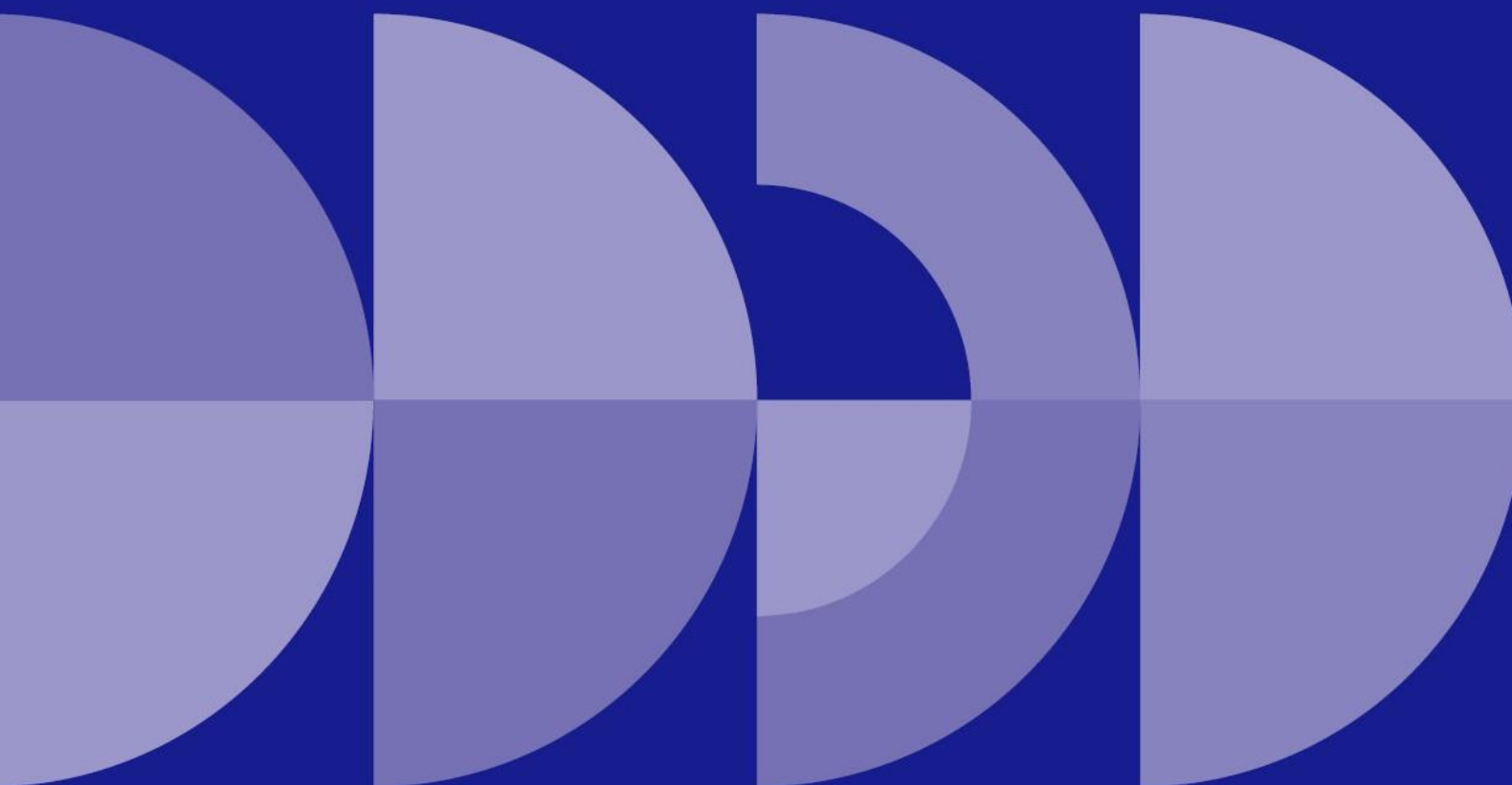


# International Terminal Evacuation Scheme – Part B

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](mailto:FireSafetyCompliance@aucklandairport.co.nz) or either:

Yen Tu Senior Compliance Officer Phone 022 0122774 <a href="mailto:yen.tu@aucklandairport.co.nz">yen.tu@aucklandairport.co.nz</a>	Xinhui Chen Regulatory Assurance Manager Phone 021 2235612 <a href="mailto:xinhui.chen@aucklandairport.co.nz">xinhui.chen@aucklandairport.co.nz</a>	Neil Swailes Chief AES Officer Phone 027 8864891 <a href="mailto:Neil.swailes@aucklandairport.co.nz">Neil.swailes@aucklandairport.co.nz</a>
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## RECORD OF REVIEWS & APPROVAL OF CONTENTS

Control and distribution details for this Manual are as follows:

- The Word master is doc # OPSMASTERS-1040927276-91688 in the MS Team "Ops Forms, Manuals, Docs CONTROL". A pdf is made for publication and saved into the SharePoint "Aerowiki" document library using the same pdf file name as the existing version in that library to ensure any hyperlinks still function, including hyperlinks to the document from The Radar.
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Corporate website (for viewing by external parties)

Litmos e-learning course on Fire Awareness (several of the plans are also in the course zip file)

Fire Emergency NZ, Fire Safety Manukau District

Airport Emergency Service

Emergency Operations Centre

Airport Police

Airport tenants as required

Aviation Security

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 24-08-20 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).

Content Review Date:	Reviewer:	Document Numbers evidencing review:	Amendment Date:	Doc Owner:	Document Numbers evidencing doc owner approval of content of the amended Manual:	Date of approval:
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Content Review Date:	Reviewers:	Document Numbers in evidence of review:	Amendment Date:	Doc Owner:	Document Numbers approving content of amended Manual:	Date of approval:	Document Numbers of emails issuing to external holders
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Sept-Nov 2022	Kristina Cooper, Pooja Prasad, Sam Yun	AIAL-1336572876-103890, 894, 911	24-11-22	Mark Hill	AIAL-1336572876-103909 (Mark Hill)	25-11-22	tbc
Feb 2023	Kristina Cooper, Sam Yun, Robin Joseph, Tina Dean	AIAL-1336572876-104102, 124, 126, 121, 125, 123, 122, 130	28-02-23	Mark Hill	AIAL-1336572876-104129 (Mark Hill)	03-03-23	tbc
July 2023	Kylie Higgs, Sam Yun	AIAL-1336572876-107844, 842	02-08-23	Kylie Higgs	AIAL-1336572876-107854	10-08-23	tbc
March 2024	Yen Tu	AIAL-1336572876-108223 (MoC document)	07-08-24	Kylie Higgs	AIAL-1336572876-108224 (FENZ); AIAL-1336572876-108227 (Kylie Higgs)	28-03-24 (FENZ); 07-08-23 (K Higgs)	tbc



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## TERMS AND ABBREVIATIONS

<b>AA</b>	Auckland Airport
<b>AED</b>	Automated External Defibrillator
<b>AES</b>	Airport Emergency Services
<b>AHU</b>	Air Handler Units
<b>AIAL</b>	Auckland International Airport Limited
<b>Airport</b>	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.
<b>Alert Zone</b>	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.
<b>AMPAC</b>	The current Fire Management System for the ITB.
<b>ASD</b>	Aspirating Smoke Detector
<b>ASDS</b>	Aspirating Smoke Detection System
<b>Double Knock</b>	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.
<b>DR</b>	Disaster Recovery Site at 2 Walsh Brothers Place where a replica EOC facility is located.
<b>EAP</b>	Emergency Assembly Point (or area) where evacuated persons should assemble in the event they are required to evacuated outside the building.
<b>EOC</b>	Emergency Operations Centre, located in the Operations Control Centre on the 1 <sup>st</sup> floor of ITB Landside, behind the food court. Access to EOC is via the external stair, S7, in the Western Forecourt.

### Evacuation Zones

The ITB is divided into multiple evacuation zones, each of which can evacuate independently of the other in response to activation of smoke

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detectors, although some older zones are linked with regard to the Fire Suppression System and will evacuate together.

- 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 Curtain** Specifically designed curtain which descends to the floor level to prevent the spreading of fire and smoke between adjacent zones when smoke is detected by smoke detectors located on either side of the curtain.

## **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

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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 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.

**OCC** Operations Control Centre, located on the 1<sup>st</sup> floor of the ITB Landside accessed by Kōtare Track, directly behind the food court. Access to EOC is via the external stair, S7, in the Western Forecourt.

**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 0 - INTRODUCTION

### 0.1 MESSAGE FROM AUCKLAND AIRPORT

- 0.1.1 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.*
- 0.1.2 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.
- 0.1.3 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.
- 0.1.4 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.
- 0.1.5 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:

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## 0.2 STRUCTURE OF THE ITB FIRE SCHEME

0.2.1 Due to its size and complexity, the ITB is divided into multiple evacuation zones, each of which can be triggered for an evacuation independently of the other zones. This ITB Fire Scheme is similarly structured with a section for each of these multiple Evacuation Zones.

0.2.2 Due to the size of the documentation, for practicality, the Fire Scheme has been divided into four Parts:

- Part A – this is the general part of the Scheme which must be read by everyone with a role in managing the evacuation process. It:
  - sets out an outline of the fire strategy and the fire systems in the ITB;
  - outlines the roles and responsibilities of all participants in the evacuation process;
  - explains how evacuations will be managed with guests kept safe during evacuations;
  - articulates key processes and approaches which must be followed in all evacuations;
  - specifies the training required; and
  - provides a summary of how to respond in other emergencies.
- Part B, (this Part), which sets out the detailed evacuation instructions and relevant plans for the main building covering Evacuation Zones 1 to 7A, which, broadly speaking, comprise the central core of the ITB including check-in, airline offices, the Operations Control Centre, emigration, landside and airside retail areas and dwell, VIP Lounges and the baggage reclaim hall and MPI arrivals space.
- Part C, which sets out the detailed evacuation instructions and relevant plans for Zones 8 to 10, which, broadly speaking, comprise Pier A.
- Part D, which sets out the detailed evacuation instructions and relevant plans for Zones 11 to 19, which, broadly speaking, comprise Pier B and the connector and the primary Immigration processing area on Level 1.

0.2.3 A summary of the zones, Zone Wardens and Fire Wardens is set out in the table on the following page (with the zones covered by this Part in bold).

# [Printed Versions are Uncontrolled]

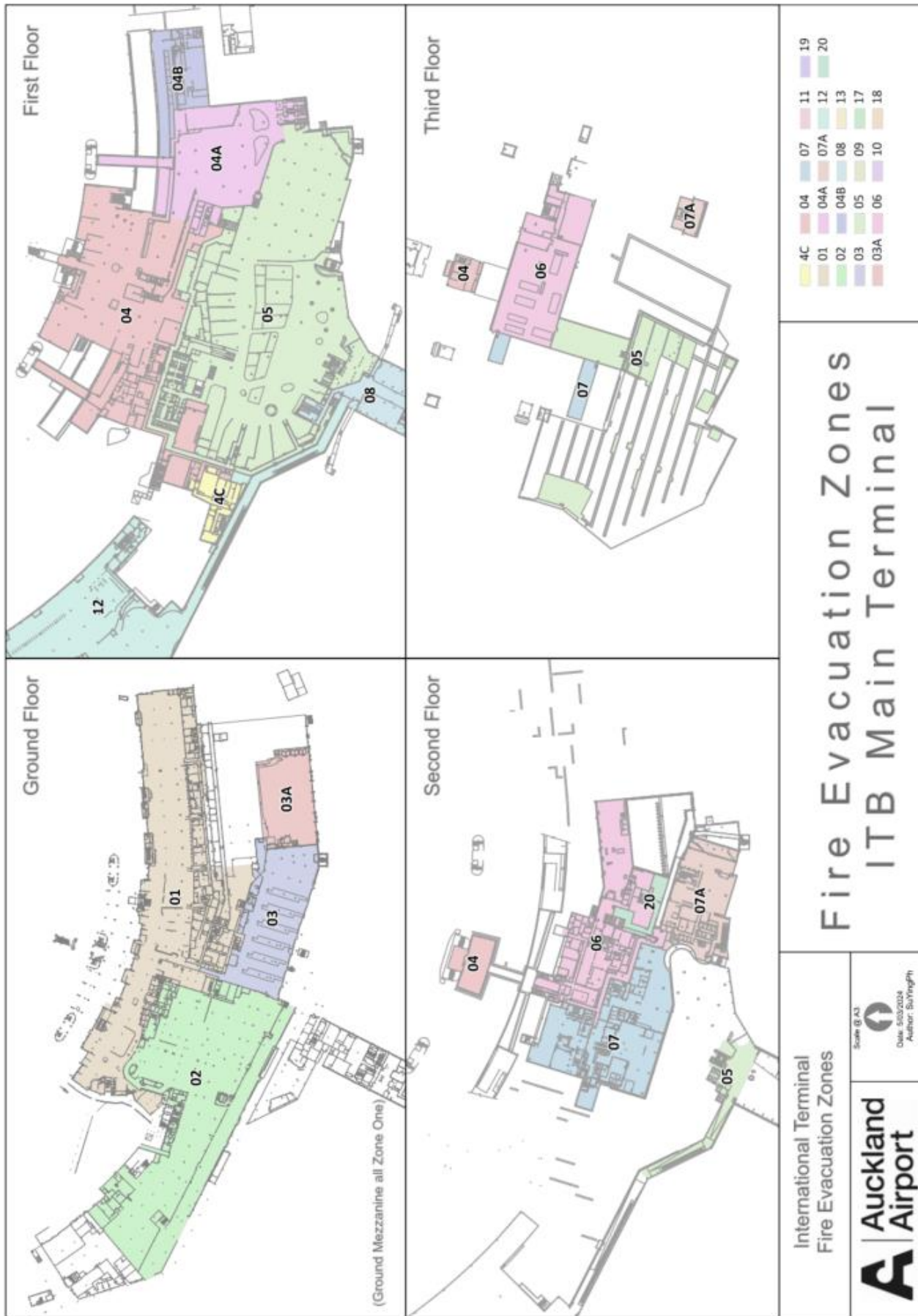
Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens
1  (Zone 1 is divided into 4 separate areas for evacuation management purposes)	Ground floor landside arrivals	B	Airport Operations	<ul style="list-style-type: none"> <li>• Airport Operations</li> <li>• Skygate staff</li> <li>• Ground handlers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

# [Printed Versions are Uncontrolled]

Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens
8	Pier A North – ground floor and GL 4A-D	C	Ground floor – Air NZ Ramp	<ul style="list-style-type: none"> <li>Air NZ ramp staff</li> </ul>
	Pier A North – L1 Arrivals GL 1-4		Level 1 – Aviation security (Airlines/Operations if transit screening is relocated to Pier B)	<ul style="list-style-type: none"> <li>Airline staff</li> <li>Aviation Security staff</li> <li>Retail Staff</li> </ul>
	Pier A North – L2 Departures GL 1-4		Level 2 – Retail store manager or supervisor	<ul style="list-style-type: none"> <li>Retail Staff</li> <li>Operations staff</li> </ul>
9	Pier A South – ground floor and GL 4E	C	Ground floor – Airfield Operations	<ul style="list-style-type: none"> <li>Airfield Operations</li> <li>Kauri Lounge staff</li> </ul>
	Pier A South – L1 Arrivals GL 5-10		Level 1 – Aviation Security (Airlines/Operations if transit screening relocated to Pier B)	<ul style="list-style-type: none"> <li>Airline Staff</li> </ul>
	Pier A South – L2 Departures GL 5-10		Level 2 – Air NZ International Transfer Desk	<ul style="list-style-type: none"> <li>Air NZ staff</li> <li>Retail staff</li> <li>Tenant staff</li> </ul>
10	External ground level undercroft of building underneath GL 8 & 10	C	Airfield Operations	<ul style="list-style-type: none"> <li>Airfield Operations</li> <li>Swissport</li> </ul>
11	Ground level West Plant rooms, bus door 13	D	Airfield Operations	<ul style="list-style-type: none"> <li>Airfield Operations staff</li> <li>Ground Handler / Bus operations Door staff</li> <li>Engineering Services staff</li> <li>Customs staff</li> </ul>
12	Level 1 airside Customs & Duty-free arrivals	D	Senior Customs officer on duty	<ul style="list-style-type: none"> <li>Customs staff</li> <li>Immigration staff</li> <li>Duty Free retail staff</li> </ul>
13	Pier B L2 departures corridor to GL15-18	D	Airport Operations or Level 1 mezzanine retail supervisor	<ul style="list-style-type: none"> <li>Airport Operations staff</li> <li>Level 1 mezzanine retail staff</li> </ul>
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"> <li>Airline staff</li> <li>Airfield Operations Staff</li> <li>Terminal Operations Staff</li> <li>Skybus Staff</li> <li>Engineering Services (Plantrooms)</li> </ul>
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"> <li>Airline staff</li> <li>Terminal Operations Staff</li> <li>Menzies Staff</li> <li>Swissport Staff</li> </ul>
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"> <li>Airline staff</li> <li>Terminal Operations Staff</li> <li>Retail Staff</li> </ul>
20	<b>Level 2 AVSEC Imaging Room &amp; Airside Kea Track</b>	<b>B</b>	<b>Avsec</b>	<ul style="list-style-type: none"> <li><b>Avsec staff in Imaging Room</b></li> </ul>

0.2.4 An overall summary map of the evacuation zones in the main part of the ITB (ie, covered by this Part B of the Fire Evacuation Scheme) is set out on the next page.



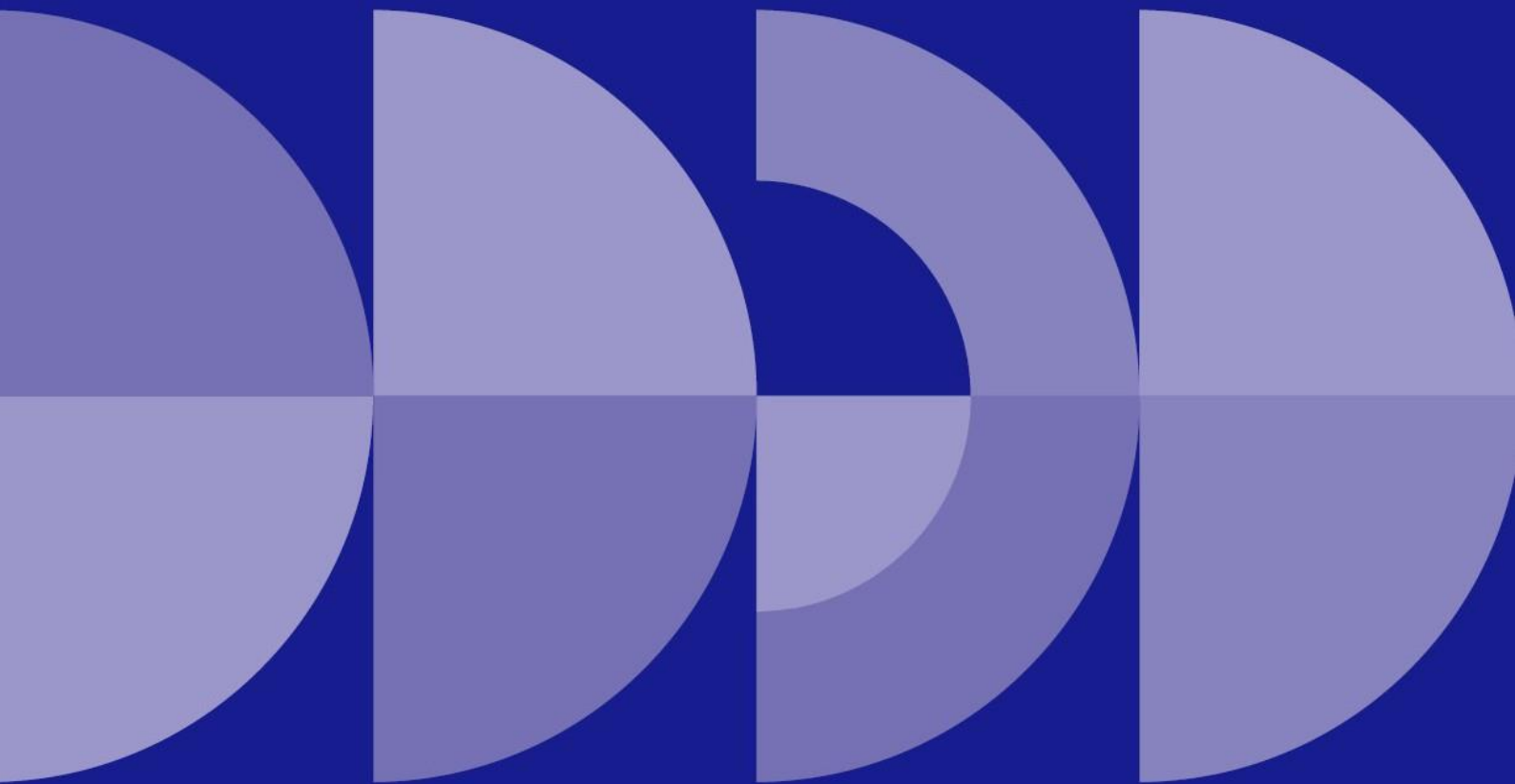


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# Zone 1 ITB Evacuation Scheme

Ground Floor Public Concourse Arrivals and  
Departures, Ground Mezzanine Floor



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## ZONE 1 – GROUND FLOOR ARRIVALS & DEPARTURES LANDSIDE & GROUND MEZZANINE

### SUMMARY TABLE: ZONE 1A GROUND FLOOR ARRIVALS LANDSIDE (WEST END OF TERMINAL)

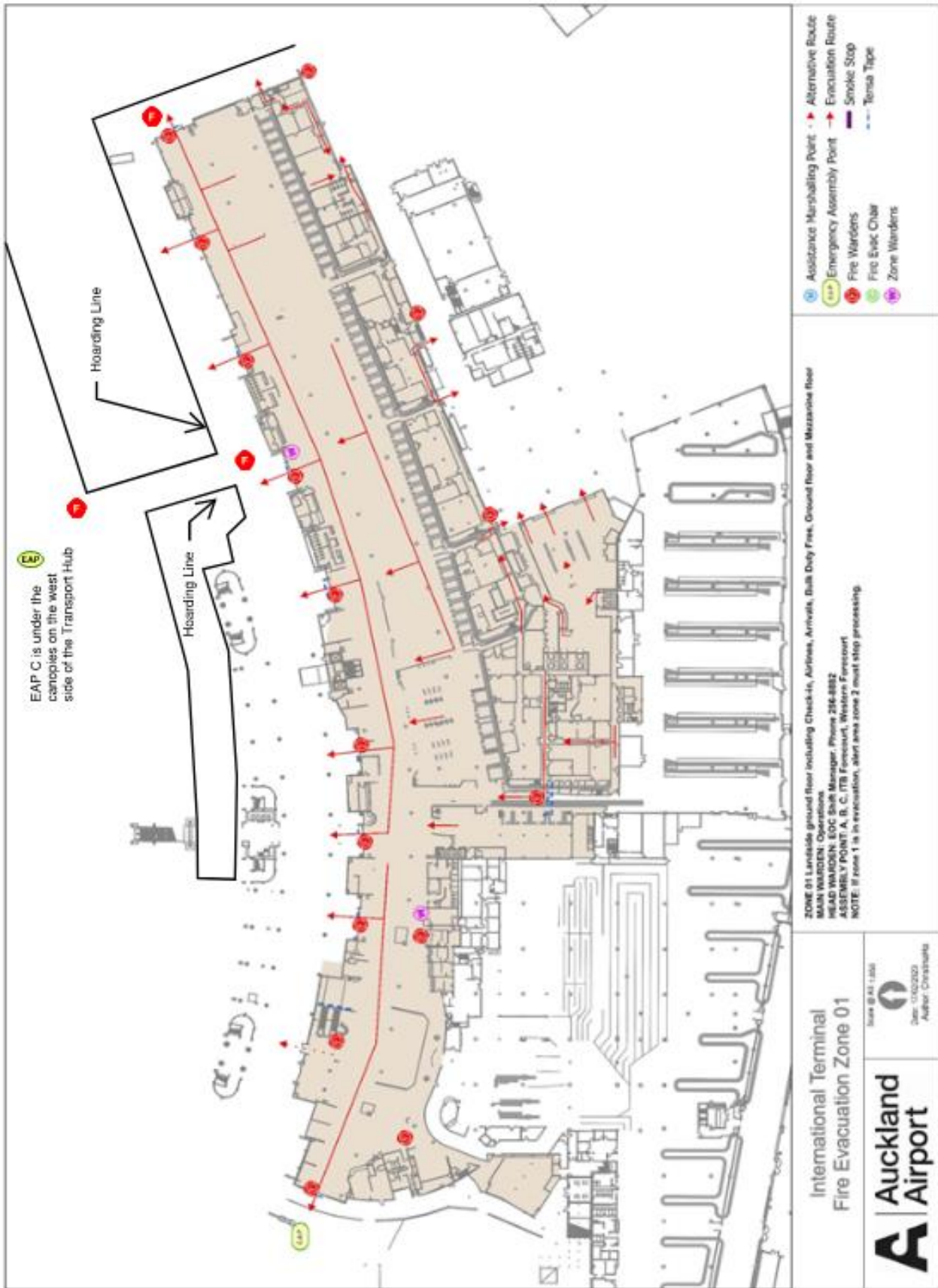
<b>Zone Coverage:</b>	Landside Ground floor arrivals public concourse, arrivals meeters and greeters, Ground floor retail (arrivals end) & inner forecourt transport vendors (arrivals end)
<b>Zone Warden:</b>	Airport Operations
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Airport Operations</li> <li>• Skygate staff</li> <li>• Airline Ground handlers</li> <li>• Concessionaires and Tenants</li> </ul>
<b>Zone Warden Box:</b>	Next to Flight Centre (Departures End Warden Box is by Door 4)
<b>Marshaling Assistance Point:</b>	Nil as it is expected that any mobility challenged people can evacuate on the ground floor level.
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Zone 1 encompasses entire landside ground floor (arrivals and departures) plus full Ground Mezzanine floor with three Zone Wardens for zone management purposes. However, the whole zone evacuates.</li> <li>• Zone 1 includes the Avsec Bulk Delivery and Staff Screening Facility.</li> <li>• Shower Room ground floor next to McDonald's by Door 11.</li> <li>• The Forecourt Contingency Plan will need to be activated and vehicles stopped from using the Forecourt – other than emergency vehicles.</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>• Note passengers <u>may not</u> evacuate upstairs to the Ground Mezzanine as this is the same evacuation zone</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Automatic Opening Doors 8 to 11 to the outer forecourts and Emergency Assembly Points</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP D – Outside Door 11, West end of Terminal</li> <li>• (EAP A &amp; B – ITB Outer Forecourts and Carpark Unavailable for 2024)</li> </ul>
<b>Zones in Alert</b>	<ul style="list-style-type: none"> <li>• Zone 2 baggage reclaim hall, Zone 3 baggage make up, Zone 4 Landside First Floor Dwell</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on internal phone, use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>

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## SUMMARY TABLE: ZONE 1D GROUND FLOOR DEPARTURES LANDSIDE (EAST END OF TERMINAL)

<b>Zone Coverage:</b>	Ground Floor Public Concourse at Departures end of floor (eastern end), including check-in, Avsec ground floor Bulk Delivery and Staff Screening Facility (BDF), retail and transport vendors on the inner forecourt
<b>Zone Warden:</b>	Auckland Airport Operations
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Airport Operations</li> <li>• Skygate staff</li> <li>• Airline Ground handlers</li> <li>• Concessionaires</li> <li>• Aviation Security including Bulk Duty Free screening</li> </ul>
<b>Zone Warden Box:</b>	By Door 4 (Note Arrivals End Warden Box is adjacent to Flight Centre)
<b>Marshaling Assistance Point:</b>	Nil as it is expected that any mobility challenged people can evacuate on the ground floor level.
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Zone 1 encompasses entire landside ground floor (arrivals and departures) plus full Ground Mezzanine floor with three Zone Wardens for zone management purposes. However, the whole zone evacuates as one.</li> <li>• Zone 1 includes the Avsec Bulk Delivery and Staff Screening Facility</li> <li>• FOH HBS will halt automatically (BOH in Zone 3 continues to operate)</li> <li>• The Forecourt Contingency Plan will need to be activated and vehicles stopped from using the Forecourt – other than emergency vehicles.</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>• Nil (Note passengers <u>may not</u> evacuate upstairs to the Ground Mezzanine as this is the same evacuation zone)</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Automatic Opening Doors 1 to 7 to the outer forecourts and Emergency Assembly Points</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.</li> <li>• (EAP A &amp; B – ITB Outer Forecourts and Carpark unavailable for 2024)</li> </ul>
<b>Zones in Alert</b>	<ul style="list-style-type: none"> <li>• Zone 2 baggage reclaim hall, Zone 3 baggage make up, Zone 4 Landside First Floor Dwell</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #</li> </ul>

PLAN OF GROUND FLOOR

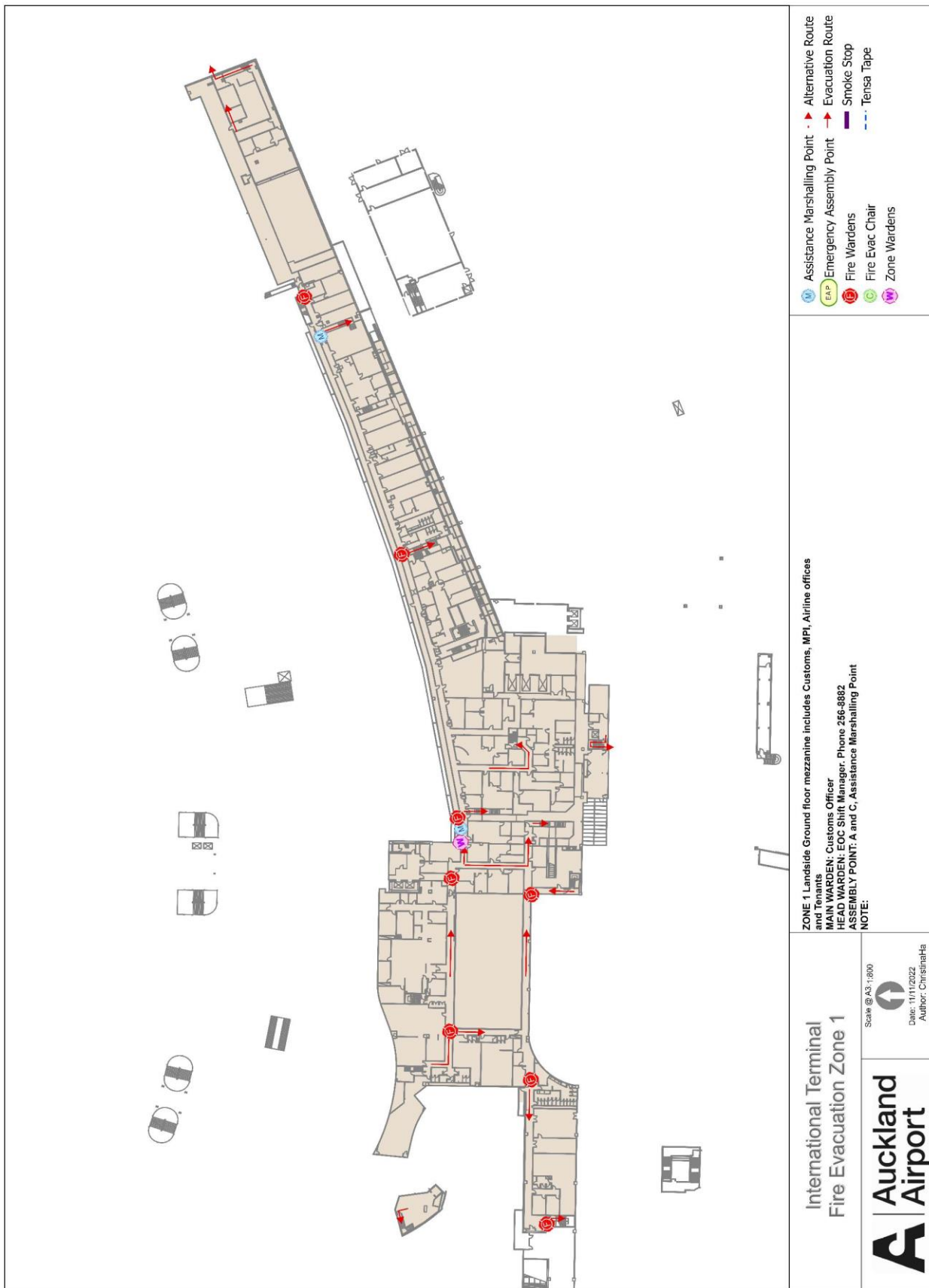


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## SUMMARY TABLE: ZONE 1 GROUND MEZZANINE FLOOR

<b>Zone Coverage:</b>	Ground Mezzanine Floor of ITB
<b>Zone Warden:</b>	Senior Customs Officer
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Customs Officers</li> <li>• MPI Officers</li> <li>• Tenants</li> </ul>
<b>Zone Warden Box:</b>	Evacuation Warden Station/Zone Marshalling Point on the Kotuku Track at the top of stairs GM5 through Door IGM38 (ext 90733)
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• At the top of stair GM5 on the Kotuku Track near the Joint Border Agency service desk on Ground Mezzanine</li> <li>• At the top of stair GM2</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Zone 1 encompasses entire landside ground floor (arrivals and departures) plus full Ground Mezzanine floor with three Zone Wardens for zone management purposes. However, the whole zone evacuates.</li> <li>• Zone 1 includes the Avsec Bulk Delivery and Staff Screening Facility</li> <li>• Customs/MPI gym and shower area on Ground Mezz</li> <li>• The Forecourt Contingency Plan will need to be activated and vehicles stopped from using the Forecourt – other than emergency vehicles.</li> </ul>
<b>Adjacent internal safe zones:</b>	Nil
<b>Final Fire Exits:</b>	<p>Stairs to Ground Floor then through to outer forecourts and Emergency Assembly Points through:</p> <ul style="list-style-type: none"> <li>• Automatic Opening Doors 8 to 11 for the arrivals end</li> <li>• Automatic Opening Doors 1 to 7 for the departures end</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.</li> <li>• EAP D – Outside Door 11, West end of Terminal</li> <li>• (EAP A &amp; B – ITB Outer Forecourts and Carpark Unavailable for 2024)</li> </ul>
<b>Zones in alert</b>	<ul style="list-style-type: none"> <li>• Zone 2 baggage reclaim hall, Zone 3 baggage make up, Zone 4 Landside First Floor Dwell</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>

## PLAN OF GROUND FLOOR MEZZANINE





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## 1.1 ZONE WARDEN

1.1.1 There are three Zone Wardens for Zone 1 due to its physical scale:

Area	Zone Warden	Warden Box Location
Ground Arrivals end	Airport Operations	Next to the Flight Centre
Ground Departures end	Airport Operations	By Door 4
Ground Mezzanine	Senior Customs Officers	Ground Mezzanine Floor by the MPI and Customs Service Counter

1.1.2 The Zone Wardens are to report to the relevant Zone Warden Box and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zone 1A, 1D and Ground Mezz which are all part of the Zone 1 evacuation zone and will be under evacuation at the same time, and Zones 2,3 and 4 which are in alert mode while Zone 1A and 1D are evacuating.

1.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins found in the Zone Warden Box (or held in the case of Customs) and this must be worn.

1.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise when their areas are all checked and cleared.

1.1.5 EOC will communicate with the staff acting as Zone Wardens either by:

- ringing the Airport Phone in the Zone Warden Box/Zone Warden station;
- directly by radio in the case of the Airport Operations staff member acting as Zone Wardens on the Ground Floor; or
- through the Customs radio system by the Customs representative present in EOC directly radioing the Senior Customs Officer acting as Zone Warden for Ground Mezzanine.

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## 1.2 FIRE WARDENS

1.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.

1.2.2 The Fire Wardens for each of the three parts of Zone 1 are:

Ground Floor Arrivals End	Ground Floor Departures End	Ground Mezzanine Level
<ul style="list-style-type: none"><li>• Airport Operations</li><li>• Skygate staff</li><li>• Airline Ground Handlers</li><li>• Concessionaires</li><li>• Tenants</li></ul>	<ul style="list-style-type: none"><li>• Airport Operations</li><li>• Skygate staff</li><li>• Airline Ground handlers</li><li>• Concessionaires</li><li>• Aviation Security Bulk Delivery Facility staff</li></ul>	<ul style="list-style-type: none"><li>• Customs Officers</li><li>• MPI Officers</li><li>• Tenants</li></ul>

1.2.4 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box or held by the organisations acting as Fire Wardens and this must be worn.

1.2.5 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 free of staff and visitors;
- 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 Assembly point if requested to do so by the Zone Warden;
- assisting the Zone Warden in any way; and
- assisting with the re-entry process.

These duties are expanded upon in section 1.3 and 1.4 below in relation to Zone 1.

1.2.6 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and

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- Close the door afterwards once area checked.

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

## 1.3 EVACUATION PROCESS

1.3.1 The evacuation routes are:

- For the Ground Floor, use Automatic Opening Doors to reach the outer forecourts and walk to the Emergency Assembly Points at the Carparks located Western end of the terminal, and under the Canopy on the Western end of the Transport Hub.
  - Doors 8 – 11 for the Arrivals end
  - Doors 1 – 7 for the Departures end
- For the Ground Mezzanine Floor, take the nearest fire egress stairs to the Ground Floor then move to the outer forecourts and Emergency Assembly Points through Automatic Opening Doors as above to the outer forecourts and walk to the EAPs at the Carparks located Western ends of the terminal, and under the Canopy on the Western end of the Transport Hub.

1.3.2 Fire Wardens are to assist staff and visitors to evacuate by directing them to the appropriate exit.

1.3.3 The Customs Zone Warden on the Ground Mezzanine Floor will ensure that one Fire Warden staffs the Warden Assistance Marshalling Point by the Joint Border Agency Service Desk at the top of stairs GM5 on the Kotuku Track. The number of mobility challenged people held at each point must be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.

1.3.4 Once all visible travelling guests and customers are evacuated from the area, the Fire Wardens are to:

- Ensure tensa tapes are pulled across the escalators/lifts and staff doors on the ground & second floors to stop people entering the area under evacuation, specifically:
  - Top and bottom of the escalators at the arrivals end of Zone 1 to stop unauthorised access; and
  - At all doors onto the forecourt.
- Ensure all toilets, parenting rooms, shower room, lifts, public and staff areas, offices, storage and tenant areas are checked and clear.

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- Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will report to the Head Building Fire Warden once the whole zone is checked and cleared (ext 98882 / 98809 / 98111).
- Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

## 1.4 MANAGEMENT DURING EVACUATION PERIOD

- 1.4.1 The external Emergency Assembly Points are opposite Door 4 under the Canopy on the West of Transport Hub, and outside Door 11 at the Western end of the terminal (by the smokers' hut). Fire wardens will need to direct people to move to these Emergency Assembly Points.
- 1.4.2 The Traffic Marshalls on the forecourt (assisted by Skygate) will close the forecourt to all vehicle traffic other than emergency vehicles. The Forecourt Contingency Plan will be activated.
- 1.4.3 The Fire Wardens responsible for staffing the doors to the forecourt and preventing re-entry while the zone is under evacuation and answering queries from evacuated persons are as follows:

External Door	Organisation responsible for staffing
Auto door 1	Operations
Auto door 2	Operations
Auto door 3	Menzies/Qantas/Secure Travel
Auto door 4	Airline Ground handlers/Travelex
Auto door 5	Air NZ/Globite
Auto door 6	Air NZ/Travelex
Auto door 7	Air NZ valet/Air NZ ticket sales
Auto door 8	Flight Centre/ Rental Car Companies/Take Home
Swing door IG309 (near to Bistro Box seating area)	Guest Experience/Operations
Auto door 11	Allpress/Spark/One NZ (Operations to assist while the Western EAP is being used as a main EAP)
Outside door 1	Operations
Walkway between ITB and Transport Hub on ITB side	Operations
Walkway between ITB and Transport Hub on Transport Hub side	Traffic Marshall

- 1.4.4 Note that re-entry is not permitted while the zone is under evacuation, even for airline crew or airline operations staff wanting to continue flight preparation work.
- 1.4.5 Fire Wardens should assist in keeping evacuated persons clear of the forecourt roads. Be aware that AES and FENZ Fire Appliances will need to access the Fire Mimic Panel

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outside Door 3, and also may need to access the Western Pump Room at the landside end of Pier B.

- 1.4.6 Wardens need to be aware of public expectations at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. Be alert for any passenger wearing a Sunflower Lanyard. Should an evacuation be prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC.

## 1.5 RE-ENTRY PROCESS

- 1.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC (as otherwise instructions to travelling guests at other doors will be inconsistent). If in doubt, contact EOC to confirm instructions.
- 1.5.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas.

## 1.6 SPECIAL ZONES AND PROCESSES

- 1.6.1 Certain issues with other Zones (or within this zone) will have impact on Zone 1.
- 1.6.2 The evacuation of Zone 1 will prevent arriving passengers who have completed MPI processing from being able to exit the MPI arrivals area which is in Evacuation Zone 2. MPI will need to hold these passengers within the baggage reclaim hall in evacuation Zone 2. Depending upon the volume of passengers and length of time Evacuation Zone 1 remains in evacuation, this may mean that MPI needs to halt risk assessment. When the alarms are silenced in Evacuation Zone 1, MPI should seek clearance from EOC (who will check with AES and/or FENZ) as to whether it is safe for MPI and Customs Fire Wardens to escort arriving passengers who have completed MPI and Customs risk assessment across Zone 1 and out via Door 11.
- 1.6.3 If Zone 1 remains in evacuation for a prolonged period, then the volume of passengers waiting in Evacuation Zone 2 may become sufficiently large that Customs may need to halt processing at the primary immigration area in Evacuation Zone 12. EOC must monitor passenger volumes in Evacuation Zones 2 and 12 via CCTV to ensure that these zones do not become crowded and over capacity. If Evacuation Zone 12 reaches capacity, passengers will need to be held on aircraft, or in bussing gate lounges with security supervision from Skygate and/or Avsec.
- 1.6.4 While construction is occurring in the main carpark and pedestrian plaza in front of the terminal, the Emergency Assembly Areas under the canopy on the west of the Transport Hub, and the Carpark at the Western end of the terminal will be used as the Emergency

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Assembly Areas. Evacuated persons will need to move along the forecourt to reach these Emergency Assembly Areas. EOC should activate the contingent forecourt management plan and stop all vehicles other than emergency vehicles entering the forecourt roads. This includes busses.

## 1.7 IF ZONE IS IN ALERT

1.7.1 Zone 1 will go into alert if adjacent areas go into evacuation. If this occurs, then the Zone 1 Warden needs to:

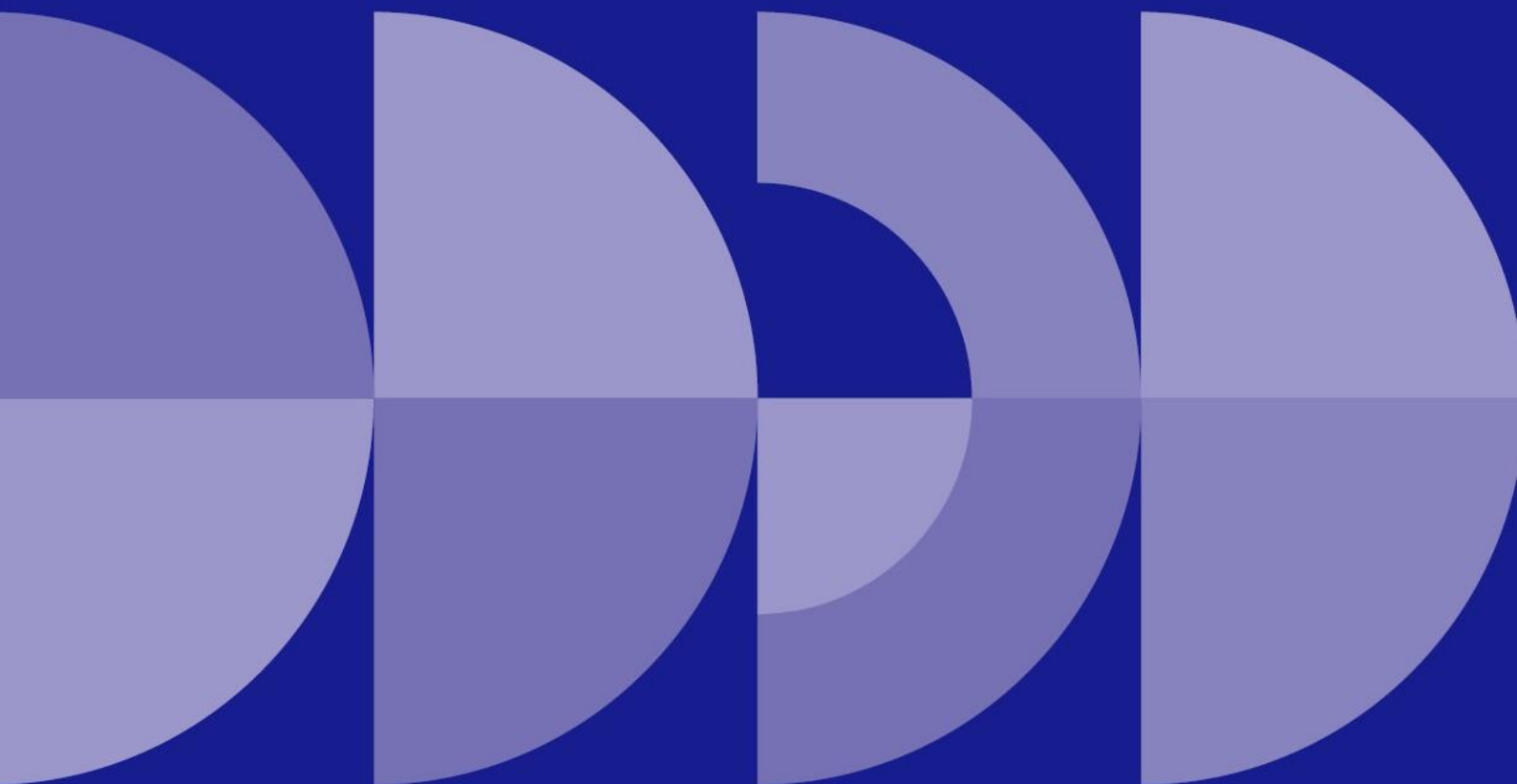
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden;
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert;
- Confirm with Head Building Warden which zone is evacuating;
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden;
- Ensure persons in your zone are not trying to enter evacuation zone;
- Ensure persons in your zone are prepared to evacuate if required; and
- Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

1.7.2 The areas which are adjacent to Evacuation Zone 1, and any specific actions in addition to those listed above) which need to be taken by Zone 1 Fire Wardens if Zone 1 is in alert, are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 1 Zone Wardens and Fire Wardens if Zone 1 is in alert
2	Baggage reclaim hall	<ul style="list-style-type: none"><li>• No action required</li></ul>
3	Baggage make up	<ul style="list-style-type: none"><li>• Staff doors IG3 after Avsec NPS in the BDF area to prevent workers entering the baggage make-up area</li></ul>
4	Landside First Floor Dwell	<ul style="list-style-type: none"><li>• Pull emergency tensa tapes across Lifts 3, 4, 8 and 8A on both the Ground and First Floors to stop passengers entering into the evacuated area.</li><li>• Pull emergency tensa tapes on tops and bottoms of the escalators in check-in (opposite check-in Zone B) and arrivals (near door 10) to stop unauthorised access.</li></ul>

# Zone 2 ITB Evacuation Scheme

Airside Ground Floor arrivals processing areas  
(including baggage carousels, Customs and MPI  
Inspection areas, Airline Baggage Services, Police  
counter and tenants)



## ZONE 2: GROUND FLOOR AIRSIDE ARRIVALS

### SUMMARY TABLE: ZONE 2

<b>Zone Coverage:</b>	Airside Ground floor arrivals processing areas (including baggage carousels, Customs and MPI Inspection areas, Airline Baggage Services, Police counter and tenants)
<b>Zone Warden:</b>	Senior Customs Officer
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>NZ Customs Officers</li> <li>MPI Officers</li> <li>Ground handler and Airline Bag Services staff</li> <li>Baggage staff</li> <li>Tenants (including Collection Point staff)</li> </ul>
<b>Zone Warden Box:</b>	MPI Search Area
<b>Marshaling Assistance Point:</b>	Next to Carousel 5
<b>Any Unusual Areas or Features</b>	First Aid room at IG157B
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>Nil for most passengers - pax who have not completed MPI clearance <b>cannot</b> evacuate back to L1 Customs processing area or the ramp between L1 and G and <b>cannot</b> exit to landside public arrivals area (other than for life safety reasons which will be managed through EOC with Agency involvement)</li> <li>Passengers who have just cleared MPI x-rays or risk assessment if in the express lane can exit to the public arrivals area in Evacuation Zone 1</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Breezeway doors between baggage reclaim carousels 1 to 7</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP F – Breezeway East (by carousel 6 and 7 for MPI &amp; Customs pax of interest and for persons waiting to have their bags x-rayed)</li> <li>EAP G – Breezeway middle (between carousels 4 and 5)</li> <li>EAP H – Breezeway West (by carousel 1) (note – EAP H not available for parts of 2024 while mishandled bags are being staged in this area)</li> </ul>
<b>Zones in Alert</b>	<ul style="list-style-type: none"> <li>Zones 1, 3, 11 and 12 are in alert mode while Zone 2 is evacuating.</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>



PLAN OF GROUND FLOOR AIRSIDE ARRIVALS



**International Terminal  
Fire Evacuation Zone 02**

Scale @ A3: 1:600  
Date: 15/11/2022  
Author: Chrisina.Ha

**Auckland  
Airport**

File: U:\05\_StandardPlans\FireAndEvacPlans\00-FireEvacuationPlans\01\_ITB\ITB Fire Zone Plans\FireEvacuationZones\FireEvacuationZones\_ITB.aprx

**ZONE 02 Airside Ground floor Baggage Hall, Customs Search Area, MPI Inspection area, Police counter, Airline Baggage Services and tenants**  
**MAIN WARDEN: Customs Officer**  
**HEAD WARDEN: EOC Shift Manager, Phone 256-8882**  
**ASSEMBLY POINT: Apron areas marked for Customs and MPI near Stand 2, Brezeway West near carousel 1**  
**NOTE:**

- M Assistance Marshalling Point
- E.A.P. Emergency Assembly Point
- W Fire Wardens
- W Fire Evac Chair
- W Zone Wardens
- Alternative Route
- Evacuation Route
- Evacuation Route
- Smoke Stop
- Tensa Tape

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## 2.1 ZONE WARDEN

- 2.1.1 The Zone Warden for this zone is a **Senior Customs Officer** (assisted by Customs, MPI, Airline and Ground Handler Bag Services, Baggage staff & tenants).
- 2.1.2 The relevant person is to report to the Zone Warden Box and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 1, 3, 11 and 12 which are in alert mode while Zone 2 is evacuating.
- 2.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins found in the Zone Warden Box and this must be worn.
- 2.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.
- 2.1.5 EOC will communicate with the Senior Customs Officer acting as Zone Warden either by:
- ringing the Airport Phone in the Zone Warden Box; or
  - through the Customs radio system by the Customs representative present in EOC directly radioing the Senior Customs Officer acting as Zone Warden.
- 2.1.6 The Customs Zone Warden needs to confirm that Customs & Immigration upstairs on level 1 have stopped processing passengers through primary arrivals area (Zone 12).

## 2.2 FIRE WARDENS

- 2.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 2.2.2 The Fire Wardens for this zone are:
- NZ Customs Officers.
  - MPI Officers.
  - Airline Bag services staff.
  - Baggage staff.
  - Tenants.
- 2.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box and this must be worn.
- 2.2.4 The key roles of Fire Wardens (as expanded upon in section 2.3 and 2.4 below in relation to Zone 2) are to:
- assist staff and visitors to evacuate by directing them to the appropriate exit.
  - check all areas are free of staff and visitors.

# [Printed Versions are Uncontrolled]

- take 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).
- staff the Marshalling Assistance Assembly point if requested to do so by the Zone Warden.
- assist the Zone Warden in any way; and
- assist with the re-entry process.

2.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after checking the area.

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

## 2.3 EVACUATION PROCESS

2.3.1 This large area has been spilt up into five sub-zones A to E, as per the Zone 2 plan, to ensure Fire Wardens have manageable areas:

Area	Fire Wardens provided by	Evacuation directions and notes
A (West of carousel 4 (1, 2, 3 and 4))	Air NZ & Menzies	Passengers who are retrieving their bags at the carousels are to leave via the nearest fire exit door to where they are and be escorted to EAP G (Middle Breezeway Assembly Point between carousels 4 & 5). Note that EAP H (West Breezeway Assembly Point by carousel 1) would normally also be available but for 2024, it is being used to store mishandled baggage being processed. If EAP G becomes overcrowded, EOC will direct Zone Wardens to have passengers escorted to the EAP by Bus Door 13.
B (Carousels 5 - 7)	MPI	Passengers who are retrieving their bags at the carousels are to leave via the nearest fire exit door to where they are and be escorted to EAP G (middle Breezeway Assembly Point between carousels 4 & 5). Note that EAP

# [Printed Versions are Uncontrolled]

Area	Fire Wardens provided by	Evacuation directions and notes
		H (West Breezeway Assembly Point by carousel 1) would normally also be available but for 2024, it is being used to store mishandled baggage being processed. If EAP G becomes overcrowded, EOC will direct Zone Wardens to have passengers escorted to the EAP by Bus Door 13.
C (MPI pre-risk assessment kiosks)	MPI & NZ Customs	All passengers in MPI risk assessment queues (ie pre-x-ray queues) who have not been risk assessed are to be directed to evacuate by the middle fire exit doors at the rear of the baggage reclaim area (between carousels 5 and 6 and 6 and 7) and be escorted to EAP G (middle Breezeway Emergency Assembly Point between carousels 4 & 5).
D (Search benches)	NZ Customs	Passengers in Customs search areas and queues need to remain airside & be escorted through the eastern egress route fire evacuation doors to EAP F (Breezeway East Assembly Point by carousel 6 and 7).
E (MPI x-ray screening)	MPI	MPI Passengers queuing between the Risk Assessors desks & the MPI X-Rays (or at MPI X-Rays) need to remain airside and should be escorted through the eastern egress route fire evacuation doors to EAP F (Breezeway East Assembly Point by carousel 6 and 7). All passengers who have cleared MPI X-ray screening are deemed to have cleared immigration requirements and should be processed out into public arrivals area, adjacent alert Zone 1.

- 2.3.2 Members of the public and staff must evacuate the building. They must not go upstairs to Zone 12 (Level 1 Immigration processing).
- 2.3.3 Fire Wardens should expedite the evacuation process by moving or opening moveable partitions and disney queuing tensa tape within queuing areas to provide a clear egress route for passengers to the fire exit doors. This is especially so with MPI queuing areas. Fire Wardens should also lock open the main Arrivals doors to facilitate passengers who have been MPI Risk assessed and x-rayed through to adjacent alert Zone 1.
- 2.3.4 Fire Wardens then assist passengers and staff to evacuate by directing them to the appropriate exit for their stage of processing.
- 2.3.5 Fire Wardens should be aware that if smoke is starting to build up within a particular area of Zone 2, direct evacuating passengers to other fire exits away from the source of smoke (eg, if there is a fire or smoke in the Arrivals Hall western end, direct evacuating passengers to the exits at the eastern end of Arrivals Hall and vice versa). Note that smoke modelling by fire engineers has confirmed that the air remains at a tenable level for a sufficient period to enable evacuation to safely occur despite visibility reducing. In

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particular, smoke may reduce visibility more quickly in the area with the lower wave ceiling by carousels 4 and 5.

2.3.5 One Fire Warden must staff the Assistance Marshalling Point by carousel 5, however it is expected that any mobility challenged persons can evacuate on the ground floor level, and also that ground handlers (or concierge staff) will remain with any passengers they are providing a wheelchair escort to. The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.

2.3.6 Once all persons are evacuated from the area, Fire Wardens should:

- Ensure tensa tapes are pulled across the boundaries of the zone to stop people entering the area under evacuation.
- Ensure all toilets, lifts, public and staff areas, offices, storage and tenant areas are checked and clear.
- Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will report to the Head Building Fire Warden once the whole zone is checked and cleared (ext 98882 / 98809 / 98111).
- Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

## 2.4 MANAGEMENT DURING EVACUATION PERIOD

2.4.1 The key external Emergency Assembly Points are:

- EAP F – Breezeway East (external point by carousel 7, MPI & Customs special Emergency Assembly Point areas for passengers identified as requiring searches or for passengers waiting for x-raying of their bags).
- EAP G – Breezeway Middle (external point between carousels 4 & 5).
- If passenger volume exceeds the occupancy of EAP F and G, EOC will direct the Fire Wardens and any assisting staff from Avsec and Auckland Airport to walk the passengers along the blue line to the EAP outside Bus Door 13 entry for bussed arrivals. This only needs to occur if EOC instructs this.
- Note EAP H – Breezeway West (external point by carousel 1) is unavailable in 2024 due to this area being used for storage of mishandled baggage being processed.

2.4.2 All staff at any Emergency Assembly Point must assist to corral and supervise passengers on apron Emergency Assembly Points. Passengers must not be left unattended. A megaphone is located with MPI to support the Fire Wardens for advice to passengers.

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- 2.4.3 Auckland Airport Airfield staff should have vehicles positioned to block vehicle entrance to the Breezeway and should also have opened yellow scissor barriers in key locations on the Breezeway to prevent passengers entering the apron area. The Zone Warden should contact EOC if this has not occurred.



- 2.4.4 Tug and vehicle operations must cease in the Breezeway during an evacuation. If any vehicle movements occur the Zone Warden should report this to EOC.
- 2.4.5 Wardens need to be aware of public expectations at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. Be alert for any passenger wearing a Sunflower Lanyard. Should an evacuation be prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC. In inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed outdoor Emergency Assembly Points.

## 2.5 RE-ENTRY PROCESS

- 2.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.
- 2.5.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Customs will allocate staff member(s) to remain with passengers at Emergency Assembly Point areas during staff re-entry & will liaise with the Customs representative in EOC for passenger re-entry announcement.
- 2.5.3 For re-entry to the terminal for passengers that used apron Emergency Assembly Points, some Fire Wardens must remain with passengers to assist corralling. Passengers must not be left unattended in airside areas at any time.

## 2.6 SPECIAL ZONES AND PROCESSES

### 2.6.1 Primary Arrivals Area in Zone 12 on Level 1

- 2.6.1.1 Customs & Immigration upstairs on Level 1 need to stop processing passengers through primary arrivals area (Zone 12). Any passengers who have been processed through the primary arrivals area but who have not entered the ground floor baggage reclaim hall (Zone 2) need to be held at the top of the ramp immediately post the primary arrivals desks.
- 2.6.1.2 The Customs Zone Warden for Evacuation Zone 2 needs to confirm that Customs & Immigration upstairs on Level 1 have stopped processing passengers through primary arrivals area.
- 2.6.1.3 The Head Building Warden will use CCTV to monitor the volume of people in the primary arrivals area on Level 1 (Zone 12). If Zone 12 is becoming too crowded, EOC will make the decision to hold arriving passengers on aircraft, rather than allowing them to disembark.
- 2.6.1.4 If a fire or smoke was to spread up a level into Zone 12 causing evacuation, then passengers from Zone 12 may come down to the Breezeway and need to use the same EAP F (Breezeway East by carousel 6 & 7) or EAP G (Breezeway Middle by carousel 4 & 5). Wardens need to ensure that these people evacuated from Zone 12 are kept separate from the people evacuated from Zone 2 so that the Zone 12 people (who have not yet received primary immigration processing) they can re-enter the building through the preferred route of Arrivals Bus Operations Door 13 to return to Zone 12 and receive primary immigration processing when the evacuation concludes.
- 2.6.1.5 Note EAP H – Breezeway West (external point by carousel 1) is unavailable in 2024 due to this area being used for storage of mishandled baggage being processed. If passenger volume exceeds the occupancy of EAP F and G, EOC will direct the Fire Wardens and any assisting staff from Avsec and Auckland Airport to walk the passengers along the blue line to the EAP outside Bus Door 13 entry for bussed arrivals. This only needs to occur if EOC instructs this.

### 2.6.2 Breezeway (Outside Zone 2)

- 2.6.2.1 The breezeway is a designated open-air space between the terminal and Pier A. This area contains the rear of the baggage carousels where baggage containers are unloaded. It also forms a roof over part of the Apron access road for ground handling requirements.
- 2.6.2.2 This area has manual call points, emergency phones and fire sprinklers. CCTV coverage is also positioned throughout this area. Red warning strobe lights have been positioned by each carousel belt to indicate an incident causing evacuation.

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2.6.2.3 Should a fire commence in the Breezeway then Zone 2 needs to be evacuated. Zone and Fire Wardens should direct passengers to evacuate using doors in the Breezeway away from any fire or smoke and move to Emergency Assembly areas in the Breezeway away from any fire or smoke. The Breezeway is of such a size, is sprinkler-protected and has sufficient natural ventilation that this should be possible in all circumstances other than a very large fire.

2.6.2.4 If the Breezeway is not safe to use as an evacuation route or Emergency Assembly Point due to the presence of a large fire (or any other reason), then passengers will need to be evacuated into Zone 1 and held in the Meeters and Greeters Arrivals Area. In this case, MPI, Customs and Auckland Airport will need to work closely to segregate and contain evacuated passengers from Meeters and Greeters and other members of the public, as the evacuated passengers will need to return to the MPI arrivals area to be MPI risk assessed and processed after the evacuation. This will be managed through EOC, which MPI and Customs will have Team Leaders at. If the Meeters and Greeter Arrivals Area is also unavailable, then EOC will direct another safe adjacent zone to be used for the evacuated passengers from Zone 2.

## 2.6.3 Ex Police Station

This area is currently not occupied, a phone is in place for the public to use monitored by Airport Monitoring. Police will be on hand to assist evacuation in this area when police counter in use for firearms processing.

## 2.7 IF ZONE IS IN ALERT

2.7.1 Zone 2 will go into alert if adjacent areas go into evacuation. If this occurs, then the Zone 2 Warden needs to:

- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert.
- Confirm with Head Building Warden which zone is evacuating.
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden.
- Ensure persons in your zone are not trying to enter evacuation zone.
- Ensure persons in your zone are prepared to evacuate if required.
- Report any defects to AA EOC for evacuation hot debrief.

2.7.2 The areas which are adjacent to Evacuation Zone 2, and any specific actions (in addition to those listed above) which need to be taken by Zone 2 Fire Wardens if Zone 2 is in alert are shown in the table below:



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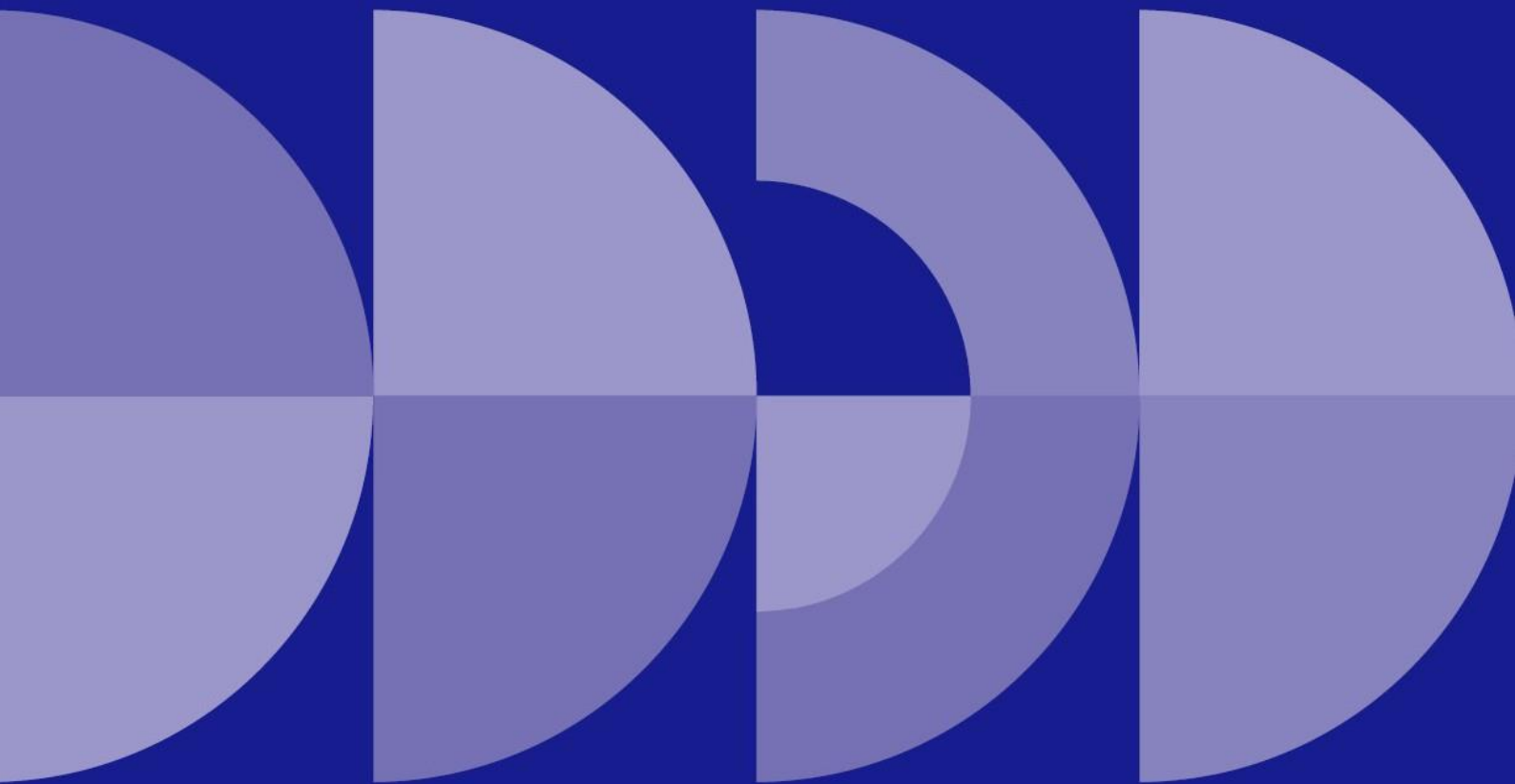
Adjacent Zone	Description	Action required by Evacuation Zone 2 Zone Wardens and Fire Wardens if Zone 2 is in alert
1	Landside arrivals and departures ground floor	<ul style="list-style-type: none"><li>• Ensure barrier tape is in place at arrivals doors if Zone 1 is in evacuation</li><li>• Risk assessing and processing of arriving passengers by MPI will need to cease as these passengers cannot exit the Terminal through Evacuation Zone 1</li><li>• Note that if passenger volumes build up in Evacuation Zone 2 during this time, then processing of passengers at Immigration in Evacuation Zone 12 will also need to cease.</li><li>• When evacuation alarms for Zone 1 are silenced, liaise with EOC to determine whether FENZ or AES will allow MPI Fire Warden to escort cleared passengers through Evacuation Zone 1 to door 11 to exit. If so, MPI processing of passengers can recommence.</li></ul>
3	Baggage make-up hall	<ul style="list-style-type: none"><li>• Nil</li></ul>
11	Ground Floor West End Plant Rooms	<ul style="list-style-type: none"><li>• Nil</li></ul>
12	Primary Immigration processing (level 1)	<ul style="list-style-type: none"><li>• Staff the Immigration ramp to ensure no arriving passengers are coming down from the Primary Immigration processing area into Evacuation Zone 2</li></ul>

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# Zone 3 ITB Evacuation Scheme

Airside Ground Floor Baggage Make-up Hall



## ZONE 3: BAGGAGE MAKE-UP HALL

### SUMMARY TABLE: ZONE 3

<b>Zone Coverage:</b>	Airside Ground Floor Baggage Make-up areas (both buildings) and Ground Mezzanine Daifuku Control Room and Avsec Level 4 HBS screening
<b>Zone Warden:</b>	Air NZ & Menzies Baggage Handling Team Leaders/Supervisors
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Air NZ staff</li> <li>• Menzies staff</li> <li>• Daifuku staff</li> <li>• Avsec HBS staff</li> </ul>
<b>Zone Warden Box:</b>	West Baggage Makeup, between Laterals 6 & 7 (ext 90737)
<b>Marshaling Assistance Point:</b>	Due to the nature of the work, it is not expected that there will be any persons requiring assistance
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Avsec Level 4 Room on Ground Mezzanine (restricted access)</li> <li>• Daifuku BHS Control Room on Ground Mezzanine (restricted access)</li> <li>• The HBS catwalks are part of this evacuation zone (see map of HBS exits)</li> <li>• The BOH HBS will halt while Zone 3 is in evacuation</li> </ul>
<b>Adjacent internal safe zones:</b>	The preferred evacuation route is airside onto Apron Emergency Assembly Point areas to ensure Team Leaders are aware that all staff in area have evacuated. If not practical, then exit into nearby alert Zone 1 (Check-in concourse)
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Through vehicular entrance doors to Apron in either building</li> <li>• Mezzanine floor down stair FM4, then out to apron</li> <li>• Mezzanine floor down stair FM3, then out to apron</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP J – Apron Stand 2 (by Stair Tower 6)</li> </ul>
<b>Zones in Alert</b>	<ul style="list-style-type: none"> <li>• Zones 1, 2, and 3A are in alert mode while Zone 3 is evacuating</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>

PLAN OF ZONE 3 - BAGGAGE MAKE-UP HALL

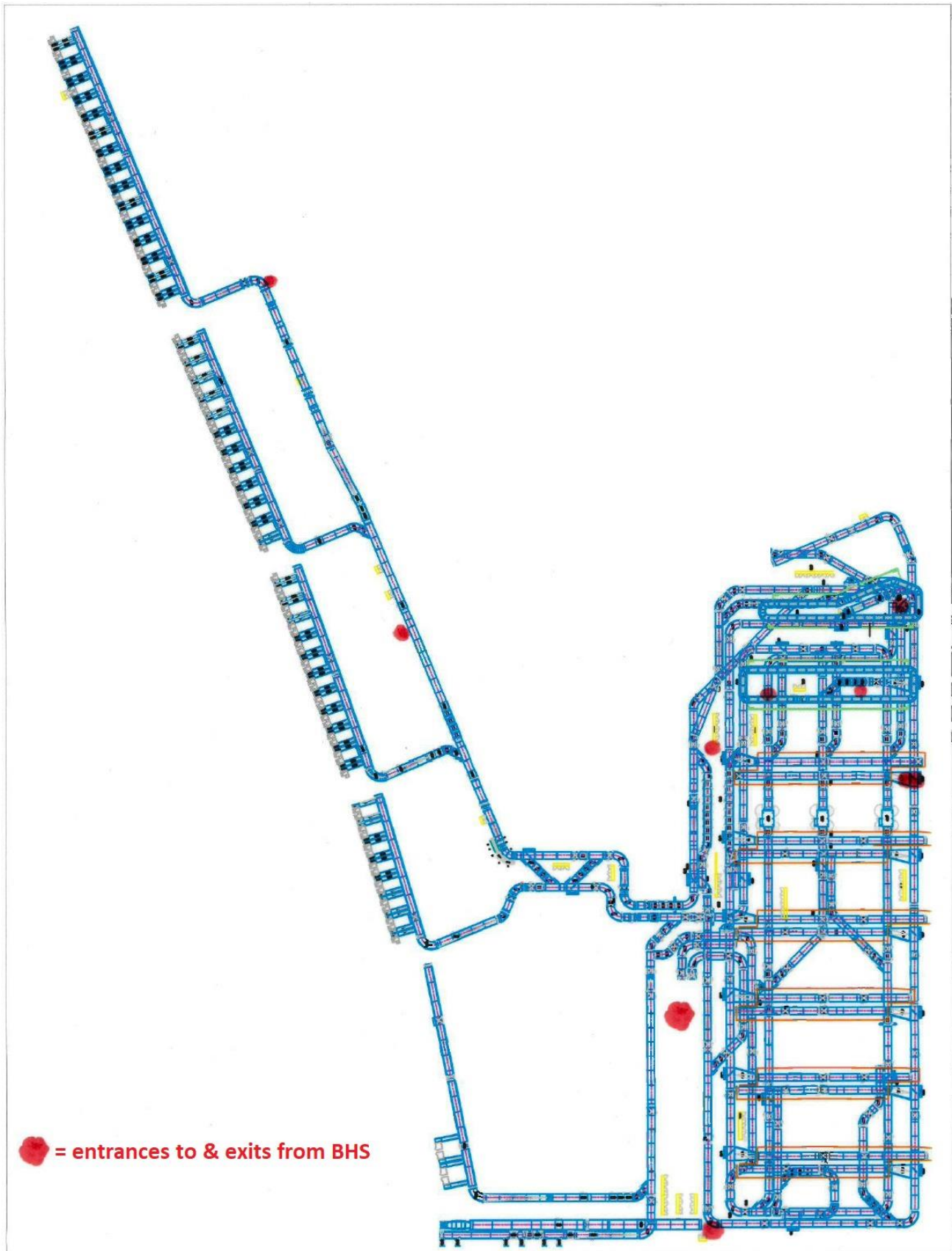


A Assistance Marshalling Point    ▶ Alternative Route  
EAP Emergency Assembly Point    ▶ Evacuation Route  
F Fire Warden    W Fire Evac. Chair  
--- Tensa Tape

ZONE 03 Airside ground floor baggage make-up zone HBS, ground mezzanine glidepath control room & AVSEC HBS screening  
 MAIN WARDEN: Baggage Handling Foreperson  
 HEAD WARDEN: EOC Shift Manager: Phone 256-8882  
 ASSEMBLY POINT: D, Apron  
 NOTE:

International Terminal  
 Fire Evacuation Zone 03  
 Scale @ A3: 1:500  
 Date: 17/02/2023  
 Author: ChristineHa  
**Auckland Airport**  
File: U:\06\_StandardPlans\FireAndEvacPlans\00-FireEvacuationPlans\01\_IT\IT1TB Fire Zone Plans\FireEvacuationZones\FireEvacuationZones\_ITB.aprx

## PLAN OF BAGGAGE HANDLING SYSTEM CATWALKS & EXITS



# [Printed Versions are Uncontrolled]

## 3.1 ZONE WARDEN

- 3.1.1 The Zone Warden for this zone is **Air NZ & Menzies Baggage Handling Team Leaders / Supervisors.**
- 3.1.2 The relevant person is to report to the Zone Warden Box in the West Baggage Makeup, between Laterals 6 & 7 (ext 90737) and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 1 and 2 which are in alert mode while Zone 3 is evacuating.
- 3.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins and this must be worn.
- 3.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared. The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance, but this is unlikely for Zone 3 given the nature of the work.
- 3.1.5 EOC will communicate with the Air NZ & Menzies Baggage Handling Team Leaders acting as Zone Wardens through the relevant Ground Handler's radio system by the Ground Handling representative present in EOC directly radioing the Baggage Handling Team Leaders who are acting as Zone Warden.
- 3.1.6 As the baggage make-up area has the primary pedestrian walkway from the landside terminal areas to the apron running through it, the Zone Warden needs to specifically ensure that Fire Wardens are in place with tensa tapes pulled across doors IG4 and IG6 and also at the apron entrance to the baggage make-up hall to prevent pedestrians using the blue pedestrian walkway through the area during a period of evacuation.

## 3.2 FIRE WARDENS

- 3.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 3.2.2 The Fire Wardens for this zone are:
- Air NZ staff
  - Menzies staff
  - Daifuku staff
  - Avsec HBS staff
- 3.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box / held by each organisation and this must be worn.

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3.2.4 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 free of staff and visitors
- 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 Assembly point if requested to do so by the Zone Warden
- assisting the Zone Warden in any way
- assisting with the re-entry process.

These duties are expanded upon in section 3.3.and 3.4 below in relation to Zone 3.

3.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close doors of any checked areas after you.

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

## **3.3 EVACUATION PROCESS**

3.3.1 The preferred evacuation route is airside onto the Apron to assemble at the external Emergency Assembly Point areas (as this ensures Team Leaders/supervisors are aware that all staff in area have evacuated).

- Through vehicular entrance doors to Apron in either building
- Mezzanine floor down stair FM4, then out to apron
- Mezzanine floor down stair FM3, then out to apron

3.3.2 The External Assembly Point is EAP J by Stand 2 on the apron.

3.3.3 If evacuating airside is not practicable, then exit into nearby alert Zone 1 (check-in).



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- 3.3.4 Fire Wardens are to assist staff and visitors to evacuate by directing them to the appropriate exit. Note that visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.
- 3.3.5 Any Daifuku staff or visitors on the HBS catwalks need to exit to the Ground Mezzanine Level and evacuate. A plan showing the entrances/exits from the catwalk is included at the start of this Zone 3 section of the Fire Scheme.
- 3.3.6 Once all persons are evacuated from the area, Fire Wardens should:
- Ensure tensa tapes are pulled across the boundaries of the zone to stop people entering the area under evacuation, particularly at doors IG4 and IG6.
  - Ensure all toilets, staff areas, offices and storage areas are checked and clear.
  - For Daifuku, determine that no staff are in the BHS catwalks (map of catwalk exits onto mezzanine level included at beginning of this section 3).
  - Air NZ, Menzies, Daifuku & Avsec HBS Fire Wardens are to report the Head Building Fire Warden (ext 98882 / 98809 / 98111) when their area is all checked and cleared to advise of this.
  - Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

## 3.4 MANAGEMENT DURING EVACUATION PERIOD

- 3.4.1 Tug and vehicle operations must cease in the Baggage Make-up Area during an evacuation. Speakers installed outside the building will advise people on the apron of the emergency message within the building. Red flashing lights indicate that an alarm is taking place within the building and not to enter this part of the building. If any vehicle movements occur the Zone Warden should report this to EOC.
- 3.4.2 The HBS is programmed to stop operating back of house when Zone 3 goes into evacuation (although front of house in Zone 1 will continue to operate until it becomes full). No bags should be moving through the system back of house.
- 3.4.3 Fire Wardens should take up positions at the indicative positions marked F as shown on the plan until it is necessary for them to evacuate. Ensure tensa tapes are pulled across as shown on the plan to ensure other staff from nearby alert areas do not enter the area under evacuation.



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- 3.4.4 As the baggage make-up area has the primary pedestrian walkway from the landside terminal areas to the apron running through it, it is very important to ensure that doors IG4 and IG6 and also the apron entrance to the baggage make-up hall are staffed by Fire Wardens with tensa tape (if present) in place to prevent pedestrians from nearby alert areas using the blue pedestrian walkway through the area during a period of evacuation.
- 3.4.5 All staff at any external apron Emergency Assembly Point must assist to corral and supervise passengers if required. Passengers must not be left unattended. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

## **3.5 RE-ENTRY PROCESS**

- 3.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.
- 3.5.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Daifuku staff will be advised directly by EOC when they can enter as this is likely to be earlier than general staff so that they can reset the HBS.
- 3.5.3 For re-entry to the terminal for passengers that used apron Emergency Assembly Points, some Fire Wardens will need to remain with passengers to assist corralling. Passengers must not be left unattended in airside areas at any time.

## **3.6 SPECIAL ZONES AND PROCESSES**

### **3.6.1 Restricted Access Areas**

- 3.6.1.1 The Daifuku Baggage Handling System Control Room and the Avsec Level 4 Baggage Screening Room are both only accessible by staff with appropriate security clearance on the CEM access control system. Only Daifuku and Avsec staff on duty will be able to check these rooms (unless AES is already present).
- 3.6.1.2 The Head Building Warden must ensure that Daifuku and Avsec Fire Wardens have reported that their areas are clear, and if not, advise AES to check.
- 3.6.1.3 If Evacuation Zone 1 goes into evacuation, and there is confirmed smoke or fire, then EOC will manually instruct Daifuku to shut down the HBS, and Daifuku and Avsec staff to evacuate from the Daifuku Baggage Handling System Control Room and the Avsec Level 4 Baggage Screening through Evacuation Zone 3. In this scenario Daifuku and Avsec staff should not use evacuation routes via Evacuation Zone 1 unless escorted by Emergency personnel (ie AES or FENZ). Daifuku staff should check to ensure that the

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Avsec staff have evacuated and provide escort or assistance if required for Avsec staff to reach the Baggage Makeup Hall as this is not a route regularly used by Avsec staff.

## 3.6.2 The Hold Baggage Sortation System

3.6.2.1 There may be workers in the catwalks servicing the HBS at the time of the evacuation. The Daifuku Fire Warden needs to ensure that these staff have evacuated the area, and if not, inform the Head Building Warden.

3.6.2.2 A map of the HBS and fire exits available on the catwalk is included at the beginning of this section of the Fire Evacuation Scheme.

## 3.7 IF ZONE IS IN ALERT

3.7.1 Zone 3 will go into alert if adjacent areas go into evacuation. Amber flashing lights under the eaves of the ITB provide an indication to workers on the Apron that an alarm is sounding in an adjacent building zone and you should enter the building with caution.

3.7.2 If Zone 3 is in alert, then the Zone Wardens need to:

- Report to Zone Warden station in the Western Baggage Make-up Hall and don Orange Jerkin marked Zone Warden.
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert
- Confirm with Head Building Warden which zone is evacuating
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden
- Ensure persons in your zone are not trying to enter evacuation zone
- Ensure persons in your zone are prepared to evacuate if required
- Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

3.7.3 The areas which are adjacent to Evacuation Zone 3, and any specific actions (in addition to those listed above) which need to be taken by Zone 3 Fire Wardens if Zone 3 is in alert are shown in the table below:

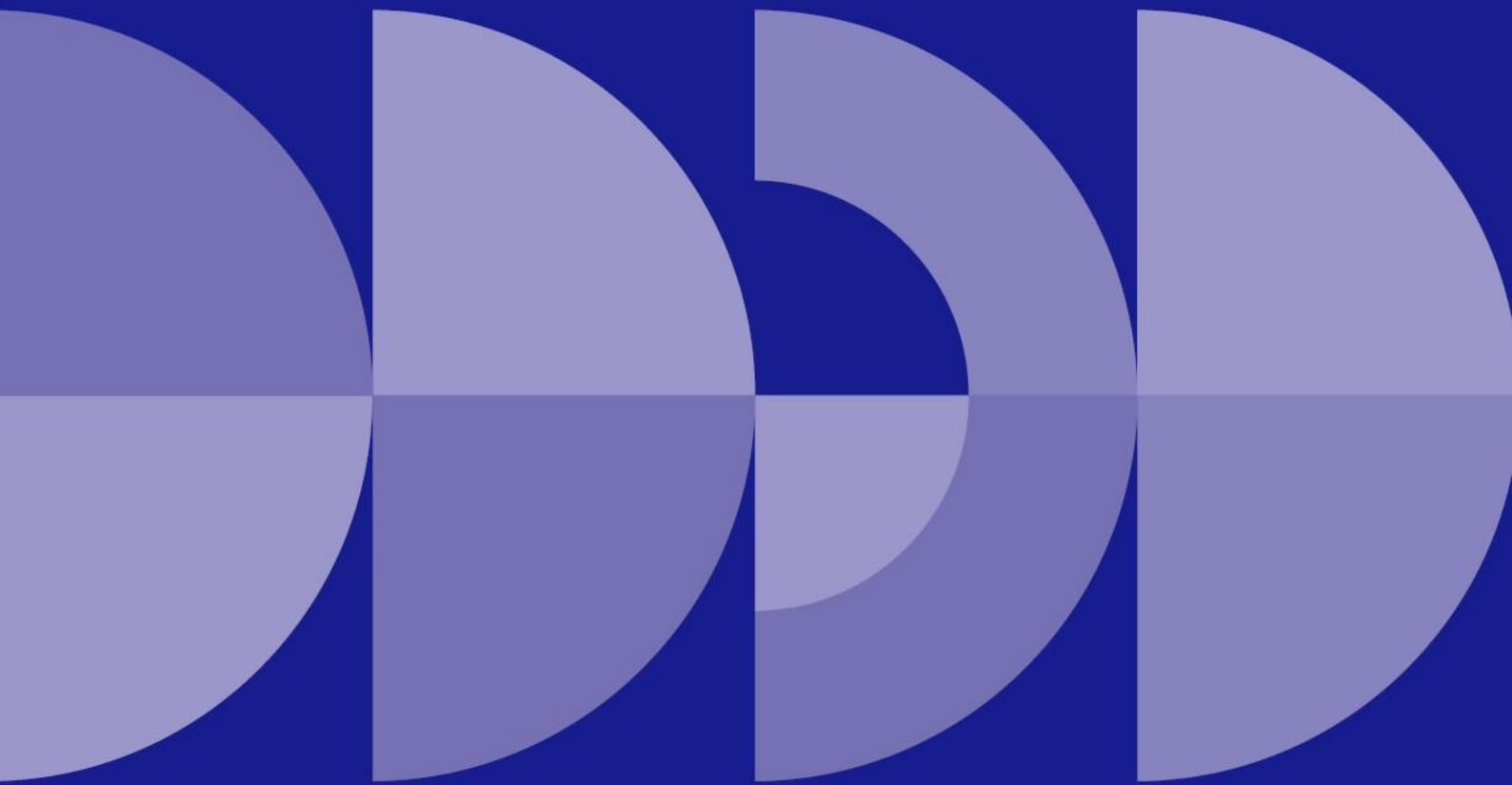
Adjacent Zone	Description	Action required by Evacuation Zone 3 Zone Wardens and Fire Wardens if Zone 3 is in alert
1	Landside arrivals and departures ground floor	<ul style="list-style-type: none"><li>• Ensure barrier tape is pulled across doors IG4 and IG6 and that Fire Wardens are in position to ensure persons do not attempt to move from Evacuation Zone 3 areas into Evacuation Zone 1</li><li>• Note that the HBS system will halt FOH if Zone 1 is in evacuation (but will continue to operate BOH).</li></ul>
2	Arrivals Airside	<ul style="list-style-type: none"><li>• No additional action required</li></ul>
3A	Eastern Baggage Makeup Hall	<ul style="list-style-type: none"><li>• No additional action required</li></ul>

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# Zone 3A Evacuation Scheme

Airside Ground Floor Eastern Baggage Make-up Hall



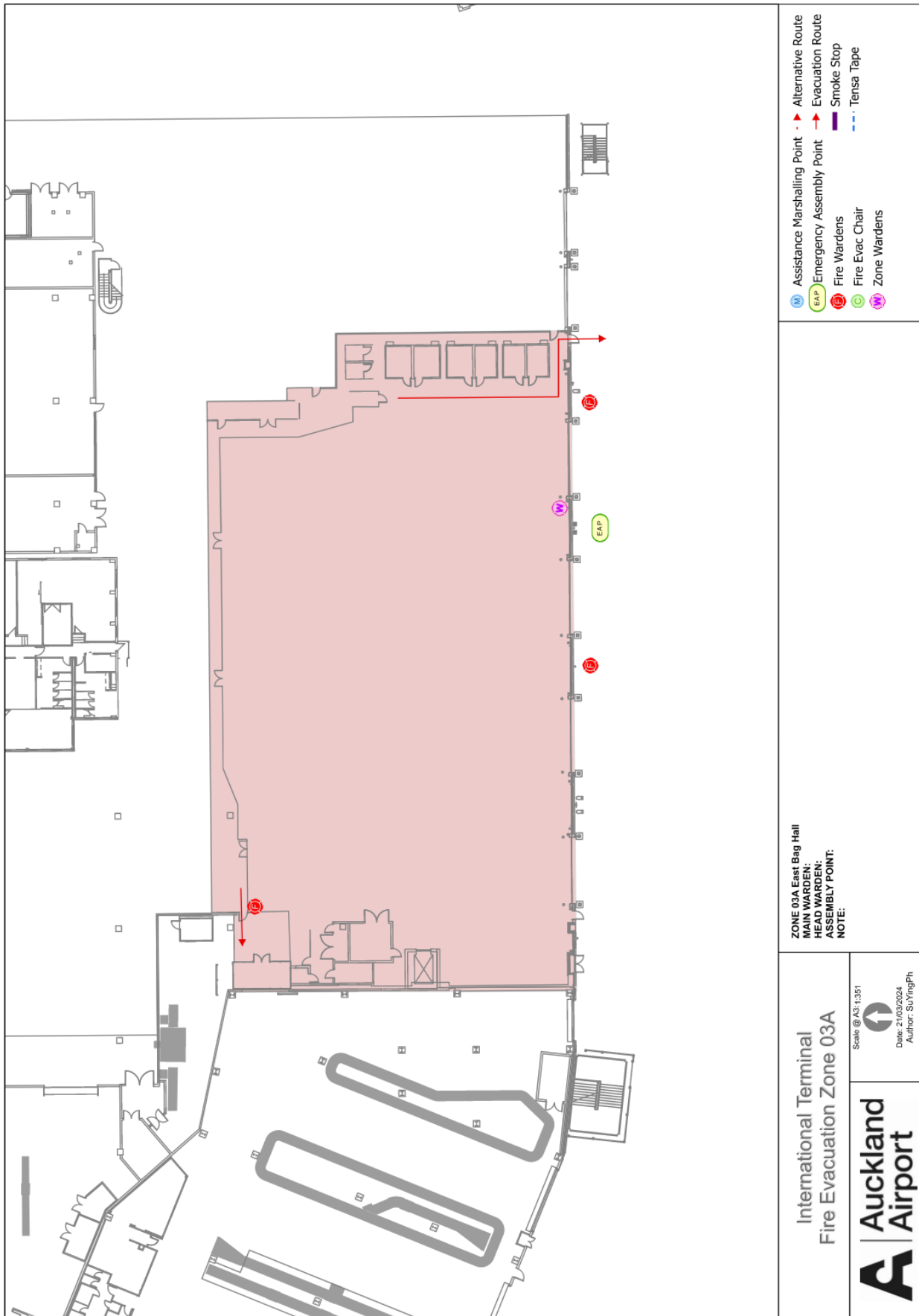
## ZONE 3A: AIRSIDE GROUND FLOOR EASTERN

### BAGGAGE MAKE-UP HALL

#### SUMMARY TABLE: ZONE 3A

<b>Zone Coverage:</b>	Airside Ground Floor Eastern Baggage Make-up Hall, and Ground Mezzanine Level Baggage Handling System Catwalks
<b>Zone Warden:</b>	Air NZ & Menzies Baggage Handling Team Leaders/Supervisors
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Air NZ staff</li> <li>• Menzies staff</li> </ul>
<b>Zone Warden Box:</b>	Warden box between roller shutter doors on the south side of the Eastern Baggage markup hall
<b>Marshaling Assistance Point:</b>	Due to the nature of the work, it is not expected that there will be any persons requiring assistance
<b>Any Unusual Areas or Features</b>	Ground Mezzanine Level Baggage Handling System Catwalks in Eastern Baggage Make-Up Hall is part of this evacuation zone.
<b>Adjacent internal safe zones:</b>	The preferred evacuation route is airside onto Apron Emergency Assembly Point areas to ensure all staff in area have evacuated. If not practical, then exit into nearby alert Zone 3.
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Through doors to Apron, south of Zone 3A.</li> <li>• Through swing door to adjacent Alert Zone 3.</li> <li>• For staff operating on the baggage handling system catwalk, exit via the ladders down to the Ground Level of Zone 3A.</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP E – Apron South of Eastern Baggage Make-Up Hall</li> </ul>
<b>Zones in Alert</b>	<ul style="list-style-type: none"> <li>• Zone 3 is in alert mode while Zone 3A is evacuating</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>

**PLAN OF ZONE 3A – EASTERN BAGGAGE MAKE-UP HALL**



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## 3A.1 ZONE WARDEN

- 3A.1.1 The Zone Warden for this zone is **Air NZ & Menzies Baggage Handling Team Leaders/Supervisors.**
- 3A.1.2 The Zone Warden is to report to the Zone Warden between roller shutter doors on the south side of the Eastern Baggage markup hall, and familiarize themselves with the checklist contained in the box. Note there are separate instructions for adjacent alert zone which is in alert mode while Zone 3A is evacuating.
- 3A.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins and this must be worn.
- 3A.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared. The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance, but this is unlikely for Zone 3A given the nature of the work.
- 3A.1.5 EOC will communicate with the Air NZ & Menzies Baggage Handling Team Leaders acting as Zone Wardens through the relevant Ground Handler's radio system by the Ground Handling representative present in EOC directly radioing the Baggage Handling Team Leaders who are acting as Zone Warden.

## 3A.2 FIRE WARDENS

- 3A.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 3A.2.2 The Fire Wardens for this zone are:
- Air NZ staff
  - Menzies staff
- 3A.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box / held by each organisation and this must be worn.
- 3A.2.4 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 free of staff and visitors
  - 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)
  - assisting the Zone Warden in any way
  - assisting with the re-entry process.



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These duties are expanded upon in section 3A.3.and 3A.4 below in relation to Zone 3A.

3A.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close doors of any checked areas after you.

3A.2.6 If there is any evidence of heat or smoke, report this to EOC by ringing 0800 677 242 ext 9. Do not enter the area yourself. If all is clear, enter to confirm the area has been evacuated and complete your Fire Warden duties.

## **3A.3 EVACUATION PROCESS**

3A.3.1 The preferred evacuation route is airside onto the Apron to assemble at the external Emergency Assembly Point areas to ensure all staff in area have evacuated.

3A.3.2 The External Assembly Point is EAP E – Apron South of Eastern Baggage Make-Up Hall.

3A.3.3 If evacuating airside is not practicable, then exit into nearby alert Zone 3. For staff operating on the ground mezzanine floor baggage system, evacuate into alert Zone 3.

3A.3.4 Fire Wardens are to assist staff and visitors to evacuate by directing them to the appropriate exit. Note that visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

3A.3.5 Any staff on the baggage catwalks need to exit to the Ground Mezzanine Level and evacuate to adjacent Zone 3.

3A.3.6 Once all persons are evacuated from the area, Fire Wardens should:

- Ensure all toilets, staff areas, offices and storage areas are checked and clear.
- Determine that no staff are in the BHS catwalks
- Zone and Fire Wardens are to report the Head Building Fire Warden (ext 98882 / 98809 / 98111) when their area is all checked and cleared to advise of this.
- Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

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## 3A.4 MANAGEMENT DURING EVACUATION PERIOD

3A.4.1 Tug and vehicle operations must cease in the Baggage Make-up Area during an evacuation. Speakers installed outside the building will advise people on the apron of the emergency message within the building. Red flashing lights indicate that an alarm is taking place within the building and not to enter this part of the building. If any vehicle movements occur the Zone Warden should report this to EOC.



3A.4.2 The Baggage System is programmed to stop operating back of house when Zone 3A goes into evacuation (although front of house in Zone 1 will continue to operate until it becomes full). No bags should be moving through the system back of house.

3A.4.3 Fire Wardens should take up positions at the indicative positions marked F as shown on the plan until it is necessary for them to evacuate.

3A.4.5 All staff at any external apron Emergency Assembly Point must assist to corral and supervise passengers if required. Passengers must not be left unattended. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

## 3A.5 RE-ENTRY PROCESS

3A.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.

3A.5.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Staff will be advised directly by EOC when they can enter as this is likely to be earlier than general staff so that they can reset the baggage handling system.

3A.5.3 For re-entry to the terminal for passengers that used apron Emergency Assembly Points, some Fire Wardens will need to remain with passengers to assist corralling. Passengers must not be left unattended in airside areas at any time.

## 3A.6 SPECIAL ZONES AND PROCESSES

### 3A.6.1 Ground Mezzanine Level Baggage Handling System Catwalks

3A.6.1.1 There may be workers on the catwalks servicing the baggage handling system at the time of the evacuation. The Fire Warden needs to ensure that these staff have evacuated the area, and if not, inform the Head Building Warden.

# [Printed Versions are Uncontrolled]

## **3A.7 IF ZONE IS IN ALERT**

3A.7.1 Zone 3A will go into alert if adjacent areas go into evacuation. Amber flashing lights under the eaves of the terminal building provide an indication to workers on the Apron that an alarm is sounding in an adjacent building zone and you should enter the building with caution.

3A.7.2 If Zone 3A is in alert, then the Zone Wardens need to:

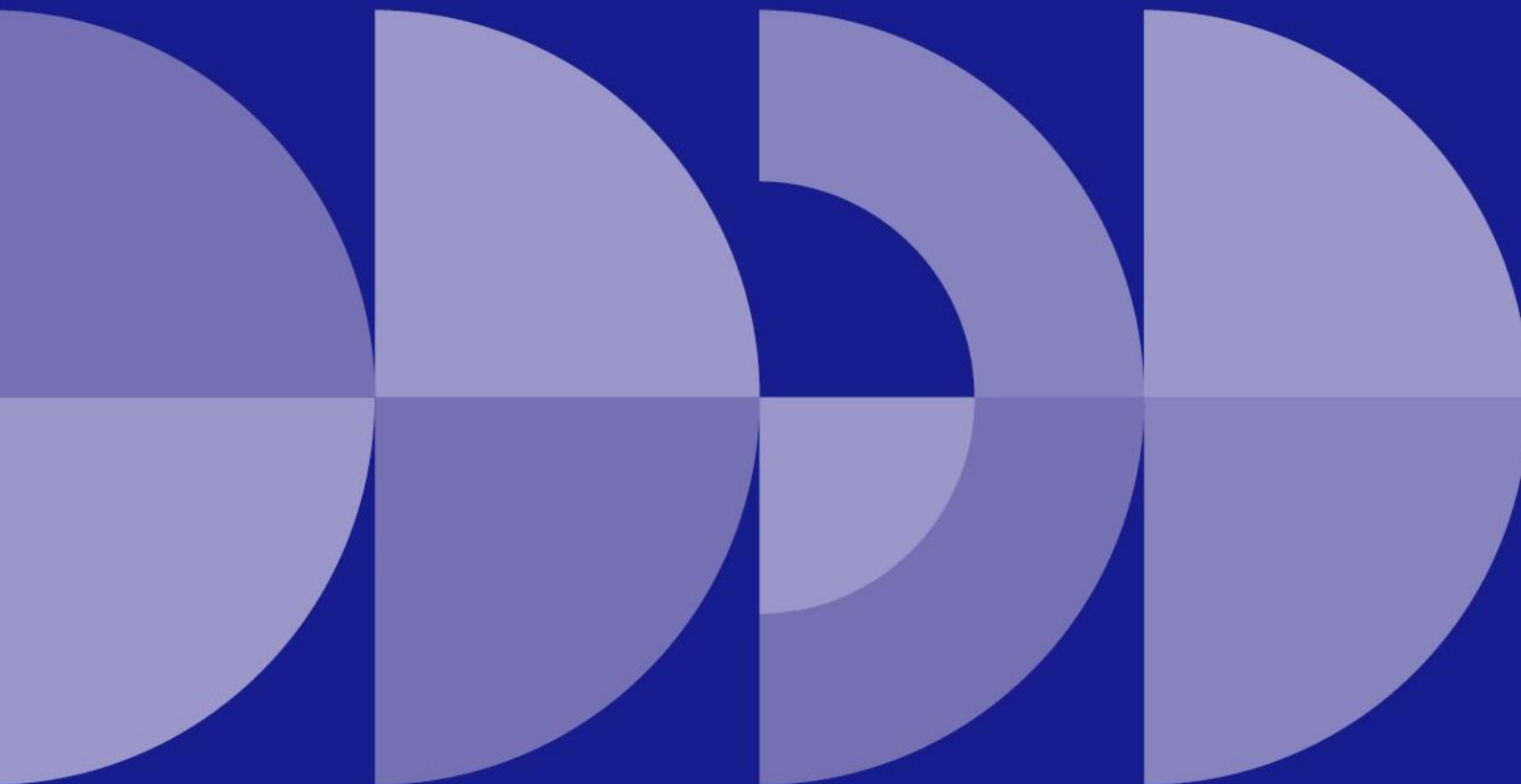
- Report to Zone Warden station in the Eastern Baggage Make-up Hall and don Orange Jerkin marked Zone Warden.
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert
- Confirm with Head Building Warden which zone is evacuating
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden
- Ensure persons in your zone are not trying to enter evacuation zone
- Ensure persons in your zone are prepared to evacuate if required
- Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

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# Zone 4 ITB Evacuation Scheme

Landside First Floor retail and dwell (including retail shops, food court, airline offices, tenants and Departures Preparation area)

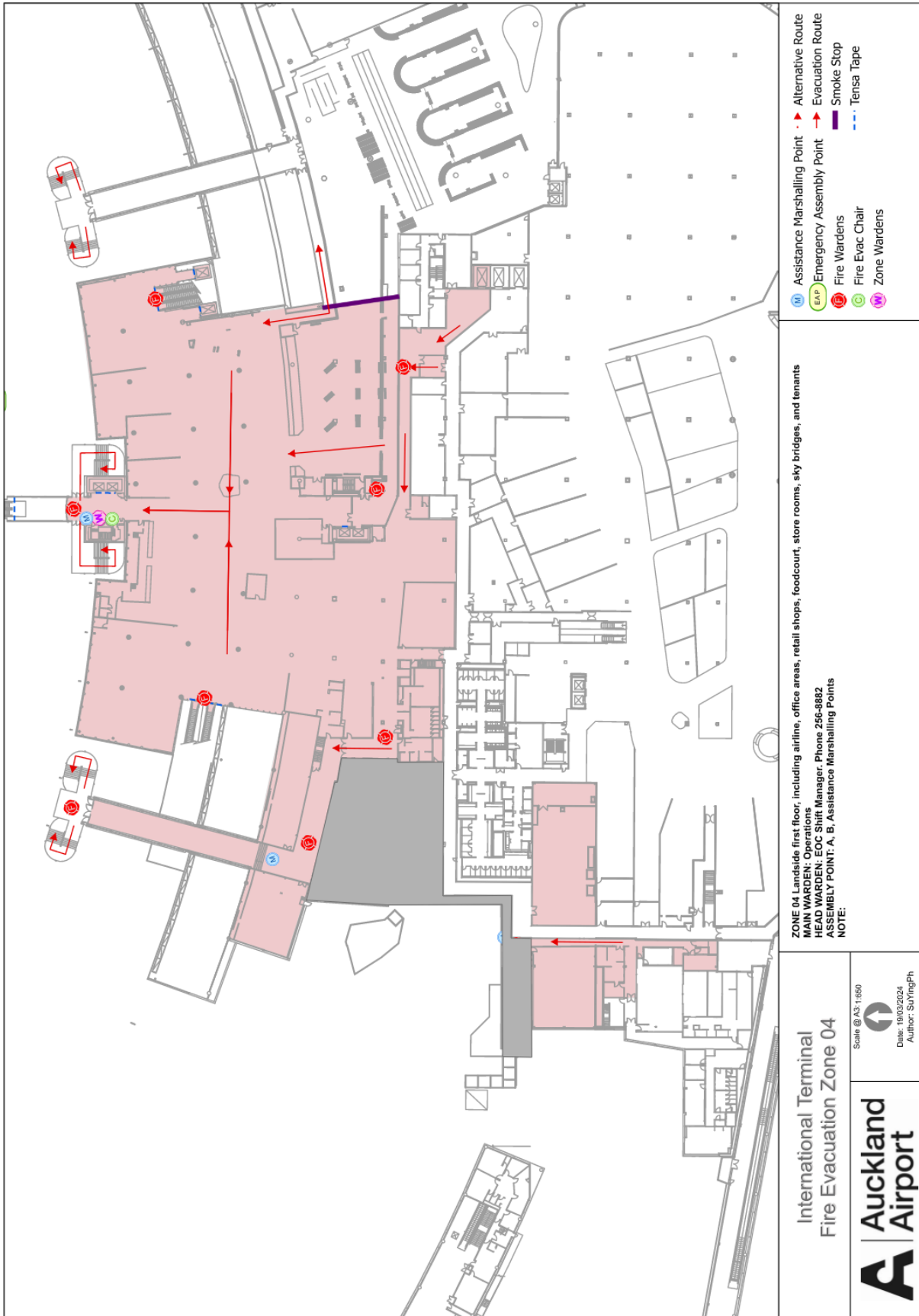


## ZONE 4: FIRST FLOOR LANDSIDE

### SUMMARY TABLE: ZONE 4

<b>Zone Coverage:</b>	Landside first floor concessionaires, including airline offices, retail shops, food court, tenants and Departures Preparation area
<b>Zone Warden:</b>	Airport Operations
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Airport Operations staff</li> <li>• Concessionaires</li> <li>• Airline offices and other tenants</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• Central Sky Bridge (90714)</li> </ul>
<b>Marshaling Assistance Points:</b>	<ul style="list-style-type: none"> <li>• Western Sky Bridge (Weka Track) (90738)</li> <li>• Central Sky Bridge (90714)</li> <li>• Kōtare Track (90842)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Parenting Room</li> <li>• Goods deliveries via lift 53</li> <li>• Premium travelling guests coming up lift 4 from Air NZ VIP check-in</li> <li>• Smoke curtains between Zones 4 and 4A and at Avsec Temporary ID office</li> <li>• Customs Plantrooms 1 &amp; 2 both need to evacuate if Zone 4 is in evacuation</li> <li>• Customs Plantroom 1 is airside &amp; exits to evac Zone 5 in BOH staff corridor</li> <li>• Rooftop Plant Room (see Appendix C for evacuation instructions)</li> <li>• The Forecourt Contingency Plan will need to be activated and vehicles stopped from using the Forecourt – other than emergency vehicles</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>• Ground Floor landside (Evacuation Zone 1)</li> <li>• For Customs Plantroom 1 only, Evacuation Zone 5 is a safe adjacent zone.</li> <li>• Operations Control Centre (for staff only or if needed for life safety reasons)</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Western &amp; Central Sky Bridges</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.</li> <li>• EAP D – Western forecourt outside Door 11, West end of terminal</li> <li>• (EAP A &amp; B – ITB Outer Forecourts and Carpark Unavailable for 2024)</li> </ul>
<b>Zones in Alert</b>	<ul style="list-style-type: none"> <li>• Zones 1, 4A, 4B, 4C, 5 &amp; 6 are in alert mode while Zone 4 is evacuating</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>

**PLAN OF ZONE 4 - FIRST FLOOR LANDSIDE**



## 4.1 ZONE WARDEN

- 4.1.1 The Zone Warden for this zone is **Airport Operations**.
- 4.1.2 The relevant person is to report to the Zone Warden Box and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 1, 4A, 4B, 4C, 5 & 6 which are in alert mode while Zone 4 is evacuating.
- 4.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins found in the Zone Warden Box and this must be worn.
- 4.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.
- 4.1.5 EOC will communicate with the Airport Operations staff member acting as Zone Warden either by:
- ringing the Airport Phone in the Zone Warden Box; or
  - through the Auckland Airport radio system.

## 4.2 FIRE WARDENS

- 4.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 4.2.2 The Fire Wardens for this zone are:
- Airport Operations staff
  - Food and retail concessionaires, tenants, and airline offices
- 4.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box and this must be worn.
- 4.2.4 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 free of staff and visitors
  - 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 Assembly point if requested to do so by the Zone Warden
  - assisting the Zone Warden in any way
  - assisting with the re-entry process.

These duties are expanded upon in section 4.3.and 4.4 below in relation to Zone 4.



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4.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after checking the area.

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

## 4.3 EVACUATION PROCESS

4.3.1 Members of public and staff must evacuate the area landside. Assist passengers and staff to evacuate by directing them to the appropriate exit.

4.3.2 External evacuation routes are:

- Western Sky Bridge (Weka Track)
- Central Sky Bridge

Note Lifts/Escalators do not form part of the egress routes to be used. Escalators are too steep for Health & Safety requirements.

4.3.3 One Fire Warden must staff each of the Assistance Marshalling Points on Western & Central Sky Bridges. The number of mobility challenged people held at each point must be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.

4.3.4 All passengers in departures preparation area before the boarding pass scanners and premium passenger corridor must be directed out via Central Sky Bridge egress. NZ Customs at their discretion may close the departure grills once the departures preparation area and inside premium passenger corridor have been evacuated.

4.3.5 Customs is to ensure that no stanchions or rubbish bins or other obstacles are under the smoke curtain between Zone 4 and Zone 4A (ie after the LAGS preparation area in both the main entrance and the premium passenger entrance). Note the main smoke curtain is programmed to descend 200 seconds after the smoke sensors either side of it detect

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smoke. However, the smoke curtain in the premium passenger entrance will roll down to the floor directly upon activation.

- 4.3.6 Customs is to contact Air NZ Premium to halt processing of premium passengers up via lift 4 into premium passenger corridor.
- 4.3.7 Avsec Bulk Duty Free screening is to halt goods deliveries via good lift 53 into retail delivery corridor by food-court.
- 4.3.8 Avsec staff at the temporary ID office are to ensure that no obstacles are under the smoke grill at the temporary ID office window if it is open. Note the smoke curtain is programmed to descend immediately if either the smoke sensors either side of it detect smoke, the sprinklers are activated, or a manual call point is activated.
- 4.3.9 Members of the public and staff on the ground floor who have checked in but not yet made their way upstairs to Level 1 must be held back on the ground floor until the EOC advises that Zone 4 can be re-entered.
- 4.3.10 Once all visible travelling guests and customers are evacuated from the area, the Fire Wardens are to:
- Ensure tensa tapes are pulled across the escalators/lifts and staff doors on the ground & second floors to stop people entering the area under evacuation, specifically:
    - Escalators from the ground floor Zone 1A & 1D (arrivals and departures public concourse)
    - Escalator from the car-park
    - Lifts 1 and 2 (Central Sky Bridge)
    - Lift 3 (Beside Air NZ Premium Check-in)
    - Lift 4 (Inside Air NZ Premium check-in)
    - Lift 8 and 8A (Opposite Check-in Zone B)
    - Staff exit corridor, Door IF17 (Landside) and IF17A (Airside) (Godwit Track) from Zone 5
  - Ensure all toilets, parenting rooms, lifts, public and staff areas, offices, storage and tenant areas are checked and clear.
  - Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will report to the Head Building Fire Warden once the whole zone is checked and cleared (ext 98882 / 98809 / 98111).
  - Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

## 4.4 MANAGEMENT DURING EVACUATION PERIOD

- 4.4.1 Key external Emergency Assembly Points are reached by moving through the forecourt:
- Emergency Assembly Point C – Opposite to Door 4 under the Canopy on the West of Transport Hub.
  - Emergency Assembly Point D – Western Forecourt outside Door 11 West End of the ITB
  - Note Emergency Assembly Points A & B – ITB Outer Forecourts and Carpark are unavailable for 2024.
- 4.4.2 EOC will activate its traffic management plans to direct all vehicles (including public transport vehicles) other than emergency vehicles away from the forecourt and directly into carparks. This is required due to evacuated persons needing to move to the Emergency Assembly Points at the Eastern and Western end of the ITB. Traffic Marshalls and Operations staff will be used to ensure that emergency vehicles can safely access the forecourt, without causing a safety risk to the evacuated guests.
- 4.4.3 So long as it is safe to do so, Fire Wardens should remain at the indicative positions marked F as shown on the plan (generally the boundaries to the Evacuation Zone) to ensure that travellers, guests or staff do not attempt to enter the evacuated area.
- 4.4.4 If Zone 1 is not in evacuation, then once guests have evacuated to the forecourts, Zone 1 may be re-entered to use facilities such as toilets. The Head Building Warden in EOC will maintain oversight of Zone 1 by CCTV to ensure it does not become over-crowded. If it looks at risk of being over-crowded the Head Building Warden should send Operations staff to control entry to the doors to Zone 1.
- 4.4.5 Wardens need to be aware of public expectations at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. Travelling guests may be particularly anxious about missing their flight and may need reassuring regarding potential delays and rescheduling of flights. Be on the alert for anyone wearing a Hidden Disabilities Sunflower Lanyard. Should an evacuation be prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC.

## 4.5 RE-ENTRY PROCESS

- 4.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.
- 4.5.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Staff will re-enter first to prepare the area for guest re-entry.

## 4.6 SPECIAL ZONES AND PROCESSES

### 4.6.1 Traffic Management of the Forecourt

- 4.6.1.1 EOC will activate its traffic management plans to direct all vehicles (including public transport vehicles) away from the forecourt and directly into carparks. This is required due to evacuated persons needing to move to the Emergency Assembly Points at the Eastern and Western end of the ITB.
- 4.6.1.2 EOC should be aware that FENZ and AES emergency vehicles will need to access the forecourt as key fire system equipment and facilities are located in this area, including one of the main Fire Mimic Panels which is located outside Door 3 and the Western Fire Control Room at the landside junction of Pier B.
- 4.6.1.3 Traffic Marshalls and Operations staff will be used to ensure that emergency vehicles continue to be able to safely access the forecourt, without causing a safety risk to the evacuated guests.

### 4.6.2 Customs Plant-Rooms 1 and 2

- 4.6.2.1 Customs Plantroom 1 (airside) and 2 (landside) are both in Evacuation Zone 4. They are adjacent to each other and not fire separated. Customs Plantroom 1 is airside and exits to Evacuation Zone 5 in the BOH staff corridor. Customs Plantroom 2 is landside and exits into Evacuation Zone 4 evacuating to the Western forecourt.
- 4.6.2.2 Both plantrooms are required to evacuate if either Zone 4 or Zone 5 go into evacuation.

### 4.6.3 Rooftop Plant Room

A large Plant Room is on the roof above Zone 4 (above Central Sky Bridge and Concessionaires), used by ES staff and contractors. The Evacuation Zone instructions and maps for rooftop Plant Rooms associated with Part B are in Appendix C.

## 4.7 IF ZONE IS IN ALERT

- 4.7.1 Zone 4 will go into alert if adjacent areas go into evacuation. If this occurs, then the Zone Warden needs to:
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
  - Confirm with Head Building Warden (98882, 98111) that the zone is in alert
  - Confirm with Head Building Warden which zone is evacuating
  - Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden
  - Ensure persons in your zone are not trying to enter evacuation zone
  - Ensure persons in your zone are prepared to evacuate if required

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- Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

4.7.2 The areas which are adjacent to Evacuation Zone 4, and any specific actions (in addition to those listed above) which need to be taken by Fire Wardens in these adjacent alert zones when Zone 4 is in alert are shown in the table below:

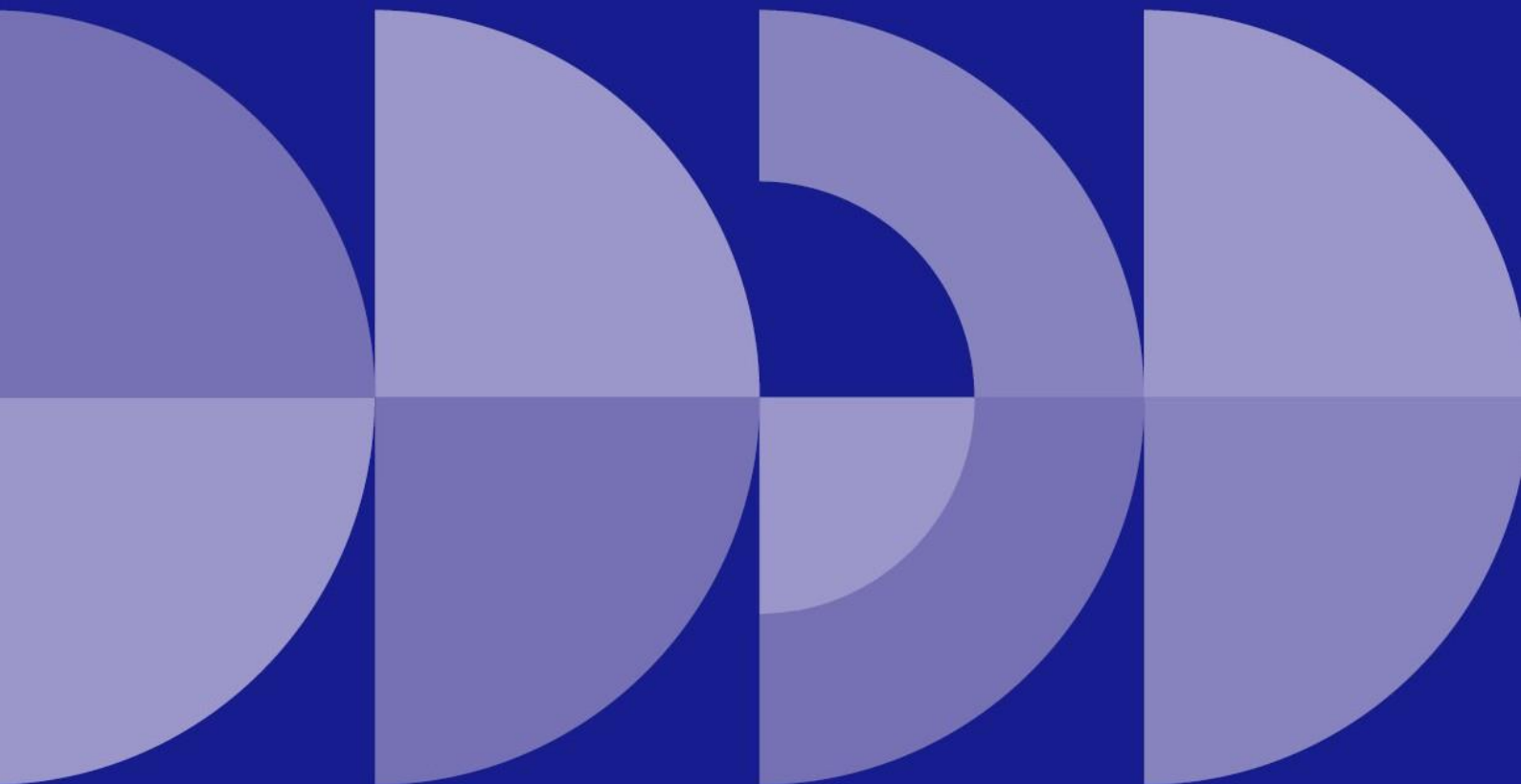
Adjacent Zone	Description	Action required by Evacuation Zone 4 Zone Wardens and Fire Wardens if adjacent zone is in evacuation
1	Landside arrivals and departures ground floor	<ul style="list-style-type: none"> <li>• Ensure barrier tape is pulled across escalators/lifts leading to ground floor                             <ul style="list-style-type: none"> <li>○ Escalator near door 10</li> <li>○ Escalator opposite check-in Zone B</li> </ul> </li> </ul>
4A	Departures Emigration Processing	<ul style="list-style-type: none"> <li>• NZ Customs have discretion to pull down grill at the entrance to the LAGS preparation area to prevent further travelling guests entering the queuing area which is part of Zone 4</li> <li>• Pull tensa tape next to fire curtain in farewell area (between Zone 4 and 4A)</li> </ul>
4B	Air NZ In-flight Services	<ul style="list-style-type: none"> <li>• Ensure staff do not enter Zone 4 via Eastern Sky Bridge</li> </ul>
4C	Operations Control Centre	<ul style="list-style-type: none"> <li>• Ensure staff do not enter Zone 4C via the Kōtare Track</li> </ul>
5	Airside Retail Dwell	<ul style="list-style-type: none"> <li>• NZ Customs have discretion to pull down grill at the entrance to the LAGS preparation area to prevent further travelling guests entering the queuing area which is part of Zone 4</li> <li>• Pull tensa tape at staff entry corridor from the Godwit Track</li> <li>• Ensure Air NZ premium check-in lift has tensa tape pulled across it</li> </ul>
6	Level 2 kitchens and offices	<ul style="list-style-type: none"> <li>• Ensure barrier tape is pulled across escalator/lifts leading to 2<sup>nd</sup> floor</li> </ul>

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# Zone 4A ITB Evacuation Scheme

Airside First Floor Emigration Processing Area  
(including Customs processing, Avsec processing,  
guest re-composition area, western toilets)



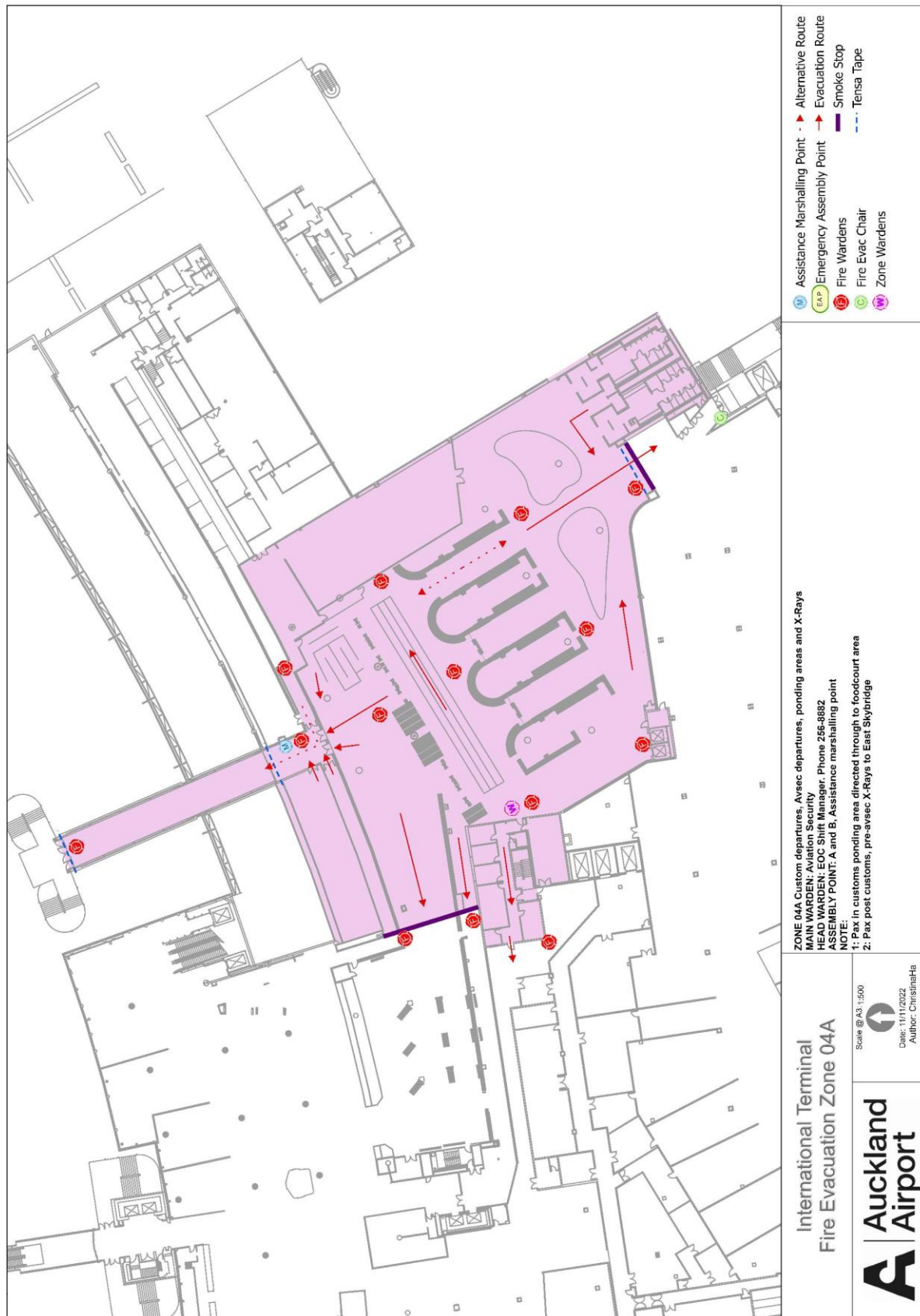
## ZONE 4A: DEPARTURES EMMIGRATION PROCESSING

### SUMMARY TABLE: ZONE 4A

<b>Zone Coverage:</b>	NZ Customs & Avsec departures, ponding area & X-Rays, guest re-composition area
<b>Zone Warden:</b>	Aviation Security (assisted by Customs).
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>NZ Customs Officers</li> <li>Aviation Security Officers</li> </ul>
<b>Zone Warden Box:</b>	At Customs Departures beside entry to Joint Border Agency Offices
<b>Marshaling Assistance Point:</b>	Eastern Sky Bridge (Tui Track) (Ext 90739)
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>Halt premium travelling guests coming up lift 4 from Air NZ VIP check-in</li> <li>Smoke curtains at entry and exit of Zone (between Zones 4 &amp; 4A at boarding pass scanners, and Zones 4A and 5 after passenger re-composition area)</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>Passengers in pre-emigration queue ponding area move back to food court area.</li> <li>Passengers between NZ Customs kiosks &amp; Avsec x-rays to be taken to Eastern Sky Bridge corral area via fire doors IF188A, IF188B and held at Eastern Sky Bridge corral area if it is safe to do so</li> <li>Passengers at Avsec X-Rays to be processed through to Zone 5 alert zone</li> <li>Passengers in re-composition area to be sent to Zone 5 alert zone</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Eastern Sky Bridge (Tui Track)</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.</li> <li>EAP D – Western forecourt outside Door 11, West end of the ITB</li> <li>(EAP A &amp; B – ITB Outer Forecourts and Carpark Unavailable for 2024)</li> </ul>
<b>Zones in Alert</b>	<ul style="list-style-type: none"> <li>Zones 4, 4B, 5 &amp; 6 will be in alert mode while Zone 4A is evacuating</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>



## PLAN OF ZONE 4A – DEPARTURES EMMIGRATION PROCESSING



# [Printed Versions are Uncontrolled]

## 4A.1 ZONE WARDEN

- 4A.1.1 The Zone Warden for this zone is **Aviation Security (assisted by Customs)**.
- 4A.1.2 The relevant person is to report to the Zone Warden Box and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 4, 4B, 5 and 6 which are in alert mode while Zone 4A is evacuating.
- 4A.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins found in the Zone Warden Box and this must be worn.
- 4A.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.
- 4A.1.5 EOC will communicate with the Senior Avsec Officer acting as Zone Warden either by:
- ringing the Airport Phone in the Zone Warden Box; or
  - through the Avsec radio system by the Avsec representative present in EOC directly radioing the Senior Avsec Officer acting as Zone Warden.

## 4A.2 FIRE WARDENS

- 4A.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 4A.2.2 The Fire Wardens for this zone are:
- NZ Customs Officers
  - Aviation Security Officers
- 4A.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box and this must be worn.
- 4A.2.4 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 free of staff and visitors
  - 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 Assembly point if requested to do so by the Zone Warden
  - assisting the Zone Warden in any way
  - assisting with the re-entry process.

These duties are expanded upon in section 4A.3.and 4A.4 below in relation to Zone 4A.

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4A.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after checking each area is clear.

4A.2.6 If there is any evidence of heat or smoke, report this to EOC. Do not enter the area yourself. If all is clear, enter to confirm the area has been evacuated and complete your Fire Warden duties.

## 4A.3 EVACUATION PROCESS

4A.3.1 How far the travelling guest is in their departure processing by Customs and Avsec will determine where they are evacuated to:

- Passengers in the pre-emigration queue ponding area who have not been processed by Customs can back-track to food court area and wait in evacuation Zone 4 so long as it is only in alert.
- Passengers who have been processed by Customs but who have not yet completed Avsec security screening (ie who are between NZ Customs kiosks & Avsec x-rays) can be held at Eastern Sky Bridge corral area reached via fire doors IF188A, IF188B if safe to do so until recall PA announcements relayed.
- Passengers who have nearly completed security screened by Avsec who can very quickly (ie, virtually immediately) have their security screening process completed are to have this occur and be sent through to alert Zone 5 area. Passengers only part way security screened must be sent to the Eastern Sky Bridge corral area.
- If possible, any wheelchair passenger who has completed Customs processing, should be security screened if safe to do so, and allowed to proceed into the alert Zone 5 area.
- Passengers who have completed Avsec security screening can be processed through to alert Zone 5 area.
- Note lifts do not form part of egress routes due to Health & Safety requirements.

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- 4A.3.2 Fire Wardens are to open tensa tape/queuing partitions if required and then assist passengers and staff to evacuate by directing them to the appropriate exit for their stage of processing.
- 4A.3.3 NZ Customs Fire Wardens are to staff the marshalling point at the Eastern Sky Bridge. The number of mobility challenged people held at Eastern Sky Bridge is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.
- 4A.3.4 NZ Customs is to contact Air NZ Premium check-in to halt processing of premium passengers up via lift 4 into premium passenger corridor.
- 4A.3.5 Air NZ Premium check-in is to contact Air NZ Inflight Services not to enter Zone 4A from the east end (Glass corridor entry door IF183) by Air NZ Inflight Services offices.
- 4A.3.6 Avsec is to contact Avsec officers at the following locations to inform them that Zone 4A is in Evacuation and to halt Avsec staff, workers or deliveries from entering Zone 4A and to put Fire Wardens in place to prevent staff entering the area being evacuated:
- The Avsec ID office to stop from staff entering via Zone 4
  - The Avsec Ready Room to stop staff from Zone 6.
- 4A.3.7 Fire Wardens should also check that there are no obstacles under the Smoke Curtains at the boundaries of the zone that would prevent them from fully lowering (eg stanchions, rubbish bins, passenger luggage). Smoke curtains are located at the entry to the Zone (between Zones 4 & 4A at boarding pass scanners) and the exit of the Zone (between Zones 4A and 5 after passenger re-composition area). Both fire curtains will descend to the floor 200 seconds after being activated. Note that they will only be activated if the smoke sensors adjacent to them detect smoke.
- 4A.3.8 Once all visible travelling guests and workers are evacuated from the area, the Fire Wardens are to:
- Ensure tensa tapes are pulled across the zone boundaries to stop people entering the area under evacuation, especially on the Eastern Sky Bridge corral area and at the exit from the Zone after the re-composition area.
  - Ensure all toilets, public and staff areas are checked and clear.
  - Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will contact the Head Building Fire Warden (ext 98882 / 98809 / 98111) to advise that the whole Zone is checked and cleared.
  - Occupy the indicative positions marked F as shown on the plan unless or until it is necessary for them to evacuate.

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4A.3.9 NZ Customs, at their discretion may close departure grills once all travelling guests have evacuated the Emigration ponding areas.

4A.3.10 The Zone Wardens are to telephone Head Building Warden ext 98882 / 98809 / 98111 to advise all public and staff areas are checked and cleared.

## **4A.4 MANAGEMENT DURING EVACUATION PERIOD**

4A.4.1 Travelling guests pre-Customs processing and post-Avsec security screening will have been evacuated to internal adjacent zones in alert.

4A.4.2 Passengers between NZ Customs kiosks & Avsec x-rays will have been taken to Eastern Sky Bridge corral area on Level 1. Fire Wardens are to ensure tensa barrier tapes are extended across both ends of the Eastern Sky Bridge corral area to stop these partially processed travelling guests from either entering the area under evacuation or (unless directed to do so or necessary for life safety) evacuating landside at the final fire exit on the Eastern Sky Bridge. These passengers have legally 'left the country' from an Emigration perspective, however, have not yet been security screened. Therefore, they must not be left unattended. If these passengers need to evacuate outside, then they should be assembled immediately below the Eastern Sky Bridge if safe to do so and there is sufficient room, or alternatively at Emergency Assembly Points C (Opposite to Door 4 under the Canopy on the West of Transport Hub. ) if volumes of evacuated persons require a larger assembly area or if it is necessary to move persons further away from the terminal.

4A.4.3 Wardens need to be aware of the expectations of travelling guests at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. Travelling guests may be particularly anxious about missing their flight and may need reassuring regarding potential delays and rescheduling of flights. Be alert for any guests with a Hidden Disabilities Sunflower Lanyard. Should an evacuation be prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC. In the event of inclement weather, busses will be organised by EOC to provide shelter for travelling guests in exposed outdoor Emergency Assembly Points which are airside.

4A.4.4 Note that visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

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## 4A.5 RE-ENTRY PROCESS

- 4A.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.
- 4A.5.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas.
- 4A.5.3 When the staff re-entry message is heard some Fire Wardens will need to remain with passengers to assist corralling and supervision at the Eastern Sky Bridge corral area on Level 1. Avsec or Customs are to allocate staff member(s) to remain with these passengers and will liaise with the Avsec / Customs representatives in EOC for passenger re-entry announcement.
- 4A.5.4 The re-entry order preference is to allow the passengers at the Eastern Sky Bridge to re-enter Zone 4A first, before allowing passengers from LAGS and food court areas. However, Fire Wardens must wait for EOC announcements before allowing passenger re-entry.

## 4A.6 SPECIAL ZONES AND PROCESSES

No special processes apply when Zone 4A is in evacuation.

## 4A.7 IF ZONE IS IN ALERT

- 4A.7.1 Zone 4A will go into alert if adjacent areas 4, 4B, 5 or 6 go into evacuation. If this occurs, then the Zone Warden needs to:
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
  - Confirm with Head Building Warden (98882, 98111) that the zone is in alert.
  - Confirm with Head Building Warden which zone is evacuating.
  - Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden.
  - Ensure persons in your zone are not trying to enter evacuation zone.
  - Ensure persons in your zone are prepared to evacuate if required.
  - Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

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4A.7.2 The areas which are adjacent to Evacuation Zone 4A, and any specific actions (in addition to those listed above) which need to be taken by the Zone/Fire Wardens for Zone 4A when it is in alert, are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 4A Zone Wardens and Fire Wardens if adjacent zone is in evacuation
4	Landside Level 1 food-court and dwell	<ul style="list-style-type: none"><li>• At Custom's discretion pull down the grill at entry to Emigration Processing Zone 4A</li><li>• Pull tensa tape next to Fire Curtain in Farewell Area (Zone 4 &amp; 4A)</li></ul>
4B	Air NZ In-flight Service	<ul style="list-style-type: none"><li>• If BDF Avsec screening point is closed ensure Air NZ In-flight staff do not use the Glass corridor entry door IF183</li></ul>
5	Airside Retail Dwell	<ul style="list-style-type: none"><li>• Pull tensa Tape next to Fire Curtain at the entrance of Duty Free Shop (Zone 4A &amp; 5)</li><li>• Customs and Avsec have the discretion to stop processing passengers if Zone 5 is in Evacuation. Recommend processing ceases until it is known how many guests from Zone 5 have been evacuated back into Zone 4A and then a decision can be made about whether to restart processing or not in conjunction with EOC.</li></ul>
6	Level 2 offices and kitchens	<ul style="list-style-type: none"><li>• Nil</li></ul>

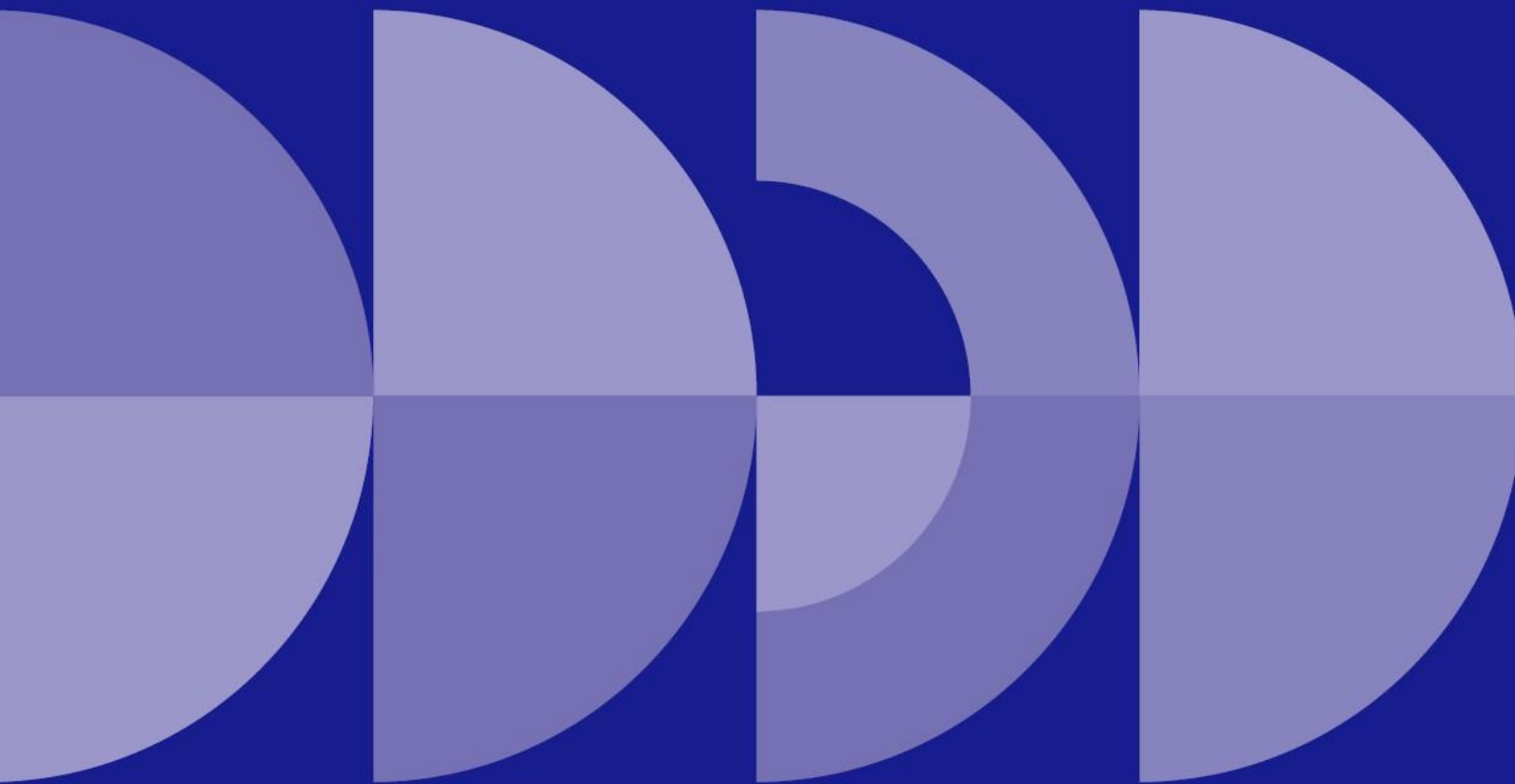
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# Zone 4B ITB Evacuation Scheme

Air NZ In-Flight Services Landside First Floor

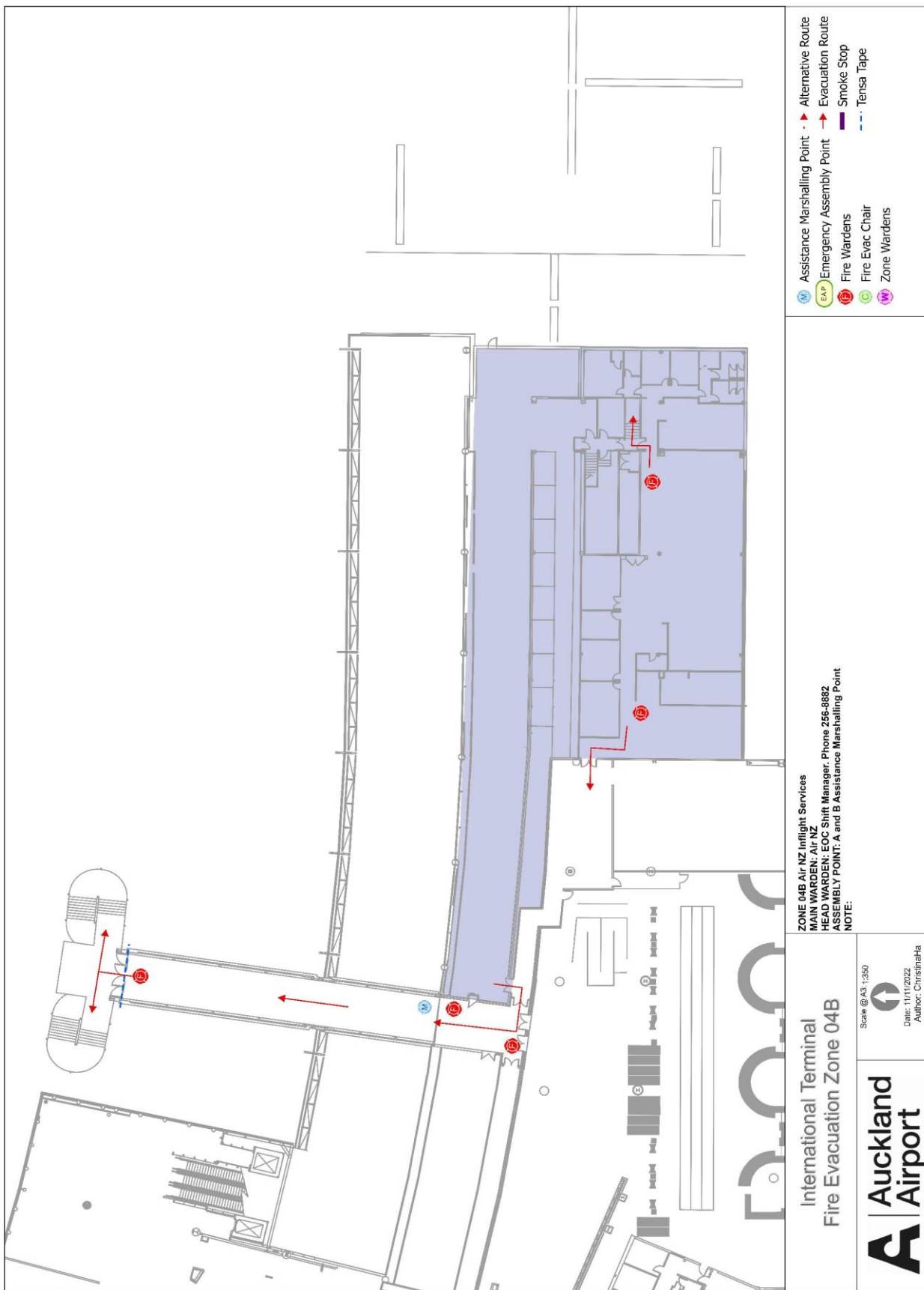


## ZONE 4B: AIR NZ INFLIGHT SERVICES

### SUMMARY TABLE: ZONE 4B

<b>Zone Coverage:</b>	Air NZ In-Flight Services
<b>Zone Warden:</b>	Air NZ
<b>Fire Wardens:</b>	Air NZ staff
<b>Zone Warden Box:</b>	Use Marshalling Point Eastern Sky Bridge (Tui Track) (Ext 90739) Warden Vests and Checklists held by Air NZ In-Flight Services
<b>Marshaling Assistance Point:</b>	Eastern Sky Bridge (Tui Track) (Ext 90739)
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Activation of the sprinklers in remaining part of the Power Centre 11 building (PC11) next to the former Operations Centre may trigger an evacuation of Zone 4B as well</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>• Main exit is via the main Air NZ entry door through the Eastern Sky Bridge to the Eastern Sky Bridge corral area in adjacent alert Zone 4A</li> <li>• Alternative exit use stair F5 to reach the ground mezzanine floor in adjacent alert Zone 1</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Eastern Sky Bridge</li> <li>• Evacuation Zone 1 exits onto the forecourt</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• Forecourt at the base of the Eastern Sky Bridge (if a small number of people and safe to do so)</li> <li>• EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.</li> <li>• (EAP A &amp; B – ITB Outer Forecourts and Carpark Unavailable for 2024)</li> </ul>
<b>Alert Zones</b>	<ul style="list-style-type: none"> <li>• Zones 1, 4, 4A will be in alert mode while Zone 4B is evacuating</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #</li> </ul>

## PLAN OF ZONE 4B - AIR NZ INFLIGHT SERVICES



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## 4B.1 ZONE WARDEN

- 4B.1.1 The Zone Warden for this zone is **Air NZ**.
- 4B.1.2 The relevant person is to report to the Zone Warden Box at the Assistance marshalling Point in the Eastern Sky Bridge (ext 90739) and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 1, 4 and 4A which are in alert mode while Zone 4B is evacuating.
- 4B.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins held by Air NZ In-flight Services and this must be worn.
- 4B.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.
- 4B.1.5 EOC will communicate with the Air NZ staff member acting as Zone Warden either by:
- ringing the Airport Phone in the Assistance Marshalling Point in the Eastern Sky Bridge (Ext 90739); or
  - through the Air NZ radio system by the Air NZ representative present in EOC directly radioing the Air NZ staff member acting as Zone Warden.

## 4B.2 FIRE WARDENS

- 4B.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 4B.2.2 The Fire Wardens for this zone are Air NZ In-Flight Services staff members.
- 4B.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins held by Air NZ In-Flight Services, and these must be worn.
- 4B.2.4 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 free of staff and visitors
  - 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 Assembly point if requested to do so by the Zone Warden
  - assisting the Zone Warden in any way
  - assisting with the re-entry process.

These duties are expanded upon in section 4B.3 and 4B.4 below in relation to Zone 4B.

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4B.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after the area has been checked.

4B.2.6 If there is any evidence of heat or smoke, report this to EOC. Do not enter the area yourself. If all is clear, enter to confirm the area has been evacuated and complete your Fire Warden duties.

## 4B.3 EVACUATION PROCESS

4B.3.1 Fire Wardens are to assist staff and visitors to Air NZ In-Flight Services to evacuate by directing them to the appropriate exit:

- The primary evacuation route for staff and visitors in the Air NZ Inflight Services area is via the main Air NZ entry door through Eastern Sky Bridge and then either:
  - Remain in the Eastern Sky Bridge which is a safe adjacent Zone; or
  - Move down onto the forecourt at the base of the Eastern Skybridge (if numbers allow sufficient room to assemble) or if additional assembly room is required, move to Emergency Assembly Points C (opposite Door 4 under the Canopy on the West of Transport Hub. )
- Another egress is in the East via stair F5 down to the ground mezzanine floor in adjacent alert Zone 1.
- Note EAP A & B – ITB Outer Forecourts and Carpark are unavailable for 2024.

4B.3.2 The main Fire/Zone Warden Assistance Marshalling Point is located at the Eastern Sky Bridge. One Fire Warden will staff the Assistance Marshalling Point. The number of mobility challenged people held at Eastern Sky Bridge is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.

4B.3.3 Once all visible travelling guests and workers are evacuated from the area, the Fire Wardens are to:

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- Ensure tensa tapes are pulled across the zone boundaries to stop people entering the area under evacuation.
- Ensure all toilets, showers, rest areas, staff areas, offices and meeting rooms are checked and clear.
- Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will contact the Head Building Fire Warden (ext 98882 / 98809 / 98111) to advise that the whole Zone is checked and cleared.
- Occupy the indicative positions marked F as shown on the plan unless or until it is necessary for them to evacuate.

## **4B.4 MANAGEMENT DURING EVACUATION PERIOD**

4B.4.1 The key internal Emergency Assembly Point is the Eastern Sky Bridge corral area. Fire Wardens to ensure tensa barrier tapes are extended across the Eastern Sky Bridge on Level 1 corral area to stop people entering the area under evacuation. Once staff and guests of the Air NZ Inflight Services area are present and accounted for then staff may cross over the Eastern Sky Bridge into nearby alert Zone 4 (food court, farewellers area) if it is safe to do so and this area is not in evacuation.

4B.4.2 The key external Emergency Assembly Points are:

- The base of the Eastern Skybridge if numbers of evacuated persons are suitable for this area.
- EAP C – opposite Door 4 under the Canopy on the West of Transport Hub.
- Note EAP A & B – ITB Outer Forecourts and Carpark are unavailable for 2024.

## **4B.5 RE-ENTRY PROCESS**

4B.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.

4B.5.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas.

## **4B.6 SPECIAL ZONES AND PROCESSES**

### **4B.6.1 Zone 4A Evacuation**

4B.6.1.1 If Zone 4A (Emigration Processing) is simultaneously in evacuation, then passengers between NZ Customs kiosks & Avsec x-rays will also have been taken to the Eastern Sky Bridge corral area on Level 1. These passengers have legally 'left the country' from an Emigration perspective, however, have not yet been security screened. Therefore, they are under the supervision of Customs and Avsec Officers who are the Fire

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Wardens for Zone 4A and must not be left unattended or (unless necessary for life safety) be permitted to use the final exit on the Eastern Sky Bridge.

- 4B.6.1.2. Air NZ Inflight Services staff need to be aware of these passengers and their special status, and be prepared to identify themselves to Customs and Avsec staff and show their CAA AIC if requested to prove their status as a staff member rather than a passenger. If Air NZ Inflight Services staff are going to nearby alert Zone 4 (food court, farewellers area) during the evacuation period they must ensure that passengers evacuated from Zone 4A do not follow them.
- 4B.6.1.3. If there are insufficient Avsec or Customs Officers to supervise the evacuated passengers, Air NZ Inflight Services Fire Wardens may be requested to assist.

## 4B.7 IF ZONE IS IN ALERT

- 4B.7.1. Zone 4B will go into alert if adjacent areas 1, 4 or 4A go into evacuation. If this occurs, then the Zone Warden needs to:
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
  - Confirm with Head Building Warden (98882, 98111) that the zone is in alert.
  - Confirm with Head Building Warden which zone is evacuating.
  - Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden.
  - Ensure persons in your zone are not trying to enter evacuation zone.
  - Ensure persons in your zone are prepared to evacuate if required.
  - Report any defects to AA Emergency Operations Centre for hot debrief.
- 4B.7.2. The areas which are adjacent to Evacuation Zone 4B, and any specific actions (in addition to those listed above) which need to be taken by the Zone/Fire Wardens for Zone 4B when it is in alert, are shown in the table below.

Adjacent Zone	Description	Action required by Evacuation Zone 4B Zone Wardens and Fire Wardens if Zone 4B goes into alert
1	Ground floor landside arrivals and departures, & ground mezzanine offices	Air NZ flight crew in Zone 4B can be processed via Customs/Emigration on level 1 instead of at bulk duty free screening in evacuation zone on ground floor if Zone 1 is in evacuation
4	Level 1 landside dwell and food court	Nil
4A	Emigration Processing	Air NZ Premium check-in is to contact Air NZ Inflight Services not to enter Zone 4A from the east end (Glass corridor entry door IF183) by Air NZ Inflight Services offices.

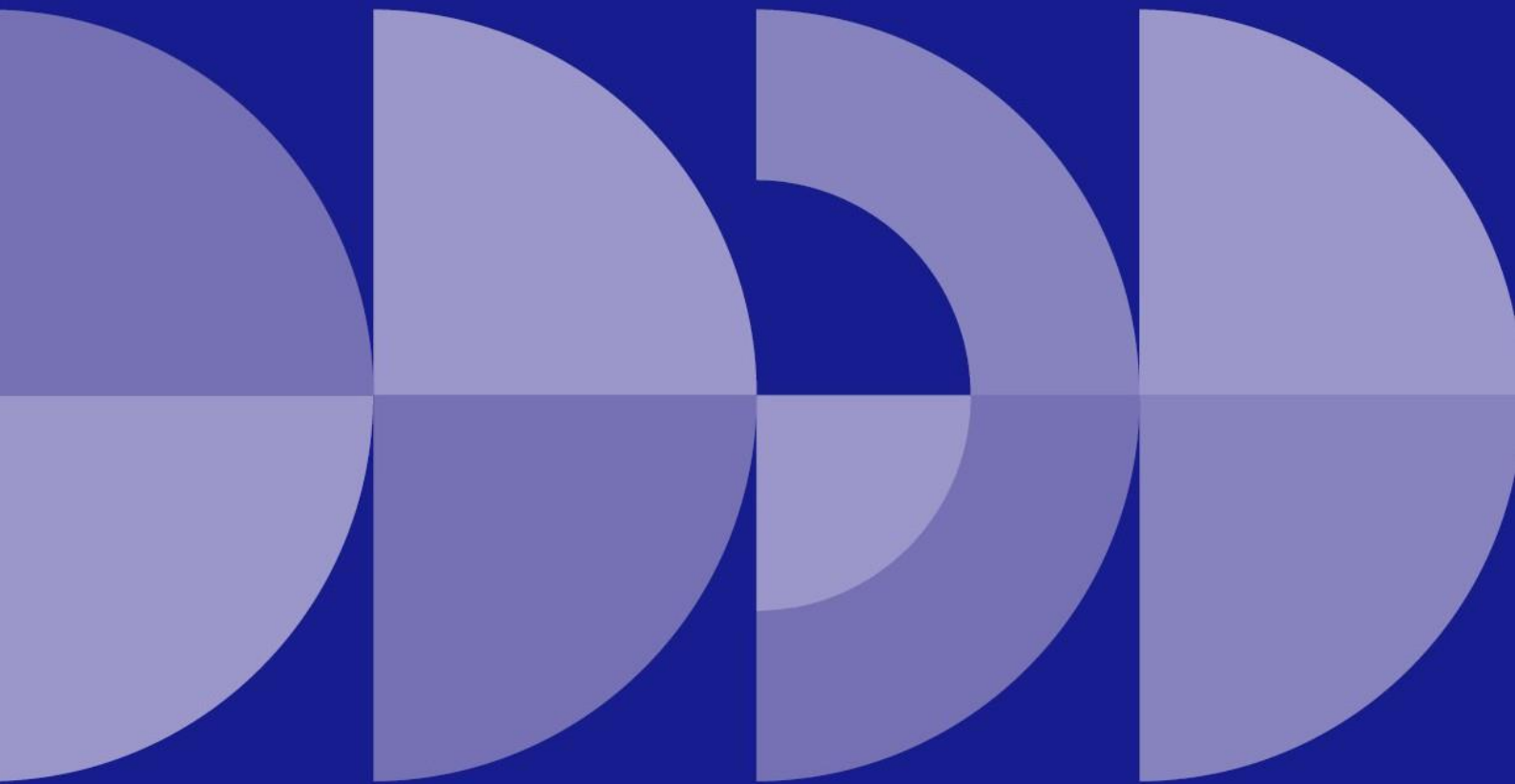
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# Zone 4C ITB Evacuation Scheme

First Floor AIAL Operations Control Centre



## ZONE 4C: OPERATIONS CONTROL CENTRE, 1<sup>ST</sup> FLOOR

### SUMMARY TABLE: ZONE 4C

<b>Zone Coverage:</b>	Landside first floor, Operations Control Centre
<b>Zone Warden:</b>	Airport Operations
<b>Fire Wardens:</b>	Airport Operations staff
<b>Zone Warden Box:</b>	Kāhu Track
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• Kāhu Track</li> <li>• Kōtare Track (90842)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• The Comms Room (door IF36) and the Electrical Room (door IF34) has gas suppression system – all occupants must exit the Comms Room if the gas suppression is activated as the gasses will displace the oxygen in the room and may cause occupants in the room to suffer from low levels of oxygen or even asphyxiation. There is a 30 second audible and visual warning before the gas suppression system activates.</li> <li>• This zone contains the Operations Control Centre and the Emergency Operations Centre – if it evacuates the staff must relocate to the DR site at 2 Walsh Brothers Place. This means Zone Wardens will need to use airport radios to communicate with the Head Building Warden or ICR until the relocation processes has finished (estimated 10 minutes).</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>• First Floor food-court (Evacuation Zone 4)</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Stairs S7 onto western forecourt</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP D – Western forecourt outside Door 11, West end of terminal</li> </ul>
<b>Alert Zones</b>	<ul style="list-style-type: none"> <li>• Zones 4 and 12 are in alert mode while Zone 4C is evacuating</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>

## PLAN OF ZONE 4C - FIRST FLOOR LANDSIDE



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## 4C.1 ZONE WARDEN

- 4C.1.1 The Zone Warden for this zone is **Airport Operations**.
- 4C.1.2 The relevant person is to report to the Zone Warden Box on the Kāhu Track and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 4 and 12 which are in alert mode while Zone 4C is evacuating.
- 4C.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins found in the Zone Warden Box and this must be worn.
- 4C.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared. (Note because EOC will be evacuating to the DR site, radio communication via AIAL radio channels will need to be used until the EOC and OCC staff have relocated and set up in the DR site).
- 4C.1.5 EOC will communicate with the Airport Operations staff member acting as Zone Warden either by:
- ringing the Airport Phone in the Zone Warden Box or
  - through the Auckland Airport radio system.

## 4C.2 FIRE WARDENS

- 4C.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 4C.2.2 The Fire Wardens for this zone are:
- Airport Operations staff
- 4C.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box and this must be worn.
- 4C.2.4 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 free of staff and visitors
  - 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 Assembly point if requested to do so by the Zone Warden
  - Assisting the Zone Warden in any way
  - Assisting with the re-entry process.

