



STOP – THINK - ACT

Emergency Response

HAKA HOUSE ROTORUA

CONTENTS

1.0	Emergency Response	1
2.0	Emergency contact details	2
3.0	Checklist	4
4.0	Fire response	5
5.0	Spill response	7
6.0	LPG leak response	9
7.0	Cardio-pulmonary resuscitation (CPR)	11
8.0	Emergency first aid	13
9.0	When disaster strikes	15
10.0	Emergency Equipment	17
11.0	Responsibilities and testing the plan	19
12.0	Reporting incidents and access the plan	21
13.0	Inventory, safety data sheets and site plan	23
14.0	Other emergencies	25

Emergency response

The priority in an emergency is the safety of all people present

- Raise the alarm. If you need to evacuate yourself or others, do so immediately.
- If you need to call emergency services, call them as soon as possible after ensuring the safety of all people present.
- If you can do so safely, follow the steps on the page in this flipchart that deals with your emergency or has the information you need. See the black and yellow bar at the bottom of each page to find the information you need.
- Follow the instructions for that emergency.

Call emergency services (dial 111) and ask for **Fire, Ambulance or **Police****

1. Call from a safe place.
2. Use a cordless or mobile phone if practical, **away from any flammable liquids, gases or other risks.**
3. Tell the operator which emergency service you want.
4. Wait until that service answers and give the following address:

Property Name: Haka House Rotorua	Nearest intersection, cross street or landmark: Corner of Haupapa St and Ranolf Street. Kuirau Park across the road.
Phone number: 0210 887 4431	Suburb/Town/City: Rotorua
Street name and number: 1278 Haupapa Street, Rotorua	Region: Bay of Plenty

5. Let emergency services know if chemicals or hazardous substances are involved in the emergency or are present on site.
6. Do not hang up until the emergency service tells you to do so.
7. Make sure someone is available to direct the emergency service to the scene.

All workers must read and understand this document

Emergency contact details

- Contact the people below for support as required.
 - refer to the incident management table for guidance on whom should assume which responsibility.
- Turn to the page that deals with your emergency or that has the information you need.
- Report to your manager all incidents:
 - that result in harm to people or damage to property
 - where emergency services are involved, and
 - where workers and / or guests are involved.
- Document all incidents in the incident management form.

	Name	Phone (Day)	Phone (Night)	Phone (Mobile)
Property and company contacts:				
Owner	Urban Stone Pte Ltd	09 402 5637		
Property Manager	Anthony Harris			0211965448
Safety officer				
Fire warden	Anthony Harris			0211965448
Spill Coordinator				
First aider	Urban Stone Pte Ltd			
Landlord				
Certified handlers:				
Emergency contacts (other than 111):				
Fire and Emergency New Zealand	Rotorua Fire Station	07 348 3197		
Police	Rotorua Police Station	07 348 0099		
Ambulance				
Doctor				
Medical centre	Central Health, Rotorua	07 347 0000		
Hospital	Rotorua Hospital	07 348 1199		
Poisons centre		0800 POISON (0800 764 766)		



	Name	Phone (Day)	Phone (Night)	Phone (Mobile)
Local/regional council:				
Pollution hotline				
Council	Rotorua Lakes Council	07 348 4199		
	Bay of Plenty Regional Council	0800 884 881		
Neighbours:				
	Talent ID Recruitment	0800 850 080		
	Rotorua Orthodontics	07 347 8231		
Contractors and consultants				
Electrician				
Plumber				
Waste disposal				
Compliance certifier				
Insurer				

WORKSAFE – 0800 030 040

Checklist

Once completed, you can use this document as your property's emergency response plan. For any foreseeable emergency that could arrive from a breach or failure of the controls on any hazardous substances at (or likely to be at) your property, your emergency response plan needs to:

- **describe the actions** responsible people need to take to:
 - **warn** people at the workplace and nearby who may be affected by the emergency (see pages 2 and 3)
 - **advise** these people how to protect themselves (see pages 5, 7 and 9 for examples of the precautions)
 - **help or treat** people injured in the emergency (see pages 11 to 14)
 - **RESTRICT** the effects of the emergency to the area first affected, **THEN**
 - **REDUCE** the effects of the emergency as soon as practicable, **THEN**
 - **ELIMINATE** the effects of the emergency if reasonably possible (see pages 5 to 10 for examples of **restricting**, **reducing** and **eliminating** the effects of fires, spills and LPG leaks)
 - **re-establish** controls, and the personal protective equipment and other measures needed for this
- **identify** every person responsible for the above actions and provide information about:
 - contacting these people
 - the skills and special training they need to deal with emergencies and how they will get this training
 - the actions they are expected to take (see page 19 for the contact details of the responsible people)
- **specify:**
 - how to get information about the hazardous properties of substances and control measures (see page 23)
 - how to contact emergency service providers (see page 1)
 - the purpose and location of all equipment or material for managing the emergency (pages 17 and 18)
 - how to decide what actions to take in an emergency and their sequence (pages 5 to 10)
- **provide:**
 - an **inventory** of hazardous substances present at the workplace and a **site plan** (see page 23)
- **Include** information about:
 - the type and location of fire extinguishers, firefighting equipment, materials and systems (see page 17)
 - retaining any liquid liquefied oxidising substances in an emergency (see page 6)
 - testing the plan, and how often it is tested (see page 20)
- If you complete this document, the properties emergency response plan will have all the information listed above.

