

EMERGENCY PROCEDURES

KNOW WHAT TO DO BEFORE AN EMERGENCY HAPPENS

Dial  111 for Emergency Services
(Fire, Ambulance, Police) if required

IF YOU HAVE SECURITY CONCERNS ON CAMPUS:

Dial  your Massey Security Team helpdesk
0800 MASS 50 (0800 6277 50) – 24Hrs / 7 Days a week

- Act on evacuation alarm or instruction from Massey Wardens.
- FLUORESCENT VESTS identify Massey Wardens.
- For more information on emergency management at Massey refer to: www.massey.ac.nz/emergency
- To keep updated following an emergency refer to the Massey University Homepage, and Massey on:

<https://www.massey.ac.nz>



masseyuniversity



@MasseyUni

- To receive emergency alerts direct on your smart phone from Massey down load the Massey App:
Scan the QR Code below or search "Massey Uni App" on www.massey.ac.nz

SCAN QR CODE TO GO TO MASSEY APP WEB PAGE



MASSEY
UNIVERSITY
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND

EVACUATION PROCEDURE

FIRE

EARTHQUAKE

SEVERE STORM / TORNADO / FLOOD

TSUNAMI

THREATS OF HARM / ACTIVE ARMED OFFENDER

BOMB THREAT / SUSPICIOUS PACKAGE

EXIT

BUILDING EVACUATION

EXIT

UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:

- Evacuate the building **IMMEDIATELY** via the nearest safe fire exit.
- Take your keys, cellphones, bag and wallets only if they are in reach. **DO NOT** go back to get personal items.
- Follow the instructions of the Massey Wardens at all times – assist people with disabilities if asked.
- If you need help to get out, wait in the smoke stop lobby or stair landing until help arrives.
- Guide your visitors out of the building.
- Move quickly and calmly – keep noise to a minimum.
- **DO NOT** use lifts. **DO NOT** carry food or drink.
- Merge (like a zip) in the stairwells with occupants from other floors.
- Assemble at the designated assembly point.
- Advise a Massey Warden if anyone you know is unaccounted for.
- **DO NOT** re-enter the building until the Massey Warden has given the **ALL CLEAR**.
Re-entry may take some time.

AFTER HOURS ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as Warden.
- Know the location of the nearest fire alarm call point, emergency exit, fire alarm panel and assembly areas.
- Make a 📞 **111** (Fire) call.
- Check their floor is clear and report to the fire alarm panel to await the arrival of the Emergency Services.

ALL CLEAR

- Remain at the Assembly Area until the Massey Warden announces the **ALL CLEAR**.
- If the Fire Alarm stops, it does not mean the emergency is over.
- Normal routine may resume once the **ALL CLEAR** is received from a Massey Warden.

EVACUATION PROCEDURE


EXIT

FIRE

EXIT

IF YOU SEE, SMELL SMOKE OR SUSPECT A FIRE


If safe rescue/
remove persons
in immediate
danger.

1. Activate alarm
2. Shout FIRE! FIRE! FIRE!
to warn others.
3. Call  **111** (Fire).

- If safe, confine/contain the fire.
- Use fire fighting equipment only if **trained and competent** to do so.
- If safe to do so, turn off power to machinery or gas supplies
- Close doors after exiting the area.

- Walk, do not run, to the nearest safe exit.
- Do not push or crowd.
- Merge like a zip with occupants from other floors.
- Do not use lifts.
- Do not carry food or drinks.
- If you have to open a door and cannot see if the other side is safe, use the back of your hand to check for heat from the bottom to the top of the door. If hot, do not open the door. If not hot, open the door slowly standing behind and to one side.
- Proceed to designated Assembly Area.

DURING A FIRE

- If there is smoke: get on your hands and knees and crawl low and fast to escape smoke. The smoke will be hot and poisonous, and if you breathe it in, it can kill you.
- Remember: Get Down, Get Low, Get out.
- If you can, close doors behind you to stop the fire spreading.
- If you cannot get out of the building: close the door of the room you are in and put a towel or other material under it to stop the smoke coming in. Go to the window and yell 'FIRE! FIRE! FIRE!'. Wait for help.
- If you cannot open a window: (if it has security stays, for example), consider using a chair or other furniture to break the glass. Use something to cover any remaining sharp pieces of glass to escape unharmed.
- As soon as it is safe, call  **111** (Fire) immediately from a mobile phone or other Massey phone.
- Once you are out of the building, stay out.
- Proceed to the designated Assembly Area.
- Remember to let the Massey Wardens know if there is anyone missing. They will alert the arriving Firefighters and Emergency Services.

