with debris.
- Check for sewage and water line damage. If the facility has suffered damage, call the insurance company right away to file a claim.

## Hazardous Substances Event

Stay inside. Turn off all air conditioning units and shut all windows and doors. Emergency services will advise you if you need to evacuate. Listen to a local radio station and go to [www.hbemergency.govt.nz](http://www.hbemergency.govt.nz) for information. Once the hazard has passed, and on the advice of the emergency services, leave the building and allow ventilation of the building.

## Gas Leak

- In the event of a gas leak DO NOT SET OFF THE ALARM
- Advise the Fire Service immediately (using a telephone well away from the gas leak)
- Shut off the gas if you can do so safely
- Initiate an evacuation by word of mouth
- Do not use any electrical devices
- Leave all lights as they are
- Turn off any gas heaters

## Robbery

### Procedures that minimise the risk of robbery:

- Doors fitted with tamper-resistant locks, catches and hinges
- Windows locked and secured
- Security lighting
- Security/alarm system (with signage)
- Signage indicating that a minimal amount of cash is held on site

### In the event of a robbery:

- **OBEY EXACTLY THE DEMANDS OF THE OFFENDER(S).**
- Remain calm. If the security company calls give incorrect code (known as “unset under duress”).
- When able to check other occupants are all right. Secure all entrances and telephone 111 (insert prefix if required) and clearly state the name and address of the building and nature of the emergency. Do not touch anything the offender(s) touched, or left behind.
- Ask all witnesses to remain until the Police arrive.
- Write down a description of the incident and offender(s). Suggest other witnesses do the same.

### Safe transportation of cash:

- Use an unmarked bag to carry cash
- Vary the time and day when banking is done
- Vary the route taken to the bank

## Violent offender

Violence is unjust use of force or power, and includes verbal abuse, harassment and physical assault. If a violent offender is in the area go into lock down – lock all windows and doors and stay out of sight.

### If experiencing a personal threat:

- Try to keep further than arm's length away from the offender
- If the offender is armed, follow their instructions without hesitation
- Maintain an exit path for escape - avoid being trapped in a corner or small room if possible
- Clear the area of all items that may be used as weapons or items that may cause damage
- Telephone 111 (insert prefix if required) and clearly state the name and address of the building and nature of the emergency. Ask someone else to do this if you are unable
- Preserve the scene until police arrive
- Ask all witnesses to remain until the Police arrive.
- Write down a description of the incident and offender. Suggest other witnesses do the same.

### Try and remember as much as you can about the offender:

- Height
- Ethnicity, accent
- Skin and eye colour, hair colour and style
- Scars, tattoos, piercings etc
- Clothes and jewellery style, colour, brand,

### Try and remember as much about the weapon as possible:

- Size, shape, colour
- Firearm/knife/other
- Was it held in one hand or two?
- Was the barrel/blade long or short?

**THE SAFETY OF PEOPLE IS PARAMOUNT. NO ONE IS EXPECTED TO PUT THEMSELVES AT RISK.**

## MEMORANDUM OF UNDERSTANDING

Memorandum of Understanding between:

\_\_\_\_\_

and

\_\_\_\_\_

have agreed to provide support under such circumstances and subject to the terms of this agreement.

This agreement sets out the responsibilities of both parties in an event posing a risk to business continuity.

### Agreement

- In an event posing a risk to business continuity, the Parties agree to support each other, where possible, with the provision of facilities and/or equipment.
- The Parties will pay each other for this support at reasonable rates. Due to the urgency of the situation, it may be necessary to negotiate payment after support has been provided.
- Support may be provided without charge.
- Agreement to use each other's services/facilities will be between Managers of the facilities named or respective Incident Controllers during an event.
- The Parties will treat each other's facilities and equipment with the care and respect and to a standard reasonably expected in the circumstances.
- The Parties will comply with all relevant law and professional standards when using the other's facilities and equipment.

Signed ..... Manager Date .....

Signed ..... Manager Date .....