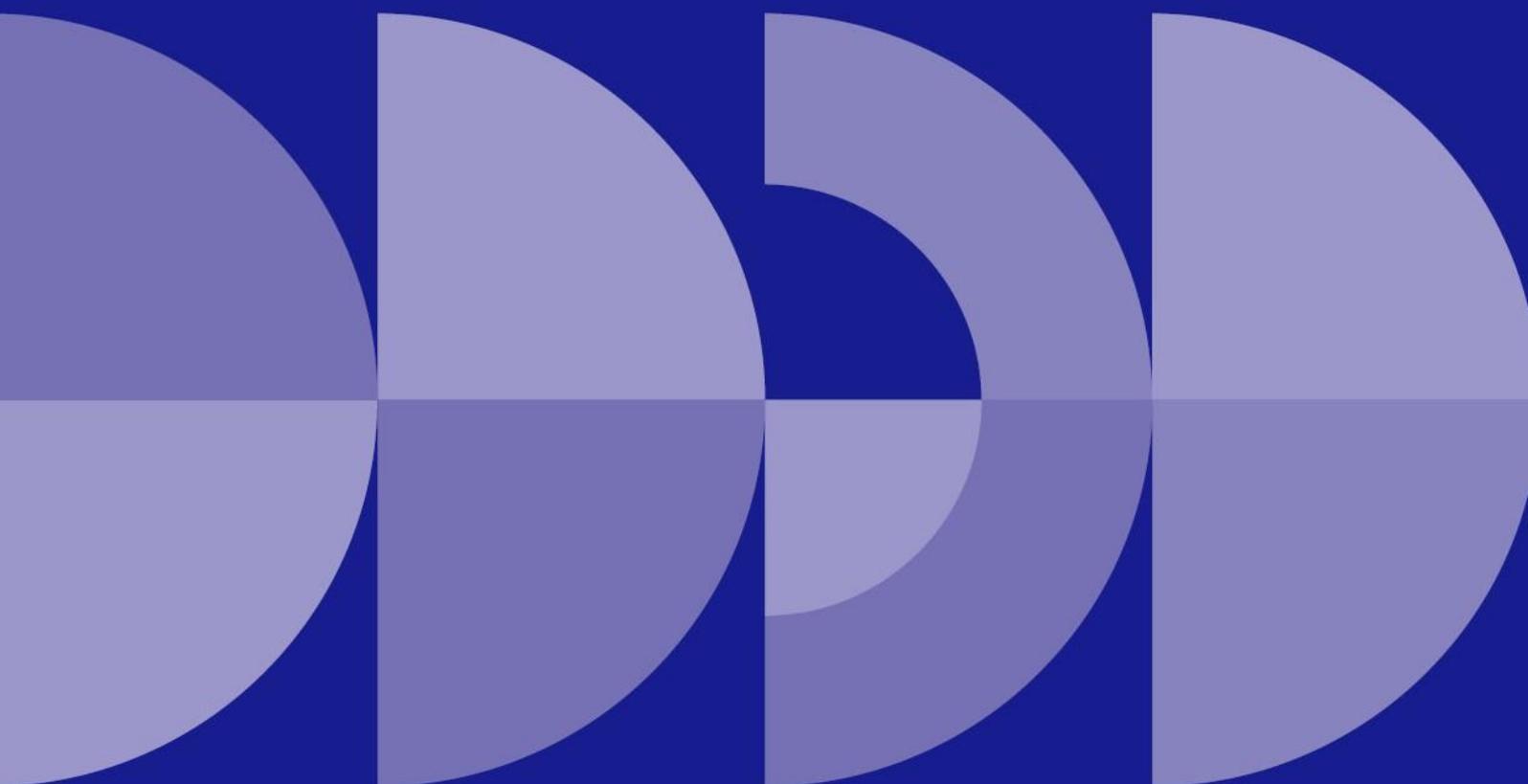


International Terminal Evacuation Scheme – Part A

Fire and Emergency New Zealand (Fire Safety,
Evacuation Procedures, and Evacuation Schemes)
Regulations 2018



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AIAL CONTACTS FOR MANUAL AMENDMENTS

Contacts for changes, amendments to the manual or questions regarding the system set out in this document or training should in the first instance be referred to FireSafetyCompliance@aucklandairport.co.nz or either:

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Airport Emergency Service

Emergency Operations Centre

Airport Police

Airport tenants as required

Aviation Security

Customs NZ

MPI (Biosecurity)

Each Zone Warden (relevant zone).

REVIEW PROCESS

A document review process is in place requiring content reviews at regular intervals (see bottom left-hand footers for recommended frequencies). Unique document numbers (prior to the 10-01-20 update, FileSite, now SharePoint) containing evidence of review, and evidence of document owner approval of content and amendments, are listed below. Paragraphs affected by amendments at each review may be marked by lines in the right margin (except for full rewrites, consequential changes to Table of Contents, etc).

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TERMS AND ABBREVIATIONS

AA	Auckland Airport
AED	Automated External Defibrillator
AES	Airport Emergency Services
AHU	Air Handler Units
AIAL	Auckland International Airport Limited
Airport	Auckland Airport at Mangere and includes any other land, buildings, installations and facilities that may from time to time be managed or operated as part of the Auckland Airport.
Alert Zone	Evacuation zones in the building which are adjacent to a zone which has gone into evacuation. Alert zones do not require to evacuate but the PA system will play alert messages.
AMPAC	The current Fire Management System for the ITB.
ASD	Aspirating Smoke Detector
ASDS	Aspirating Smoke Detection System
Double Knock	<p>When two smoke detectors in close proximity are activated. This initiates the occupant warning system and commences an evacuation of the affected zone as well as activating other fire safety systems and automatically initiating a FENZ call-out.</p>
DR	Disaster Recovery Site at 2 Walsh Brothers Place where a replica EOC facility is located.
EAP	Emergency Assembly Point (or area) where evacuated persons should assemble if they are required to evacuate outside the building.
EOC	Emergency Operations Centre, located in the Operations Control Centre on the 1 st floor of the ITB Landside, behind the food court.

Evacuation Zones

The ITB is divided into 21 evacuation zones, each of which can evacuate independently of the other in response to activation of smoke detectors, although some older zones are linked with regard to the Fire Suppression System and will evacuate together.

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- EWIS** Emergency Warning Intercommunication System provided by AMPAC in older parts of the ITB which controls the automatic PA announcements and evacuation tones.
- FACP** Fire Alarm Control Panel. This panel controls the Fire Management System for the whole ITB and is located at the EOC at the ICR position (with a back-up panel at the DR site).
- FCR** Fire Control Room which contain the sprinkler pumps. There is an Eastern Fire Control Room airside adjacent to Stand 2 and the Western Fire Control Room landside adjacent to Pier B.

Fire Management System

The Fire Management System monitors the detection, protection and smoke control systems, provides user interfaces for FENZ and Operations, triggers alerts and evacuations using the alarm system, and also automatically sends direct alarm messages to FENZ.

- FENZ** Fire and Emergency New Zealand

Fire Detection System

A combination of smoke and heat detectors (as appropriate for the characteristic of the area) installed throughout the building and are linked to the occupant warning system which initiates evacuation in the affected zone if two adjacent detectors are activated (or one manual call point).

Fire Suppression System

Systems to suppress fire such as the sprinkler pipe system and sprinkler heads (and supporting pumps to maintain pressure) which are provided throughout the ITB.

- Fire Warden** Staff members of Auckland Airport, tenants, concessionaires, airlines, ground handlers and border agencies who have been trained and act as Fire Wardens to assist the Zone Warden in the evacuation of the area and in managing the area while under evacuation and any evacuated persons at Emergency Assembly Points.

Head Building Warden

The AA Duty Operations Manager or Duty Supervisor present in the EOC who is acting as the EOC Response Coordinator will act also as the Head

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Building Warden and have overall control and coordination of AA's response (excluding the response to the actual fire event).

Hydrants Riser mains and fire hydrants throughout the terminal used by AES and FENZ to connect hoses to in the event of a fire.

HVAC Heating, ventilation and air conditioning systems

ICR Incident Control Room

ITB International Terminal Building

MCP Manual Call Point – buttons or switches located throughout the ITB for evacuation to be manually commenced and FENZ notified in the event of a fire or smoke where the occupant warning system has not already initiated an evacuation

Marshalling Assistance Point

Where persons requiring assistance to evacuate should assemble or be directed to so that assistance can be provided

Mimic Panel A panel on the outside of the building showing the building outline, evacuation zones and sprinkler zones, that lights to indicate which zones are under evacuation, in alert or with faults.

NZBC NZ Building Code

OCC Operations Control Centre, located on the 1st floor of the ITB landside, accessed by Kōtare Track, directly behind the food court.

OIC Officer in Charge

OPS Operations Building housing OPS, ICR, Monitoring, Comms and EOC

OHU Outside Air Unit, part of the HVAC System

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Single Knock When a single smoke detector is activated. This initiates an alert for AES to investigate the issue as first responder, but does not trigger an evacuation of the zone.

Smoke Control

The actions programmed into the HVAC system to stop the flow of air when smoke is detected (activating smoke dampers or stopping the operations of associated HVAC components such as AHU, OAU, etc), or to extract smoke air and vent it externally.

Smoke curtains

Specifically designed curtains which drop to prevent the spreading of smoke between adjacent zones when smoke is detected by smoke detectors located on either side of the curtain.

Warden Box Boxes located in each Evacuation Zone which contain an airport emergency phone, zone warden and fire warden vests, Zone Warden Checklists and other equipment for use during evacuations.

Zone Warden Each Evacuation Zone has a Zone Warden who controls the zone, gives Fire Wardens tasks and reports to the Building Warden.

SECTION 1 - INTRODUCTION

1.1 MESSAGE FROM AUCKLAND AIRPORT

- 1.1.1 He aha te mea nui o te ao? Māku e kī atu, he tangata, he tangata, he tangata.
What is the most important thing in the world? It is people, it is people, it is people.
- 1.1.2 This is why everyone working at Auckland Airport has a vital role to play in making sure workers and guests get home (or to their destination) safely every day. This document describes the emergency evacuation processes for the Jean Batten International Terminal Building (“ITB”) at Auckland Airport.
- 1.1.3 For reasons which are set out in this Introductory Section, it is critically important that everyone who has a role to play in the evacuation of the International Terminal Building takes personal responsibility for ensuring they understand the evacuation processes contained in this ITB Evacuation Scheme and are prepared at all times to play their part in an emergency evacuation.
- 1.1.4 We therefore commend this ITB Fire Evacuation Scheme to all Auckland Airport stakeholders, tenants and workers. Please:
1. ensure you take the time to read the parts of this Evacuation Scheme which are relevant to your organisation, role and location in the terminal; and
 2. become familiar with the processes it describes; and
 3. participate in all and any training that is offered to you; and
 4. play your full part in the regular trial evacuations held throughout the year, which includes providing feedback about your experiences so we can all continue to improve.
- 1.1.5 On behalf of all Auckland Airport, we thank you for the assistance you provide and the role(s) you play to ensure a safe and orderly evacuation of the ITB if it is required, and in doing so keeping yourselves, your colleagues and our guests safe and healthy:

André Lovatt
**Chief Infrastructure
Officer**

Robin Cooper
**Head of Airport
Operations**

James Miller
**Head of Airport
Assets & Commercial**

1.2 ITB UNIQUE CONSIDERATIONS

- 1.2.1 Management of evacuations at an international terminal building poses many challenges in an evacuation setting not present in other buildings. Not only does the international terminal operate under strict security, border processing, biosecurity and health requirements set by the NZ Government and international regulators, it is also located in the midst of an active airfield environment.
- 1.2.2 In the absence of any critical life safety emergency, this means there are strict criteria about where the various categories of travellers, guests and workers should be evacuated to, making evacuation from an international terminal building a unique process. These requirements are reflected in the evacuation routes and Emergency Assembly Points set out in Parts B, C and D of this Evacuation Scheme.
- 1.2.3 In addition, the characteristics of occupants requiring evacuation from an international airport terminal differ from occupants in more conventional settings. The perception of travelling guests is that airports are highly managed spaces, and these travellers may be unlikely to evacuate unless directed to do so – particularly if they are waiting in a queue to be processed or they are in a border processing area with strict Government requirements. They may also be asleep, preoccupied, or unfamiliar with our airport environment. There will also be a large number of travellers who are emotional, nervous or stressed in relation to their travel. Some guests will also not speak English.
- 1.2.4 Auckland Airport is part of the Hidden Disabilities Sunflower Lanyard programme which provides a discrete way for people with less visually obvious disabilities to signal the need for additional help. Please be alert for any guests wearing a Hidden Disabilities Sunflower Lanyard and take the time to see that their needs have been met and they have the assistance required.

1.3 ZONE AND FIRE WARDENS

Zone and Fire Wardens are the primary means through which the Evacuation Scheme is operated in practice and the safe and orderly evacuation of our guests is able to occur. Workers with responsibilities as Zone and Fire Wardens need to be mindful of these special characteristics of our guests and be able to provide clear instructions and guidance to those guests unfamiliar with the airport and evacuation processes.

SECTION 2 – FIRE PREVENTION

2.1 The first pillar of Auckland Airport's fire strategy is to endeavour to prevent any fire related issues from occurring in the first place. To this end, Auckland Airport has developed its Top 12 Life Safety Rules which it has given effect to through inclusion of these rules in the Auckland Airport 'Airport Workers Rules'. These Top 12 Life Safety Rules are also promoted through the e-learning course 'General Fire Awareness' which from 1 September 2020 all workers applying for airside access will have had to complete before airside access will be granted.

2.2 The Airside Workers Rules provides that workers must abide by the following fire safety rules:

- Keep any smoke doors closed to ensure smoke and fire does not spread quickly.
- Keep fire egress corridors, fire exits and access to fire safety equipment (eg, manual call points, fire extinguishers, fire blankets, hose reels, fire hydrants, fire smoke curtains) clear of any item(s) that would impede access and egress.
- Ensure items are stored at least 90cm below the ceiling height to ensure sprinklers have enough gap to work effectively to put out fires.
- Ensure 1-metre clearance around switchboards and servers.
- Only recharge electronic devices in an area clear of any combustible items and do not recharge after hours in areas where there are no sprinklers.
- Ensure all portable electrical devices have current test and tag labels.
- Practice good housekeeping – do not accumulate rubbish or other waste.
- Equipment for cooking and heating food (eg, toasters, sandwich makers, microwaves, etc) may not be installed in the international or domestic terminal buildings in areas that have not been approved by Auckland Airport for cooking and heating food. Workers need to be aware that toasters and microwaves have caused terminal evacuations on a number of occasions previously.
- Ensure current Dangerous Goods Regulations are followed, including storage requirements for flammable liquids and incompatible substances.
- If you see or smell smoke or fire report it immediately – either call Operations on 0800 OPS AIA (0800 677 242) ext 9; phone 98777 on an internal phone; or activate a manual call point.
- In an evacuation, promptly move to the nearest place of safety or fire exit and follow the instructions of the Fire Warden for the area.

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- 2.3 Auckland Airport management undertake compliance audits & inspections of all tenancies and retail concessionaires to verify compliance with these rules. Results are reviewed with a continuous improvement focus, and any trends are highlighted at User Group meetings.
- 2.4 In addition, Auckland Airport operations staff also undertake the daily and monthly fire egress and exit owner checks as required under the Building Warrant of Fitness requirements.
- 2.5 Key matters which Auckland Airport staff are looking for (and which all workers based in the terminal should be aware of and report to the Operations Control Centre on 256 8777 or 0800 677 242) are:
- Are fire exit signs clear and unblocked, and if lit signs, are the lights in the sign working?
 - Is the fire exit corridor clear (ie, no boxes, trolleys, stock, etc)?
 - Are smoke doors closed and not wedged open (unless the door has an auto-release linked to the fire system)?
 - Are fire exit doors clear, unblocked, not locked or wedged closed (especially outside where it opens)?
 - Is the fire exit door undamaged?
 - Are there no holes in the walls/around doors in fire egress corridors where smoke could get in?
 - Making sure there is nothing under where a smoke curtain would drop that would prevent it descending (eg, rubbish bins, stanchions, lecterns or trolleys).
 - Making sure nothing is blocking access to fire safety equipment (eg, manual call points, hose reels, fire extinguishers).

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Auckland Airport's Top Twelve Fire Life Safety Rules



Keep smoke doors closed



Keep fire egress corridors and fire exits clear



Keep access to fire safety equipment clear



Know where your life saving and fire safety equipment is



Items must be stored at least 90cm below ceiling height



Ensure 1 m clearance around switchboards and servers



Recharge electronic devices in a safe location



Test and tag



Practice good housekeeping



Areas for cooking and heating food must be approved



Store dangerous goods and flammable goods safely



If you see or smell smoke or fire report it immediately - 0800 677 242

In an evacuation promptly move to the nearest place of safety or fire exit and follow the instructions of the Fire Warden for the area.

For more information see section 2.12 of Airport Workers' Rules or contact Airport Operations 0800 677 242.



SECTION 3 – WHAT TO DO IF FIRE OR SMOKE IS SEEN

3.1 If a fire is discovered or visible smoke is seen and the automatic warning system has not already activated, the person discovering the fire should:

- Operate the nearest Manual Call Point (example pictured).
- Contact ICR to give the location of the fire by either:
 - Dialing 98777 on the nearest airport phone (poster pictured).
 - Ringing ICR on 256 8777.
 - Ringing ICR via 0800 677 242, ext 9.
- Leave the zone by the nearest exit (as per green sign pictured) to either move to an adjacent unaffected zone or to exit the building if directed to by a Fire Warden.



- Move to the nominated Assembly Area (external sign pictured) and remain there until directed otherwise by a Fire Warden or by announcements from the Emergency Operations Centre.



- Only if conditions permit, and you have had appropriate training, attempt to put out the fire using any hose reel or portable fire extinguisher (if available – example pictured). Information on the type of extinguishers and fires they may be used on is set out in Appendix D.



3.2 If there is a smell of smoke (but not visible smoke) then the person smelling the smoke should contact ICR to report this by either:

- Dialing 98777 on the nearest airport phone.
- Ringing ICR on 256 8777.
- Ringing ICR via 0800 677 242, ext 9.

3.3 If possible, and it remains safe to do so, the person reporting the smell of smoke should remain in the area to provide direction to AES when they arrive to investigate.

SECTION 4 – ITB FIRE STRATEGY

4.1 OVERVIEW OF FIRE SYSTEM

4.1.1 The fire system as a whole is made up of a number of individual systems, all of which contribute to the life safety and asset protection of the ITB, eg, the fire detection system, the fire protection or suppression system, smoke control systems, etc. The automatic detection system consists of:

- Smoke detection.
- Heat detectors installed in areas that are prone to nuisance alarms from smoke detectors (eg, cleaners' areas where steam sets off the smoke detectors or areas with microwaves).
- Sprinklers, which will activate by heat.
- Manual call points which provide a means of manual notification by a person of fire or smoke.

4.1.2 Sitting over the top of all of these systems, is the Fire Management System (currently AMPAC Smartgraphics), which monitors the detection, protection and smoke control systems, provides user interfaces for FENZ and Operations, triggers alerts and evacuations using the alarm system, and also automatically sends direct alarm messages to FENZ.

4.1.3 Detection of a fire occurs primarily through the automatic detection system installed throughout the building which is linked to the occupant warning system which initiates evacuation in the affected zone, and also activates the appropriate active smoke control measures.

4.1.4 Note that the level of evacuation may be upgraded at any time to evacuate more occupants, either manually by ICR at the direction of Fire Wardens, AES or FENZ, or automatically by the fire detection system if more devices are activated.

4.1.5 A summary of the key elements in the fire system is set out in the table below. Appendix G contains a more technical description of the fire system. In addition, a simple cause and effect matrix is contained in Appendix B. The full cause and effect matrix, which specifies the actions undertaken by all of the components of the fire system, is too large to include within this Fire Evacuation Scheme document but is available by emailing knowledge.management@aucklandairport.co.nz.

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Fire System Component	Brief Description
Fire Event Management System	The AMPAC System monitors the detection, protection, and smoke control systems, provides user interfaces, triggers alerts and evacuations, and automatically sends direct alarms to FENZ. AMPAC Smartgraphics is used as the integrated graphical monitoring software.
Fire Detection System	A combination of smoke and heat detectors (as appropriate for the characteristic of the area) installed throughout the building and are linked to the occupant warning system which initiates evacuation in the affected zone if two adjacent detectors are activated (or one manual call point).
Fire Suppression System	Systems to suppress fire such as the sprinkler pipe system and sprinkler heads (and supporting pumps to maintain pressure) which are provided throughout the ITB. There are also a small number of gas suppression systems in key Food and Beverage facilities.
Smoke Control	The actions programmed into the HVAC system to stop the flow of air when smoke is detected (activating smoke dampers or stopping the operations of associated HVAC components such as AHU, OAU, etc) or to extract smoke air and vent it externally, as well as interfaced smoke curtains which drop to prevent the spreading of smoke between adjacent zones.
Hydrant System	Riser mains and hydrants throughout the terminal used by AES and FENZ to connect hoses to in the event of a fire.
Audio PA and alarms	The audio PA and alarm system which provides automatic messaging, alerts and alarms to evacuation zones or put them into alert.
Hand-held equipment	Extinguishers and hose reels located at strategic locations throughout the terminal.
Passive Fire Protection	Ensuring all fire walls and smoke doors are maintaining the integrity with no holes in fire walls. Fire stoppings are applied in accordance with the standards.
Fire egress	Interfaced doors, Fire exit corridors, fire exits, stairwells, points of assembly, exit and Emergency Assembly Point signage, emergency lighting, training and systems, fire warden equipment and stair evacuation chairs.

4.2 EVACUATION ZONES

- 4.2.1 The fire safety strategy for the ITB is centred around 21 evacuation zones that divide the building and allow for a phased evacuation regime. Overall maps of these zones may be found in Appendix A to Part A of this Evacuation Scheme. Detailed plans of each Evacuation Zone may be found in the relevant section of Parts B, C and D of this Evacuation Scheme. The evacuation zones (wherever possible) have been designed to reflect functional requirements and align with security zones so that, subject to life safety requirements, landside and airside occupants do not mix and semi-sterile or non-sterile occupants do not mix with sterile occupants.
- 4.2.2 Each evacuation zone has at least two means of escape, with more exits provided if necessary to enable egress from the fire zone in tenable conditions or to satisfy NZBC requirements.
- 4.2.3 Internal evacuation to adjacent zones of relative safety is preferred rather than evacuation outside, as this provides greater control of people, greater basic amenity during the time of the emergency, and does not expose guests to external hazards such as weather or moving vehicles. While internal evacuation is preferred, external exits of sufficient capacity to allow all occupants in the zone to safely evacuate outside are provided and external Emergency Assembly Points identified and signposted for use in an external evacuation.
- 4.2.4 During an evacuation, only the immediately affected zone is directed (by automated PA announcements) to evacuate.

4.3 MANAGING AN EVACUATION

- 4.3.1 Trained Fire Wardens (comprised of Auckland Airport Staff, border agency staff, airline and ground handling staff and retail concessionaire staff) manage the procedure within the evacuation zones and direct occupants to the adjacent internal evacuation zones, or, if appropriate, the external Emergency Assembly Points, as specified for each Zone in Parts B, C and D of this Fire Evacuation Scheme. For training queries and familiarisation walks contact:
FireSafetyCompliance@aucklandairport.co.nz
- 4.3.2 The overall evacuation is managed from Auckland Airport's Emergency Operations Centre where the Duty Operations Manager or Supervisor acts as the Building Warden. A progressive internal evacuation procedure of adjacent evacuation zones will take place only if required – eg, if the fire/smoke spreads to other zones or if deemed necessary by the Fire Wardens, Building Warden or Fire and Emergency Responders.

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- 4.3.3 A full building evacuation is managed as per the process contained in the Aerodrome Emergency Plan.
- 4.3.4 The Airport Emergency Service (AES) is responsible for all initial emergency incidents on airport, including the containment of fires, terminal evacuations, and investigative response to fire alarms. In an emergency, the AES Officer in Charge will initially assume command and control of the incident on the ground. When Fire and Emergency NZ (FENZ) appliances arrive, the FENZ Officer in Charge will assume command and control. The AES unit acts with full empowerment as a registered Industrial Brigade under the Fire & Emergency NZ Act 2017.

4.4 FIRE EGRESS

- 4.4.1 Green and white 'running man' fire exit signage is provided throughout the terminal indicating fire exits. Signs installed more recently are internally illuminated, while older signs are photoluminescent. Exit signage are located in intuitive, visible locations for egressing occupants within their line of sight. Evacuation maps and instructions are located at key areas in the building (refer Appendix H for samples). Contact FireSafetyCompliance@aucklandairport.co.nz for any map requirements.



- 4.4.2 Fire egress corridors and stairs are provided in accordance with the NZBC to ensure that sufficient exit routes and doors are provided to enable the maximum occupant load to evacuate the building in a timely tenable manner. Emergency egress doors are programmed to automatically release in the event of an evacuation in the Zone. Doors along the egress route will also automatically release upon activation of an evacuation alarm. Emergency Door Release (break-glass) are provided at all egress doors. If fire and emergency egress door mechanisms have NOT been released by the fire alarm sounding, the doors can be opened by breaking the white emergency door "Emergency Door Release" box located beside each door and operating the switch.
- 4.4.3 People must be advised against using any lift in an emergency which requires an evacuation.
- 4.4.4 Escalators continue to operate when alarms sound but should have tensa tape pulled across them to isolate them from use. People must be advised against using any

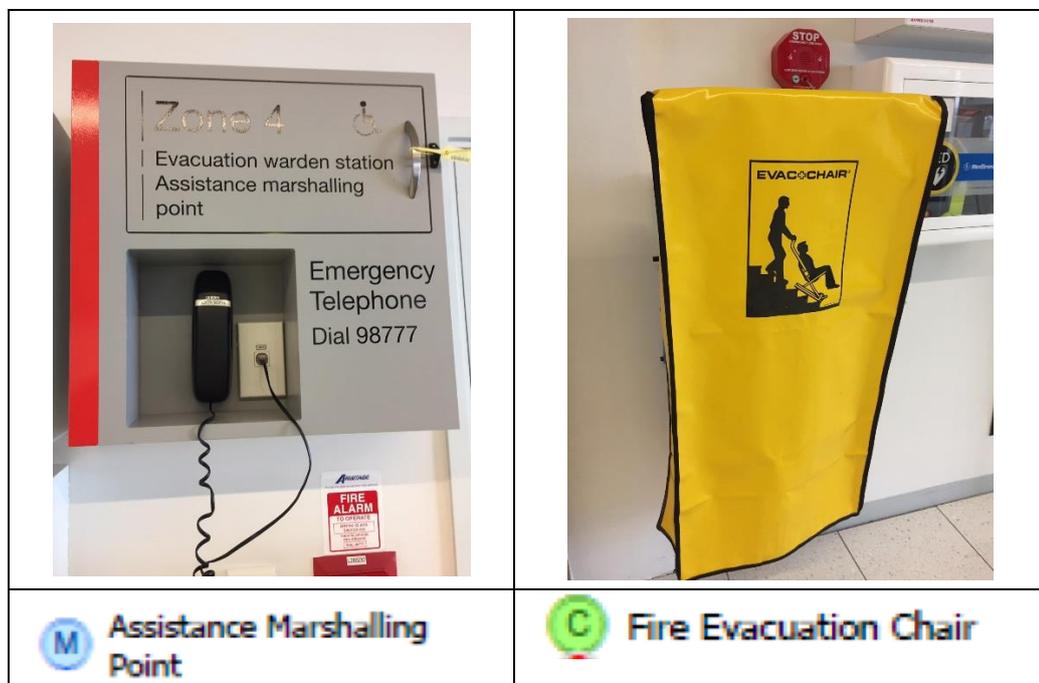


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escalator in an emergency which requires an evacuation as they are too steep for all guests to use safely.

4.4.5 If persons evacuating down stairs have bulky carry-on luggage with them that would impede them safety evacuating, then they should be advised to leave these bulky items behind in the area under evacuation.

4.4.6 Each Evacuation Zone has nominated places of safety (known as Marshalling Assistance Points, pictured below) for occupants requiring assistance to evacuation the building. Zone Wardens must ensure that a fire warden is stationed at each Marshalling Point, and that the Head Building Warden at the Emergency Operations Centre is informed of the number of people requiring assistance. Evacuation stair chairs are also provided at strategic locations in the terminal, pictured below, as listed in Appendix E.



4.4.7 The instructions for each zone contained in Parts B, C and D of this Evacuation Scheme identify the egress corridors and exits, the Marshalling Assistance Points and the Emergency Assembly Points.

4.5 EMERGENCY ASSEMBLY POINTS

4.5.1 Emergency Assembly Points have been nominated for occupants evacuated from the building to safely wait until it is safe to re-enter the building. They are identified with green Emergency Assembly Point signs.



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4.5.2 The Emergency Assembly Points are at the following locations (refer also Appendix J for a map of these):

Assembly Point	Location	Used by persons evacuating from the following Zones:
A & B	The ITB Outer Forecourt and international car park	Not currently in use
C	Outside Door 1, East end of terminal	1, 4, 4A, 4B, 5, 6, 7
D	Outside Door 11, West end of terminal	1, 4, 4A, 4B, 5, 6, 7
F	Breezeway East (by carousel 6 and 7)	2
G	Breezeway Mid (by carousels 4 and 5)	2, 5
H	Breezeway West (by carousel 1) #	2, 12
J	Apron Stand 2 (by Stair Tower 6)	3, 5, 7A
K	Apron Stand 5 (departing passengers)	8, 9, 10
L	Apron Stand 6 (arriving passengers)	8, 9,
M	Bus Door 13	11, 12, 13
N	North of Pier B	17,18, 19
O	South of Pier B	17, 18, 19

While mishandled bags are a world-wide issue and are using this space as a staging area, EAP G should be used.

SECTION 5 – MANAGEMENT OF EVACUATIONS

5.1 KEY FUNCTIONS AND ROLES

5.1.1 Summary

5.1.1.1 The following functions or roles are relevant to the management of evacuations in the ITB and are expanded upon in this section of the ITB Evacuation Scheme:

Emergency Operations Centre	Opens when there is an evacuation and controls the emergency. All stakeholders should send a representative.
ICR Position	The position at the Operations Control Centre which receives emergency calls, notifies AES, interrogates and takes action on the Fire Information Panel, and communicates with AES.
Head Building Warden	The AA Duty Operations Manager or Duty Supervisor present in the EOC who is acting as the EOC Response Coordinator will act as the Head Building Warden.
Zone Warden	Each zone has nominated organisations which provide the Zone Warden who controls the zone, gives Fire Wardens tasks and reports to the Building Warden. The Zone Warden wears an orange vest marked as Zone Warden
Fire Warden	Each zone has nominated organisations which act as Fire Wardens (who report to the Zone Warden). All supervisory staff in each area should be trained as Fire Wardens. Fire Wardens wear yellow Fire Warden vests
AES (Airport Emergency Services)	Auckland Airport's on-site industry brigade who will be first responders and incident controller until FENZ arrives.
FENZ (Fire and Emergency NZ)	NZ's fire service which will send appliances from local stations and will legally assume roles and responsibility of Incident Controller upon arrival.

5.1.1.2 The duties and tasks of each of these functions or roles is expanded upon in the remaining sub-paragraphs of this para 5.1.

5.1.1.3 The table below provides a high-level overview of the key tasks and steps during an evacuation of the ITB.

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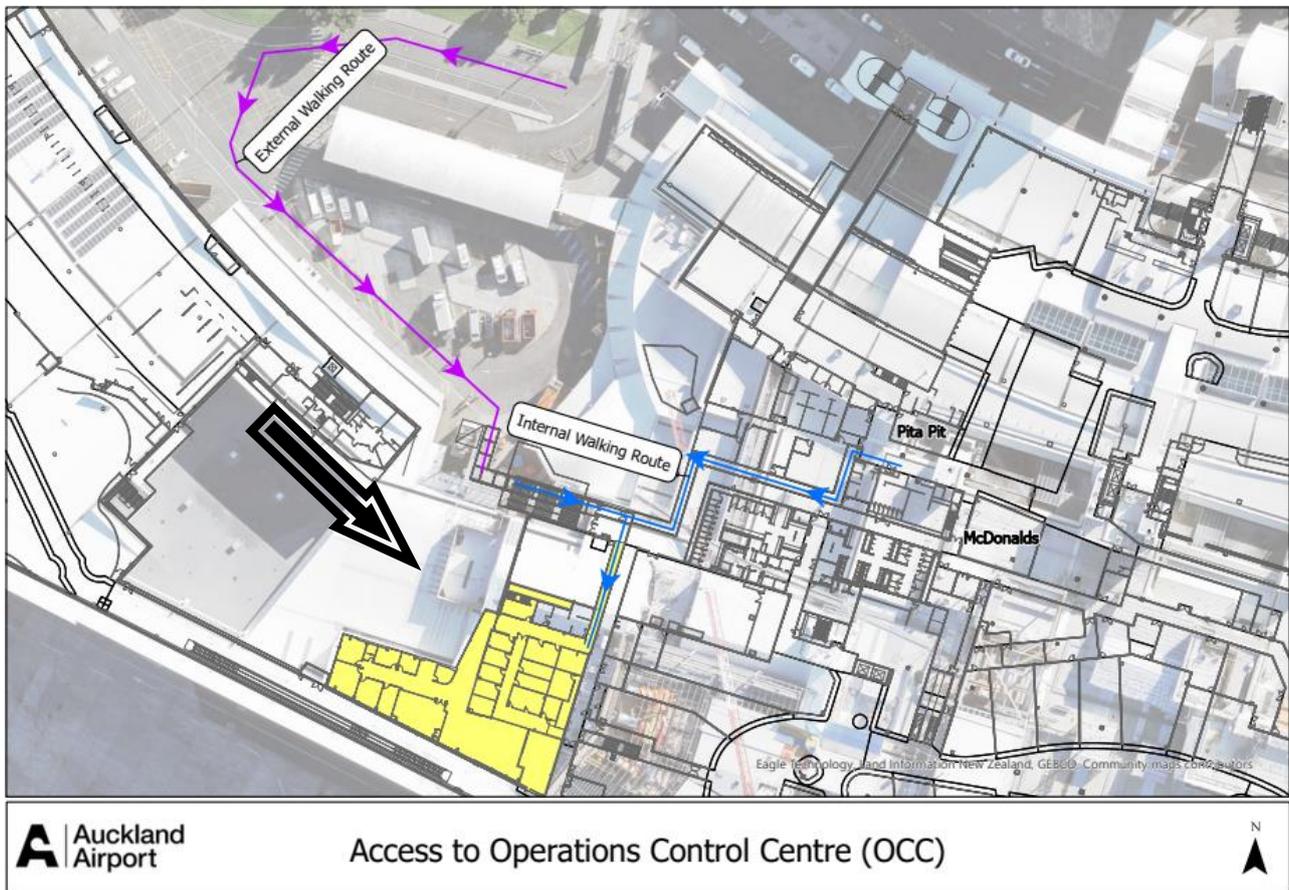
High Level Summary of ITB Evacuation Roles and Tasks

EOC – HEAD BUILDING WARDEN (supported by AIAL Operations Control Centre staff)	ZONE WARDENS	AES/FENZ
<ul style="list-style-type: none"> • Open EOC • Ensure AMPAC system interrogated • Ensure AES and FENZ notified • Ensure ATC and AOT notified (AOT send vehicles to assist apron management) • Confirm Zone Warden in place and evacuation underway (if not, send a Fire Warden) • Activate any applicable Contingent Traffic Management Plans • Ensure arriving aircraft held back off any evacuating piers • Liaise with airlines/AES/FENZ to find out if safe for pax on board aircraft on gates at any evacuating piers to remain on board and aircraft to remain at gates • Check Rooftop/plant room entry log. • Have DG Register available. • Advise AES of location and number of any persons requiring special assistance • Confirm with Zone Warden evacuation complete and all checks made • Oversee management of Building, EAPs, forecourt & traffic management by CCTV • Send additional staff if required and if available • Make any required announcements • Coordinate specialised trades required • Ensure alarms silenced upon FENZ advice • Direct and coordinate re-entry • Coordinate stand assignments and aircraft movements • Hold any debriefs 	<ul style="list-style-type: none"> • Report to Zone Warden box • Act as chief contact point for Head Building Warden and brief FENZ/AES on evac status • Ring ICR on 98777 to say in place, alarms sounding and evac commencing. EOC on extension 98882. • Use Zone Warden Card Checklist in warden box • Ensure Fire Wardens direct people to evacuate via designated exits • Ensure Fire Warden sent to EAP to manage evacuated persons • Ensure Fire Wardens check all areas in Zone Warden Checklist and as otherwise directed • If anyone requires assistance, ensure they are assisted to Assistance Marshalling Point and report this to EOC on 98882 • Be in contact with your organisation’s rep in EOC • Once all areas checked ring EOC on 98882 to report this • Ensure tensa tape pulled at relevant doors and station Fire Warden at doors to prevent re-entry (if applicable) • Ensure airside pax evacuated onto Apron are being supervised • Ensure sufficient Fire Wardens stay to manage any pax on apron when staff re-entry commences • Manage guest re-entry when instructed to commence re-entry by EOC 	<ul style="list-style-type: none"> • Report to appropriate mimic panels upon arrival (forecourt by Door 3. Western valve room or airside valve room by stand 2) • Receive briefing from Zone Warden/AES/EOC • Take command of the incident on the ground • Determine if safe for pax to stay on board aircraft if evacuation is of Piers • Determine if any aircraft need to be pushed back off Piers if evac of Piers • AES assist any persons requiring special assistance • Escort any technical trades needing to access area (eg electricians, mechanics) • Resolve incident • Advise EOC when incident is resolved and alarms can be silenced • Provide all clear to EOC when area safe for re-entry <p data-bbox="1023 1211 1460 1272">BAGGAGE HANDLERS, RAMP, ENGINEERS, PILOTS</p> <ul style="list-style-type: none"> • Stop apron activities around evacuation area and any EAPs being used immediately • Turn off any plant in areas under evacuation or used as EAPs • Move any GSE that would impede flow of evacuating persons if safe to do so • Turn off aircraft engines and APUs for aircraft on gates around evacuation areas • Close aircraft doors on the stand if advised by FENZ/AES that safe for pax to remain on board • Hold any arriving aircraft back off the stands in areas under evacuation or used as EAPs • Move aircraft if instructed by EOC

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5.1.2 Emergency Operations Centre

5.1.2.1 The Emergency Operations Centre is located in the Operations Control Centre (OCC). The Operations Control Centre is staffed 24 hours a day and is located Level 1 of the ITB landside (new Evacuation Zone 4C) accessed by the Kōtare Track, directly behind the landside food-court.



5.1.2.2 The EOC opens for any evacuation within the terminal and is where the evacuation itself is managed, together with peripheral aspects such as traffic congestion, forecourt management, aircraft delays, etc. The Duty Operations Manager/Duty Supervisor acts as the Head Building Warden. The Emergency Phone for the Operations Control Centre is 256-8777 from an external line, extension 98777 from an airport phone or 0800 677 242, extension 9).

5.1.2.3 All agencies, ground handlers and airlines affected should send a representative to the EOC. If FENZ consider it appropriate in the context of the incident, FENZ may choose to send a representative to the EOC.

5.1.2.4 The Duty Operations Manager/ Duty Supervisor carries out the initial set up of the EOC during an evacuation and co-ordinates the evacuation process, acting as Head Building

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Warden. An event log of the event is maintained by the EOC Facilitator and the EOC scribe.

- 5.1.2.5 If the Operations Control Centre becomes unusable, the Emergency Operations Centre (Including the ICR function) will relocate to the Disaster Recovery Site, 2 Walsh Bros Place. This site includes a back-up AMPAC system.