FIRE

EARTHQUAKE



DURING AN EARTHQUAKE

DROP where you are, onto your hands and knees. This position protects you from being knocked down and allows you to stay low and crawl to shelter if nearby.

Take **COVER** under a sturdy desk, table or other furniture. Protect your head and neck with one arm and hand.

- If a sturdy table or desk is nearby, crawl underneath it for shelter
- If no shelter is nearby, crawl next to an interior wall (away from windows)
- Stay on your knees; bend over to protect vital organs

HOLD on until shaking stops

- **UNDER SHELTER:** hold on to it with one hand; be ready to move with your shelter if it shifts.
- **NO SHELTER:** hold on to your head and neck with both arms and hands.

Do not run outdoors. Do not use elevators. Follow any directions from Massey Wardens

DURING AN EARTHQUAKE IF YOU:

ARE OUTSIDE: Drop, Cover and Hold. Protect your head and neck. Move to an open clear area if safe to do so. Avoid falling hazards.

IN A VEHICLE: Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards. Stay in your vehicle.

Do **NOT** run outside during an earthquake.

It is frightening to stay in a building immediately after an earthquake but it is much safer than immediately going outside.

An earthquake is not like a fire. You do not have to evacuate a building straight away unless it is showing obvious signs of distress.

When you eventually evacuate, do take your wallet, coat, bag, etc. You are more vulnerable if you leave those things behind.

An evacuation assembly area in case of fire might not be appropriate after an earthquake. Glass and masonry falling into streets cause casualties. Large open areas with no tall buildings, power lines or other hazards immediately adjacent are best. It is often better to remain in your building until a safe route out has been found.

EARTHQUAKE

SEVERE STORM / TORNADO / FLOOD

Stay informed on local weather updates. Listen to your local radio stations, as Civil Defence and Emergency Management authorities will be broadcasting the most appropriate advice for your community and situation.

WHEN A STORM WARNING IS ISSUED AND DURING A STORM

- Secure, or move indoors, all items that could be blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Do not walk around outside and avoid driving in a storm.
- Power cuts are possible in severe weather. Unplug small appliances that may be affected by electrical power surges. If power is lost, unplug major appliances to reduce the power surge and possible damage when power is restored.

TORNADOES

- Tornadoes sometimes occur during thunderstorms in some parts of New Zealand.
- Alert others if you can.
- Take shelter immediately. A basement offers the greatest safety. If underground shelter is not available, move to an interior room without windows on the lowest floor. Get under sturdy furniture and cover yourself with a mattress or blanket.
- If caught outside, get away from trees if you can. Lie down flat in a nearby gully, ditch or low spot and protect your head.
- If in a car, get out immediately and look for a safe place to shelter. Do not try to outrun a tornado or get under the vehicle for shelter.

DURING A FLOOD OR IF A FLOOD IS IMMINENT

- Stay out of flood water – it will conceal underwater hazards and can be contaminated with sewage and/or chemicals.
- If you have a disability or need support, make contact with your support network.
- If at home, put your household emergency plan into action and check your getaway kit. Be prepared to evacuate quickly if it becomes necessary.
- Where possible, move pets inside or to a safe place, and move stock to higher ground.
- Do not attempt to drive or walk through flood waters. Consider your route home and if it will be flooded.

SEVERE STORM / TORNADO / FLOOD

TSUNAMI

NOTE: None of the Massey campus locations (Auckland, Manawatū or Wellington) are located in a Tsunami Evacuation Zone.

This information applies when away from the main Massey campus locations and near to the coastline anywhere in New Zealand.



A tsunami consists of a series of waves; the danger may last several hours.