Fire response

- Your first concern in a fire is always the immediate safety of all people present.
- Call emergency services (dial 111) and ask for Fire.
- Contact the fire, but only if it is safe to do so.

If others are safely able to help, send someone to meet the fire engine and direct firefighters to the fire.

FIRE EMERGENCY CHECKLIST

- Raise the alarm.
- Evacuate people from the area.
- Activate emergency shut down systems.
- Call emergency services (dial 111) and ask for Fire. Tell the operator if chemicals are on site or involved in the fire.
- Call your manager/duty manager.

PRECAUTIONS

- Do not endanger yourself or others.
- Make sure you have an escape route.
- Do not use water on petrol, oil or electrical fires.
- Do not leave the site unattended if there is a risk of a further outbreak.
- Advise your supervisor of the incident.

Fire and Emergency New Zealand Review

- Fire and Emergency New Zealand can review your plan to check that any roles proposed for them in it are achievable and consistent with their operational policies and identify anything that could affect operations in an emergency. They may ask for more details to clarify their role in the plan and the resources they will need.
- If Fire and Emergency New Zealand makes a written recommendation about the plan, the plan must be amended to give effect to the recommendation.

Evacuation/assembly points:

Located on Haupapa Street in front of the Kitchen/ Dining Area.

Can be moved to the Carpark on the corner of Haupapa Street and Ranolf Street.
(If needed in extreme circumstances)

Location of the nearest fire extinguishers:

In Buildings 2 and 3 on Ground Level and Level 1

Location of the nearest phones:

The nearest phone is situated at the reception area, available from 8:30 AM to 6:00 PM.
Outside of these hours, the night staff can be reached via the night phone, which they have on hand from 6:00 PM to 8:30 AM.

Fire

If the fire is too large, do not try to put it out – retreat to a safe distance

1. Raise the alarm by (e.g., switching on the fire alarm, shouting, or alerting others – enter below):

Set off Fire Alarm, alert everyone to exit the building to assembly point - fire warden to check rooms and place pillow at each door when checked. Fire warden to print off reservation list, wear fire vis vest, call 111 fire and stand outside building for Fire Dept.

2. Evacuate everyone from the area.
3. If it is safe to do so:
 - activate the emergency stop
 - switch off power to all equipment
 - shut any isolation valves, and use your fire extinguisher – contain and extinguish the fire.
4. Call emergency services (dial 111) and ask for Fire. Tell the 111 Operator if there are chemicals on the site or involved in the fire. If there are, tell them which chemicals and their quantities. Make sure someone is available to direct Fire and Emergency New Zealand personnel to the scene.

Using a fire extinguisher

- Make sure the extinguisher is the correct type.
- Break extinguisher seal/remove safety pin. Keep yourself low so you are not overcome by heat and smoke.
- When you are safely in position, aim the extinguisher at the base of the flames.
- Discharge the extinguisher in a sweeping motion across base of the flames until fire is completely extinguished.
- If the fire becomes uncontrollable, or there is too much heat or smoke to stay safe, leave immediately.

Do not let the fire block your escape route

After the event

- Complete the incident management form.
- Review the effectiveness of the emergency plan.
- If necessary, replace used fire extinguishers.



Spill response

- Your first consideration is the immediate safety of all people present.
- Call emergency services (dial 111) and ask for Fire.
- If safe to do so, contain the spill.
- If others are safety able to help, give them tasks to help manage the spill.

SPILL CHECKLIST

- Raise the alarm.
- Evacuate people, if necessary.
- If the spill involves a flammable substance, move away from the spill before using the phone.
- Call emergency services (dial 111) and ask for Fire. Tell the 111 Operator that you have a chemical spill and if you can, tell them what the chemicals are, and the quantities involved.
- **ONLY** if it is safe to do so close the valve, plug the leak or turn the container upright.
- Use safety equipment to contain the spill. Prevent the spill from entering drains or waterways.
- Call on specialist advice.
- Clean up the spill.
- Recover the product or dispose of waste safely.