5.1.3 ICR and Monitoring Positions

- 5.1.3.1 The ICR (Incident Control Room) position at the Operations Control Centre is staffed 24 hours per day and is the location internal emergency phone calls arrive at via the Auckland Airport emergency numbers (256-8777, extension 98777 or 0800 677 242, extension 9).
- 5.1.3.2 The ICR position receives, monitors and records information on any emergency incident the AES Unit responds to. ICR Operators monitor the Fire Event Management System, including the automated PA systems and CCTV. ICR can locate the fire alarm sounder alert on the AMPAC system which is set up for each zone within the ITB. As a fire alarm is detected, the ICR Operator interrogates the AMPAC Fire Event Management System for detailed information and immediately radios the information to AES.
- 5.1.3.3 Upon receipt of notification of an evacuation in the building, the ICR Operator will do the following:
- If required manually initiate evacuation of the zone the fire is reported in.
 - Interrogate the AMPAC System for details of the incident, zone and area it is in, any affected device numbers and other identifying information for the location.
 - Notify AES and FENZ of the incident details.

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- Notify AES Crew Chief of details from the AMPAC Fire Event Management System, including if necessary, sending an image of the alert.
- If FENZ callout is not heard, then contacting FENZ by dialing 111.
- Notify Duty Supervisors of information from the AMPAC Fire Event Management System, Duty Supervisors to activate and open EOC.
- Duty Supervisors to notify the relevant Operations personnel to attend the relevant zone being evacuated (and any zones in alert) to assist and report back to EOC.
- Monitor the incident by CCTV if possible.
- Log details of the incident.
- Continue to monitor alerts in the AMPAC System.

5.1.3.4 The ICR position will continue to monitor the incident by CCTV and the AMPAC Fire Information Panel, and will communicate with AES as required, and undertake any actions on the Fire Information Panel as instructed by AES or FENZ (eg, silencing alarms upon instruction).

5.1.3.5 The Monitoring Position has primary responsibility for ensuring appropriate CCTV monitoring occurs of the incident.

5.1.3.6 The Monitoring Position must check its logs to ensure that anyone registered as being in the ITB plantrooms, electrical rooms or the rooftop, has reported in as having evacuated. If anyone is unaccounted for, this must be reported to the Head Building Warden, who will request the worker's employer, manager or contract manager to make queries regarding the person's whereabouts. CEM and CCTV records should also be reviewed where pertinent to the area in question to assist in determining the person's last known whereabouts.

5.1.3.7 The Monitoring Position should also provide assistance to ICR if required (eg if manual notification to FENZ is needed by dialling 111).

5.1.4 Head Building Warden/Response Coordinator

5.1.4.1 The Duty Operations Manager/Duty Supervisor assumes the role of Head Building Warden/Response Coordinator and initiates the building evacuation checklist in the EOC. All zone warden co-ordination, reporting in to EOC and instructions of actions required are led by the Head Building Warden/Response Coordinator in the EOC (with assistance as required from the EOC Facilitator and Coordinator).

5.1.4.2 The Head Building Warden is responsible for the following:

- Taking charge of the incident on behalf of Auckland Airport as building owner.
- Being the key point of contact for AES and FENZ Officers in Charge.
- Confirming the alarms are audible and sounding.

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- Confirming that ICR has provided the activation notification to AES.
- Ensuring Fire and Emergency NZ automatic notification has occurred and FENZ are on their way (and if not, then ensuring that one of the Operations Team notifies FENZ by dialing 111).
- Ensuring that evacuation of the area under evacuation has been properly carried out through monitoring of the area by CCTV and obtaining confirmation from Zone Wardens that:
 - The area has been evacuated and all persons have left it.
 - If works are occurring within the zone, the supervisor of the work site has confirmed to the Zone Warden that all contractors have evacuated the work site.
 - A sweep of the evacuated area, including toilets, showers, parenting rooms, prayer rooms, lifts, offices and storerooms has been undertaken (provided it is safe to do so).
 - Tensa tape barriers have been used to prevent people re-entering the area.
 - Fire Wardens have been placed on entrance doors to prevent people re-entering the area.
 - All persons evacuated are now at the signed Emergency Assembly Points (in the case of external evacuation).
- If no Zone Warden has reported to a zone (or insufficient Fire Wardens, or a Zone Warden has to leave because of another incident) send Auckland Airport Operations staff to act as Zone Warden or Fire Wardens (or obtain assistance from stakeholder organisations in EOC for staff to act as Fire Wardens).
- Ensuring persons notified by Zone Wardens requiring special assistance have been evacuated and, if not, that they are in a place of safety, and that emergency services have been notified of the number of persons requiring assistance and their location and that they have been assisted to evacuate.
- Ensuring that the Monitoring Position has checked the log of persons working in plant rooms, power centres, communications rooms, roof-tops, etc, to ensure that any persons logged as being in these areas has successfully evacuated and if not, that their Manager or Contracting Organisation has been notified to follow up. If the whereabouts of the person still cannot be verified, then FENZ must be informed.
- Sending an Auckland Airport Fire Warden to the Fire Warden Box in any alert zones to ensure that all tasks required for alert zones have been carried out by the

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Zone Warden and also to ensure travelling guests are comfortable with the alert zone information received.

- Ensuring that reports received from emergency services, Zone Wardens and Fire Wardens are recorded in the EOC recording system and the Auckland Airport incident reporting system.
- Ensuring applicable building dangerous goods registers are made available to AES and FENZ, if applicable.
- Ensuring through monitoring via CCTV and directions to the Zone and Fire Wardens that no-one re-enters the evacuated area until FENZ and/or AES advise it is safe to do so.
- If any of the piers are in evacuation, ensuring that any arriving aircraft are held back off the gate, or are reassigned to a gate in a zone not in evacuation.
- In the case of internal evacuations to an adjacent zone, ensuring through monitoring via CCTV and information received by the Zone and Fire Wardens in the alert zone, that the adjacent zone does not exceed its capacity, and if it looks at risk of doing so, preventing this from occurring through means such as:
 - Halting processing in other areas.
 - Holding passengers on aircraft.
 - Not allowing people to enter the terminal.
 - Having Fire Wardens move persons to an alternative zone within the building.
- In the case of external evacuations:
 - Maintaining CCTV oversight of evacuated persons at the Emergency Assembly Point.
 - Ensuring the safety and supervision of evacuated persons through sufficient Fire Wardens or other staff from the airport, border agency, airline, ground handling or concessionaire organisations supervising and controlling these people.
 - If the evacuation is onto Apron areas, then checking to ensure that AOT staff have informed Airways of the situation and that, if necessary, aircraft arriving at gates adjacent to external Emergency Assembly Points, will be held back on a taxiway or remote parking area.
 - Ensuring the comfort of persons evacuated outside to the airfield environment where it appears that the evacuation will not be resolved within 30 minutes by arranging the collection of these passengers by bus and (if it

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is available) the transportation of these passengers to Gate Lounge 16A to D with supervision by Aviation Security staff, Auckland Airport Skygate Security staff and other Auckland Airport staff and Fire Wardens.

- Coordinating the attendance of any trade specialists requested by FENZ and/or AES (eg electricians, mechanical engineers). Note these trades-people may not enter the zone while it is under evacuation without the escort of FENZ and/or AES. A safe meeting point at the boundary of the evacuated area must be arranged.
- Overseeing the re-entry process of staff first, then passengers and guests after FENZ and/or AES advise it is safe to do so.
- Coordinating (with airline and ground handler representation) the re-scheduling of interrupted arriving and departing flights and allocation of aircraft stands, departure times and check-in counters.
- After the incident is complete and EOC is closed, hold a Hot Debrief and prepare a Sit-rep with further information, learnings and improvements identified, with actions to be captured in Auckland Airport's Health and Safety Reporting System (currently Risk Manager).

5.1.4.3 For after-hours incidents or when the volume of workers on site is lower (or the Zone Warden not present for any reason), any Fire Warden requirements will be checked by the Head Building Fire Warden/Response Coordinator and, if necessary, managed to ensure that the necessary number of fire wardens are present in the evacuated zone or zones.

5.1.5 Wardens

5.1.5.1 While in any evacuation of the ITB is initially an automated process triggered by the Fire Management System and communicated to occupants by the building occupant warning message systems, the management of the evacuations on the ground occurs through the Zone Wardens and Fire Wardens.

5.1.5.2 Zone Wardens and Fire Wardens are specified by organisation for each evacuation zone in Parts B, C and D of this Evacuation Scheme, which also sets out the detailed evacuation instructions for each zone as well as the evacuation maps.

5.1.5.3 A summary of the Zone Wardens and Fire Wardens provided for each zone is set out in the table below.

Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens	# of Fire Wardens normally needed	# of Fire Wardens off peak
1 (Divided into four)	Ground floor landside arrivals	B	Airport Operations	<ul style="list-style-type: none">• Airport Operations• Skygate staff• Ground handlers• Airline staff	24	12

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Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens	# of Fire Wardens normally needed	# of Fire Wardens off peak
management areas during evacuations)				<ul style="list-style-type: none"> Retail tenants 		
	Mezzanine floor offices at arrivals (western) side of terminal	B	Senior Customs Officer	<ul style="list-style-type: none"> Customs Officers MPI Officers Airline tenants 		
	Check-in counters and concourse	B	Airport Operations	<ul style="list-style-type: none"> Airport Operations Skygate staff Airline Ground handlers Concessionaires Aviation Security including Bulk Duty Free screening 		
	Mezzanine floor offices departures (eastern) side of terminal	B	Senior Customs Officer	<ul style="list-style-type: none"> Airport Operations Airline tenants 		
2	Bag Hall reclaim	B	Senior Customs Officer	<ul style="list-style-type: none"> Customs Officers MPI Officers Airline Bag services staff Baggage staff Tenants 	7	5
3	Baggage Make-Up	B	Baggage Handling Team Leader (Air NZ and Menzies)	<ul style="list-style-type: none"> Air NZ staff Menzies staff Daifuku staff Avsec HBS staff 	6	4
4	Level 1 landside food-court/ retail, pre-boarding pass scanners, offices	B	Airport Operations	<ul style="list-style-type: none"> Airport Operations staff Concessionaires Airline offices Tenants 	10	5
4A	L1 airside Customs/Avsec departure processing areas	B	Aviation Security	<ul style="list-style-type: none"> NZ Customs Officers Aviation Security Officers 	14	6
4B	L1 landside Air NZ inflight services	B	Air NZ	<ul style="list-style-type: none"> Air NZ staff 	5	3
4C	L1 landside Operations Control Centre	B	Airport Operations	<ul style="list-style-type: none"> Airport Operations staff 	3	2
5	Level 1 airside retail and dwell, 2 nd floor Mezzanine airside	B	Airport Operations	<ul style="list-style-type: none"> Airport Operations Retailers including The Collection Point Aviation Security including Transit Screening 	20	7
6	Landside Level 2 tenancies, kitchens and Avsec Ready Room Airside Kiwi Track	B	Delaware Staff (If Delaware staff not present Avsec Ready Room staff until AA Operations arrive)	<ul style="list-style-type: none"> Delaware staff Airport Operations staff Aviation Security staff including Ready Room Kiwi Discovery staff Airline office staff 	5	3
7	Level 2 VIP Lounges (Strata, QF & EK)	B	VIP Lounge Supervisors	<ul style="list-style-type: none"> VIP lounge staff Aviation Security staff support airside/landside boundaries 	5	3
7A	Level 2 Air NZ VIP Lounge	B	Air NZ VIP Lounge Manager or Supervisor	<ul style="list-style-type: none"> VIP lounge staff Aviation Security staff support airside/landside boundaries 	3	2

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Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens	# of Fire Wardens normally needed	# of Fire Wardens off peak
8	Pier A North – ground floor and GL 4A-D	C	Ground floor – Air NZ Ramp	<ul style="list-style-type: none"> Air NZ ramp staff 	6	4
	Pier A North – L1 Arrivals GL 1-4		Level 1 – Aviation security	<ul style="list-style-type: none"> Airline staff Aviation Security staff Retail Staff 	3	2
	Pier A North – L2 Departures GL 1-4		Level 2 – Retail store manager or supervisor	<ul style="list-style-type: none"> Retail Staff Operations staff 	3	2
9	Pier A South – ground floor and GL 4E	C	Ground floor – AIAL Airfield Operations	<ul style="list-style-type: none"> AIAL Airfield Operations AIAL Airfield Office staff Kauri Lounge staff 	5	4
	Pier A South – L1 Arrivals GL 5-10		Level 1 – Aviation Security	<ul style="list-style-type: none"> Airline Staff 	4	3
	Pier A South – L2 Departures GL 5-10		Level 2 – Air NZ International Transfer Desk	<ul style="list-style-type: none"> Air NZ staff Retail staff Tenant staff 	2	2
10	External ground level undercroft of building underneath GL 8 & 10	C	AIAL Airfield Operations	<ul style="list-style-type: none"> AIAL Airfield Operations AIAL Airfield office Staff Swissport 	5	3
11	Ground level West Plant rooms & bus door 13	D	AIAL Airfield Operations	<ul style="list-style-type: none"> AIAL Airfield Operations staff Ground Handler / Bus operations Door staff Engineering Services staff Customs (upstairs) 	4	3
12	Level 1 airside Customs & Duty Free arrivals	D	Senior Customs officer on duty	<ul style="list-style-type: none"> Customs staff Immigration staff Duty Free retail staff 	8	7
13	Pier B L2 departures corridor to GL15-18	D	Airport Operations or Level 1 mezzanine retail supervisor	<ul style="list-style-type: none"> Airport Operations staff Level 1 mezzanine retail staff 	4	3
17	Pier B ground floor Bus lounges 16A-D	D	Airport Operations (or airline rep. if bus lounge in use)	<ul style="list-style-type: none"> Airline staff AIAL Airfield Operations Staff Terminal Operations Staff Skybus Staff Engineering Services (Plantrooms) 	4	3
18	Pier B L1 Arrivals Airbridges 15-18	D	Airport Operations (or airline rep. if Pier B arrivals gates are in operation)	<ul style="list-style-type: none"> Airline staff Terminal Operations Staff Menzies Staff Swissport Staff 	5	3
19	Pier B L2 Departures GL 15 - 18	D	Airport Operations (or airline rep if Pier B gate lounges in operation)	<ul style="list-style-type: none"> Airline staff Terminal Operations Staff Retail Staff 	5	3
20	Level 2 AVSEC Imaging Room & Airside Kea Track	B	Avsec	<ul style="list-style-type: none"> Avsec staff in Imaging Room 	N/A	N/A

5.1.6 Zone Wardens

5.1.6.1 Zone Wardens are accountable to the Head Building Fire Warden. Zone Wardens consist of Airport Operations staff and persons in supervisory positions from multiple stakeholder organizations stationed throughout the terminal.

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- 5.1.6.2 Zone Wardens are readily identifiable wearing a fluorescent orange jerkin, inscribed with “Zone Warden” or by a distinctive uniform.
- 5.1.6.3 Zone Wardens communicate directly to the EOC via internal telephones located strategically within each zone (ring EOC on extension 98882, 98809 or ICR non-emergency 98111) and also using the various radio networks, including the Airport’s radio network as well as the radio networks of the various stakeholder organisations present in EOC. Auckland Airport Wardens can communicate directly with the EOC using Auckland Airport radios. Wardens from other stakeholders will communicate with the representative their organisation has sent to EOC using their own organisation’s radio system, and that representative present within EOC will relay the information to the Head Building Warden, and vice versa.
- 5.1.6.4 Zone Wardens are responsible for:
- Reporting to the Zone Warden Box upon an evacuation or alert occurring, donning the orange Zone Warden vest, reporting in to EOC that they are present and familiarizing themselves with the Zone Checklist.
 - Co-ordinating and directing the fire wardens within their particular zone.
 - Ensuring the evacuation of the zone and the movement of evacuated persons to an Emergency Assembly Point (if evacuated externally).
 - Ensuring that any person requiring assistance is helped to an Assistance Marshalling Point and that the Head Building Warden is informed of this.
 - Ensuring that all tasks in the Zone Warden checklist for the zone (found in the Zone Warden fire box) have been completed.
 - Ensuring that any contractors working in the area have vacated their worksite and obtaining the number of contractors evacuated to confirm to the Head Building Fire Warden.
 - Communicating with the Head Building Fire Warden regarding completion of tasks and status within the Zone.
 - Overseeing the supervision of passengers at any airside Emergency Assembly Area.
 - Ensuring Fire Wardens are placed at appropriate doors and entrance points to ensure that no-one attempts to enter the evacuated zone.
 - Receiving/carrying out any instructions of the Heading Building Fire Warden (eg, transferring guests to another zone that is not in evacuation in order to ensure zones do not exceed capacity).
 - Supervising the re-entry process when directed to by EOC.

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5.1.6.5 If a sterile area is in evacuation and Zone or Fire Wardens need to move to this evacuation zone, staff should normally proceed through Aviation Security and be security screened when responding, however this is subject to life safety requirements. If it is considered necessary, staff can enter a sterile area under evacuation without passing through screening if needed to assist guests to evacuate in a timely manner or undertake Zone or Fire Warden duties. Reports of smoke or fire in a sterile area at the ends of the Piers some distance from the screening points would be an example of a situation where it would be appropriate to enter a sterile area unscreened to assist in the evacuation if there are insufficient screened Fire Wardens present.

5.1.6.6 If unscreened entry occurs, this must be reported to EOC so that Avsec can be made aware and undertake the necessary re-sterilisation of the area before guest re-entry. When a sterile area is under ALERT mode only, staff must be security screened by Avsec prior to entering this area. If an arrivals area is under evacuation, staff do not need to be security screened provided they only enter the arrivals level.

5.1.7 Fire Wardens

5.1.7.1 Fire Wardens comprise of staff working in a particular zone, such as airport staff members, retail, tenancies, ground handler and border agency organizations. They are responsible to the Zone Warden.

5.1.7.2 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months. In addition, Fire Wardens must complete an annual familiarisation walk of their zone, resulting in a combined position of training every six months.

5.1.7.3 The Fire Wardens are identified by fluorescent yellow jerkin, inscribed with "Fire Warden".

5.1.7.4 The key roles of Fire Wardens are to:

- Assist staff and visitors to evacuate by directing them to the appropriate exit.
- Checking all areas are clear and free of staff and visitors (keeping themselves safe while doing so) and report to the Zone Warden that the areas they have checked are clear.
- Taking up position at the points throughout the zone as shown with an F on the Zone Evacuation Map while the zone is in evacuation (unless directed or necessary to evacuate themselves).
- Staffing the Marshalling Assistance Point if requested to do so by the Zone Warden.
- If requested to do so, assist with passenger management control on the ramp or forecourt areas for Health & Safety requirements, provide reassurance or any

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information or updates to evacuated guests, or escort passengers on the apron back landside via the green evacuation line to the airside/landside emergency gates.

- Controlling doors to ensure that evacuated persons (or any other person) do not enter the evacuated area, until EOC (at the direction of AES and/or FENZ) announces it is safe to do so.
- Providing reassurance or any information or updates to evacuated guests.
- Assisting the Zone Warden in any way.
- Assisting with the re-entry process.

5.1.7.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that Zone and Fire Wardens are mindful of signs of heat, smoke and fire and are aware of their surroundings and risk signs:

- Visually look for evidence of smoke coming from under or around the door or down stairs.
- Touch the door with the back of a hand to check for any warmth.
- If the door is cool, touch the handle with a finger to check for any heat.
- If there are no signs of heat or smoke, then crack the door open to make a final check.
- Close the door after the area is checked and confirmed as clear.

5.1.7.6 If there is any evidence of heat or smoke, report this to EOC or Fire & Emergency NZ by ringing 111. Do not enter the area yourself. If all is clear, enter to confirm the area has been evacuated and complete your Fire Warden duties.

5.1.7.7 The same general principle about needing to be security screened when responding to an evacuation in a sterile area applies to Fire Wardens as outlined for Zone Wardens in para 5.1.6.5 above, subject to needing to enter to carry out Warden duties quickly for life safety reasons.

5.1.8 Airport Emergency Services (AES)

5.1.8.1 The Airport Emergency Service (AES) is Auckland Airport's emergency response team required under Part 139 of the Civil Aviation Rules. In addition to enabling Auckland Airport to meet its current ICAO Category response level if an airfield incident occurs, AES also has an industry response role as first responder for non-airfield, fire-related incidents at the Airport. The AES acts with full empowerment as a registered Industrial Brigade under the Fire & Emergency NZ Act 2017 and is the largest industrial fire brigade in New Zealand.

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5.1.8.2 As such, AES is responsible for all initial emergency incidents on airport, including the containment of fires, terminal evacuations and investigative response to fire alarms. In the event of an emergency the AES Officer in Charge will initially assume command and control of the incident on the ground, until such time as Fire and Emergency NZ (FENZ) appliances arrive.

5.1.8.3 Subject to the circumstances of the incident, AES will generally respond via the FCR (Fire Control Room) located in the Baggage Make Up (evacuation Zone 3 and sprinkler system 7), adjacent to Stand 2, and commence by checking the mimic panel there and the sprinkler systems, before proceeding to the area of the incident.

5.1.9 Fire and Emergency New Zealand (FENZ)

5.1.9.1 The Fire and Emergency New Zealand Act 2017 creates a single, integrated fire and emergency services organisation known as Fire and Emergency New Zealand (FENZ) for rural and urban New Zealand.

5.1.9.2 Whenever an evacuation of the ITB occurs, FENZ receives an automatic alert and will send two appliances, usually from one of the local South Auckland fire stations; Mangere, Otahuhu, Papatoetoe or Manukau.

5.1.9.3 When FENZ appliances arrive, the FENZ Officer in Charge will legally assume command and control of the fire incident.

5.2 EVACUATION ZONE MANAGEMENT

5.2.1 Unique Airport Environment

5.2.1.1 Management of evacuations at an international terminal building, which sits in the midst of an active airfield environment, poses many challenges and risks in an evacuation setting not present in other buildings.

5.2.1.2 The international terminal operates under:

- Strict security requirements set by the Civil Aviation Authority and managed by the Aviation Security Service;
- Border processing requirements specified by Immigration NZ and Customs NZ and managed by the NZ Customs Service;
- Biosecurity requirements specified by MPI and the Ministry of Health and managed by MPI and Auckland Regional Public Health Service; and
- Public health requirements specified from time to time by the Ministry of Health and managed by Auckland Regional Public Health Service.

5.2.1.3 Therefore:

- Departing passengers who have been security screened cannot be mixed with passengers or staff who have not been security screened or who are arriving passengers (or else all passengers will require rescreening).

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- Departing passengers who have been processed through Emigration and therefore 'left the country' should ideally not be evacuated landside, or they will need to be re-processed.
- Conversely, arriving passengers who have not processed through Immigration border controls or MPI risk assessment should be avoided from being evacuated landside or else border controls and biosecurity controls designed to prevent risk goods entering New Zealand will have been bypassed.
- If there is a global pandemic health emergency, the Ministry of Health may require transiting passengers or passengers arriving from a port affected by the pandemic to be segregated from departing passengers, NZ based workers or travelers arriving from a Safe Travel Zone.

5.2.1.4 As a result (other than in critical life safety emergency situations), there are strict criteria about where the various categories of passengers, guests and workers should be evacuated to. These are reflected in the evacuation routes and Emergency Assembly Points set out in Parts B, C and D of this Evacuation Scheme.

5.2.2 Remember Evacuated Persons are Airport Guests

5.2.2.1 Airports can be stressful for travellers. A fire evacuation process will only increase stress levels for some travellers. Zone Wardens and Fire Wardens are asked to please be mindful of this as you go about your tasks. You have a key role to play in directing guests during an evacuation but please do so in a way that is human and friendly. Endeavour where-ever possible to help make our travelling guests and other visitors feel reassured and safe during any evacuation process.

5.2.2.2 The characteristics of occupants requiring evacuation from an international airport terminal differ from occupants in more conventional settings. The perception of travelling guests is likely to be that airports are highly-managed spaces. As such, travellers may be unlikely to evacuate unless directed to do so – particularly if they are waiting in a queue to be processed or they are in a border processing area where fines are imposed for breaching border requirements and rules. Often also these travellers will be very committed to the process they are undertaking (and their place in a queue).

5.2.2.3 Travellers may also be asleep or preoccupied and may be unfamiliar with the airport environment. There will also be a large number of travellers who are emotional, nervous or stressed in relation to their travel. Some guests will also not speak English.

5.2.2.4 Auckland Airport is a participant in the Hidden Disabilities Sunflower Lanyard programme. This allows guests with disabilities or conditions that may not be visually obvious to signal that they require additional assistance or time. Please be alert for any

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guests wearing a Hidden Disabilities Sunflower Lanyard and endeavour to provide that bit more help in an evacuation situation and check whether assistance is required.

5.2.2.5 It is important that Zone and Fire Wardens be aware of these special characteristics and tendencies and provide clear instructions and guidance to travelling guests unfamiliar with the airport and evacuation processes. Appendix C sets out some commonly asked questions by guests during evacuation processes and suggested responses.

5.2.3 Processes for Specific Zones

5.2.3.1 The ITB is divided into 21 evacuation zones that divide the building and allow for a phased evacuation regime. The evacuation zones (wherever possible) have been designed to reflect functional requirements and align with security zones so that, subject to life safety requirements, landside and airside occupants do not mix and semi-sterile or non-sterile occupants do not mix with sterile occupants.

5.2.3.2 The specific evacuation processes for each zone and the detailed people movement of each evacuation zone are set out in Parts B, C and D of this Evacuation Scheme (published as separate documents). The table in 5.1.5 above summarises the zones and in which of in Parts B, C and D of the Evacuation Scheme the information for that zone can be found.

5.2.3.3 As outlined above in section 5.1.5 and 5.1.6, the management 'on the ground' of the evacuation zone is the responsibility in the first instance of the Zone Warden (assisted by Fire Wardens), overseen by the Head Building Warden.

5.2.3.4 It is vitally important that Zone and Fire Wardens familiarise themselves with the relevant section in Parts in B, C and D of this Evacuation Scheme which relate to the area they will have a responsibility in as a Zone or Fire Warden if an evacuation of the international terminal building occurs.

5.2.3.5 There are Warden Checklists for each zone within the Zone Warden Box (example pictured) for each Zone. Where there is no Zone Warden Box, then these checklists are directly held by the organisation who will act as Zone Warden. Zone and Fire Wardens should also familiarise themselves with these checklists.



5.2.4 Persons Requiring Special Assistance

5.2.4.1 All organisations leasing space in the ITB or undertaking operations with a regular presence in the ITB must maintain and regularly update a Register of Persons Requiring Assistance During an Evacuation. A sample Register Template is contained at Appendix I. In an evacuation, each Organisation is responsible for ensuring that any of its workers requiring assistance to evacuate is in the first instance provided with this assistance, or

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alternatively is helped to a Marshalling Assistance Point with this reported to the Zone Warden, who then reports this to the Head Building Warden, who will inform EOC. EOC will advise AES to provide evacuation assistance.

5.2.4.2 The number of persons who require particular assistance passing through the International Terminal as travellers for a short period of time makes it impractical to maintain a full assistance register. Specific processes provided by the airlines, and their ground handling agents are in place for the assistance of travellers.

5.2.4.3 Persons requiring assistance to evacuate within the ITB are required to gather at strategic points (Assistance Marshalling Points) within the building. The location of the Assistance Marshalling Points for each evacuation zone are set out in Parts B, C and D of this Evacuation Scheme for each Zone, as well as identified on the Zone Warden Checklist found in each Zone Warden Box. Assistance Marshalling points are marked on the evacuation maps with an "M" in a blue circle. The Zone Wardens report to the Head Building Fire Warden about the numbers of persons requiring assistance and their location.



5.2.4.4 Zone Wardens are to advise EOC when persons requiring assistance are clear of evacuation zone or remaining at a specific marshalling point or a place of safety location.

5.2.4.5 Passengers under the responsibility of the airline/ground handler will continue to be cared for by the airline/ground handler in the passage to a safe zone or place of safety.

5.2.4.6 Special evacuation chairs are available at strategic points (listed in Appendix E) to assist with passenger's evacuation.

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5.2.4.7 Auckland Airport is a member of The Hidden Disabilities Sunflower Lanyard programme. The Sunflower Programme, with its cheerful sunflower emblem, is a discrete way people can indicate a non-visible disability and the need for some support or simply a bit more time when moving through the airport. Up to three quarters of disabled people do not provide a visual clue (such as an aid or device like a wheelchair, a guide dog, a white cane, or a hearing aid) to easily identify their disability. The Hidden Disabilities Sunflower Lanyard enables people with non-visible disabilities whose particular requirements aren't immediately obvious – including for example people with autism, dementia, anxiety, or conditions that cause chronic pain – to be identified by staff and provided with additional assistance. Fire Wardens and staff should be alert for any evacuated person wearing a sunflower lanyard and take any steps possible to provide this guest with additional assistance or information and reassurance.



5.2.5 Evacuation of Tenants and Concessionaires

- 5.2.5.1 Tenants and staff of concessionaires holding permanent Civil Aviation Authority Identity Cards must have completed the online induction course modules on either general Fire Awareness (all staff) or Fire Warden Training (all supervisory staff and staff employed by an organisation with Fire Warden responsibilities). They must also be familiar with the evacuation instructions for the evacuation zone their tenancy is located in. If an evacuation alarm sounds, tenants and staff of concessionaires must direct any passenger or guest in their premises to evacuate to a safe area and direct them either to the nearest adjacent zone in alert or towards the nearest appropriate emergency exit. Any visitor being escorted under a Temporary Avsec Identity Card must remain under escort while airside during any evacuation.
- 5.2.5.2 Tenants and concessionaires must have their supervisory and management staff trained to act as Fire Wardens for their tenancy or concession and assist with ensuring that any occupants evacuate the premises in accordance with the Fire & Emergency NZ Act 2017, Fire Safety, Evacuation Procedures & Evacuation Schemes Regulations 2018.
- 5.2.5.3 Retail compliance audits and inspections are regularly undertaken with results collated and reviewed with a continuous improvement focus.

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5.2.6 Evacuation of Contractors

- 5.2.6.1 Contractors holding permanent Civil Aviation Authority Identity Cards must have completed the online induction course modules on either general Fire Awareness (all staff) or Fire Warden Training (all supervisory staff). They must also be familiar with the evacuation instructions for the evacuation zone they are working in.
- 5.2.6.2 Contractors airside on Temporary Airport Identity Cards must always be under the supervision of a permanent Civil Aviation Authority Identity Card holder who is responsible for ensuring they are informed of the appropriate emergency exits for the area they are working in and, if an evacuation alarm sounds, escorting this temporary contractor to the appropriate emergency exit or safe adjacent alert zone and continuing to supervise them.
- 5.2.6.3 Any tenant, concessionaire or Auckland Airport Contract Manager who has engaged contractors to be on site must ensure that the Contractor has been provided with relevant evacuation instructions prior to commencing work, including relevant maps.
- 5.2.6.4 All work sites of medium risk or greater or impacting on public facing areas must hold a Permit to Work issued by Auckland Airport and the Operations Control Centre advised of the location of works.
- 5.2.6.5 Any worker entering a plantroom, electrical room or the roof top in the ITB must advise Monitoring before entering these areas. Upon evacuation of the ITB, any worker in the plantroom, electrical room or on the rooftop must contact Monitoring to report that they have evacuated (and if they cannot get through to Monitoring, then instead report to the Zone Warden who will relay the message to EOC).
- 5.2.6.6 All contractors must vacate the zone affected during any evacuation and follow the instructions of the Fire Wardens and Zone Wardens.
- 5.2.6.7 Contractors must report to the Zone Warden after vacating any zone in evacuation. The Zone Warden will communicate the number of contract staff accounted for to the Head Building Fire Warden in EOC.
- 5.2.6.8 Any tenant, concessionaire or Auckland Airport Contract Manager who has engaged contractors to be on site must take all reasonable steps to verify that their contractor has evacuated the ITB and, if this is unable to be verified, notify either the Head Building Warden or EOC.

5.2.7 Process for Aircraft

- 5.2.7.1 When airside evacuation zones of the ITB are in evacuation, ATC must advise international aircraft approaching the terminal that an evacuation is underway, people may be evacuating onto the apron, and the aircraft must hold on the taxiway or at remote stands, unless otherwise directed.

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- 5.2.7.2 Aircraft at the gate in zones under evacuation must shut off engines and cease boarding or disembarkation of passengers. The Ramp Coordinators must ensure that pilots are aware of this process.
- 5.2.7.3 If boarding is underway and can be completed within several minutes, then passengers in airbridges or the terminal can complete aircraft boarding if it is safe to do so.
- 5.2.7.4 Passengers who have boarded, or who have not yet disembarked, must be seated, and told to await further instructions and the 'all clear'. The aircraft door should be closed. Passengers must not disembark and enter the terminal building.
- 5.2.7.5 EOC (in conjunction with or upon instruction from AES or FENZ) will advise if passengers need to evacuate the aircraft, or whether the aircraft needs to be disconnected from the airbridge and moved off the gate.
- 5.2.7.6 If a piece of ramp equipment catches fire whilst attached to the aircraft, it will be the pilot's decision whether to evacuate the passengers from the aircraft. In this case, passengers evacuate off the aircraft into the ITB and return to the gate lounge.
- 5.2.7.7 In the unlikely event that a terminal fire alarm occurs at the same time as a ramp fire alert, then EOC will need to determine the appropriate safe location and use special PA announcements to direct people to safe zones.

5.2.8 Workers Outside the ITB

- 5.2.8.1 Staff working on the Apron should not enter the building when the alarm is sounding. Speakers installed outside the building will advise apron people of the emergency message within the building.
- 5.2.8.2 There are also warning lights installed near entrances to the ITB on the apron. Red flashing lights indicate that an alarm is taking place within the building and not to enter this part of the building. Amber flashing lights indicate that an alarm is sounding in an adjacent evacuation zone, and you should enter the building with caution.



5.2.9 The Re-entry Process

- 5.2.9.1 The re-entry process is managed by the Head Building Warden in EOC via a 3 stage process. Once the FENZ or AES Officer in Charge has cleared the building for re-entry to begin, AES will inform the Head Building Warden to start the re-entry process and to dispatch any building system or baggage system technical staff if they are not already in attendance.
- 5.2.9.2 **Stage one (resetting services)** involves resetting the fire alarm system and preparing the building systems including security, baggage systems, HVAC, lifts, escalators and

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travellers. AES or FENZ advise EOC that Stage 1 re-entry may commence. Airport Operations staff will be able to reset or check some of these systems. For other services (eg baggage systems) essential technical staff will need to be specifically authorised by the Head Building Warden to enter the evacuated area. Only Airport Operations, AES, FENZ or essential technical staff authorised by the Head Building Warden, EOC, AES or FENZ may re-enter the evacuated areas in Stage 1. Once these services have been given an 'all clear' by Airport Operations, the Head Building Warden can start Stage 2 re-entry (staff re-entry).

5.2.9.3 **Stage two (staff re-entry)** involves allowing essential staff to re-enter the building to prepare for processing of passengers. The Head Building Warden makes the decision for Stage Two to commence based upon receiving clearance from the Airport Operations staff member on site or by any technical staff undertaking checks. If no essential building systems need checking or restarting, then the Head Building Warden can determine the commencement of Stage 2 re-entry themselves. A public PA announcement will be made by EOC announcing the commencement of Stage 2 re-entry. Avsec will undertake any re-sterilisation (if required) of sterile areas during Stage 2. Zone Wardens, Fire Wardens, and sufficient aviation workers will need to remain with evacuated persons during Stage 2 to staff the entry and exit points at the boundary of the evacuated zone, as well as to supervise passengers evacuated externally onto apron areas so as to manage the Emergency Assembly Points and the security and safety of these evacuated persons. Ensuring the supervision of passengers evacuated onto the Apron is a shared responsibility of all airside based workers, therefore enough workers holding AICs must remain with evacuated passengers despite Stage 2 re-entry allowing staff to re-enter the evacuated area.

5.2.9.4 **Stage three (passenger re-entry)** involves all remaining staff and evacuated guests returning to the evacuated areas. Zone Wardens, Fire Wardens and sufficient workers will need to remain with passengers evacuated externally onto apron areas to help manage and facilitate the re-entry process and securing of any fire exits used for re-entry purposes. The Head Building Warden makes the decision for Stage Three re-entry to commence, based upon having received the following information:

- If the area evacuated was a sterile area, confirmation from Avsec that the area has been re-sterilised (or does not require re-sterilisation).
- If the evacuated area is the check-in area, confirmation from:
 - airlines and operations that the check-in queuing area has been reconfigured appropriately, and
 - the Baggage Handling O&M Provider and Avsec that the HBS systems are ready.

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- If the area is an emigration or immigration border processing area, then visual confirmation by CCTV (or border agency staff present in EOC) that the relevant border agencies are in place so that passengers will not be able to walk past processing areas without relevant border requirements being complete.

5.2.9.5 All emergency service personnel and Wardens need to be aware of this process and not allow public to re-enter prior to this final stage. Instructions for staff and public re-entry may only come via EOC. Do not commence re-entry on verbal advice from AES or FENZ. This creates confusion during the re-entry process in large scale evacuations. If in doubt, check with EOC.

5.3 ALERT ZONE MANAGEMENT

5.3.1 Evacuation into Adjacent Alert Zones

5.3.1.1 When a zone goes into evacuation, passengers, staff and guests who are airside (ie departing passengers who have passed through Aviation Security and Customs or arriving passengers who have not yet completed immigration processing by Customs, Immigration and MPI) should preferably be directed to evacuate into an adjacent internal zone which is in alert mode if this is safe, rather than outside. This is because people are more comfortable inside and not exposed to the inherent risks of airfield and apron areas. It also avoids the mixing of screened and unscreened passengers, the need to rescreen passengers and also avoids the risk of uncleared arriving passengers being released landside who have not completed border processing.

5.3.1.2 However, this is subject to life safety which must always come first. If there is any doubt about the safety of passengers, guests and staff remaining inside in an adjacent evacuation zone, then they must be directed to evacuate outside. EOC will instruct if this is to occur (which may be at the direction of AES and/or FENZ).

5.3.2 Summary of Alert Zones

5.3.2.1 The following table summarises which zones will go into alert when zones are in evacuation mode. More detail around alert zones and actions by the fire system in alert zones may be found in the simple cause and effect matrix set out at Appendix B.

Zone	Zone description	Zones in Alert
1	Landside arrivals meeters and greeters, check-in counters and concourse. Mezzanine floor offices	<ul style="list-style-type: none">• Zone 2 – MPI Bag hall reclaim• Zone 3 – Baggage Make-up• Zone 4 – Level 1 landside
2	MPI Bag Hall reclaim	<ul style="list-style-type: none">• Zone 1 – Ground and Ground Mezzanine Landside• Zone 3 – Baggage Make-up

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Zone	Zone description	Zones in Alert
		<ul style="list-style-type: none"> Zone 11 - Ground level West Plant rooms, bus door 13 Zone 12 - Level 1 airside Customs & Duty-free arrivals
3	Baggage Make-Up	<ul style="list-style-type: none"> Zone 1 – Ground and Ground Mezzanine landside Zone 2 – MPI Bag hall reclaim
4	Level 1 landside food-court and retail, pre-boarding pass scanners, offices	<ul style="list-style-type: none"> Zone 1 – Ground and Ground Mezzanine Landside Zone 4A - L1 airside Customs/Avsec departure processing areas Zone 4B - L1 landside Air NZ inflight services Zone 4C - L1 landside Operations Control Centre Zone 5 - Level 1 airside retail and dwell, 2nd floor Mezzanine airside Zone 6 - Level 2 tenancies, kitchens and Avsec Ready Room
4A	L1 airside Customs/Avsec departure processing areas	<ul style="list-style-type: none"> Zone 4 - Level 1 landside Zone 4B - L1 landside Air NZ inflight services Zone 5 - Level 1 airside retail and dwell, 2nd floor Mezzanine airside Zone 6 - Level 2 tenancies, kitchens and Avsec Ready Room
4B	L1 landside Air NZ inflight services	<ul style="list-style-type: none"> Zone 1 – Ground and Ground Mezzanine Landside Zone 4 - Level 1 landside Zone 4A - L1 airside Customs/Avsec departure processing areas
4C	L1 landside Operations Control Centre	<ul style="list-style-type: none"> Zone 4 - Level 1 landside Zone 12 - Level 1 airside Customs & Duty-free arrivals
5	Level 1 airside retail and dwell, 2 nd floor Mezzanine airside	<ul style="list-style-type: none"> Zone 4 - Level 1 landside Zone 4A - L1 airside Customs/Avsec departure processing areas Zone 7 - Level 2 VIP Lounges (Strata, QF & EK) Zone 7A - Level 2 Air NZ VIP Lounge Zone 8 – Pier A North Zone 13 - Pier B L2 departures corridor to GL15-18
6	Level 2 tenancies, kitchens and Avsec Ready Room	<ul style="list-style-type: none"> Zone 4 - Level 1 landside Zone 4A - L1 airside Customs/Avsec departure processing areas Zone 7 - Level 2 VIP Lounges (Strata, QF & EK) Zone 7A - Level 2 Air NZ VIP Lounge Zone 20 (Avsec imaging room and Kea Track) evacuates when Zone 6 evacuates
7	Level 2 VIP Lounges (Strata, QF & EK)	<ul style="list-style-type: none"> Zone 5 - Level 1 airside retail and dwell, 2nd floor Mezzanine airside Zone 6 - Level 2 tenancies, kitchens and Avsec Ready Room Zone 7A - Level 2 Air NZ VIP Lounge Zone 20 - (Avsec imaging room and Kea Track)
7A	Level 2 Air NZ VIP Lounge	<ul style="list-style-type: none"> Zone 5 - Level 1 airside retail and dwell, 2nd floor Mezzanine airside Zone 6 - Level 2 tenancies, kitchens and Avsec Ready Room Zone 7 - Level 2 VIP Lounges (Strata, QF & EK)

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Zone	Zone description	Zones in Alert
8	Pier A North – ground floor and GL 4A-D	<ul style="list-style-type: none"> Zone 2 – MPI Bag hall reclaim Zone 5 - Level 1 airside retail and dwell, 2nd floor Mezzanine airside Zone 9 – Pier A South Zone 10 – Pier A South undercroft Zone 12 - Level 1 airside Customs & Duty Free arrivals
	Pier A North – L1 Arrivals GL 1-4	
	Pier A North – L2 Departures GL 1-4	
9	Pier A South – ground floor and GL 4E	<ul style="list-style-type: none"> Zone 8 – Pier A North Zone 10 - Pier A South undercroft
	Pier A South – L1 Arrivals GL 5-10	
	Pier A South – L2 Departures GL 5-10	
10	External ground level under-croft of building underneath GL 8 & 10	
11	Ground level West Plant rooms, bus door 13	<ul style="list-style-type: none"> Zone 2 – MPI Bag hall reclaim Zone 12 - Level 1 airside Customs & Duty-free arrivals
12	Level 1 airside Customs & Duty-free arrivals	<ul style="list-style-type: none"> Zone 2 – MPI Bag hall reclaim Zone 4 - Level 1 landside food-court and retail, pre-boarding pass scanners, offices Zone 4C – L1 landside Operations Control Centre Zone 8 – Pier A North Zone 11 - Pier B ground floor plant rooms and bus door 13 Zone 13 - Pier B L2 departures corridor to GL15-18 Zone 18 - Pier B L1 Arrivals Airbridges 15-18
13	Pier B L2 departures corridor to GL15-18	<ul style="list-style-type: none"> Zone 5 - Level 1 airside retail and dwell, 2nd floor Mezzanine airside Zone 19 - Pier B L2 Departures GL 15 -18
17	Pier B ground floor Bus lounges 16A-D	<ul style="list-style-type: none"> Zone 18 – Pier B L1 Arrivals Airbridges 15-18 Zone 19 - Pier B L2 Departures GL 15 -18
18	Pier B L1 Arrivals Airbridges 15-18	<ul style="list-style-type: none"> Zone 17 - Pier B ground floor Bus lounges 16A-D Zone 19 - Pier B L2 Departures GL 15 -18
19	Pier B L2 Departures GL 15 -18	<ul style="list-style-type: none"> Zone 17 - Pier B ground floor Bus lounges 16A-D Zone 18 - Pier B L1 Arrivals Airbridges 15-18
20	Level 2 AVSEC Imaging Room & Airside Kea Track	<ul style="list-style-type: none"> Evacuates if Zone 6 evacuates Zone 6 – Level 2 landside offices and kitchens Zone 7A – Level 2 Air NZ VIP Lounge

5.3.3 Management of Occupant Volumes in Alert Zones

5.3.3.1 The Head Building Warden is responsible for ensuring that the surrounding alert zones do not become overcrowded and exceed their designed maximum occupancy as passengers and guests evacuating the evacuation zone move into the alert zone. The primary tool for the Head Building Warden to monitor occupancy volumes is via CCTV in the Emergency Operations Centre, and reports received by EOC from the Zone Warden and Fire Wardens in the adjacent areas.

5.3.3.2 The control mechanisms available to be used (or directed) by the Head Building Warden inside the EOC to manage the overall occupancy of the alert zone include the following:

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- Tensa tapes to stop further passengers or guests moving into the alert zone.
- Airport staff or Fire Wardens directing passengers or guests to use alternative routes.
- Slowing or halting processing in up-stream areas (including holding arriving passengers on aircraft or not allowing departing passengers to move upstairs after check-in).
- Switching off escalators and/or travellers.
- Moving passengers or guests into available and suitable holding areas.
- Use of early (or postponed) call to gate.
- Changing of the allocated gate lounge, aircraft stand or baggage carousel in order to alter passenger movements and congregation.
- Communicating with passengers and guests through the various communication means outlined in para 5.4 below.

5.3.4 Fire System Actions in Alert Zones

The Fire Management System automatically plays alert messages using the PA system in alert zones.

5.4 COMMUNICATION DURING EVACUATIONS

5.4.1 Communication to Zone and Fire Wardens

5.4.1.1 The primary methods of communication to Zone Wardens is through the use of the Auckland Airport digital radio system, direct communication through airport warden box phones, and cascading communication via EOC through the organisation's representative in EOC communicating with the Zone Warden on their organisation's own radio network.

5.4.1.2 Emergency updates are also sent to all airport stakeholders through the Noggin system (an advisory text and email alert message system).

5.4.2 Communication to the Public

5.4.2.1 The co-ordination of messages and communications to the public and stakeholders is via the EOC.

5.4.2.2 The primary method of communication is via the PA system. Evacuation messages provide information to building occupants regarding actions needing to be undertaken such as evacuating a zone, awaiting further instructions, re-entry or other relevant

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update messages.

5.4.2.3 Standard messages are set out in the table below:

Standard Evacuation Message	"The alarms are sounding. Please evacuate the zone you are in. Follow airport personnel instructions."
Standard Alert Zone Message	"Attention please, attention please. You may be required to vacate the zone you are in. Please await further instructions."
Standard Re-entry Zone Message – staff	"Attention please, attention please. All staff may now enter the terminal to prepare for passenger processing. Passengers will be advised as soon as possible for re-entry. Thank you for your patience."
Standard Re-entry Zone Message – passengers and guests	"Attention please, attention please. You may now re-enter the evacuated area. Normal passenger processing has resumed. Please proceed immediately. Thank you for your patience."

Note: Zone 2 has a slightly modified message asking passengers to leave their bags when they evacuate.

5.4.2.4 Non-standard PA messaging will occur as required with the information the EOC needs conveyed to waiting staff, passengers and guests regarding matters such as keeping roadways and exit doors clear. EOC has a range of pre-scripted messages. FENZ and/or AES can also request the EOC to make an announcement with a particular message that FENZ and/or AES requires.

5.4.2.5 Other means of communicating information to the public available to the EOC includes:

- Messages on digital mobile stands.
- Whiteboard messaging.
- Messaging via social media apps.
- Messaging via corporate web-page banner.
- Messaging on portal entry screens at processing points (check-in counters, call to gate, gate lounge, baggage carousel changes).
- Messaging by staff undertaking passenger processing (eg, ground handlers at check-in or disembarkation, border processing staff at Aviation security or Customs staff at Emigration or Immigration).
- Messaging by roaming staff, with or without megaphones.
- Information provided by the Contact Centre to guests phoning the airport.

SECTION 6 – TRAINING AND EVACUATION TRIALS

6.1 OVERVIEW

6.1.1 Auckland Airport undertakes training in fire awareness, warden responsibilities and evacuation through a combination of e-learning courses and train-the-trainer familiarisation walks for Fire Wardens and trainers at organisations with large volumes of staff based at Auckland Airport (eg, border agencies, ground handlers and key airlines and tenants).

6.1.2 The training follows a formal syllabus to ensure consistency in delivery. There are three available e-learning courses:

- General Fire Awareness.
- Fire Warden.
- Ramp Fire Awareness.

6.1.3 Training via e-learning modules are all available on-line at:

<http://aial.litmos.com/online-courses>

6.1.4 For queries regarding fire warden and awareness training and familiarisation walks email:

FireSafetyCompliance@aucklandairport.co.nz

6.2 GENERAL FIRE AWARENESS TRAINING

6.2.1 The module for the General Fire Awareness Training e-learning training covers the following syllabus:

- Fire Prevention in offices, store areas, recharging areas and workshops.
- Maintaining clear evacuation egress routes and fire exits.
- Fire protection systems (sprinklers, detectors, manual call points).
- Discovering a fire.
- Fire Evacuation procedures.
- Alarm notification messages.

6.2.2 The course includes a quiz at the end with a 100% pass requirement.

6.2.3 From 1 September 2020, proof of completion of one of the General Fire Awareness Training course, Fire Warden training or Ramp Training (or equivalent) must be provided before airside access will be granted, and refresher training will be required every 18 months (ie, midway through the three-year airside access period).

6.3 FIRE WARDEN TRAINING

6.3.1 The module for the Fire Warden e-learning training is entitled 'Fire Warden General Awareness' and covers the following syllabus:

- Fire Evacuation legislation;
- Zone Warden duties;
- Building Warden duties;
- Fire Evacuation procedures;
- Discovering a fire;
- Fire protection systems (sprinklers, detectors); and
- Alarm notification messages.

6.3.2 The course includes a quiz at the end with a 100% pass requirement. The e-learning module for Fire Wardens is supplemented by walkthrough familiarisations to cover the evacuation zones and/or 'train the trainer sessions' with stakeholders that have trainers.

6.3.3 Fire Warden training must be completed by all workers based at the ITB who:

- work in a supervisory capacity;
- work primarily for an organisation named as Zone Warden or Fire Warden in the location that organisation has that responsibility;
- are responsible for boarding or disembarkation of flights;
- work by themselves; or
- work for Auckland Airport Operations Performance and Delivery.

6.3.4 Refresher Fire Warden training is set via the Litmos system every six months. Six-monthly reports of total numbers trained are provided to FENZ.

6.4 RAMP FIRE AWARENESS TRAINING

6.4.1 There is a specific e-course available online dedicated to fire safety features on the ramp which workers primarily on the ramp undertaking external ground handling duties need to be familiar with such as apron alarm locations, Emergency Assembly Points, fire safety equipment, etc. Completion of the Ramp Fire Awareness e-learning module is mandatory before an Airside Driving Permit will be granted.

6.4.2 The module for the Ramp Fire Warden and Safety Features e-learning training covers the following syllabus:

- Discovering a fire;
- Fire Protection System (sprinklers, detectors);
- Alarm notification message;

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- Fire Evacuation Procedures;
- Zone Warden Duties;
- Emergency Assembly Points on the Ramp; and
- Specific fire safety equipment on the Ramp.

6.5 BUILDING WARDEN TRAINING

6.5.1 Building Warden Training for staff acting as Supervisors and Duty Operations Managers in the Operations Control Centre, who will be the Response Coordinator when the Emergency Operations Centre opens, and hence act as the Head Building Warden in the event of an evacuation, is undertaken internally by Auckland Airport trainers and subject matter experts.

6.5.2 The Head Building Warden training includes:

- AA Operations Staff Incident Control Room Fire System Training;
- AA Operations Supervisory Staff building warden awareness training;
- Review of information in this Fire Evacuation Scheme under the Head Building Warden topic;
- On the job training from staff currently holding these positions;
- Familiarisation visits with Airport Emergency Services to develop common communication protocols and understanding of emergency service needs; and
- Awareness training in legal responsibilities from the Operations Risk and Assurance team.

6.6 TRIAL EVACUATIONS

6.6.1 Auckland Airport conducts fire evacuation trials on an annual basis for each zone used by members of the public and workers. Trials are held to test the evacuation process, egress routes, clarity of signage, sufficiency of Emergency Assembly Points and operational management of the evacuation & re-entry process. Trials ensure that the Building Warden, Zone Wardens and Fire Wardens are all familiar with the locations they work in (or oversee) and the procedures which must be carried out.

6.6.2 Prior to trials being undertaken familiarisation walk throughs are offered for new staff or for staff seeking refresher familiarisations. Wardens obtain practical experience by participating in these trials after having completed the relevant fire warden training and a walkthrough familiarization tour. For familiarisation walks contact FireSafetyCompliance@aucklandairport.co.nz.

6.6.3 Auckland Airport conducts a debrief at the Emergency Operations Centre following both evacuations and trial evacuations to ensure any improvements are identified so that

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evacuations can be undertaken efficiently and any corrective actions regarding the fire system are noted and rectified. Any corrective actions from the evacuation are loaded into fault reporting system or risk management system for action and monitoring of completion.

SECTION 7 – OTHER EMERGENCIES AND HAZARDS

7.1 OVERVIEW

- 7.1.1 How Auckland Airport responds to emergencies is documented in detail in the Aerodrome Emergency Plan (AEP). The AEP covers a range of emergency scenarios, as required under Civil Aviation Rule Part 139 and the CDEM Act 2002. These scenarios include aircraft events, natural hazards and emergencies relating to core utilities (power, water, sewerage, communications, gas, fuel, etc).
- 7.1.2 The AEP provides vital “first response” information for emergency services as well as information for other important stakeholders (eg, Aviation Security, the Auckland Airport Operations Control Centre, Skygate Security, airlines, government agencies, etc). It defines the roles, responsibilities, procedures, and actions assigned to each of these organisations in the event of an emergency.
- 7.1.3 Auckland Airport Emergency Operations Centre and ICR have access to both the AEP and detailed contingency plans for all the emergencies listed below. Contact them on the Airport Emergency Phone 256 8777. They will provide direction for how these emergencies are to be handled.

7.2 HAZARDOUS GOODS

- 7.2.1 Staff need to be aware of any dangerous goods or chemicals located on premises they control. There may be harmful cleaning chemicals used in small quantities that good housekeeping practices and WorkSafe training should cover.
- 7.2.2 Dangerous goods must be stored as per regulations of hazardous substances that affect human health and safety in the workplace under the Health & Safety at Work Act 2015. This includes bunding requirements.
- 7.2.3 For any hazardous substance, Material Safety Data sheets should be available and inspected to determine correct storage and the level of response required, if for example a hazardous substance or chemical spill was to occur. Material safety data sheets for any chemicals should be readily available to be handed to any fire service personnel attending the scene. It will not be possible to return inside a building to retrieve these.
- 7.2.4 If a spillage occurs, the Auckland Airport Emergency Service team is trained to deal with such incidents. Evacuate as per normal however, depending on the chemical, it may be suitable to bund any spillage or use a spill kit to absorb the material. Any evacuation for a chemical spill should be at least 200 metres away in an upwind location.

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7.2.5 The following emergency response numbers can assist:

- Incident Control Room 256 8777 (extn 98777 from an airport telephone).
- Chemical Industry Council Emergency Response Technical Advisory Service Number 0800 243 622.
- National Poisons Centre Emergency Response Number 0800 764 766.
- National Radiation Laboratory Emergency Response Number 021-393-632.

7.2 ELECTRICITY FAILURE/SHOCKS

7.2.1 If possible, and safe to do so, turn off the power. Delegate someone to contact ICR on 256-8777, extn 98777. They will contact relevant emergency services. Auckland Airport Engineering Services can shut down main supplies as required from information received by ICR.

7.2.2 Assist any casualties but be aware of any electrical equipment. Use heavy dry gloves, any rubber item, dry cloth or wood. If a person has lost consciousness, start resuscitation immediately if breathing is not evident and follow any emergency services instructions. AED Automated External Defibrillator devices are located throughout the terminal, signposted with a heart symbol. Defibrillator locations across the Airport are set out in Appendix F.



7.2.3 Identify any faulty equipment as unsafe while waiting for Engineering Services or contractor support. Ensure other people have evacuated to a safe area. Keep yourself safe.

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7.3 GAS RISK

- 7.3.1 In a smell of gas, immediately phone 256 8777 to report it to ICR. The Airport Emergency Service will be dispatched to investigate and will determine if a gas leak has occurred and shut off supplies accordingly, in conjunction with the Engineering Services team.
- 7.3.2 If the gas leak is readily identifiable and linked to a heat source, shut off the gas supply if it is safe to do so.
- 7.3.3 Monitor the area for people's safety. If anyone is overcome, if it is safe to do so, move them into an area of fresh air. If a person has lost consciousness, start resuscitation immediately if breathing is not evident and follow any emergency services instructions. AED Automated External Defibrillator devices are located throughout the terminal, signposted with a heart symbol. Defibrillator locations across the Airport are set out in Appendix F.
- 7.3.4 Auckland Airport utilizes the On Gas Energy emergency contact procedure available here <https://ongas.co.nz/emergency-information>. The on-gas contact number for all Natural Gas emergencies or faults is 0800 809 709. This is supplied to gas users to supplement their existing information.



7.4 EARTHQUAKES / TSUNAMIS

- 7.4.1 Remain in the room, it is safer. Move away from windows and glass partitions and away from any equipment that could be dangerous if it fell over. Take cover under solid furniture such as tables or desks. Use the Drop, Cover and Hold process initiated by Ministry for Civil Defence. Keep calm. Assist anyone who may be inclined to panic.
- 7.4.2 Evacuate if the order is given to proceed to assembly zones, leaving by the nearest stairway, following the same procedure as for fire. If you are unable to evacuate, phone ICR on 256-8777, ext 98777 from airport telephone to report this to ICR.
- 7.4.3 Persons in the lift at the time are to leave the lift at whatever floor at which the lift stops and remain on that floor until directed to evacuate.
- 7.4.4 Check for any damage if able to do so such as gas leaks, fires, electricity failures, etc. Notify ICR on 256-8777 or ext 98777 from an airport telephone.
- 7.4.5 Be aware of after-shocks.

7.5 CYCLONES AND SEVERE STORMS / FLOODING

Stay inside and take shelter away from glass panels. Report any flooding to ICR on 256-8777, extn 98777. Follow any evacuation messages to move to a safe zone. If water is flooding in the forecourt, staff and customers in Evacuation Zone 1 should immediately move upstairs to level 1 of the terminal building (Evacuation Zone 4). The Emergency Operations Centre will monitor Evacuation Zone 2 and agree with agencies in EOC where affected passengers should move to if the MPI baggage reclaim area in Evacuation Zone 2 floods (options include moving back to Immigration processing area (Evacuation Zone 12) or the level 1 landside food court (Evacuation Zone 4) but this will be determined in EOC in conjunction with the Joint Border Agencies).

7.6 CIVIL UNREST / ARMED HOLD UP / SHOOTING

7.6.1 Do not attempt to deal with disturbed /threatening people. Do exactly as the offenders suggest (eg, robbery). Try to get an accurate description of the offender and any vehicle(s) involved.

7.6.2 In the event of an active offender, all airport users should adopt a 'escape – hide – tell' methodology. This means moving quickly and quietly away from danger, staying out of sight, silencing your phone and - when it is safe to do so - calling Police on 111. This is the strategy the NZ Government and the CAA recommend and have adopted.

In the event of an attack

<h4>ESCAPE</h4>  <p>Move quickly and quietly away from danger, but only if it is safe to do so</p>	<h4>HIDE</h4>  <p>Stay out of sight and silence your mobile phone</p>	<h4>TELL</h4>  <p>Call the Police by dialling 111 when it is safe</p>
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www.police.govt.nz/crowdedplacesNew Zealand Government

English

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7.6.2 When safe to do so, report the incident on the Airport emergency phone to ICR (256-8777 ext 98777). ICR will contact NZ Police and other security services. Airport EOC actions will be guided by the Senior NZ Police representative present at the time, in consultation with all agencies' representatives in the EOC.

7.6.3 Trauma kits are located in the ITB in strategic landside areas, usually adjacent to defibrillators and Warden Assistance Marshalling Points.