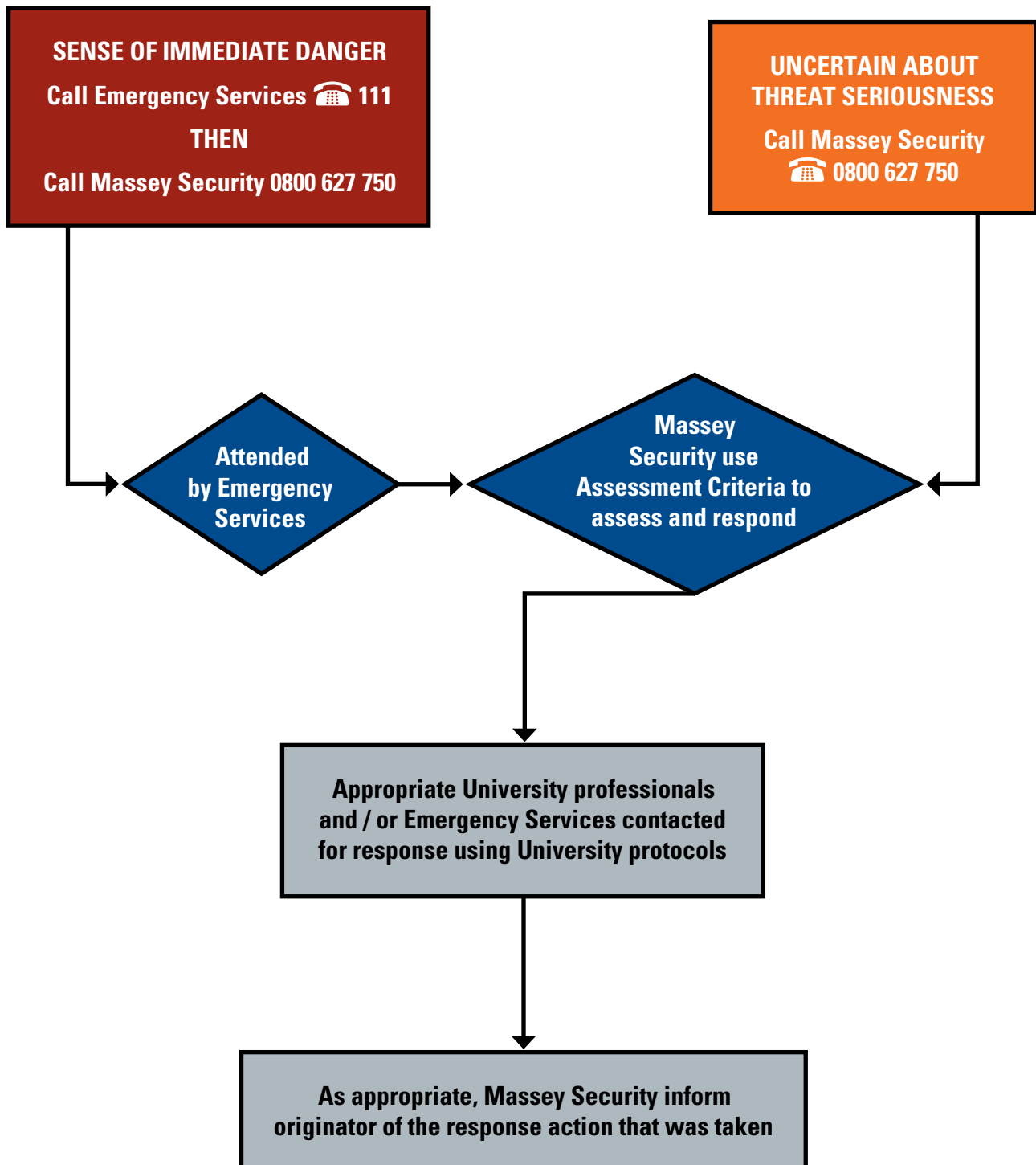
Know where the highest ground is and how to get there. Once you get to a place of safety, be prepared to wait it out.

- Move immediately to the nearest high ground or as far inland as possible (Go at least 2km inland, or 35 meters above sea level). Do not wait for an official tsunami warning.
- Our entire coastline is at risk of tsunami. Knowing the right immediate action to take can prevent injury and save lives.
- If you are near the coast and feel an earthquake that is LONG or STRONG: GET GONE
- An earthquake that lasts more than a minute OR makes it hard to stand up is a natural tsunami warning.
- If you are near the coast, do not wait for an official warning. Move immediately to the nearest high ground or as far inland as you can. Walk or bike if you can. Stay there until you get the all clear.