PRECAUTIONS

- Do not endanger yourself or others.
- Wear PPE (personal protective equipment) appropriate for the spilled substance (e.g., suitable gloves, protective eyewear, suitable protective clothing).
- Do not leave the area unattended if there is risk of a further spill
- If the spill is likely to enter a waterway, then notify the local council.
- Advise your manager / duty manager of the incident. If the spill exposes workers or anyone else to a serious risk to their health & safety, notify WorkSafe.

Evacuation/assembly points:

Located on Haupapa Street in front of the Kitchen/ Dining Area.

Can be moved to the Carpark on the corner of Haupapa Street and Ranolf Street.
(If needed in extreme circumstances)

Location of the nearest phones:

The nearest phone is situated at the reception area, available from 8:30 AM to 6:00 PM.

Outside of these hours, the night staff can be reached via the night phone, which they have on hand from 6:00 PM to 8:30 AM.

Hazardous substance spills

Raise the alarm by (e.g., switching on the fire alarm, shouting) – enter response below:

Set off Fire Alarm, call 111 for fire and ambulance, cordon off area to prevent others from coming near it. Admit basic first aid to those who need it.

- Identify the nature of the spilled substance only if you can do so without putting yours or anyone else's safety at risk.
- Evacuate and if necessary, call emergency services (dial 111) and ask for Fire. Tell the 111 operator that you have a chemical spill and if you can, tell them what the chemicals are, and the quantities involved.
- Put on PPE (e.g., overalls, boots, gloves, eye protection if available).
- Close off the source of the spill if it is safe to do so.
- Remove sources of ignition if a flammable substance has been spilled.
- Identify the dangers posed by the spill – only respond if it is safe to do so.
- Refer to the safety data sheet or call a certified handler or other specialist for advice.

Where can safety data sheets be found?

At Reception and saved on Sharepoint

- If necessary, advise the local council (if the spill is likely to enter a waterway) and WorkSafe (if the spill exposes workers or guests to a serious risk to their health and safety).
- Use your spill kit if it is appropriate for the spill and safe to do so. Contain the spill by using a drip tray, oversized container or an absorbent to soak up a small spill.
- Dispose of waste safely according to the instructions on the safety data sheet and any district council rules for disposing of hazardous waste.

Oxidisers

- Apply the following measures to keep liquid/liquefied oxidisers or organic peroxides away from incompatible substances:

Fire and Emergency New Zealand Review

- Fire and Emergency New Zealand can review your plan to check that any roles proposed for them in it are achievable and consistent with their operational policies and identify anything that could affect operations in an emergency. They may ask for more details to clarify their involvement in the plan and the resources they will need.
- If Fire and Emergency New Zealand makes a written recommendation about the plan, the plan must be amended to give effect to the recommendation.

After the event

- Replenish your spill kit
- Complete the incident management form.
- Review the effectiveness of the emergency plan.

LPG leak response

This section also applies to other flammable gases. If you have toxic gases, we recommend you include the emergency response for them in the other emergencies section at the back of this policy.

- Your first consideration is the immediate safety of all people present (guests and staff).
- If you suspect a flammable gas is leaking, move away from the likely source of the leak before using a phone.
- Evacuate, and if necessary, call emergency services (dial 111) and ask for Fire.
- If safe to do so, isolate or turn off the gas at the source.
- If others are safely able to help, give them tasks to manage the leak.

GAS LEAK CHECKLIST (BULK FACILITY)

- Raise the alarm.
- Evacuate all people from the area.
- Activate any emergency shut down systems.
- Activate any water spray protection systems.
- Call emergency services (dial 111) and ask for Fire, tell the 111 operator that you have a gas leak, and if able, tell them what the gas is.
- Call your Manager / Duty manager.

PRECAUTIONS

- Do not endanger yourself or others.
- Make sure you have an escape route.
- Keep your hands and face clear of any escaping gas or liquid.
- No smoking! Keep ignition sources at least 20 m away until the area is safe.
- Do not use the equipment again until it has been inspected.
- Do not leave the site unattended if there is risk of a further leak.
- Advise your supervisor of the incident. If the leak exposes workers or anyone else to a serious risk to their health and safety, notify WorkSafe.

Evacuation/assembly points:

Located on Haupapa Street in front of the Kitchen/ Dining Area.

Can be moved to the Carpark on the corner of Haupapa Street and Ranolf Street.
(If needed in extreme circumstances)

Location of the nearest phones:

The nearest phone is situated at the reception area, available from 8:30 AM to 6:00 PM.

Outside of these hours, the night staff can be reached via the night phone, which they have on hand from 6:00 PM to 8:30 AM

Maximum amount of LPG held on site:

Please enter information about the maximum amount of LPG you hold onsite (e.g., size of tank, volume of system).

Gas bottles are piped in at the back end of the Garage

Suspected LPG cylinder or appliance leak

- First, if there is any possibility of cylinder(s) being engulfed by fire, evacuate all surrounding areas.
- Then, call emergency services (dial 111) and ask for fire. Advise them of the suspected LPG leak, the location of the cylinder or appliance of the cylinder size.
- Remove or extinguish all sources of ignition.
- If it is safe to do so and possible:
 - remove the cylinder or appliance from any heat sources
 - stop the leak by shutting the cylinder valve, and
 - remove the cylinder or appliance to safe outdoor area if the leak persists
 - **DO NOT** attempt any of the above if you are not completely sure of what to do
- If gas is leaking, ventilate the area thoroughly until the air is clear
- If it is a minor leak, check the system for any indication of gas leaking, such as a smell or hiss. Test with soapy water solution, which will bubble at any point where gas escapes
- If a leak is found at a connection, remake the connection and test it gain
- Do not use the cylinder or appliance again until it is inspected
- If necessary, notify WorkSafe (if the leak exposes staff or guests to a serious risk to health and safety).

Bulk storage system leak

- Activate the alarm, evacuate the area.
- Then, call emergency services (dial 111) and ask for fire. Tell the 111 operator that you have an LPG leak from a bulk storage system, and how much the tank or system holds.
- Remove all sources of ignition.
- Activate any fire protection systems.
- If it is a pipeline leak, close isolation vales if it is safe to do so.
- If necessary, notify WorkSafe (if the leak exposes staff or guests to a serious risk to health and safety).

Fire and Emergency New Zealand Review

- Fire and Emergency New Zealand can review your plan to check that any roles proposed for them in it are achievable and consistent with their operational policies and identify anything that could affect operations in an emergency. They may ask for more details to clarify their involvement in the plan and the resources they will need.
- If Fire and Emergency New Zealand makes a written recommendation about the plan, the plan must be amended to give effect to the recommendation.

After the event

- Replenish your spill kit
- Complete the incident management form.
- Review the effectiveness of the emergency plan.



Cardio-pulmonary resuscitation (CPR)

Danger:	Check for your safety and the safety of the patient and bystanders.
Response:	Check for a response: tap the patient, gently shake and shout.
Send for help:	Dial 111 and ask for an ambulance. If the patient has been, or might have been, affected by a chemical tell the 111 operator. If you know which chemical it is, tell the 111 operator. If others can help, send someone to meet emergency services and direct them to the scene. Tell them to look out for a fire truck as well as an ambulance. Both a fire truck and ambulance often respond to CPR calls, and in many areas the fire truck will arrive first.
Airway:	Open the patient's airway, tilt their head back.
Breathing:	If the patient is not breathing normally then start CPR. See the page below for more information on how to carry out CPR.
CPR:	Start CPR: 30 chest compressions; two breaths.
Defibrillate:	If you have a defibrillator and have been trained in its use, attach it and follow the machine prompts.

First aiders trained in CPR:

Anthony Harris

Doctor:

Central Health Medical Centre
1181 Amohia Street, Rotorua 3010
07 347 0000

Rotorua Hospital
Corner of Arawa Street & Pukeroa Road
Rotorua 3010
07 348 1199

Location of defibrillator:

Central Health Medical Centre
1181 Amohia Street, Rotorua 3010
07 347 0000

The medical centre is:

Central Health Medical Centre
1181 Amohia Street, Rotorua 3010
07 347 0000

Rotorua Hospital
Corner of Arawa Street & Pukeroa Road
Rotorua 3010
07 348 1199

To check for normal breathing

Tilt the patient's head back and raise their chin forward.

- Look for movement.
- Listen for breathing.
- Feel for breath on your cheek.
- If the patient is not breathing normally, turn them onto their back and start CPR.

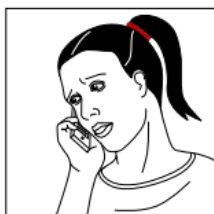
CPR

Position your hands in the centre of the patient's chest and push down firmly and quickly 30 times.

- Breathing: with the patient's head tilted back, pinch their nose and seal your mouth over their mouth. Blow twice into the patient's mouth. *Take care if poisoning is suspected. Make sure there is no residual poison in the mouth; consider mouth to nose resuscitation.*
- Chest compressions: push down on chest firmly quickly 30 times. Continue with two breaths and 30 pumps until help arrives.

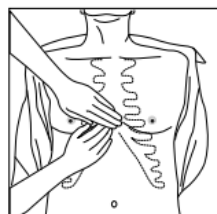
Chest compressions are the most important part of CPR, so, if for any reason you cannot give rescue breaths to a patient, DO attempt chest compressions.

Call, pump, blow



CALL

Dial 111.

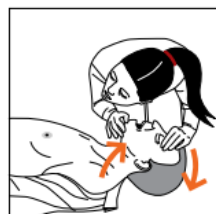


PUMP

Position hands in the centre of the chest.



Firmly push down 5 cm on the chest 30 times.



BLOW

Tilt head.
Lift chin.
Check breathing.



Give two breaths. Continue with 30 pumps and two breaths until help arrives.

- CPR is needed if a patient has collapsed, is not responsive and is not breathing normally.
- Patients who have collapsed should be carefully assessed to decide what emergency care is needed.
- If you are reluctant to give mouth to mouth, then continue with only the chest compressions.

Emergency first aid

Have the product label or safety data sheet available and read the instructions on what to do in an emergency.

First aiders:

Anthony Harris

First aid kits are located:

Reception

Safety data sheets are located:

At Reception, and saved on Sharepoint

Doctor:

Central Health Medical Centre
1181 Amohia Street, Rotorua 3010
07 347 0000

The medical centre is:

Central Health Medical Centre
1181 Amohia Street, Rotorua 3010
07 347 0000

Poison Centre: **0800 POISON | 0800 764 766**

Controlling Bleeding

1. Apply direct pressure to the wound – use your hand(s) (wear gloves).
2. Raise the limb.
3. Apply a pad and firm bandage – use clean rags or clothing, if necessary.

Remember:

- Always check circulation below the bandage.
- If there is tingling, numbness or blueness, loosen the bandage.

Foreign bodies (objects) in the eye (s)

1. Wash the eye(s) with clean, cool water.
2. If the foreign body is stuck to the eye surface, do not attempt to remove it.
3. Place a covering over both eyes and send for, or take the person to, medical aid.

Poisoning

Seek medical advice, call the poison centre or call an ambulance (dial 111).

Remember:

- Do not make the person vomit without advice from a medical professional.
- Do not give fluids without advice from a medical professional.

Chemicals in the eye (s)

1. Wash the eye(s) with clean, cool water for at least 15 minutes.
2. Wash outwards from near the nose and always wash under the upper eyelid.
3. Send for, or take the person to, medical aid.

Exposure to gas or vapours

1. Remove patient to fresh air.
2. Keep them calm and make sure they are comfortable.
3. Seek medical help.

Breathing difficulties

1. If a person is breathing but unconscious, turn them onto their side.
2. Clear their airway from obstructions, such as their tongue or vomit.
3. Seek medical help.

Burns

1. Cool the burnt area with cool water for 10-15 minutes.
2. If necessary, cover the burn with a clean dressing or plastic wrap before taking the person to medical aid.
- 3.

Remember:

- Do not burst blisters.
- Do not remove clothing that is stuck.
- Do not apply creams.

Minor wounds

1. Clean the wound with soap and water.
2. Cover it lightly with a clean dressing.
3. Seek medical help, if necessary.

Chemical burns

1. Protect yourself from the substance and avoid contact with your skin and eyes.
2. Remove any contaminated clothing.
3. Brush off dry chemicals and flush liquids from the skin using cool, running water for 15 minutes or more. Flush or wash skin after brushing off dry chemicals to remove any remaining particles.
4. Treat for shock if the patient looks faint or pale or has shallow, rapid breathing.
5. Wrap the area with a dry, sterile dressing or a clean cloth.
6. Protect the burn from pressure and frictions.
7. If the skin has blisters, or if there is an overall body reaction, get medical help immediately.

Your first aid kit contains

ITEM	DATE CHECKED	DATE CHECKED	DATE CHECKED	DATE CHECKED
1 x Aeroplast Plastic Plasters Box of 50				
2 x Bastos Elastic Crepe Bandage 5cm x 4m Each				
1 x Absorbent Combine Dressing 20cm x 20cm				
2 x Triangular Bandage Non Woven 90cm x 90cm x 127cm				
4 x Non-Woven Sterile Gauze Swabs 7.5cm x 7.5cm				
4 x Non-Adherent Dressing 10cm x 10cm				
4 x Aero Saline Solution 15ml Ampoule				
1 x Survival Rescue Thermal Blanket Foil 1.32m x 2.10m				
1 x Wound Dressing Large 18cm x 18cm, No#15				
2 x Sterile Eye Pad in Pouch				
1 x Safety Pins (10 Pack)				
1 x Conforming Gauze Bandage 7.5cm x 4m				
8 x Dynarex BZK Antiseptic Towelette Sachets				
1 x Transparent Tape 12mm x 9.14m				
4 x Pair of Gloves				
1 x Scissors Sharp Blunt Non-Sterile 13cm				
1 x St John First Aid Tips Guide				
1 x Splinter Forceps Tweezers Disposable Non Sterile 9cm				
1 x Bastos Conforming Bandage 8cm x 4m Each				
1 x St John Empty Compact First Aid Bag				
1 x Adhesive Label Blood Cautions St John				
1 x Amtech Safety Pins (Pack 10)				



When disaster strikes

- Turn on your radio for advice and information.
- Know the civil defence warning signal
- Know your nearest civil defence post and police station.
- Do not go sightseeing or make unnecessary trips to affected areas.

Civil Defence

<p>Your civil defence warning signal:</p> <p>Emergency alarm or text will sound on all mobile phones. Listen to RNZ National for updates.</p>	<p>Your local radio station:</p> <table><tr><td>FM:</td><td>AM:</td></tr><tr><td>Coast - 89.6</td><td>Newstalk: 1215</td></tr><tr><td>More FM: 91.6/ 95.2</td><td>RNZ National: 981</td></tr><tr><td>Radio Hauraki: 93.6</td><td></td></tr><tr><td>The Edge: 94.0</td><td></td></tr></table>	FM:	AM:	Coast - 89.6	Newstalk: 1215	More FM: 91.6/ 95.2	RNZ National: 981	Radio Hauraki: 93.6		The Edge: 94.0	
FM:	AM:										
Coast - 89.6	Newstalk: 1215										
More FM: 91.6/ 95.2	RNZ National: 981										
Radio Hauraki: 93.6											
The Edge: 94.0											
<p>Your nearest civil defence post:</p> <p>Rotorua Lakes Council 1 061 Haupapa Street Private Bag 3029 Rotorua Mail Centre Rotorua 3046</p>	<p>Your civil defence cabinet/kit is located:</p>										
<p>Your nearest police station:</p> <p>1190/1214 Fenton Street, Rotorua 3010</p>											

Earthquake

During the earthquake:

- Keep calm.
- Stay indoors, where practical.
- Keep away from windows and heavy furniture.
- **DROP, COVER, HOLD.** Get under something that covers you, like a doorway, strong table or other sturdy, structure. Hold onto it if you can.
- **IF ITS LONG OR STRONG, GET GONE.** If an earthquake makes it difficult to stand up, or if an earthquake lasts a minute or more and you are in a tsunami zone, head inland or for higher ground immediately.

After the earthquake if the building is damaged:

- Turn off gas at the mains, before you turn off electricity and water, think about if gas detection, fire suppression and alarm systems need these services.
- Conserve your water.
- Treat injuries.
- Get in touch with neighbours – they may need help. If you have one or are part one, activate your call tree (a list of people and their contact details, where each person contacts the person below them in an emergency).
- Refer to the incident management table to understand your role in the emergency.
- When help is needed, go to your nearest civil defence post.
- If any other emergency in this policy is likely as a result of the earthquake and **ONLY** if it is safe to do so, carry out the steps listed for that emergency.
- Advise your manager / duty manager of damage or any injury sustained.



Tsunami

Is the property in a tsunami risk zone ☐ Yes ☒ No

Warning Systems:

Air siren will sound or an alarm will go off on the phone.
Tsunami is not a risk in Rotorua however eruption and earthquakes are.

If the earthquake is **LONG OR STRONG GET GONE**. Immediately go to high ground or as far inland as possible. Your route to a safe location:

Get onto SH5 heading towards Tauriko - up into the hills

- Do not go sightseeing.
- Listen to the radio for information and follow civil defence instructions.
- If any other emergency in this policy is likely as a result of the tsunami and **ONLY** if it is safe to do so, carry out the steps listed for that emergency.

Disease outbreak

- If you are sick then stay home, keep away from other people and avoid receiving visitors.
- Wash and dry your hands when handling food, using the bathroom or if you are looking after sick people.
- Use tissues to cover coughs and sneezes, throw used tissues in a bin and wash your hands.
- Give fluids to people with a fever and/or diarrhoea.
- Paracetamol can be used to bring down high fevers.
- See the Ministry of Health website: www.health.govt.nz

Volcanic eruption

Warning Systems:

Sirens, text message by Civil Defense

BEFORE A VOLCANIC ERUPTION

Your route to a safe location:

With Lake Rotorua and Tarawera being volcanoes, if they erupt - very little can be done to avoid it in a timely manner.

Best to air seal yourself into a location, cover your faces from ash, and have an emergency pack of food, bottled water and a means to contact someone for help.

DURING THE VOLCANIC ERUPTION

- Save water as early as possible as supplies may become contaminated.
- If it is safe to do so, keep gutters and the roof clear of ash to prevent your roof collapsing.
- If you must go outside, use protective clothing, cover your head, breathe through a mask and carry a torch.
- If any other emergency in this policy is likely as a result of the tsunami and **ONLY** if it is safe to do so, carry out the steps listed for that emergency.

Flood

- Be prepared to get to high ground.
- Turn off electricity and gas supplies.
- Do not go into floodwaters alone.
- Do not go sightseeing.
- Do not drink floodwater.
- Move, valuables, clothing, food and medicines above likely reach of floodwater, if it is safe to do so.
- Avoid back flow from drains and toilets – it bungs (stoppers) or sandbags and weigh them down.
- If any other emergency in this policy is likely as a result of the tsunami and **ONLY** if it is safe to do so, carry out the steps listed for that emergency.

Emergency equipment

Firefighting equipment

ITEM	LOCATION	DESCRIPTION (e.g., 2 kg dry powder or 9 L foam/other)	Test Date
Fire extinguishers	Building 2, Ground Level	By Kitchens, stairwells	
	Building 2 Level 1	By Kitchens, stairwells	
	Building 3 Ground level	By Kitchens, stairwells	
	Building 3 Level 1	By Kitchens, stairwells	
Hose reel	No Hose Reel on site		
Sprinkler systems	In built into the ceilings in all buildings		
Fire blanket	With first Aid Kit		
Other			

[illegible]



Responsibilities and testing the plan

People with specific responsibilities and skills

Enter any people in your workplace with any specific responsibilities and skills in carrying out the emergency response plan in the tables below (refer to the incident management table for direction on what roles staff should take)

NAME	LOCATION	RESPONSIBILITIES AND SKILLS	HAS SPECIAL TRAINING TO DEAL WITH EMERGENCIES INVOLVING (enter substance name)	CONTACT DETAILS	AVAILABLE (in minutes)
Anthony Harris	Rotorua	Property Manager		anthonyharris@hakahouse.com	
Neeraj	Rotorua	Duty Manager		neerajparmar@hakahouse.com	

Fire wardens and training

NAME	LOCATION	DATE TRAINED	DATE TRAINED	DATE TRAINED	DATE TRAINED
Caio Bueno	Rotorua				
Staff members who are on call. This will vary from day to day					

First aid and training

NAME	LOCATION	DATE TRAINED	DATE TRAINED	DATE TRAINED	DATE TRAINED
Anthony Harris	Rotorua				



DATE	COULD PEOPLE WITH RESPONSIBILITIES BE CONTACTED?	DID THE PERSON HAVE THE REQUIRED SKILLS AND RESPONSIBILITIES?					WERE THE ISSUES IDENTIFIED IN THE TEST?	WAS THE PLAN MODIFIED TO OVERCOME THE ISSUES?
		Fire	Spill	First Aid	Other Emergencies			
					1	2		
	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

Reporting incidents and access to the plan

Every incident resulting in harm to people, damage to property or to the environment must be reported to a manager immediately as per the incident management table.

- Respond to the incident promptly and if it is safe to do so carry out the steps for the emergency in this policy.
- Preserve the scene in case of serious harm.
- Collect relevant information about the incident.
- Develop and take remedial actions.
- Complete any insurance claims and reports required.

Reports all incidents to:

Health and Safety Committee of Haka House Management Ltd

Log incidents into the incidents report form
Notify Lodge Manager and Accommodation Operations Manager

Accident/Incident reports are found:

<https://hakahouse.sharepoint.com/>

To fill out form
This is kept with HQ.

Hazard register needs to be completed and kept on site with Lodge Manager/ Reception area.

Enforcement agencies contact numbers:

WorkSafe:

Worksafe Services Ltd
0800 002 820

City or District Council:

Rotorua Lakes Council
1061 Haupapa Street, Rotorua 3010
07 348 4199

Regional Council:

Rotorua Lakes Council
1061 Haupapa Street, Rotorua 3010
07 348 4199

Access to the plan

- Make your emergency response plan available to everyone responsible for any part of it and to every emergency service provider it identifies. See pages 2 and 3 and page 19 for contact details.
 - Available could mean that the responsible person knows where the plan is and easy and has unrestricted access to the plan or sending the person or emergency service a copy.
- Use the table below to check that the plan is available to each responsible person or emergency provider.
 - Enter the person's name, how the plan is available to them (e.g., shown where the plan is in the workplace, sent a copy), and the date this table was completed.
 - If the plan is not available to a person, make it available and state how this was done.

NAME OF THE RESPONSIBLE PERSON / EMERGENCY SERVICE PROVIDER	IS THE PLAN AVAILABLE TO THIS PERSON?	HOW IS THE PLAN AVAILABLE TO THIS PERSON?	DATE
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		
	<input type="radio"/> Yes <input type="radio"/> No		



Inventory, safety data sheets and site plan

- Your emergency response plan needs to state where the inventory of hazardous substances at your workplace can be found – use the table below. Ideally the inventory should be kept near the emergency response plan.
 - Where is the hazardous substances inventory and when was it last updated?

LOCATION(S) OF YOUR HAZARDOUS SUBSTANCES INVENTORY	DATE LAST UPDATED

- Safety data sheets contain important information about hazardous properties of your substances and controlling their effects.

Make safety data sheets or condensed versions of the key information from the safety data sheets (e.g., product safety cards) readily accessible to workers in work areas and to emergency service workers likely to be exposed to the substances at your workplace.

- Where are your safety data sheets or condensed versions located?

LOCATION(S) OF SAFETY DATA SHEETS (OR CONDENSED VERSIONS)

Your emergency response plan needs to include a site plan. Make sure the plan is accurate and drawn to scale so that anyone who needs to use it can identify the distances involved and any other relevant information about the location.

The plan could show, depending on the nature of your operation, the following items:

- a north point
- all hazardous substance locations and tanks or processing equipment for hazardous substances
- all buildings, entry and exit points to buildings, and any stairs or lifts
- the location of the fire alarm panel on your building
- the main electrical switchboard
- the main structures, roads and landmarks on your site
- access points for emergency vehicles and any barriers or height limitations for vehicles entering the site
- the location of the nearest water supply, such as tanks or hydrants
 - if you have water tanks on site, the size of the tanks



- if the nearest hydrant is not visible on the plan, place an arrow on the plan (where the plan shows the road outside your site) to indicate its direction

- the emergency evacuation meeting points
- access the shut-off points for gas, water and electricity mains
- any major electrical transformers, generator or other potentially hazardous plant
- shut-off valves for any piped gas or chemicals processing systems
- any specialised fire safety systems, such as mist or drenched systems
- the location or direction of any high-risk neighbours such as:
 - schools or public meetings places
 - retirement homes or hospitals
 - petrol stations or neighbours that store large volumes of chemicals

Other useful information to include on your site plan:

- drains, marking the direction of flow, and any storm water grates on your site or on the road outside it
- the location of the spill kits, first aid kits, fire extinguishers and any other emergency equipment
- the location of your SDS, inventory, and of the site plan
- use the space on this page for your site plan or to attach a copy of your site plan

Other emergencies

Use these pages to enter any other emergency that could occur in your workplace not already listed in this policy.

Enter details about the emergency here and on the bar at the bottom of the **page 26** and fill out the emergency response details below:

List the people in surrounding areas you need to warn and their contact details below. See also **pages 2 and 3**.

List the people at the workplace who need to be warned about the emergency, and where they usually work:

List the people with responsibilities in the emergency and their contact details below. See also **pages 2 and 3**.

- Help or treat any person injured in the emergency. See information on CPR and first aid on **pages 11 to 14**.
- Enter the steps to **restrict, reduce** and **eliminate** the effects of the emergency and to **re-establish controls** after the emergency and any important information about the order of these steps.

ACTION	RESPONSIBLE PERSON	ACTION
1.	Anthony Haaris	
2.	Neeraj parmar	
3.		
4.		

- State where to find equipment and material to manage the emergency and its purpose. See also **pages 17 to 18**.

EQUIPMENT / MATERIAL	PURPOSE

Enter details about the emergency here and on the bar at the bottom of the page and fill out the emergency response details below:

List the people in surrounding areas you need to warn and their contact details below. See also **pages 2 and 3**.

List the people at the workplace who need to be warned about the emergency, and where they usually work:

List the people with responsibilities in the emergency and their contact details below. See also **pages 2 and 3**.

- Help or treat any person injured in the emergency. See information on CPR and first aid on **pages 11 to 14**.
- Enter the steps to **restrict, reduce** and **eliminate** the effects of the emergency and to **re-establish controls** after the emergency and any important information about the order of these steps.

ACTION	RESPONSIBLE PERSON	ACTION
1.		
2.		
3.		
4.		

- State where to find equipment and material to manage the emergency and its purpose. See also **pages 17 to 18**.

EQUIPMENT / MATERIAL	PURPOSE

NOTES

[illegible]