7.7 BOMB THREATS

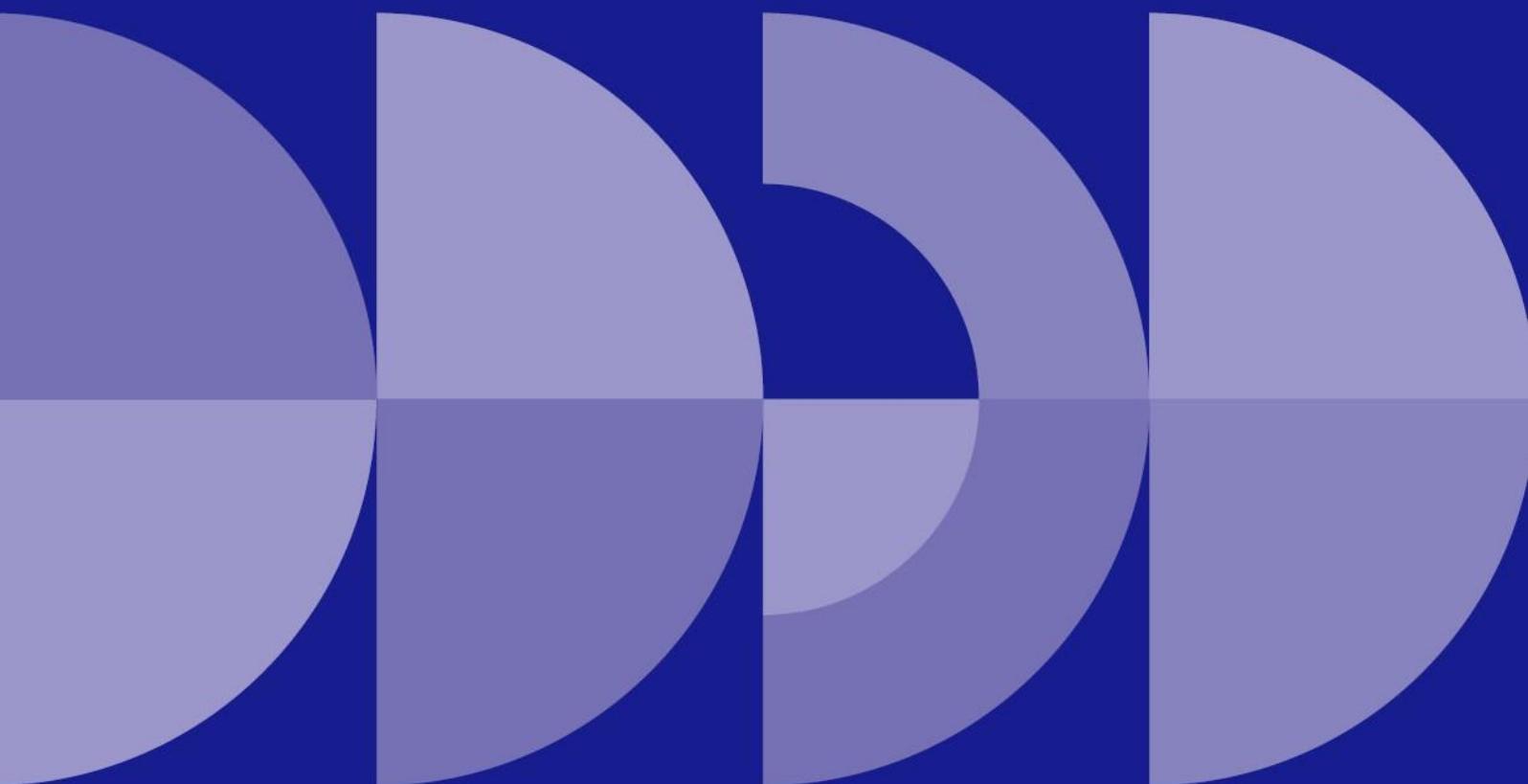
7.7.1 The procedures for dealing with bomb threats and large-scale evacuations are covered in section 11 of the Aerodrome Emergency Plan.

7.7.2 The CAA bomb threat check list card identifies the recommended steps to be taken and information to be recorded if a bomb threat is received. This card is available at all supervisor desks at check-in. Copies can be obtained free of charge from the CAA Regulatory Unit – email security@caa.govt.nz



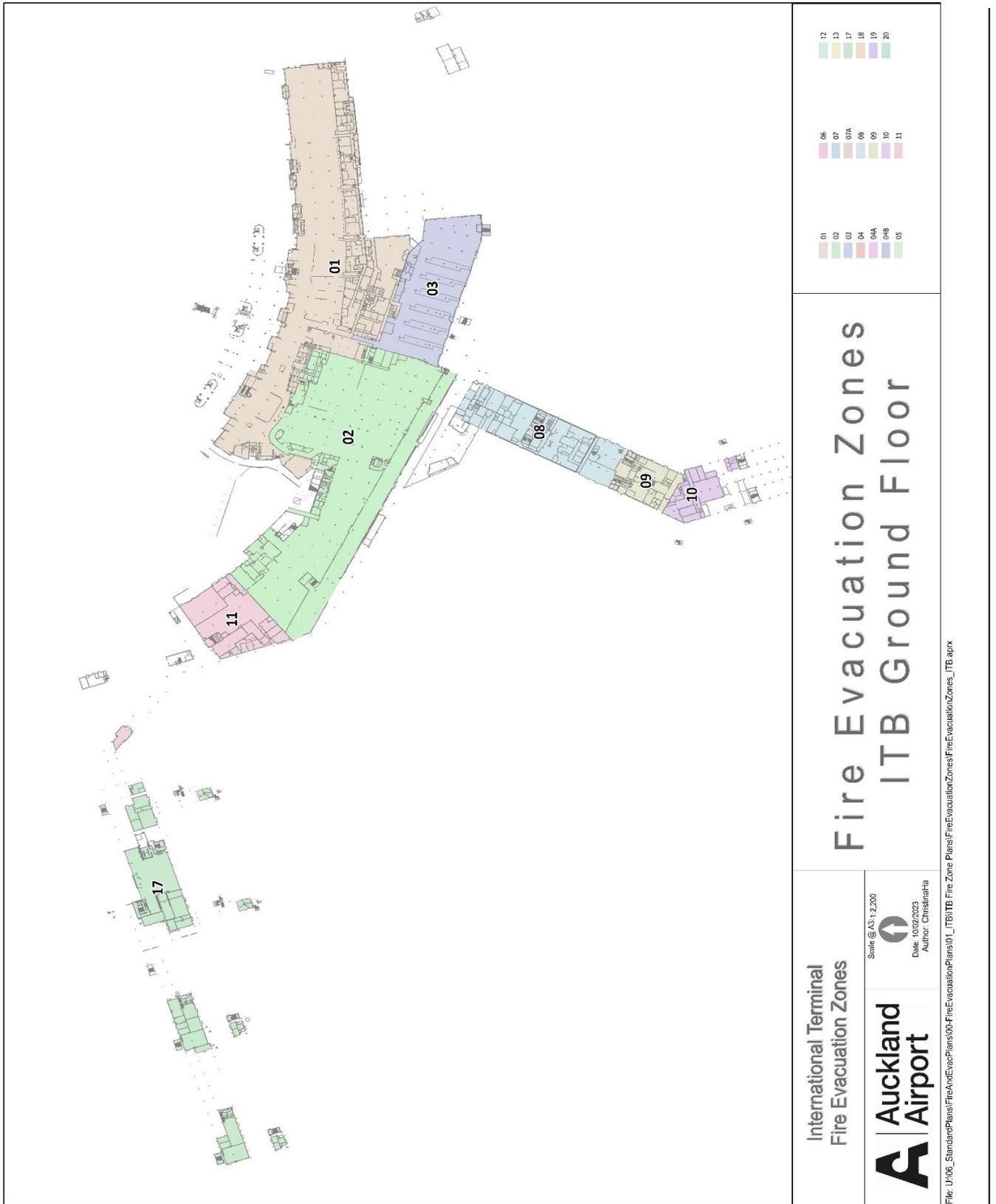
Appendices

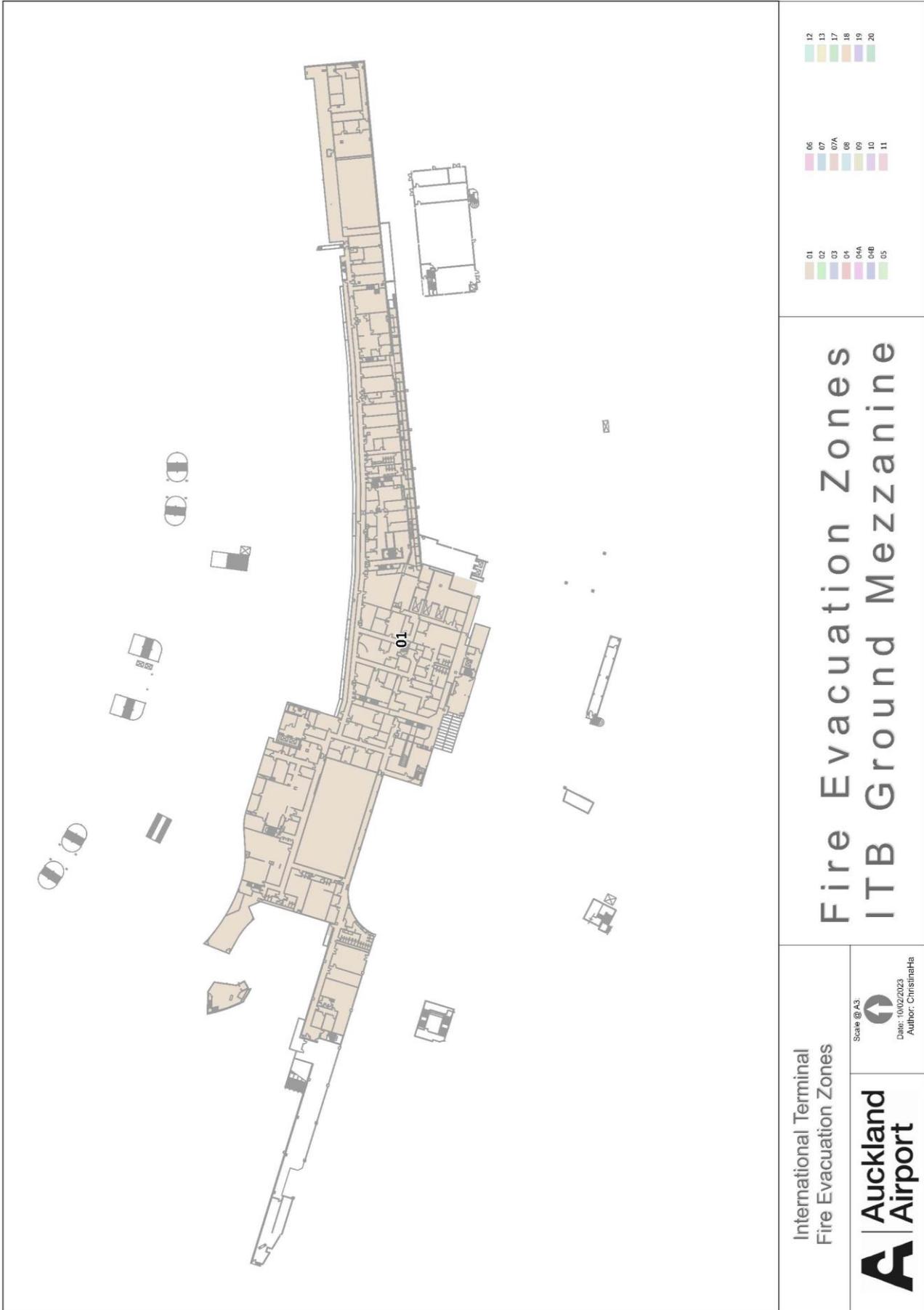
ITB Evacuation Scheme Part A



APPENDICES

APPENDIX A – ITB FIRE EVACUATION ZONE MAPS





Fire Evacuation Zones ITB Ground Mezzanine

International Terminal
Fire Evacuation Zones

Scale @ A3

 Date: 10/02/2023
 Author: Christinahta



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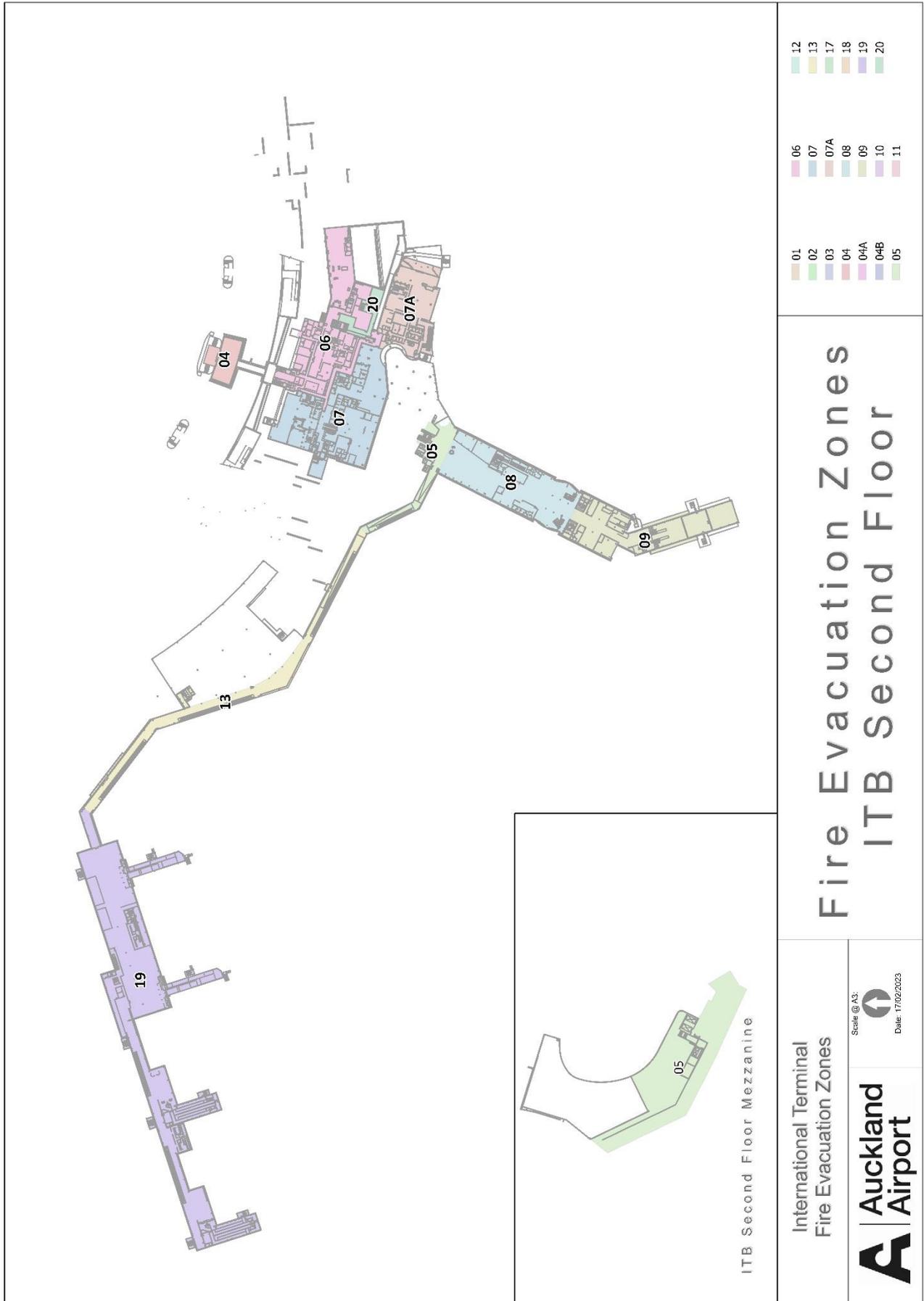


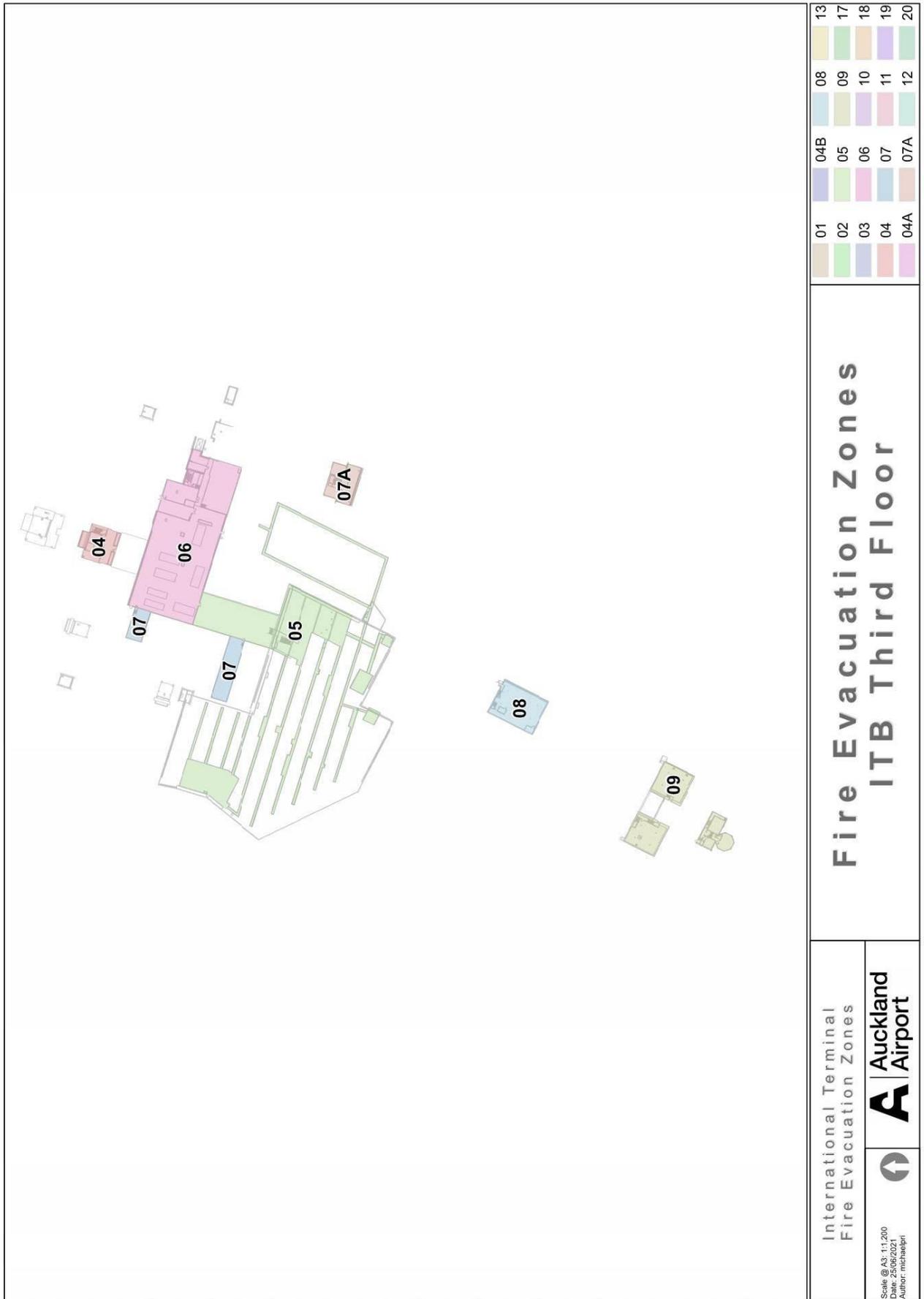
Fire Evacuation Zones ITB First Floor

International Terminal
Fire Evacuation Zones



Date: 10/02/2023





Fire Evacuation Zones ITB Third Floor

International Terminal
Fire Evacuation Zones



Scale: A3: 1:1,200
Date: 28/02/2021
Author: michaelpr

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APPENDIX C – FAQs BY GUESTS DURING ITB EVACUATION

1. *What's happening?*

A When the alarms start people are unsure what is going on. Inform them that an evacuation is taking place and they are required to leave the building to a safe area.

2. *What about our baggage?*

A It is important that you leave your baggage where it is. It is vital that you leave the building, as easily and safely as possible. You may carry your hand baggage with you only.

3. *What about our luggage, will it be safe?*

A Security cameras will monitor the building while everyone is outside so your baggage will be safe.

4. *Where do I go to get out of here?*

A Follow the fire exit signage and instructions of the fire wardens. Quickly show them the safest and quickest route out; tell them to follow others.

5. *Will my plane leave without me?*

A Reassure the public that the aircraft will not leave without them. The airlines are aware of the evacuation and will not depart until all passengers are on board the aircraft.

6. *Persons requiring special assistance.*

How do we get down or out if the escalators or elevators are not working?

A Reassure them.

Assign another staff member or members of the public to escort, assist them out to a safe area. If they have to remain in the building, leave someone with them and inform the head building fire warden in EOC of their location. The fire egress corridors and stair towers are deemed to be safe areas, so wheelchair persons could be placed in these areas near the exits or outside balconies.

7. *I am a pax situated on the pier. What is happening? I can hear alarms sounding in another part of the building. I can see fire engines outside. Do we need to evacuate?*

A Reassure them.

Explain that there is a fire alarm activation in another part of the building. You are in another zone, a safe area, and there is no need at the moment to evacuate.

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8. ***Why are we being evacuated into another part of the building? Shouldn't we leave the building and exit outside?***
A Reassure the person that they are being moved to a safe area of the building where it will not interfere with the operation of the airport.
9. ***We do not want to leave the building. We are meeting arriving passengers.***
A Inform them that the persons they are meeting will be affected by the evacuation as well. They will exit at the arrival door once the all clear has been given.
10. ***I am a travelling VIP with a very important flight and business to attend. I haven't the time to evacuate the building.***
A Reassure them the flights will not depart without them. Advise them that everyone must leave the building regardless of who they are. Inform them that the longer it takes to evacuate the building, the longer the delay will be.
11. ***I will not leave the building/area. I'm too busy here in my office to leave. It's only another false alarm.***
A Be firm. Everyone must leave the building/area to a safe place no matter who you are or where you are or who employs you. The fire zone area/building must be checked by Fire & Emergency NZ every time whether it is a false alarm or not. Under Fire Act law you must evacuate the building.
12. ***What are you going to do if I don't leave?***
A We will advise the fire emergency NZ or police if you refuse to leave. It is for your own safety that you must evacuate now. The longer you delay leaving, the longer the evacuation will take and the longer the safe re-entry will take.
13. ***Who are you to tell me to leave the building?***
A I have been trained and appointed as a fire warden for this building as an employee of the airport to assist yourself and others in the safe evacuation of this building.
14. ***May we enter the building now that the fire appliances are leaving?***
A No. Although some fire appliances are leaving, the building has still not been cleared by the officer-in-charge yet. It is still not safe to enter.
15. ***The alarms have been turned off. Can we re-enter the building now?***
A No. Fire & Emergency NZ area still investigating the problem. It is still not safe to enter the building.

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16. *How long must we stay outside the building?*

A As soon as Fire & Emergency NZ have given the approval for the safe re-entry into the building, we will start the re-entry process. This will happen ASAP

17. *Why are some people being allowed back in and we can't?*

A In order for the safe and efficient re-entry and operation of the terminal, now that the all clear has been given, essential staff are allowed back in to prepare the building operationally for all persons to re-enter ASAP.

18. *Why has it taken so long for the building to be up and running again?*

A To ensure the building is safe for all to enter, the Fire Service must ensure there is definitely no risk at all. The building is large, it takes time to ensure this.

APPENDIX D – FIRE EXTINGUISHER GUIDANCE

- D1 Fire extinguishers should only be used when it is safe to do so, e.g. the fire is no larger than a waste-paper basket or pot on a stove. Always have a safe path of escape if you are attempting to extinguish a fire, and ensure Fire and Emergency has been called.
- D2 Not all fires are the same so there are different types of fire extinguishers. The table below recommends which extinguishers are suitable for different fire types. For more information, refer to the manufacturer’s instructions or New Zealand Standard NZS 4503:2005 which explains the selection and use of fire extinguishers and covers their installation, distribution and maintenance.

Fire extinguisher suitability						
Type of extinguisher	Types of fire					
	Flammable solids e.g. paper, plastic, wood Class A	Flammable liquids e.g. paint, petrol, oil Class B	Flammable gases ² e.g. butane, CNG, LPG Class C	Flammable metals ³ e.g. titanium, magnesium Class D	Electrical equipment e.g. cables, computers, switchboards Class E	Cooking oils and fats e.g. chip pans, fryers Class F
Water						
Wet chemical						
Foam						
Dry powder						
Carbon dioxide						
Key:		= Recommended Most effective on this type of fire.		= Limited May be effective on small fires of this type.		= Not Suitable Not effective on this type of fire.

¹ [Impacts of changes in provision of hand-operated firefighting equipment in non-residential buildings.](#)

² Always turn off the supply of gas before extinguishing gas fires.

³ Special purpose extinguishers are available for metal fires.

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APPENDIX E – FIRE EVACUATION CHAIR LOCATIONS

No.	Location	Fire Zone	Serial Numbers
1	1 st floor landside, next to Zone 4 Evacuation Warden Station, opposite Lifts 1 & 2 by central skybridge	4 – ITB	PD569857
2	1 st floor airside, next to Zone 5 Evacuation Warden Station after AvSec departures screening by Stair Tower No. 2	5 – ITB	ECSA8302
3	1 st floor airside, next to Zone 5 Assistance Marshalling Point by Air NZ VIP lounge escalators and Stair Tower No. 6	5 – ITB	ECSA8067
4	1 st floor airside, in Stair Tower No. 4 corridor by western retail dwell area & Godwit Track	5 – ITB	ECSA8066
5	2 nd floor airside, by Lift 29 & 56 opposite Vantage Bar and next to Glamp Grounds Campervan	5 – ITB	PH401559
6	2 nd floor landside, inside stairwell to and from AvSec temporary ID office	6 – ITB	
7	2 nd floor airside, by Door IS32 in Kiwi Track leading to Stair Tower No. 2	6 – ITB	ECSA8485
8	2 nd floor airside, next to Zone 7 Evacuation Warden Station by Airline VIP lounges	7 – ITB	ECSA5469
9	1 st floor airside Pier A, next to Zone 9 Assistance Marshalling Point between Gates 8 and 10 in arrivals corridor	9 – ITB	PE992171
10	2 nd floor airside, next to Zone 9 Evacuation Warden Station opposite Air NZ transfer help desk	9 – ITB	PD569859
11	1 st floor airside, next to Zone 12 Assistance Marshalling Point in arrivals corridor by Customs and Duty Free stores	12 – ITB	PE992183
12	1 st floor airside Pier B, by North Stair Tower 20 opposite Gate 15	18 – ITB	PE992148
13	1 st floor airside Pier B, by North Stair Tower 22 opposite Gate 16	18 – ITB	ECSA8300
14	1 st floor airside Pier B, by North Stair Tower 24 opposite Gate 17	18 – ITB	ECSA8299
15	1 st floor airside Pier B, by North Stair Tower 26 opposite Gate 18	18 – ITB	ECSA8473
16	2 nd floor airside Pier B, by North Stair Tower 20 opposite Gate lounge 15	19 – ITB	ECSA8283
17	2 nd floor airside Pier B, by North Stair Tower 22 in between Gate Lounges 16 and 17	19 – ITB	ECSA8289
18	2 nd floor airside Pier B, by North Stair Tower 24 opposite Gate Lounge 17	19 – ITB	ECSA8290
19	2 nd floor airside Pier B, by North Stair Tower 26 opposite Gate Lounge 18	19 – ITB	ECSA8474

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APPENDIX F – AUCKLAND AIRPORT DEFIBRILATOR LOCATIONS

Defibrillator locations in the ITB are sign posted with an illuminated heart. Defibrillators in public facing areas in the ITB are connected with the ICR position at the Operations Control Centre. When the door to the Defibrillator is opened ICR is automatically notified and will dispatch AES to the location to provide assistance (other than for the red locations below – these are not connected to ICR automatically).



Box	Location	Camera
1	Inside Door 5, Ground Floor, Landside, ITB	1004, 515, 1271
2	Next to MPI service window, Arrivals Area, Ground floor, Landside, ITB	1236, 2300, 233
3	Next to Zone 4 Warden station, Centre Skybridge, First Floor, Landside, ITB	311, 320
4	Inside Door 4, by Pandora Store, Ground Floor, Landside, DTB *	616
5	Inside Door 7, by JQ check in Ground Floor, Landside, DTB *	1348, 1345
6	Next to Carousel 5, Baggage Hall, Ground Floor, Airside, ITB	482
7	Next to Arrivals Customs TS desk, First Floor, Airside, ITB	471, 472
8	Between Gates 2 and 4, Arrivals Corridor, First Floor, Airside, ITB	411, 410, 413
9	Between Hudsons and Air NZ Koru Lounge, gate 31, 1 st floor, airside, DTB*	663 / 664
10	Entry to Air NZ Koru Lounge, behind Aroha Café, 1 st floor, airside, ITB	1040
11	Zone 9 Warden station by Air New Zealand Transfer desk, Second Floor, Airside, ITB	513, 512
12	Gate 15 Departures, next to Aelia Duty-Free, 2 nd Floor, Airside, ITB	550, 862
13	The Depot (SES) – Skygate Lunch Room *	806 **
14	Quad 5 – Between lift and First aid room *	858
15	Ops Admin Lunch Room ITB *	902 **
16	AOT – ITB Staff Room, Ground floor Gate 5 *	41 / 49 **
17	Zone 17 Bus Lounge 16A/16B, Ground Floor, Airside, Pier B, ITB	429, 430
18	Jetstar Regional Bus Lounge, Ground floor Landside, DTB	613, 619
19	Customs Departures, 1 st Floor Airside before AVSEC Screening Point, ITB	554, 518, 578
20	Avsec Screening Point, next to the Avsec Temp ID Window, Ground Floor, Landside, DTB*	620
21	Next to Zone 5 Warden station, beside Mountain Jade, 1 st floor airside atrium, ITB	307, 308, 1041
22	Gate 17 Arrival Corridor, 1 st Floor Airside Pier B, ITB	188
23	Gate 17 Departures 2 nd Floor Airside Pier B, ITB	195
25	The Base (Tūāpapa) – New ESS Building, Jimmy Ward Crescent	808/1183**
26	Air NZ Regional, Inside Door 2, Ground Floor, Landside, DTB	602
27	Skygate Security and Operations Excellence Centre, 8 Leonard Issit Drive, Ground Floor	

APPENDIX G – TECHNICAL DESCRIPTION OF ITB FIRE SYSTEMS

G.1 OVERVIEW

- G.1.1 The fire system as a whole is made up of a number of individual systems, all of which contribute to the life safety and asset protection of the ITB, eg the fire detection system, the fire protection or suppression system, smoke control systems, etc.
- G.1.2 Sitting over the top of all of these systems is the Fire Management System (AMPAC System), which monitors the detection, protection and smoke control systems, provides user interfaces for FENZ and Operations, triggers alerts and evacuations using the alarm system, and also automatically sends direct alarm messages to FENZ.
- G.1.3 A summary of the Fire System is in the table below. An abridged cause and effect matrix may be found at Appendix B to the ITB Fire Evacuation Scheme. A full cause and effect matrix indicating the actions undertaken by all of the components of the fire system is too large to include within this document, however a copy can be obtained by emailing knowledge.management@aucklandairport.co.nz.

Fire System Component	Brief Description
Fire Event Management System	The AMPAC System monitors the detection, protection and smoke control systems, provides user interfaces, triggers alerts and evacuations, and automatically sends direct alarms to FENZ. AMPAC Smartgraphics is used as the integrated graphical monitoring software.
Fire Detection System	Smoke detectors which when one goes off in an area calls for an investigation and when two detectors or manual call point go off in an area creates an evacuation.
Fire Suppression System	Systems to suppress fire such as the sprinkler pipe system and sprinkler heads (and supporting pumps to maintain pressure). There are also a small number of gas suppression systems in key Food and Beverage facilities.
Smoke Control	The actions programmed into the HVAC system to stop the flow of air when smoke is detected (activating smoke dampers or stopping the operations of associated HVAC components such as AHU, OAU, etc) or to extract smoke air and vent it externally, as well as interfaced smoke curtains which drop to prevent the spreading of smoke between adjacent zones.
Hydrant System	Riser mains and hydrants throughout the terminal used by AES and FENZ to connect hoses to in the event of a fire
Audio PA and alarms	The audio PA and alarm system which provides automatic messaging, alerts and alarms to evacuation zones or put them into alert.
Hand-held equipment	Extinguishers and hose reels

Fire System Component	Brief Description
Passive Fire Protection	Ensuring all fire walls and smoke doors are maintaining the integrity with no holes in fire walls. Fire stoppings are applied in accordance with the standards.
Fire egress	Interfaced doors, Fire exit corridors, fire exits, stairwells, points of assembly, exit and Emergency Assembly Point signage, emergency lighting, training and systems, fire warden equipment, evac chairs

G.2 FIRE EVENT MANAGEMENT SYSTEM

G.2.1 The current Fire Event Management System is AMPAC Smart-Graphics.

G.2.2 The Fire Alarm Control Panel (FACP), controlling the whole ITB, is located at the Operations Control Centre at the ICR position. The ICR position is fully trained in its use. A back up panel is located at the Disaster Recovery site at Walsh Brothers Place.

G.2.3 Mimic panels are provided at each of the Fire Control Rooms and also outside Door 3 Of the ITB on the main forecourt. In addition, each of the mimic panels have a LCD annunciator to remotely display the status and provide control of the FACP.



G.3 DETECTION SYSTEMS

G.3.1 Summary

A fire detection system comprising smoke detectors, heat detectors where smoke detectors are not appropriate and manual call points is provided throughout virtually all areas of the ITB, in accordance with NZS 4512.

G.3.2 Smoke Detectors

G.3.2.1 Fire detection is a key component of the fire safety strategy for the ITB, with the detection and alarm provisions relating closely to the overall egress strategy. Early detection of a fire allows early activation of the active fire safety systems and also for investigations to occur which may (in the case of false alarms or the early stages of an event) avoid the need for an evacuation, or alternatively, ensure that if evacuation is required, it is initiated quickly, before conditions worsen.

G.3.2.2 For the majority of the ITB, smoke detection is appropriate. Where smoke detection is not appropriate (eg approved kitchens, plant room areas, permitted smoking areas), heat detectors or other detectors appropriate to the environment are installed.

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- G.3.2.3 The building is designed with a double-knock smoke detection system:
- Activation of a single smoke detector will only initiate an alert at the FACP (located within the EOC) and the mimic panels. This alert prompts AES to initiate an immediate investigation of the issue as the first responders, thus reducing the likelihood of an evacuation and/or large-scale disruptions due to a false alarm or an event at an early stage which can be brought easily under control or be prevented in the first place. There are no automated messages in the event of a single sensor activation, unless manual control evacuation is initiated. If AES is unable to immediately attend a single sensor investigation call, then ICR needs to send an Auckland Airport Fire Warden to investigate, and if any evidence of smoke, fire or heat is found, then FENZ should be requested to attend.
 - Activation of a second smoke detector initiates the occupant warning system and commences an evacuation of the affected zone as well as activating other fire safety systems (such as smoke control and compartmentation measures), and automatically initiating a FENZ call-out. The alarm is initiated at the FACP (located within the EOC) and the mimic panels, providing automatic notification to the ICR position in the Operations Control Centre, who notify AES to respond.

G.3.3 Manual Call Points

- G.3.3.1 Manual call points are located throughout the ITB to be used by workers or visitors in the ITB, if they notice fire or smoke, to manually cause an evacuation of the ITB if the automatic alert system has not initiated an evacuation of the zone.
- G.3.3.2 Activation of a manual call point will result in evacuation of the zone affected and places the adjacent zone/s into alert mode. Automatic notification of the activation is given to FENZ and ICR (who notify AES), with all actions occurring as if a double knock of a smoke detector had occurred in the zone.
- G.3.3.3 The event may be upgraded at any time to evacuate more occupants, either manually by ICR at the direction of Fire Wardens, AES or FENZ, or automatically by the fire detection system if more devices are activated.

G.4 SPRINKLER SYSTEM

G.4.1 Summary

The ITB is sprinkler protected (with limited specific exemptions, below) in accordance with NZS 4541. In most arrangements and fire scenarios, sprinklers will activate in the early stages of fire growth and minimise the likelihood of large-scale disruptions to the airport due to a fire. The provision of sprinklers will also reduce smoke as less smoke is produced from a smaller controlled fire, than a fire not controlled by sprinklers.

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G.4.2 Exemptions

The ITB is sprinkler-protected throughout, except in the case of rooms with high-voltage electricity equipment, rooms with highly-sensitive telecommunications equipment or where specifically not required by NZS 4541. Alternative methods of mitigating fire spread are installed in these areas, such as gaseous suppression or fire separation.

G.4.3 Zones

Sprinklers zones are designed to align with evacuation zones. The activation of the sprinkler system causes an automatic 'evacuation' of the zone affected and places the adjacent zone/s into 'alert' mode.

G.4.4 Alerts and Other Control Measures

Sprinkler activation also initiates an alert at the AMPAC Smartgraphics (located in the EOC) and mimic panels, allowing AES first-responder investigation to take place. Sprinkler activation will also initiate the occupant warning system causing relevant public address messages to be relayed and activate other active fire safety systems, such as smoke control measures, fire curtains, etc.

G.4.5 Fire Control Rooms

G.4.5.1 The ITB is effectively two buildings for fire control. The line of demarcation runs between the terminal as constructed prior to 2007 and Pier B area to the West.

G.4.5.2 There is a separate fire control room for each area – the Eastern Fire Control Room airside adjacent to Stand 2 and the Western Fire Control Room landside adjacent to Pier B. These are also sometimes referred to as Sprinkler Pump Rooms.

G.4.5.3 Refer also to the Combined Sprinkler System set out in simple Cause and Effect Matrix located in Appendix B to the ITB Fire Evacuation Scheme or email knowledge.management@aucklandairport.co.nz to request the full Cause and Effect Matrix.

G.4.6 Fire Control Room East

G.4.6.1 The FCR ("Fire Control Room") East is located in the Baggage Make Up (evacuation Zone 3 & sprinkler system 7) on both ground and mezzanine floor, adjacent to Stand 2.

G.4.6.2 The FCR mezzanine level houses 16 sprinkler systems each capable of sending a direct evacuation signal via the AMPAC Fire Finder System to ICR and FENZ through ADT directorate. These signals also activate the PA systems and smoke control systems.

G.4.6.3 The FCR ground level houses a sub-node providing current status data of the AMPAC Fire Finder system, located adjacent to a mimic panel providing location of a fire incident. Also housed within this section of the FCR is the primary mains incomer

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supplying the above sprinkler systems, adjacent to a secondary sprinkler pump, fed from underground tanks, and all associated system monitoring.

G.4.6.4 An evacuation is initiated from the Eastern sprinkler FCR, however any of the 25 AMPAC Fire Finder System nodes depending on their location together with ICR would control an evacuation in association with the AMPAC graphics for fire location.

G.4.7 Fire Control Room West

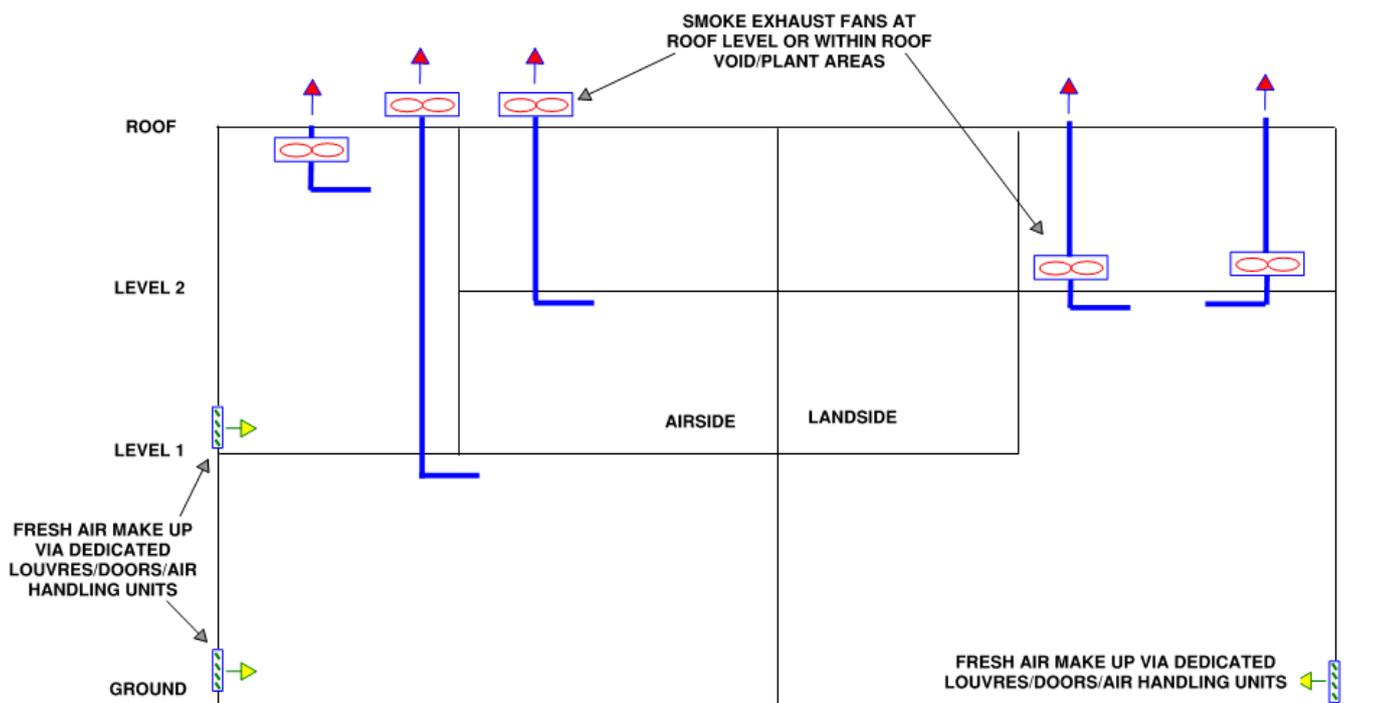
G.4.7.1 The FCR West at the landside junction of Pier B currently houses 7 sprinkler systems, each capable of sending a direct evacuation signal via the AMPAC Fire Finder System to ICR and FENZ through ADT directorate as well as activating the PA systems and smoke control systems. External to the FCR is a mimic panel identical to that of the Eastern FCR and designed to perform similar functions.

G.4.7.2 An evacuation is initiated from the Western sprinkler FCR, however AMPAC Fire Finder Node 1 has been relocated into Airside Pier B Ground Floor Plantroom 4 but together with ICR this node will control an evacuation in association with the AMPAC graphics for fire location.

Note: mimic panels in the terminal will display the zone of any fire or system faults in the various fire zones.

G.5 SMOKE CONTROL

G.5.1 The smoke extract and smoke clearance systems are an automatic system initiated by the fire alarm in large volume area to reduce the smoke within an area and thereby allow safe evacuation to occur (see schematic diagram below).



SMOKE EXTRACT SYSTEM SCHEMATIC

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G.5.2 Smoke control systems within the ITB include:

- Smoke baffles.
- Smoke reservoirs.
- Smoke exhaust and extract systems.
- Smoke curtains.
- Passive construction (where smoke rated walls, doors and glass are used in construction).

G.5.3 The active smoke control systems are designed to activate on the activation of two smoke detectors (under the double knock system) or upon the activation of a sprinkler or Manual Call Point. The exceptions are smoke curtains which will only drop on the activation of a localised smoke detector and one detector in adjacent zone.

G.5.4 Smoke Curtains/shutters are located in the following locations:

- Zone 4 (Level 1 landside dwell) at Avsec temporary ID office grill
- Zone 4A (Emigration Level 1) at Emigration entrance after LAGS area
- Zone 4A (Emigration Level 1) at Emigration exit after re-composition area
- Zone 5 (Level 1 airside mail dwell) entrance to Pier A
- Zone 5 (Level 1 airside mail dwell) within throat of Pier B
- Zone 7A (Level 2 airside) Air NZ lounge main entrance
- Zone 8 and 9 boundary (Level 1 Pier A) smoke shutter
- Zone 8 and 9 boundary (Level 2 Pier A) smoke shutter

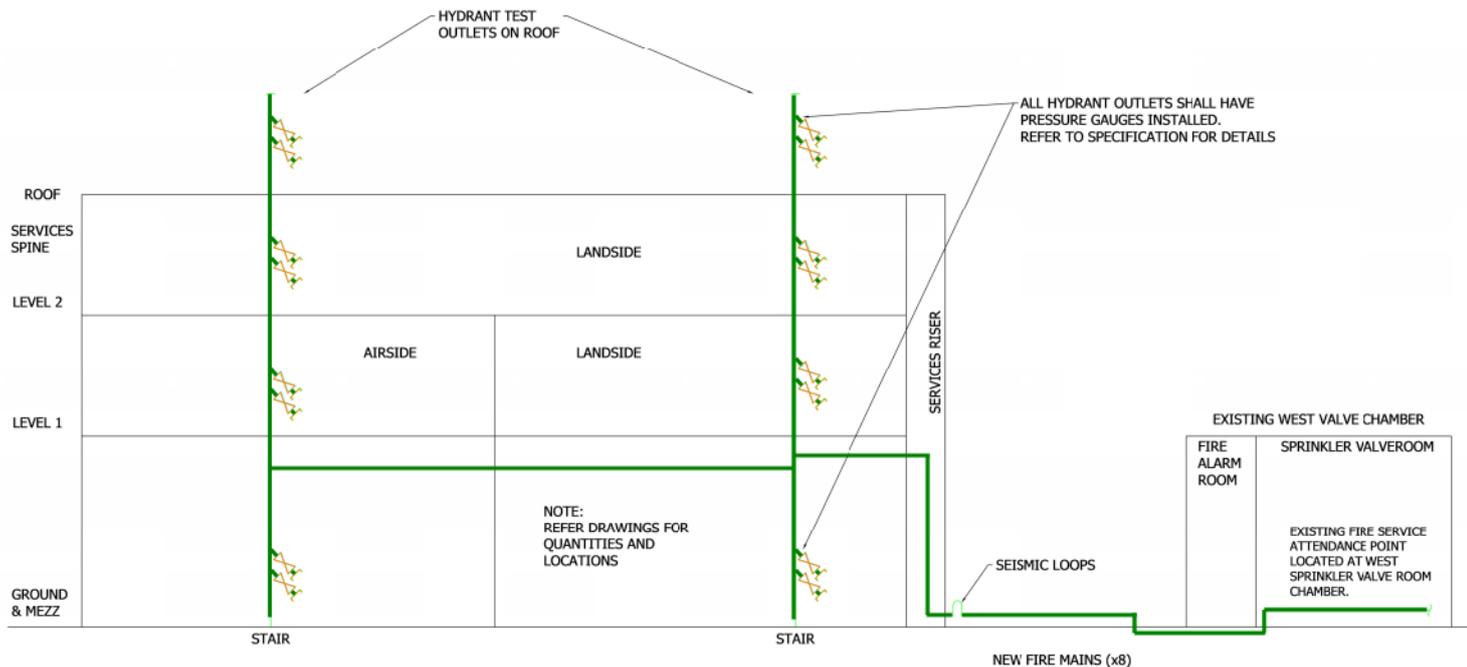
G.5.5 The operation of the active smoke control systems are controlled by the Cause and Effect Matrix to ensure only the areas affected by a fire operate. Email knowledge.management@aucklandairport.co.nz if a copy of the full Cause and Effect Matrix is required.

G.6 HYDRANTS AND RISER MAINS

G.6.1 The Fire Hydrants are a system used by the Brigade and AES during an emergency to gain access to a constant and reliable supply of water for firefighting purposes. Hydrant coverage in accordance with NZBC compliance is provided throughout the ITB. The location of new hydrants is coordinated with AES & FENZ. Specific locations of hydrants may be checked with AES.

G.6.2 The inlet of water is from the Utility mains / Airport reservoir and connection points for the brigade/AES are at defined staircases both Airside and Landside.

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HYDRANT SCHEMATIC

G.7 PA SYSTEM

- G.7.1 The audio PA and alarm system are automated and activated by the Fire Management System in accordance with the Cause and Effect Matrix.
- G.7.2 Older parts of the ITB use the AMPAC Early Warning and Intercommunication System (EWIS). Newer parts of the building are installed with the Bosch Praesideo Public Announcement Fire Alarm System (PAFA).

G.8 HAND-HELD FIRE FIGHTING EQUIPMENT

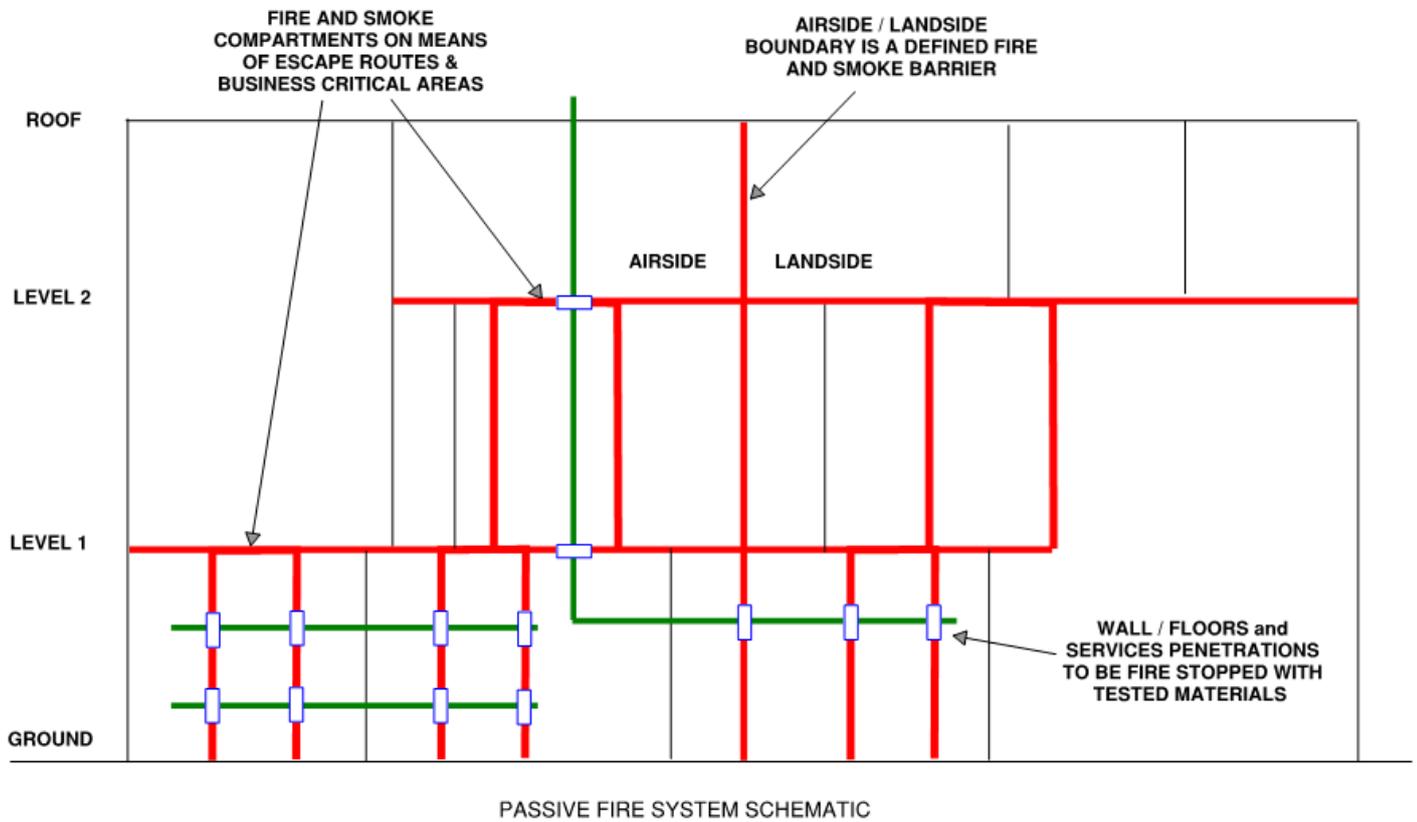
Hand-held fire extinguishers are provided where required by NZS 4503. It is recommended that these are only used by staff who have received training in using hand-held extinguishers.

G.9 PASSIVE FIRE PROTECTION

- G.9.1 Passive Fire Systems form part of each construction project whereby defined escape routes and business-critical areas are wrapped in fire-rated compartment. This is usually proprietary building materials that have been tested (eg, concrete floors/fire rated plasterboard walls, etc).
- G.9.2 As any services pass through the structures, these penetrations need to be sealed by a certified manner and signed off by a qualified engineer at time of construction.

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G.9.3 Confirmation that the fire rating is intact also forms part of annual building warrant of fitness checks by the IQP.



APPENDIX H – EVACUATION PLAN SAMPLE SIGNS

FIRE EVACUATION PROCEDURES

Zone 02

1-110

IF YOU DISCOVER A FIRE:

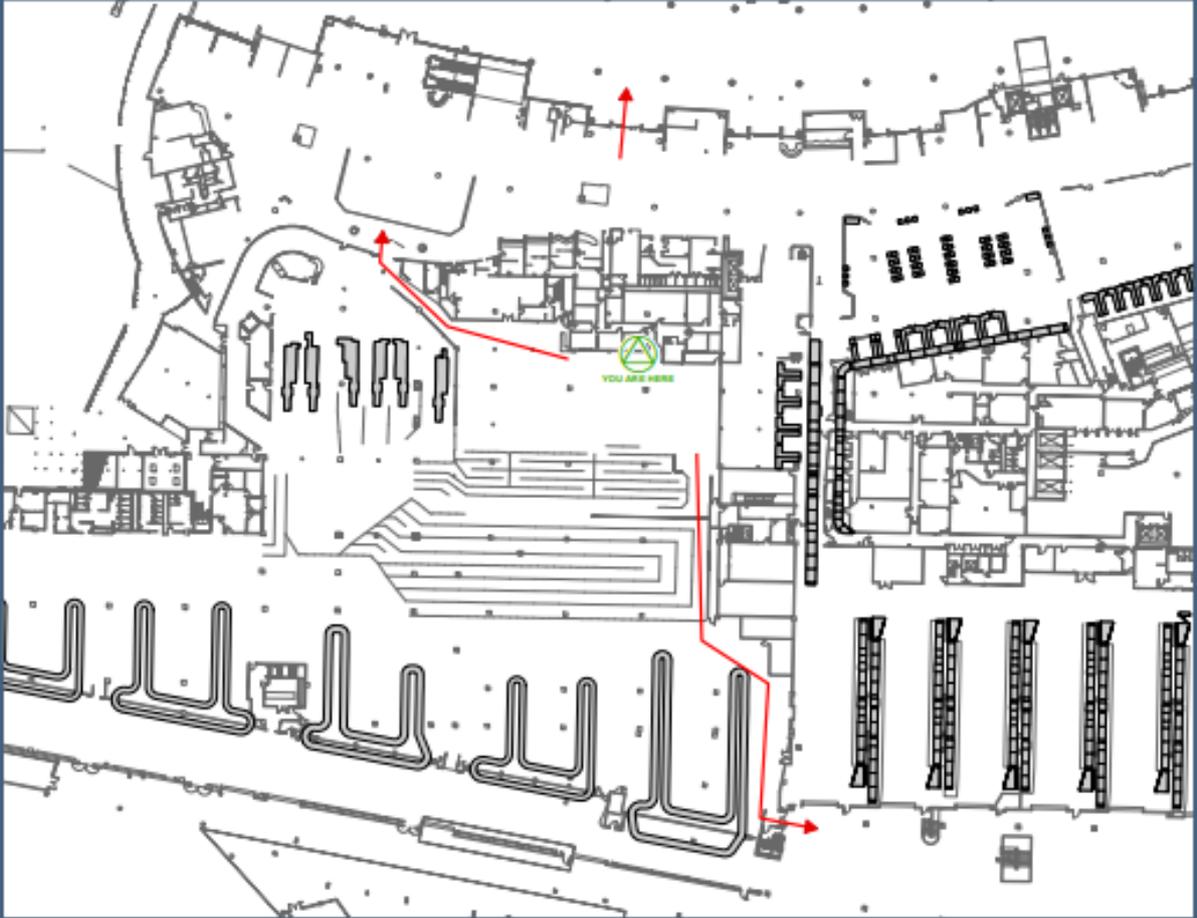
- OPERATE THE NEAREST FIRE ALARM
- CALL 98777 FROM AIRPORT TELEPHONE OR 111 FROM YOUR OWN PHONE

IF YOU HEAR THE FIRE ALARM SOUNDING:

- Evacuate to the nominated assembly area and remain there until directed to do otherwise
- Follow the instructions of the Fire Wardens

IF YOU HEAR THE ALERT TONE SOUNDING:

- Remain in terminal but be prepared to evacuate if required



FOLLOW THE INSTRUCTION OF THE FIRE WARDENS

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APPENDIX I – SAMPLE REGISTER OF PERSONS REQUIRING ASSISTANCE DURING AN EVACUATION

This Register (or one similar) should be used by all organisations leasing premises in the ITB or DTB or undertaking business with a permanent presence in those buildings to record any of their workers who needs assistance during an evacuation from the International or Domestic Terminal Buildings. It must be regularly reviewed and maintained. In the event of an evacuation the organisation must report to the Zone Warden advising that all persons listed on this Register have either been safely evacuated or are waiting at the Assistance Marshalling Point for the Evacuation Zone and require assistance. The Zone Warden must report this to the Head Building Warden at EOC who will arrange assistance for evacuation.

Name:	
Cell phone:	
Type of assistance needed during an evacuation:	
Duration:	Permanent Temporary until _____
Normal location of work in terminal:	
Fire evacuation zone	
Normal hours of work (or roster)	

Name:	
Cell phone:	
Type of assistance needed during an evacuation:	
Duration:	Permanent Temporary until _____
Normal location of work in terminal:	
Fire evacuation zone	
Normal hours of work (or roster)	

APPENDIX K – FENZ APPROVAL OF ITB EVACUATION SCHEME



20-09-2023

Notification that Evacuation Scheme EV-27133-1 has been approved.

Dear Kylie Higgs,

Your evacuation scheme for **Jean Batten International Terminal Building, Ray Emery Drive, Auckland Airport, Manukau, 2150** is approved under section 77 of the Fire and Emergency New Zealand Act 2017.

As the building owner, you must ensure that the evacuation scheme is maintained by an Evacuation Training Programme which consists of carrying out and reporting on the regular implementation of an evacuation training programme. **This programme must be implemented and notified to Fire and Emergency New Zealand no more than 30 days after the date of this approval**, with a further training and assessment on an ongoing basis, and reporting to Fire and Emergency New Zealand in accordance with the frequency specified in your approved Evacuation Scheme.

If you submitted this application online, we recommend that the regular reporting needed for this scheme is completed electronically via our Online Services website. **Please refer to Online Services for a full guide to maintaining your approved Evacuation Scheme.**

If you submitted your application manually please contact us to see how you can complete this reporting online or use this form instead.

You must comply with the requirements of the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures and Evacuation Schemes) Regulations 2018. In addition to details about maintaining your Evacuation Scheme, these regulations set out general fire safety precautions you must follow. They also require you to notify Fire and Emergency New Zealand when certain events happen in your building, such as certain building work or if there is a change of building's purpose or activities.

You will find more information about Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures and Evacuation Schemes) Regulations 2018 on our [website](#)

Change to Evacuation Scheme reference number

Recently Fire and Emergency New Zealand upgraded its Evacuation Scheme management system.

The new system requires a different reference number format.

This email is to inform you that Evacuation Scheme MUEV-2023-031746-1 has changed to EV-27133-1 .

Please make a note of the new number and use it from now on when contacting Fire and Emergency NZ about your application or approved scheme.

Yours sincerely,

Lorna Biggam

Telephone 0800 REGCOMP (0800 734 2667)

Email rcg@fireandemergency.nz

Postal Address Fire and Emergency NZ - Regulatory Compliance Group

P O Box 68444, Victoria Street West, Auckland 1142