TSUNAMI

POTENTIAL THREATS OF HARM

RESPONSE TO POTENTIAL THREATS OF HARM



NEXT PAGE ACTIVE ARMED OFFENDER

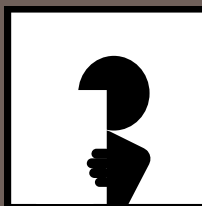
THREATS OF HARM / ACTIVE ARMED OFFENDER

ACTIVE ARMED OFFENDER

New Zealand has a low risk of Active Armed Offender attack. However if attacks involving firearms and other weapons occur it is important to react quickly.



RUN!



HIDE



TELL

Your priority should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

- Under immediate attack – Take cover initially, but attempt to leave the area as soon as it is safe to do so.
- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.
- Nearby attack – Leave the area immediately and move quickly away from where the attack is located, but only if it is safe to do so.

If you do not believe you can safely evacuate, then you may need to consider sheltering in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as corridors and foyers;
- Consider locking or barricading yourself and others in a room or secure area;
- Secure your immediate environment and other vulnerable areas;
- Move away from the door and remain quiet;
- Silence mobile phones and other devices that may identify your presence;
- Try to contact police (111) or others to advise of your location and situation;
- Assess and re-assess options for sheltering in place either at your current location or at an alternative location;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

The more information you can pass on to the Police the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident;
- Description of the offender/s and whether they are moving in any particular direction;
- Details of any weapons being used;
- Number of people in the area and any that have been injured; and
- The motive or intent of the offender/s (if known or apparent).

Provide this information immediately to the Police via 111 if this can be achieved safely.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

ACTIVE ARMED OFFENDER

BOMB THREAT OR SUSPICIOUS PACKAGE

IF YOU DISCOVER A SUSPICIOUS PACKAGE

1. Do not handle or open the item.
2. Take steps to isolate the area and prevent others being near or touching the item.
3. Phone the Massey Security Team on 📞 **0800 6277 50** and describe the item and your suspicions.
4. The Security Team will make an assessment and will coordinate directly with NZ Police as required.

IF YOU RECEIVE A BOMB THREAT BY PHONE, EMAIL OR ANOTHER MEANS

- Listen carefully and get information (Record information using the checklist over page). DO NOT interrupt the caller.
- Report the threat immediately to the Police 📞 **111** and then Massey Security 📞 **0800 MASS 50 (0800 6277 50)**

Note EXACT wording of the threat from the caller.

Keep the person talking and note answers to the following questions:

- WHEN will the bomb explode?
- WHERE did you put the bomb?
- WHAT does it look like?
- WHAT kind of bomb is it?
- WHAT will make it explode?
- HOW long has the bomb been in position? Once evacuated, disperse as far away from the building as possible

Call 📞 **111** (Police) State that you have received a bomb threat:

- State your name and location including city, Massey Campus location, building name, floor and room number.
- State location of bomb and time set to explode, if known.
- Answer any questions as best you can, and follow the instructions given by Police.
- Notify and evacuate staff verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- Do not use cell phones or radio transmitters (RTs).
- Do not touch or move any suspicious object.

THERE IS BOMB THREAT CHECKLIST ON BACK OF THIS PAGE

BOMB THREAT / SUSPICIOUS PACKAGE



Place this card under your telephone

**BOMB THREAT CHECK LIST
QUESTIONS TO ASK:**

1. When is the Bomb going to explode?

2. Where is the Bomb?

3. What does the Bomb look like?

4. What kind of Bomb is it?

5. What will make the Bomb explode?

6. What is the Explosive Type and Quantity?

7. Why did you place the Bomb?

8. What is your name?

9. Where are you?

10. What is your address:

EXACT WORDING OF THREAT:

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ACTION

Report call immediately to:

Phone Number:

Trace 111

Police Advised:

Date/Time:

Members name:

CALLER'S VOICE

Accent (specify):

Any impediment (specify):

Voice (loud, soft, etc):

Speech (fast, slow, etc):

Diction (clear, muffled):

Manner (calm, emotional, etc):

Did you recognize the voice?

If so, who do you think it was?

Was the caller familiar with the area?

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THREAT LANGUAGE

Well spoken:

Incoherent:

Irrational:

Taped:

Message read by caller:

Abusive:

Other:

BACKGROUND NOISES

Street noises:

House noises:

Aircraft:

Voices: Standard Call:

Music: 111/Cellular:

Machinery: STD:

Vehicle (Cellular):

Other:

OTHER

Sex of caller:

Estimated age:

CALL TAKEN

Date: / / Time:

Duration of call:

Number called:

RECIPIENT

Name (print):

Telephone number:

Signature: