



# Emergency procedures

## Stop, think, act!

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

Raise the alarm

Turn to the relevant page to confirm what to do

### Emergency phone numbers

Dial 111 for Fire/Police/Ambulance

1. Call from a safe place
2. Use a cordless or mobile phone if practical
3. Tell the operator which emergency service you want
4. Wait until that service answers
5. Give the following address (*manager to complete*):

(Street number) :

(Street name) :

(Suburb) :

(Nearest City/Town) :

(Region) :

6. Do not hang up until told to do so by the emergency service
7. Make sure someone is available to direct the emergency service to the scene

Immediately after calling 111, activate the emergency procedure

Use an alternative phone if emergency services ask you to keep the line available

*To be effective, this chart must be read and understood by all staff until it becomes second nature!*

### Emergency procedures



<i>(manager to complete)</i>	Name	Expertise	Phone (Day)	Phone (Night)	Phone (Mobile)
<b>Emergency contacts</b> <i>(other than 111)</i>					
Fire Service					
Police					
Ambulance					
Doctor					
Medical centre					
Hospital					
Poison centre			0800 POISON / 0800 764 766		
<b>Local/regional council</b>					
Pollution hotline					
<b>Neighbours</b>					
<b>Contractors and consultants</b>					
Electrician					
Plumber					
Waste disposal					
Test Certifier					
Insurer					

## Emergency phone numbers

# Fire and emergency procedures checklist

You must know and understand what to do if a fire occurs

Your first concern is the immediate safety of all people present

Next call emergency services

Contain the fire but only if it is safe to do so

If help is available, allocate responsibilities to others to create a competent fire fighting team

## Fire emergency checklist

1. Raise the alarm
2. Evacuate people from the area
3. Activate any emergency shut down systems
4. Call emergency services (dial 111)
5. Call your manager

## Precautions

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

Evacuation/assembly points *(manager to complete)*:

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Location of nearest phones *(manager to complete)*:

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## Fire at a flammable storage facility

- Raise the alarm by (*manager to complete, for example: break glass, shout, sound hooter*):

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- Evacuate people from the area
- If it is safe to do so:
  - activate emergency stop
  - switch off power to all equipment
  - shut any isolation valves
- If a small fire, use your fire extinguisher – contain and extinguish the fire if it is safe to do so
- Call the Fire Service (dial 111)
- If a large fire, do not attempt to extinguish the fire – retreat to a safe distance
- If the fire involves a flammable gas or a compressed gas, apply water cooling if it is safe to do so
- Ensure someone is available to direct the Fire Service to the scene

## Using a fire extinguisher

- Make sure the extinguisher is of the correct type
- Make the extinguisher ready for use by breaking the seal/removing the safety pin
- Carry the extinguisher to the fire
- Keep yourself low to reduce the effect of heat and smoke
- When in position, aim the extinguisher at the base of the flames
- Discharge the extinguisher in a sweeping motion across the base of the flames
- Keep going until you have completely extinguished the fire
- If the fire becomes uncontrollable, or there is too much heat or smoke for safety, leave immediately

## *Always keep between the fire and your escape route*

### After the event

- Complete an incident report
- Review the effectiveness of the emergency plan

# Spill procedures checklist

You must know and understand what to do if a spill occurs

Your first consideration is the immediate safety of all people present

Next call emergency services

Then contain the spill but only if it is safe to do so

If help is available, allocate responsibilities to others to create a competent emergency team to deal with the spill

## Spill checklist

1. Raise the alarm
2. Evacuate people if necessary
3. Call emergency services (dial 111)
4. Close valve, plug leak or upright container, if safe to do so
5. Utilise safety equipment to contain the spill
6. Call on specialist advice
7. Clean up spill
8. Recover product or dispose of waste safely

## Precautions

- Do not endanger yourself
- Wear personal protective equipment (PPE) appropriate for the spilled substance
- Do not leave the area unattended if there is a risk of a further spill
- If spill is likely to enter a waterway notify the local council
- Advise manager of the incident

Evacuation/assembly points *(manager to complete)*:

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Location of nearest phones *(manager to complete)*:

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## Hazardous substance spills

- Raise the alarm by (*manager to complete, for example: break glass, shout, sound hooter*) :

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- Evacuate if necessary
- Identify the nature of the spilled substance
- Put on safety equipment (e.g. overalls, boots, gloves, eye protection, etc.)
- If it is safe to do so, close off the source of the spill
- Remove sources of ignition if flammable substance present
- Identify the danger posed by the spill – only respond if it is safe to do so
- Refer to the safety data sheet or call on an approved handler or other specialists for advice
- Safety data sheets are available at (*manager to complete*) :

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- If necessary, call emergency services and advise the local council
- Use your spill kit (contain the spill if it is safe to do so – utilise a drip tray or oversize container or absorbent to soak up a small spill)
- Dispose of waste safely as set out in the safety data sheet

## After the event

- Replenish your spill kit
- Complete an incident report
- Review the effectiveness of the emergency plan

# LPG leak checklist

You must know and understand what to do if a leak occurs

Your first consideration is the immediate safety of all people present

Next call emergency services

Contain the leak but only if it is safe to do so

If help is available, allocate responsibilities to others to create a competent emergency team to deal with the leak

## Gas leak checklist bulk facility

1. Raise the alarm
2. Evacuate people from the area
3. Activate any emergency shut down systems
4. Activate any water spray protection systems
5. Call emergency services (dial 111)
6. Call your manager

## Precautions

- Do not endanger yourself
- Make sure you have an escape route
- Keep hands and face clear of any escaping gas or liquid
- No smoking. Keep ignition sources at least 20 metres away until the area is safe
- Do not use equipment again until it has been inspected
- Do not leave the site unattended if there is a risk of a further leak
- Advise your manager of the incident

Evacuation/assembly points (*manager to complete*):

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Location of nearest phones (*manager to complete*):

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## Leak suspected with cylinder or appliance

- If there is any possibility of cylinder(s) being engulfed by fire, evacuate adjacent areas
- Call the Fire Service, advise the location of the cylinder or appliance, that it is LPG and the cylinder size
- Keep cylinder cool with a water hose, sprayed from maximum possible distance
- Remove or extinguish sources of ignition
- Remove from heat source if it is possible and safe to do so
- Stop the leak by shutting the cylinder valve if it is safe to do so
- Do not interfere with any part of a fixed installation
- If gas is leaking ventilate the area thoroughly until the air is clear
- If the leak persists, remove the cylinder to a safe outdoor area if it is safe to do so
- If it is a minor leak, check the system for any indication of gas, such as a smell or hiss
- Test with soapy water solution, which will bubble at any point where gas escapes
- If a leak is found at a connection, re-make the connection and test again
- Do not use the cylinder or appliance again until inspected

## Bulk storage system leak

- Activate alarm, evacuate the area
- Call the Fire Service
- Remove all sources of ignition
- Activate any fire protection systems
- If a pipeline leak, close isolation valves, if it is safe to do so

## After the event

- Complete an incident report
- Review the effectiveness of the emergency plan

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# Cardio-pulmonary resuscitation (CPR)

- Danger:** Check for the safety of yourself, the casualty and bystanders
- Response:** Check for response, tap the casualty, gently shake and shout
- Send for Help:** Phone 111 and ask for an ambulance
- Airway:** Open airway, tilt head back
- Breathing:** If not breathing normally start CPR
- CPR:** Start CPR, 30 chest compressions, two breaths
- Defibrillate:** If you have a defibrillator and been trained in its use, attach an AED and follow the machine prompts

*(manager to complete) :*

First aiders trained in CPR:

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Doctor:

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The medical centre is:

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## To check for normal breathing

1. Tilt head back and raise chin forward
2. Checking for normal breathing
  - a. Look for movement
  - b. Listen for breathing
  - c. Feel for breath on your cheek
  - d. If casualty is not breathing normally, turn on back, start CPR

### 3. CPR

**First - Position hands in centre of chest, push down firmly and quickly 30 times**

- a. Breathing: With head tilted back, pinch nose and seal your mouth over patient's mouth. Blow twice into casualty's mouth.

*Take care if poisoning is suspected. Make sure there is no residual poison in the mouth, consider mouth to nose resuscitation*

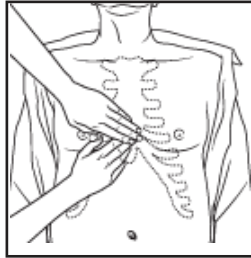
- b. Chest Compressions: Push down on chest firmly and quickly 30 times

**Continue with two breaths and 30 pumps until help arrives**

### Call, pump, blow



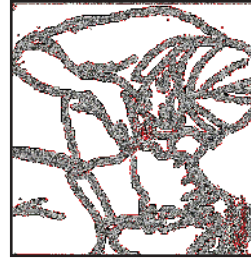
**CALL**  
Dial 111



**PUMP**  
Position hands in the centre of the chest



Firmly push down five centimetres on the chest 30 times



**BLOW**  
Tilt head  
Lift chin  
Check breathing



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

If reluctant to give mouth to mouth, continue with chest compressions

CPR is needed if a patient has collapsed, is not responsive and is not breathing normally

Casualties who have collapsed should be carefully assessed to decide what emergency care is needed

Chest compressions are the most important part of CPR

If for any reason you cannot give rescue breaths to a patient, DO attempt chest compressions

# Emergency first aid

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

(manager to complete) :

First aid kits are located at:

The medical centre is:

First aiders:

Doctor:

Poison centre: 0800 POISON / 0800 764 766

## Control of bleeding

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

Remember

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

## Foreign bodies in the eye(s)

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

## Poisoning

1. Seek medical advice or call an ambulance

Remember

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

## Chemicals in the eye(s)

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

### Management of minor wounds

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

### Management of burns

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

#### Remember

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

### Breathing difficulties

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

### Management of chemical burns

1. Protect yourself from the substance
2. Avoid skin and eye contact
3. Brush off dry chemicals, flush liquids from the skin using cool running water for 15 minutes or more
4. Remove any contaminated clothing
5. Treat for shock if faint, pale, shallow, rapid breathing
6. Wrap area with a dry sterile dressing or clean cloth
7. Protect from pressure and friction
8. If the skin has blisters or if there is an overall body reaction, get medical help immediately

### Your first aid kit contains

Item	Date checked	Date checked	Date checked	Date checked

# When disaster strikes

Turn on your radio for advice and information  
Know the civil defence warning signal  
Know your nearest civil defence post and police station  
Do not go sightseeing

## Civil defence *(manager to complete)*

Your civil defence warning signal is:

Your nearest civil defence post is at:

Your nearest police station is at:

Your local radio station is:

Your civil defence cabinet/kit is at:

## Earthquake

### During the earthquake

- Keep calm
- Stay indoors where practical
- Keep away from windows and heavy furniture
- Take cover – use a doorway or get under a strong table or other sturdy structure

### After the earthquake, if the building is damaged

- Turn off water, electricity and gas at mains
- Conserve your water
- Treat injuries
- Get in touch with neighbours – they may need help
- When help is needed go to your nearest civil defence post
- Advise manager of damage sustained

## Tsunami *(manager to complete)*

This business is in a tsunami risk zone

Yes     No

What warning systems are in place:

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Go to high ground immediately,  
your route to a safe location is:

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- Go at least one kilometre inland or 35 metres above sea level
- Do not go sightseeing
- Listen to the radio for information and follow civil defence instructions

## Volcanic eruption *(manager to complete)*

What warning systems are in place:

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### Before a volcanic eruption

Your route to a safe location is:

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### During the volcanic eruption

- Stay indoors as much as possible
- Save water at early stage as supplies may become contaminated
- Keep gutters and roof clear of ash to prevent roof collapse
- If you must go outside, use protective clothing, cover your head, breathe through a mask, carry a torch

## Pandemic

### World-wide disease outbreak

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

## Flood

- Be prepared to get to high ground
- Turn off electricity and gas supplies
- Do not go into floodwaters alone
- Do not go sightseeing
- Do not drink floodwater
- Move valuables, clothing, food, and medicines above likely reach of floodwater if it is safe to do so
- Avoid backflow from drains and toilets – fit bungs or sandbags and weigh down

# Emergency equipment

## Fire fighting equipment

<i>(manager to complete)</i>	Location	Description <i>(e.g. 2kg dry powder or 9 litre foam/other)</i>	Test date
Fire extinguishers	1.		
	2.		
	3.		
	4.		
Hose reel			
Sprinkler systems			
Fire blanket			
Other			





# People responsibilities and plan testing

Individuals with specific skills and responsibilities *(manager to complete)*:

Name	Location	Skills and responsibilities	Contact details	Available in (minutes)

Fire wardens and training *(manager to complete)*:

Name	Location	Date trained		

First aid and training *(manager to complete)*:

Name	Location	Date trained		



# Incident reporting

Every incident resulting in harm to people, damage to property or damage to the environment must be reported to your manager immediately

- Respond to the incident promptly and positively
- Preserve scene in the case of serious harm
- Collect relevant information about the incident
- Develop and take remedial actions
- Complete insurance claims and reports required

*(Manager to complete):*

Report all incidents to:

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Accident report forms are found at:

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Enforcement agencies contact numbers

Department of Labour:

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Territorial Authority:

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Regional Council (e.g. Department of Health, Police, CVIV):

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