These duties are expanded upon in section 4.3.and 4.4 below in relation to Zone 4C.

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4C.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after checking the area.

4C.2.6 If there is any evidence of heat or smoke, report this to EOC. Do not enter the area yourself. If all is clear, enter to confirm the area has been evacuated and complete your Fire Warden duties.

## 4C.3 EVACUATION PROCESS

4C.3.1 Members of public and staff must evacuate the area landside. Assist passengers and staff to evacuate by directing them to the appropriate exit.

4C.3.2 Evacuation routes are:

- Using the Kōtare Track to reach the adjacent safe internal alert zone 4 (landside food-court)
- Use stair tower S7 exiting onto the Western Forecourt, reached either by:
  - Doors IF30 and IF31 from the OCC leading to the metal stairs and walkway to stair tower S7; or
  - Door IF38 from the OCC which accesses the Kōtare Track from which stair tower S7 is accessed.

4C.3.3 One Fire Warden must staff the Assistance Marshalling Points on the Kōtare Track. The number of mobility challenged people must be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111 or via AIAL radio). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.

4C.3.4 The Operations Control Centre is staffed 24 hours a day and performs core functions associated with managing Airport operations, including CCTV monitoring, incident control response, airport communications and faults management, and is where terminal supervisors oversee and manage any incidents. If the Operations Control Centre evacuates then the core functions occurring within it and the staff performing these

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relocate to the DR site once they have safely evacuated the OCC. More detail on this relocation process is set out in section 4C.6 below.

4C.3.5 Once all visible persons are evacuated from the area, the Fire Wardens are to:

- Ensure tensa tape is pulled at the entrance to OCC on the Kōtare Track.
- Ensure all toilets, lockers, store rooms, offices, quiet rooms and any tenant areas are checked and clear.
- Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will report to the Head Building Fire Warden once the whole zone is checked and cleared (ext 98882 / 98809 / 98111).
- Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

## **4C.4 MANAGEMENT DURING EVACUATION PERIOD**

4C.4.1 The key internal Emergency Assembly Point is the Kōtare Track at the foyer leading to Stair Tower 7. Fire Wardens to ensure tensa barrier tapes are extended across the Kōtare Track to stop people entering the area under evacuation. Once staff and guests of the OCC are present and accounted for then staff not needing to move to the DR site may move to any other area of the terminal not in evacuation and continue with their roles (eg the main area of alert Zone 4 (food court, farewellers area) or alert Zone 1 (check-in hall)).

4C.4.2 The key external Emergency Assembly Point is EAP D, at the Western Forecourt carpark, outside Door 11.

## **4C.5 RE-ENTRY PROCESS**

4C.5.1 Re-entry cannot occur until EOC either announces this over the public PA system or uses internal communication methods such as Noggin and Airport radios. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been communicated or announced by EOC. If in doubt, contact EOC to confirm instructions.

4C.5.2 Separate messages for staff and stakeholders/users of EOC will be relayed by EOC to re-enter the evacuated areas. Staff will re-enter first to prepare the area for stakeholder/guest re-entry.

## **4C.6 SPECIAL ZONES AND PROCESSES**

### **4C.6.1 Relocation to DR Site**

4C.6.1.1 The Operations Control Centre manages key operational functions for the airport, such as CCTV monitoring, incident control response, airport communications and faults

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management, and is where terminal supervisors oversee and manage any incidents. It is also where the Emergency Operations Centre is located.

4C.6.1.2 If the Operations Control Centre evacuates then these core functions and the staff performing them, need to move to the Disaster Recovery site at 2 Walsh Brothers. An airport vehicle parked at the Western Forecourt is used to evacuate staff to the Disaster Recovery site.

4C.6.1.3 AOT, ATC, AES crew chief and ground handlers all need to be notified that the Operations Control Centre is relocating to the DR site.

4C.6.1.4 If safe to do so before evacuating, the ICR position should quickly:

- Interrogate the AMPAC System for details of the incident, any affected device numbers and other identifying information for the location. If possible, take an image of the alert to be sent to AES once the ICR position has evacuated, and to refer back to for reference.
- Notify AES Crew Chief of details from the AMPAC Fire Event Management System, including sending later after having evacuated any image taken of the alert.
- Confirm via listening to radio that FENZ has been dispatched, and if not, call FENZ on 111.
- Notify Duty Supervisors of information from the AMPAC Fire Event Management System so that Duty Supervisors can activate and open EOC.

Note – the DR site does have a replica AMPAC system therefore these tasks can also be completed at the DR site if it is not safe to do so in the main Operations Control Centre in Zone 4C.

4C.6.1.5 The Monitoring Position should notify ground handlers that the Operations Control Centre is evacuating via group call (excluding Swissport) if safe to do so before evacuation. Noggin text messages should be sent upon arrival at the DR site.

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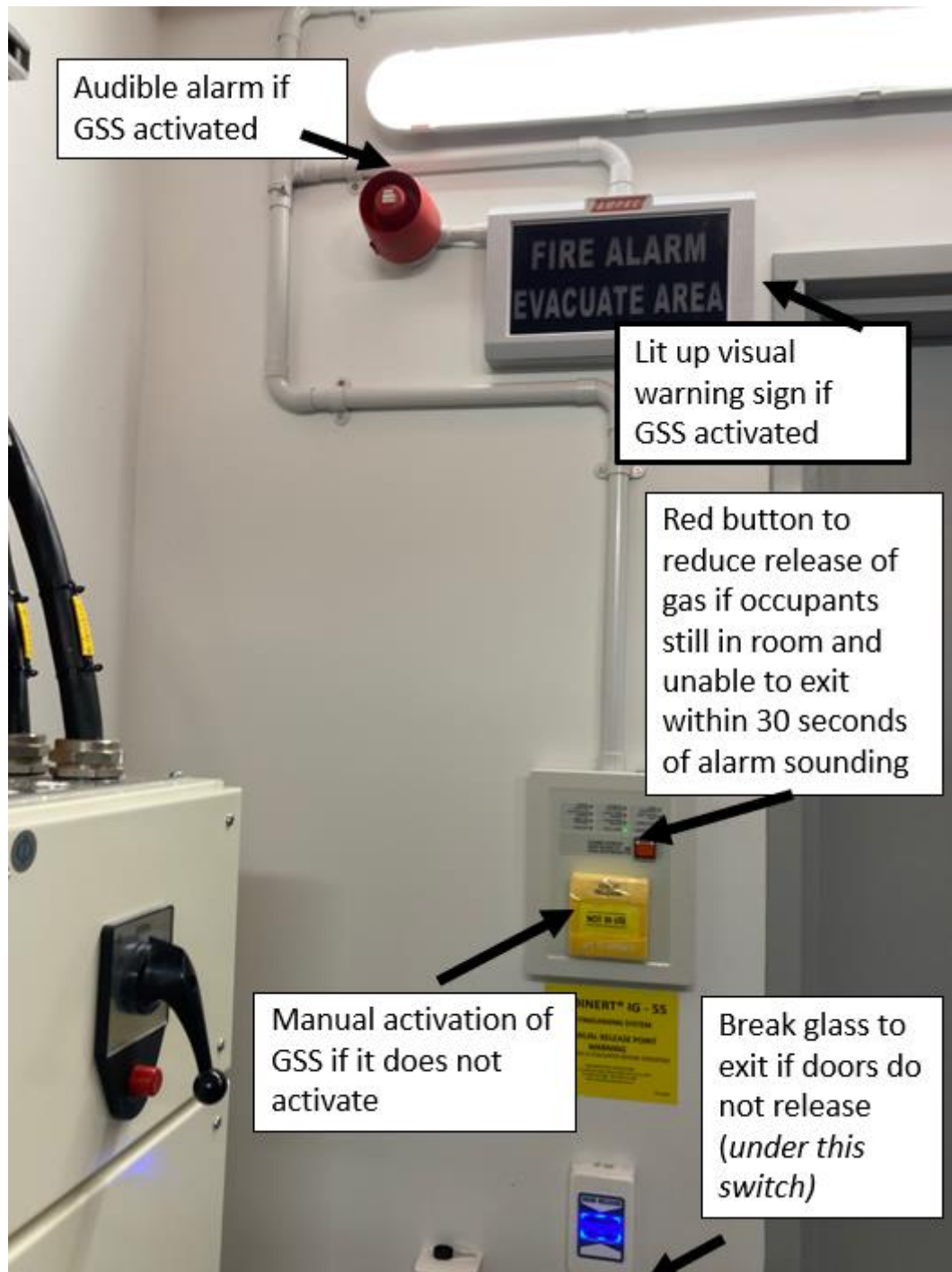
## 4C.6.2 Gas Suppression in Comms and Electrical Rooms

- 4C.6.2.1 The comms room (door IF36) and Electrical Room (door IF34) both contain critical equipment and are fitted with a gas suppression system and sensitive Aspirating Smoke Detectors.
- 4C.6.2.2 **No-one should enter these rooms unless they have received training in the features of the gas suppression system and what to do to safely evacuate if it activates.** This training can be obtained from the AIAL Engineering Services Fire Reliability Engineers. A Permit to Work is required for any work undertaken in these rooms.
- 4C.6.2.3 **No-one should enter the Comms Room when the gas suppression system is activated.** There is a warning lit **DO NOT ENTER** sign if the gas suppression system has been activated.
- 4C.6.2.4 If the smoke detectors in these rooms are activated the gas suppression systems in these rooms will be activated. The gas suppression systems are designed to displace the oxygen in the rooms, thus starving the fire of energy, however this would also result in the atmosphere having insufficient oxygen levels for sustained human health. It may lead to any occupants remaining in these rooms when the gas suppression system is activated becoming unwell through lack of oxygen, or even suffer from asphyxiation.
- 4C.6.2.5 **Any occupants in the Comms Room must immediately evacuate.** These systems operate on a triple knock system:
- On the first alert level or detection of smoke by the aspirating smoke detectors there is an investigation alert which will result in AES being dispatched to investigate.
  - On the second alert level there is an audible and visual warning system to evacuate and the **DO NOT ENTER** sign is lit on the door to the room/s.
  - If the aspirating smoke detection units detect further smoke or two smoke detectors are activated then the third alarm level is entered and an audible and visual warning system giving 30 seconds warning for any occupants to evacuate occurs before the suppression system will activate.
- 4C.6.2.6 The **doors to these rooms** will auto-release in the event of either a first or second level alarm. There is an emergency break glass door release button adjacent to the doors within the rooms.
- 4C.6.2.7 There is also a switch present within each room which will reduce or inhibit the volume of gas released by the gas suppression system if activated. This can be used if a person or people are still inside the room and are unable to leave safely within the 30 second window.



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- 4C.6.2.8 In addition, there is a manual switch to release the extinguishant manually if a fire is witnessed and the aspirating smoke detection system has not triggered an alarm yet.
- 4C.6.2.9 These safety features are all shown in the labelled photograph below.



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## 4C.7 IF ZONE IS IN ALERT

4.C7.1 Zone 4C will go into alert if adjacent areas go into evacuation. If this occurs, then the Zone Warden needs to:

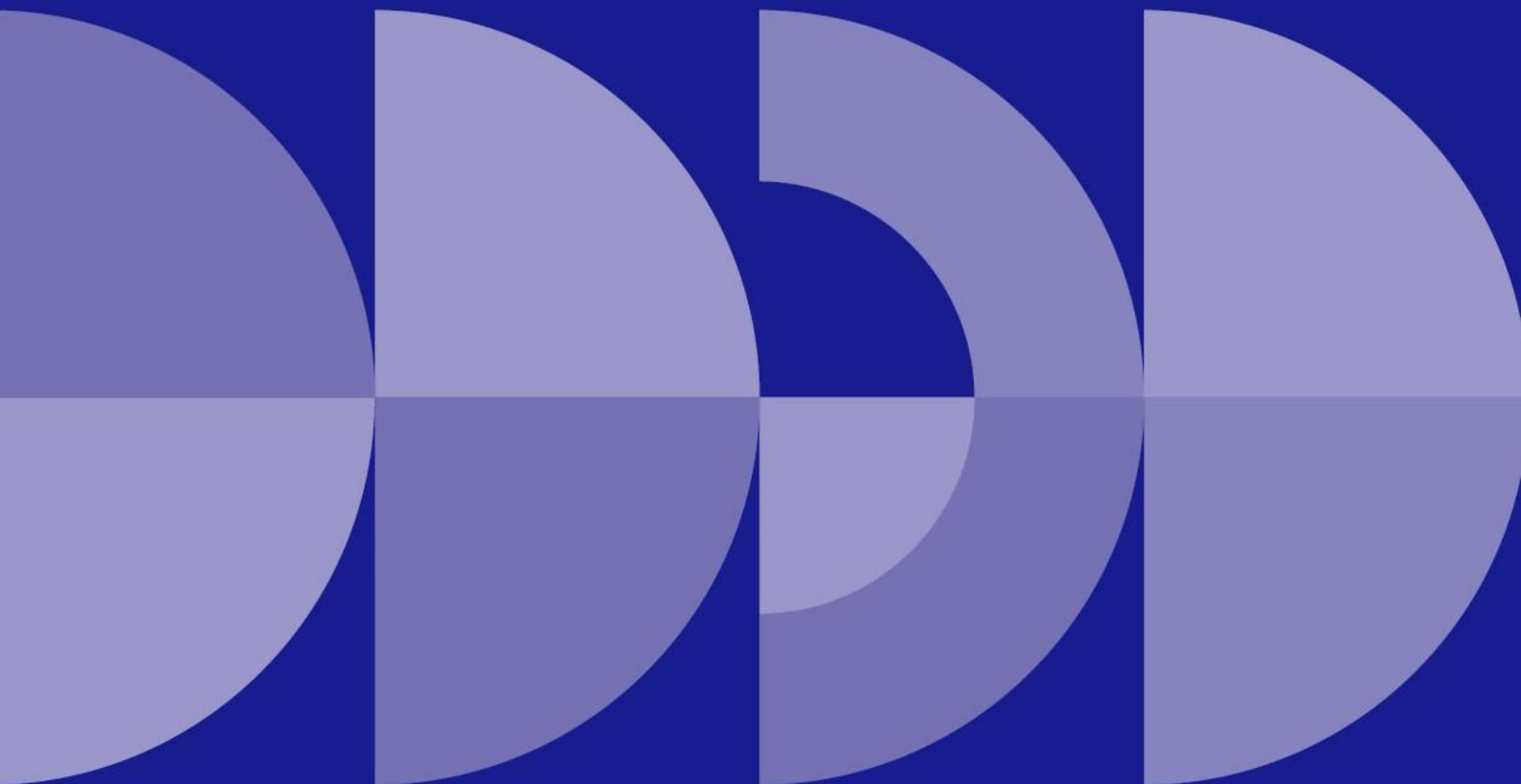
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert
- Confirm with Head Building Warden which zone is evacuating
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden
- Ensure persons in your zone are not trying to enter evacuation zone
- Ensure persons in your zone are prepared to evacuate if required
- Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

4C.7.2 The areas which are adjacent to Evacuation Zone 4C, and any specific actions (in addition to those listed above) which need to be taken by Fire Wardens in these adjacent alert zones when Zone 4C is in alert are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 4 Zone Wardens and Fire Wardens if adjacent zone is in evacuation
4	Landside food court and farewell area	Ensure barrier tape is pulled across door between the food court and the Kōtare Track
12	Arrivals Immigration and Customs Processing and arrivals connector	Nil

# Zone 5 ITB Evacuation Scheme

Airside First Floor retail and dwell (including retail shops, food court, dwell areas, toilets and showers, prayer room, transit screening and Airside Mezzanine Retail)

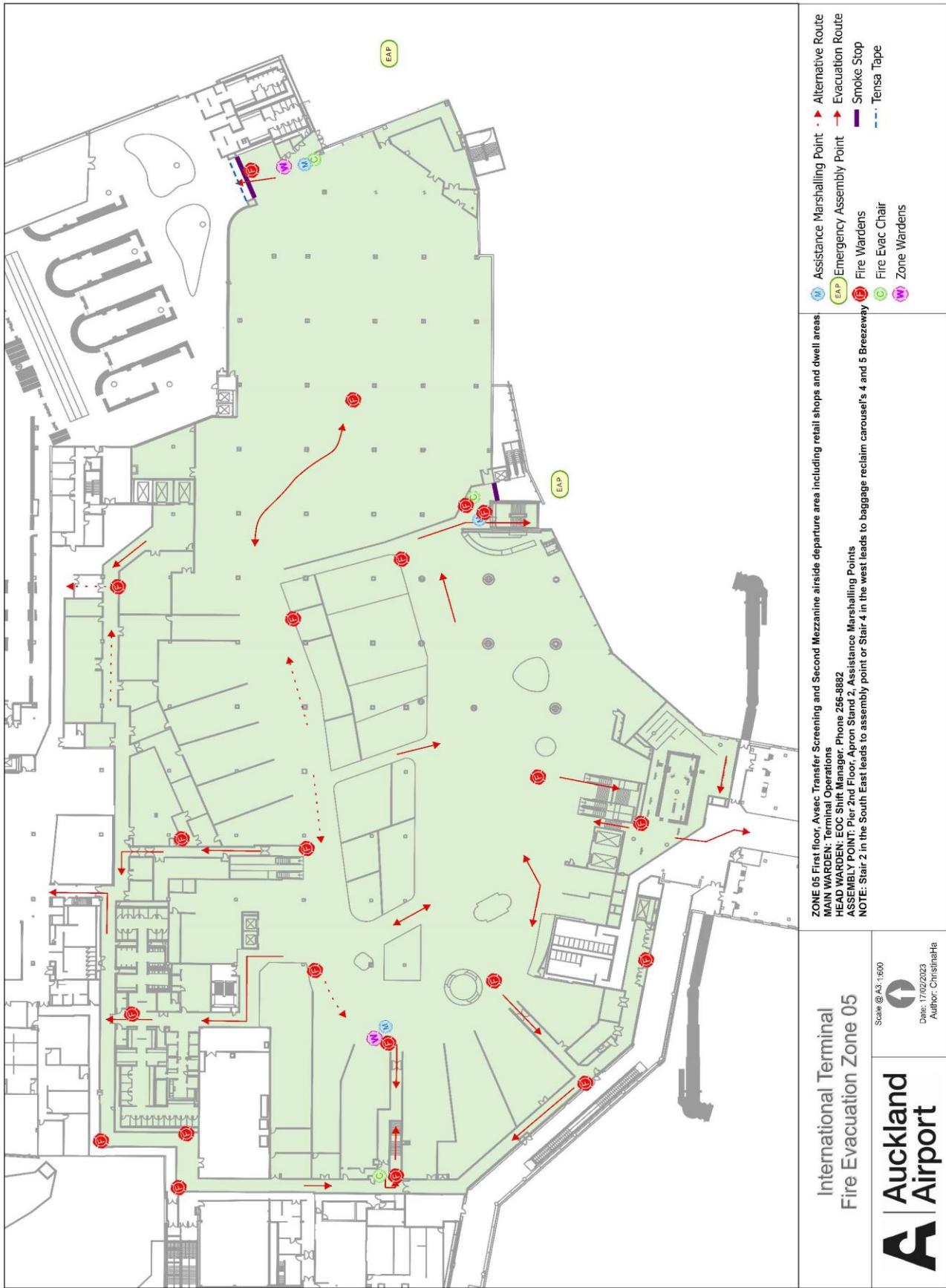


## ZONE 5: AIRSIDE RETAIL DWELL

### SUMMARY TABLE: ZONE 5

<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• First floor airside departure area retail shops, toilets, and dwell areas.</li> <li>• First Floor Avsec Transit Screening</li> <li>• Second Mezzanine Floor airside retail</li> </ul>
<b>Zone Warden:</b>	Auckland Airport Operations
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Airport Operations</li> <li>• Retailers including The Collection Point</li> <li>• Aviation Security including Transit Screening</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• After Avsec Screening Point (ext 90717)</li> <li>• Beside Mountain Jade top of Stair S4, in front of door IF15A (ext 90837)</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• After Avsec Screening Point</li> <li>• Top of Stair S4 via Godwit Track (door IF15B West egress down to the breezeway)</li> <li>• Top of Stair S6 (door IF22, below Air NZ VIP lounge)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• There is a main access route for staff and goods from the BDF Screening Point in Zone 1 directly to Zone 5 via goods lift 54 &amp; 55 which must be halted by Avsec at the BDF</li> <li>• Parenting Room, Prayer Room, and shower facilities</li> <li>• Smoke curtains at: <ul style="list-style-type: none"> <li>○ entrance to Zone (between Zones 4A &amp; 5 after re-composition area)</li> <li>○ exit of Zone on Level 2 to Pier A (before Help Desk and Travellex)</li> <li>○ exit of Zone on Level 2 at bend in Pier B connector after travelator</li> </ul> </li> <li>• Customs Plant room which is part of Zone 4 must evacuate if Zone 5 evacuates</li> <li>• Rooftop Plant Room and Catwalk Area (see Appendix C for evacuation instructions)</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li>• To avoid passengers needing to evacuate to the Apron, evacuation internally to safe adjacent zones is strongly preferred: <ul style="list-style-type: none"> <li>○ For guests at retail – Alert Zone 4A (guest re-composition area after Avsec)</li> <li>○ For guests in the dwell area – Alert Zone 8 level 2 (Pier A departures) and Zone 13 level 2 (Pier B connector)</li> <li>○ For passengers awaiting transit screening – return along to Zones 8 (Pier A level 1 arrivals) and 12 (Pier B level 1 arrivals)</li> </ul> </li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• West Stair Tower 4 via Godwit Track to breezeway (Carousels 4 and 5)</li> <li>• South Stair Tower 6 to apron (Stand 2)</li> <li>• Landside via door IF12 by Western toilets to Fire Doors IF9B</li> <li>• Landside via doors IF17 and IF17A in Godwit Track or staff backtrack corridor</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP G – Breezeway between Carousels 4 and 5 (West Stair Tower 4)</li> <li>• EAP J – By Stand 2 (South Stair Tower 6)</li> </ul>
<b>Zones in alert</b>	<ul style="list-style-type: none"> <li>• Zones 4, 4A, 7, 7A, 8 and 13</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on internal airport phone ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>

PLAN OF ZONE 5 - AIRSIDE RETAIL DWELL



# [Printed Versions are Uncontrolled]

## 5.1 ZONE WARDEN

- 5.1.1 The Zone Warden for this zone is **Auckland Airport Operations** (assisted by Retailers, The Collection Point and Avsec Transit Screening).
- 5.1.2 The relevant person is to report to the Zone Warden Box and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 4, 4A, 7, 7A, 8 and 13 which are in alert mode while Zone 5 is evacuating.
- 5.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins found in the Zone Warden Box and this must be worn.
- 5.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.
- 5.1.5 EOC will communicate with the Airport Operations staff member acting as Zone Warden either by:
- ringing the Airport Phone in the Zone Warden Box or
  - through the Auckland Airport radio system.

## 5.2 FIRE WARDENS

- 5.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 5.2.2 The Fire Wardens for this zone are:
- Airport Operations
  - Retailers including The Collection Point
  - Aviation Security including Transit Screening
- 5.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box and this must be worn.
- 5.2.4 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 free of staff and visitors
  - 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 Assembly point if requested to do so by the Zone Warden
  - assisting the Zone Warden in any way
  - assisting with the re-entry process.

These duties are expanded upon in section 5.3.and 5.4 below in relation to Zone 5.

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5.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after checking the area.

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

5.2.7 Where the evacuation zone is a sterile area, then staff should normally be security screened when responding to an evacuation. However, this is subject to needing to enter to carry out Warden duties quickly for life safety reasons. 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. Refer ITB Evacuation Scheme Part A, para 5.1.6.5 for further detail.

## 5.3 EVACUATION PROCESS

### 5.3.1 Selection of Evacuation Routes

5.3.1.1 While there are many different evacuation routes available to travelling guests and workers in Zone 5, it is (subject to any life safety requirements or directions from FENZ, AES or EOC) strongly preferable to evacuate passengers to internal adjacent alert zones. Travelling guests will be more comfortable waiting in these areas, safer as they are not exposed to the inherent safety risks of an operational apron, and it also minimises the need for security rescreening. This is however always subject to life safety considerations, and if there is any doubt, the external evacuation routes should be utilised.

5.3.1.2 The internal adjacent zones it is strongly preferred (subject to life safety requirements) that travelling guests and workers are moved to if Zone 5 evacuates are:

- back to nearby alert Zone 4A (the guest re-composition area immediately after Avsec screening) for guests in the retail area.
- up to alert Zones 8 (Pier A level 2 departures after Travelex and the help desk).

# [Printed Versions are Uncontrolled]

- up to alert Zone 13 (Pier B level 2 connector past the traveller) for guests in the dwell area.
- for passengers awaiting transit screening – along to Zones 8 (Pier A level 1 arrivals) and 12 (Pier B level 1 arrivals).

5.3.1.3 There are two airside external emergency exits available which lead down onto the apron area:

- South Stair Tower 6 to apron via Door IF22 below Air NZ VIP Lounge (leading to EAP J by Stand 2).
- West Stair Tower 4 via Godwit Track to breezeway (leading to EAP G in Breezeway between Carousels 4 and 5).

5.3.1.4 There are two internal evacuation routes available leading to landside emergency exits and Emergency Assembly Points:

- Landside via door IF12 by Western toilets to Fire Doors IF9B.
- Landside via doors IF17 & IF17A in Godwit Track or staff backtrack corridor.

## 5.3.2 Management of Evacuation Process

5.3.2.1 Fire Wardens are to direct and assist travelling guests to move to the appropriate fire exit or safe adjacent zone. Be aware of the fact that some guests may be sleeping, relaxing, anxious about flights or may not speak English as a first language and may be confused and many guests may be unfamiliar with the terminal and location of emergency exits or adjacent alert zones. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

5.3.2.2 One Fire Warden will staff each of the three Assistance Marshalling Points located at:

- After Avsec departures screening.
- Top of Stair 4 (door IF15B) West egress via Godwit Track down to the breezeway.
- Top of Stair 6 (door IF22, below Air NZ VIP lounge).

5.3.2.3 The number of mobility challenged people waiting at each of the Assistance Marshalling Point is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.

5.3.2.4 Avesc must contact Bulk Duty Free screening to halt the movement of staff, crew, and retail deliveries from BDF up to level 1 via goods lifts 54 and 55.

5.3.2.5 Duty free retailers must halt deliveries up to level 1 via bonded goods lift 18.



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- 5.3.2.6 As evacuated passengers from Zone 5 may be evacuated back to alert Zone 4A, it is recommended processing in Zone 4A halt as a precaution until it can be determined how many passengers from Zone 5 have been sent back to Zone 4A. Refer section 5.6.3 below. A decision of whether to continue processing (but holding passengers in the Zone 4A re-composition area) can be made in conjunction with EOC once occupancy volumes have been assessed.
- 5.3.2.7 Fire Wardens should check to ensure that nothing is blocking the ability of the smoke curtains to descend. There are three smoke curtains in Zone 5:
- At the entrance to the Zone (between Zones 4A and 5 after passenger re-composition area) which will descend to 2.1m above floor level when activated and then will descend to floor level a further 200 seconds after it is activated.
  - On Level 2 at the bend in the Pier B connector after the traveller which will descend to 2.1m above floor level when activated and then descend to floor level 800 seconds after activated.
  - On Level 2 at the entrance to Pier A (just before the Help Desk and Travelex) which will descend to 2.1m when activated and remain at that level without descending further.
- 5.3.2.8 Fire Wardens must ensure tensa barrier tapes are extended across zone boundary areas, escalators/lifts to stop people entering Zone 5. Note, escalators do not form part of the egress routes to be used, they are too steep for Health & Safety requirements. Pull tensa tape across zone boundaries at the following locations:
- After the re-composition area at the end of Zone 4A (Emigration processing)
  - At the top and bottom of the escalator leading up to the VIP Lounges
  - Avsec transit screening staff to manually close the mag lock door PF28C when Zone 5 in Evacuation
- 5.3.2.8 Fire Wardens then ensure all toilets, parenting rooms, shower rooms, prayer rooms, lifts, public and staff areas, offices, storage and tenant areas (including back of house retail store rooms) are checked and clear.
- 5.3.2.9 Fire Wardens are to report to the Zone Warden when their area is all checked and cleared. The Zone Warden will report to the Head Building Fire Warden (ext 98882 / 98809 / 98111) that the whole Zone has been checked and is clear.
- 5.3.2.10 Fire Wardens are required to staff various indicative points as shown with an F on the Zone Evacuation Map unless or until it is necessary for them to evacuate.

## 5.4 MANAGEMENT DURING EVACUATION PERIOD

### 5.4.1 Airport Environment Considerations

Wardens need to be aware of public expectations at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. For evacuation of zones which are airside, travelling guests may be particularly anxious about missing their flight and may need reassuring regarding potential delays and rescheduling of flights. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can.

### 5.4.2 Internal Safe Adjacent Areas

5.4.2.1 Travelling guests evacuated to one of the three internal airside safe adjacent alert zone simply need monitoring to ensure they do not try to re-enter the zone under evacuation.

5.4.2.2 Guests evacuated to Zones 8, 12 or 13 may move away from the immediately adjacent area to find somewhere comfortable airside to wait.

5.4.2.3 EOC will monitor the volumes of travellers and workers in adjacent areas and will notify the Zone Warden and Fire Wardens by radio (either Auckland Airport radios or the radios of the organisation the Zone Warden works for) if adjacent alert zones look at risk of exceeding maximum occupancy levels and guests need to be moved further way to another zone (or to an external evacuation point).

### 5.4.3 External Airside Assembly Points

5.4.3.1 The two available external Emergency Assembly Points are:

- EAP G – Breezeway between Carousels 4 and 5 (reached from West Stair Tower 4).
- EAP J – By Stand 2 (reached from South Stair Tower 6).

5.4.3.2 All staff at any Emergency Assembly Point must assist to corral and supervise passengers on apron Emergency Assembly Points. **Passengers must not be left unattended or unsupervised in an external airside environment.** A megaphone is located with MPI and EOC to support the Fire Wardens relaying information to travelling guests. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

5.4.3.3 In any evacuation of travelling guests to an external airside Emergency Assembly Point, Auckland Airport Airfield staff will report to the area with airfield vehicles to assist in supervising passengers and demarcating the area of assembly. Some AOT vehicles are fitted with Passenger Emergency Message Systems (PEMS) which display

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“Passengers Assemble Here” in English and Mandarin and are also able to play pre-recorded messages.

5.4.3.5 AOT will ensure that any arriving aircraft allocated to an aircraft stand nearby to evacuated people will be held back from the stand until those people have re-entered the terminal (or be reassigned to a different stand).

5.4.3.4 In the case of evacuation to the Breezeway Emergency Assembly Point, Auckland Airport Airfield staff will position vehicles to block vehicle entrance to the Breezeway and will open fixed yellow scissor barriers in key locations on the Breezeway to prevent passengers entering the apron area. The Zone Warden should contact EOC if this has not occurred. Tug and vehicle operations must cease in the Breezeway during an evacuation where evacuated persons use Assembly Points in or adjacent to the Breezeway. If any tug or vehicle movements occur the Zone Warden should report this to EOC.



5.4.3.4 Fire Wardens should be aware that if an evacuation is prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC. In the event of inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed outdoor Emergency Assembly Points.

## 5.5 RE-ENTRY PROCESS

### 5.5.1 Re-entry Generally

5.5.1.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.

5.5.1.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Staff will re-enter first to make the area ready to receive travelling guests. Note Fire Wardens will need to remain with evacuated guests until EOC announces that passengers can re-enter the evacuated area.

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5.5.1.3 The re-entry process undertaken will depend upon whether the passengers were evacuated internally or externally airside or were evacuated landside. Different requirements for security rescreening and Customs processing apply.

## 5.5.2 Re-entry from Adjacent Airside Zones

Travelling guests evacuated to adjacent airside zones are simply allowed to re-enter the reopened Zone 5 airside dwell area once EOC announces that passengers can re-enter.

## 5.5.3 Re-entry from External Airside Assembly Points

5.5.3.1 Passengers evacuated to airside external Emergency Assembly Points cannot be left unattended or unsupervised on the Apron or in the Breezeway. When the announcement for staff re-entry is made, all Fire Wardens will need to remain with passengers at the Emergency Assembly Point areas to assist corralling. If a Fire Warden needs to return to the terminal to ready it for passenger processing then he or she must either pass the Fire Warden vest to another trained staff member or check with the Zone Warden that there are sufficient other Fire Wardens to effectively supervise passengers. Passengers must not be left unattended in airside areas at any time. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

5.5.3.2 Passengers evacuated to airside external Emergency Assembly Points may need rescreening depending upon the calibre of the level of segregation and supervision during the evacuation period. This decision will be made by Avsec at EOC. If rescreening is required, this may either occur through:

- Passengers being escorted back to the main passenger screening point
- Passengers being escorted to Door 118 (next to Gate Lounge 4E) then through PG3, up the escalators into the arrivals level, to be re-screened at the transit passenger screening point.

## 5.5.4 Re-entry from Landside Areas

Travelling guests evacuated landside (whether to an internal adjacent safe zone or externally) will require rescreening. Customs and Avsec will liaise with EOC as to the most appropriate route to return these guests airside, and the process for reprocessing them, as technically they have 'left' the country.

## 5.6 SPECIAL ZONES AND PROCESSES

### 5.6.1 Summary

Certain issues with other Zones (or within this zone) will have impact on Zone 5.

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## 5.6.2 Customs Plant Room

- 5.6.2.1 Customs Plantroom 1 (airside) and 2 (landside) are both in Evacuation Zone 4. They are adjacent to each other and not fire separated. Customs Plantroom 1 (located near the Western toilets) is airside and exits to Evacuation Zone 5 in the BOH staff corridor. Customs Plantroom 2 is landside and exits into Evacuation Zone 4 evacuating to the Western forecourt.
- 5.6.2.2 Both plantrooms are required to evacuate if either Zone 4 or Zone 5 go into evacuation. A strobe light inside is activated when evacuation is required.

## 5.6.3 Emigration Processing in Zone 4A

- 5.6.3.1 Customs and Avsec have the discretion to halt processing in Zone 4A when Zone 5 is in evacuation. As evacuated passengers from Zone 5 may be evacuated back to alert Zone 4A it is recommended processing in Zone 4A halt as a precaution until it can be determined how many passengers from Zone 5 have been sent back to Zone 4A. A decision of whether to continue processing (but holding passengers in the Zone 4A re-composition area) can be made in conjunction with EOC once occupancy volumes have been assessed.
- 5.6.3.2 Depending upon the length of time processing is likely to be halted in Zone 4A, Customs have the discretion to either empty the ponding area prior to Customs in Zone 4A of queuing passengers and direct them to return landside to Zone 4, and/or to close the Customs grill at the entrance to the LAGs area to prevent more travelling guests entering the queuing area.

## 5.6.4 Crew, staff, and goods security screening in Zone 1

Crew, staff, and delivery goods security screening in the Bulk Delivery Facility located in the Cart Dock in Evacuation Zone 1 will need to be halted, as these people and goods enter the departures area in Zone 5 via goods lifts 54 and 55. Avsec must notify the Avsec Team Leader at the BDF Screening Facility and advise them to halt security screening of staff, crew and goods going into the sterile area, and not allow already screened persons to use lift 54 and 55 to enter zone 5.

## 5.6.5 Catwalks

A large area of catwalks exists above Zone 5, used by ES staff and contractors maintaining services such as lights, HVAC, and sprinklers. The Evacuation Zone instructions and maps for the catwalk area associated with Part B are in Appendix C.

## 5.6.6 Rooftop Plant Room

A large Plant Room is on the roof above Zone 5, used by ES staff and contractors. The Evacuation Zone instructions and maps for rooftop Plant Rooms associated with Part B are in Appendix C.

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## 5.7 IF ZONE IS IN ALERT

5.7.1 Zone 5 will go into alert if adjacent Zones 4, 4A, 7, 7A, 8 and 13 go into evacuation. If this occurs, then the Zone Warden needs to:

- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert.
- Confirm with Head Building Warden which zone is evacuating.
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden.
- Ensure persons in your zone are not trying to enter evacuation zone.
- Ensure persons in your zone are prepared to evacuate if required.
- Report any defects to AA Emergency Operations Centre for hot debrief.

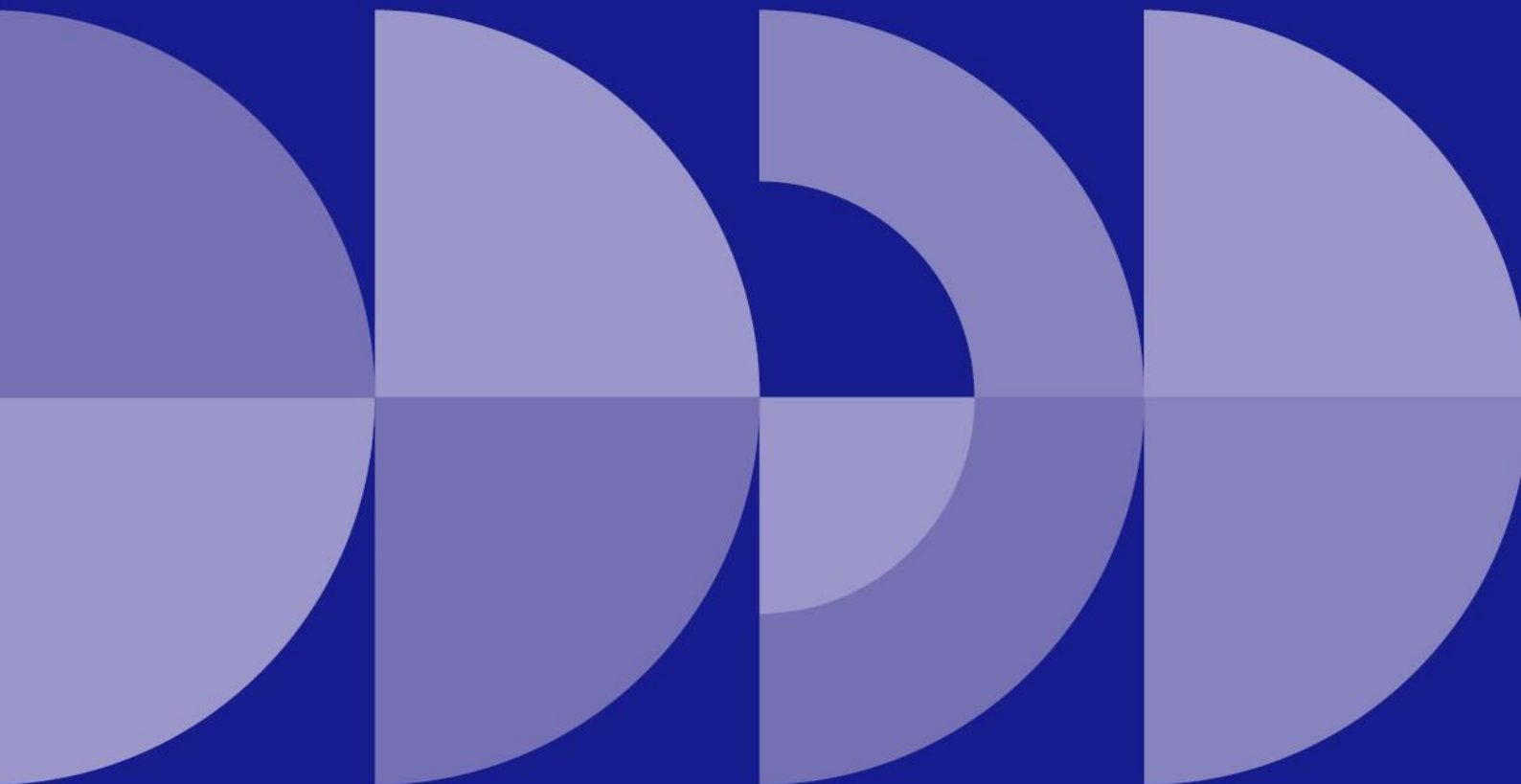
5.7.2 The areas which are adjacent to Evacuation Zone 5, and any specific actions (in addition to those listed above) which need to be taken by the Zone/Fire Wardens for Zone 5 when it is in alert are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 5 Zone Wardens and Fire Wardens if Zone 5 goes into alert
4	Landside departures dwell and food-court	<ul style="list-style-type: none"><li>• Ensure staff do not use Godwit Track to Zone 4</li></ul>
4A	Emigration Processing	<ul style="list-style-type: none"><li>• Ensure tensa tape at zone boundary after emigration decomposition area is pulled.</li><li>• Ensure no obstacles are underneath the smoke curtain located after emigration decomposition area</li></ul>
7	First class lounges (EK, QF & Strata) & Smokers Deck	<ul style="list-style-type: none"><li>• Ensure tensa tape is pulled at the top and bottom of the escalators leading to the VIP Lounges</li></ul>
7A	Air NZ VIP Lounge	<ul style="list-style-type: none"><li>• Nil</li></ul>
8	Pier A north of gate lounge 6 (all levels)	<ul style="list-style-type: none"><li>• Ensure no obstacles are underneath the smoke curtain located after Air New Zealand International Transfer Services desk.</li><li>• Monitor the volumes in Zone 5 and inform the Head Building Warden in EOC if Zone 5 is becoming too congested.</li><li>• If there is a smoke event in Zone 8, then move guests in Zone 5 by the Vantage Bar down the escalator/stairs to Level 1, as smoke modelling suggests smoke may spill over from Zone 8 and pool near Vantage Bar in Zone 5 (Note Vantage Bar seating areas straddle Zones 5 and 8)</li></ul>
13	Pier B connector	<ul style="list-style-type: none"><li>• Ensure no obstacles are underneath the Fire Curtain after the ramp to the Pier B connector.</li></ul>

# Zones 6 and 20 ITB Evacuation Scheme

Zone 6: Landside 2nd Floor tenancies (including Avsec Ready Room); Airside 2nd Floor Kiwi Track

Zone 20: Airside 2nd Floor Avsec Imaging Room and Kea Track



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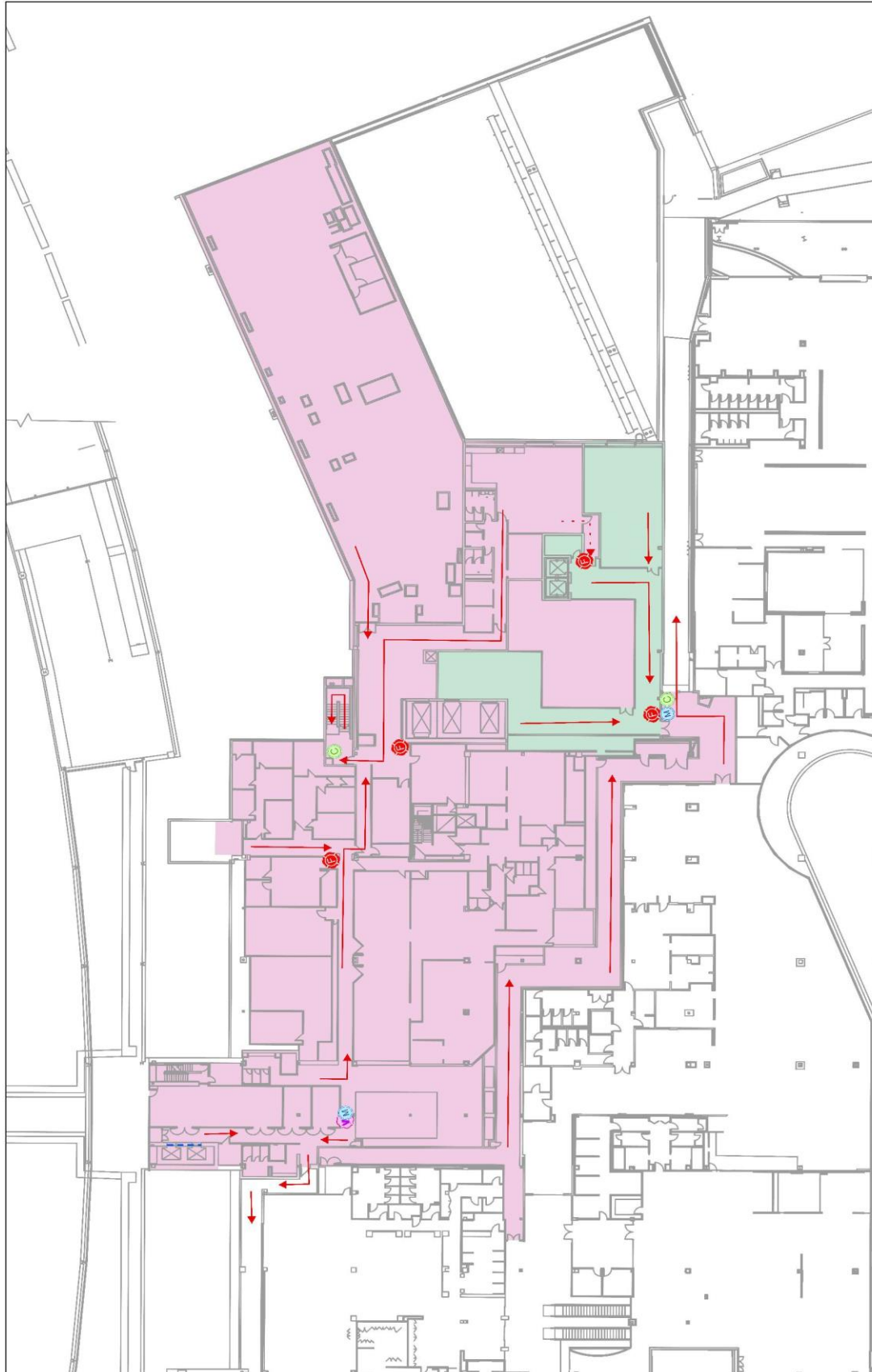
## ZONES 6 & 20: 2ND FLOOR LANDSIDE TENANCIES / AIRSIDE CORRIDORS & IMAGING ROOM

### SUMMARY TABLE: ZONES 6 & 20

<b>Zone Coverage:</b>	<b>Zone 6:</b> Second floor landside tenancies, retail kitchens, AvSec Ready Room & Airside Kiwi Track <b>Zone 20:</b> Second floor airside AvSec Imaging Room & Kea Track
<b>Zone Warden:</b>	Delaware North (AvSec staff or Airport Operations in absence)
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Tenants (Delaware North, Kiwi Discovery, airline staff)</li> <li>• Airport Operations staff</li> <li>• Aviation Security staff including Ready Room and Imaging Room</li> </ul>
<b>Zone Warden Box:</b>	Located between Male and Female toilets of Zone 6 Landside (ext 90515)
<b>Marshaling Assistance Point:</b>	<b>Zone 6 Landside:</b> Corridor between Male and Female toilets (ext 90515) <b>Zone 6 Airside Kiwi Track &amp; Zone 20:</b> Kiwi Track near Door IS32
<b>Any unusual areas or features:</b>	<ul style="list-style-type: none"> <li>• Zone 20 (AvSec Imaging Room &amp; Kea Track) evacuates simultaneously with Zone 6.</li> <li>• A rooftop plant room is located above and accessed through Zone 6 (see Appendix C for evacuation instructions).</li> </ul>
<b>Adjacent internal safe zones:</b>	<p><b>Zone 6 Landside:</b></p> <ul style="list-style-type: none"> <li>• Zone 4 – In front of AvSec Temporary ID Office by Landside Goods Lift 53 or Level 1 Food Court via Western Skybridge</li> </ul> <p><b>Zone 6 Airside Kiwi Track &amp; Zone 20:</b></p> <ul style="list-style-type: none"> <li>• Zone 5 – Airside retail dwell via Stair Tower 2 and entering door on Level 1. (Note – this option is available from November 2024). In the meantime, assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision.</li> </ul>
<b>Final Fire Exits:</b>	<p><b>Zone 6 Landside:</b> use Zone 4 final exits (ie Sky Bridges) reached by</p> <ul style="list-style-type: none"> <li>• Door IS34 leading to Northeast internal stairwell which reaches the Zone 4 Level 1 fire evacuation corridor by Avsec temporary ID Office</li> <li>• Door IS3 leading to an open path on the roof leading to Door IS1 and Stair Tower FM2 which reaches the Zone 4 Level 1 food court area</li> </ul> <p><b>Zone 6 Airside Kiwi Track &amp; Zone 20:</b></p> <ul style="list-style-type: none"> <li>• Door IS32 to assemble on the rooftop at the entrance of Stair Tower 2. If further evacuation is required from the rooftop, evacuate down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.</li> </ul>
<b>Emergency Assembly Points:</b>	<p><b>Zone 6 Landside:</b></p> <ul style="list-style-type: none"> <li>• Internal: Zone 4 by AvSec Temporary ID office or the Food Court.</li> <li>• EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.</li> </ul> <p><b>Zone 6 Airside Kiwi Track &amp; Zone 20:</b></p> <ul style="list-style-type: none"> <li>• Assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision. If further evacuation is required, evacuate down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.</li> </ul>
<b>Zones in alert</b>	Zones 4, 4A, 7 and 7A
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>



## PLAN ZONE 6 & 20 - 2ND FLOOR LANDSIDE TENANCIES & AIRSIDE TRACKS



- Assistance Marshalling Point
- Emergency Assembly Point
- Fire Wardens
- Fire Evac Chair
- Zone Wardens
- Alternative Route
- Evacuation Route
- Smoke Stop
- Tensa Tape

ZONE 6 & 20: Second floor tenants, retail kitchens, AVSEC Ready Room & AVSEC Imaging Room  
 MAIN WARDEN: Delaware North (AvSec or Airport Operations)  
 HEAD WARDEN: EOC Shift Manager, Phone 256-8862.  
 ASSEMBLY POINT: Level 1  
 NOTE: Zone 6 encompasses landside areas and airside kiwi track.  
 Zone 20 encompasses AVSEC imaging room and airside Kia track.  
 Zone 6 and Zone 20 evacuate together.

International Terminal  
 Fire Evacuation Zones 6 & 20

Scale @ A3: 1:400  
 Date: 13/02/2023  
 Author: Christina Ha

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## 6.1 ZONE WARDEN

- 6.1.1 The Zone Warden for this zone is:
- the **Delaware North** if present; or
  - in the absence of Delaware North, an **Avsec Officer in the Avsec Ready Room** should act as Zone Warden until Airport Operations arrives.
- 6.1.2 The relevant person is to report to the Zone Warden Box and don the Fire Warden vest and refresh themselves with the check list. Note there are separate instructions for Zones 4, 4A, 7 and 7A which are in alert mode while Zone 6 is evacuating. Note that Zone 20, which is an airside back-of-house area immediately adjacent to the Zone 6 landside areas, also evacuates (Zone 20 contains the Avsec Imaging Room and the Kea Track).
- 6.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins which must be worn.
- 6.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.
- 6.1.5 EOC will communicate with the Delaware North Staff acting as Zone Warden either by:
- Ringing the Airport Phone at the Zone Warden Point (ext 90515)
  - Through the Avsec representative at EOC radioing any Avsec staff member who was in the Avsec Ready Room and is acting as a Fire Warden

## 6.2 FIRE WARDENS

- 6.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.
- 6.2.2 The Fire Wardens for this zone are:
- Tenants (Delaware North, Kiwi Discovery, and Airline Staff)
  - Airport Operations staff
  - Aviation Security staff including Ready Room and Imaging Room
- 6.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins in the Zone Warden Box and this must be worn.
- 6.2.4 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 free of staff and visitors.
  - 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).

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- staffing the Marshalling Assistance Assembly point if requested to do so by the Zone Warden.
- assisting the Zone Warden in any way.
- assisting with the re-entry process.

These duties are expanded upon in section 6.3.and 6.4 below in relation to Zone 6.

6.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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 checking the area.

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

6.2.7 Where the evacuation zone is a sterile area, then staff should normally be security screened when responding to an evacuation. However, this is subject to needing to enter to carry out Warden duties quickly for life safety reasons. 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. Refer ITB Evacuation Scheme Part A, para 5.1.6.5 for further detail.

## 6.3 EVACUATION PROCESS

### 6.3.1 Zone 6 Evacuation Process (excluding “Kiwi Track”)

6.3.1.1 There are two evacuation routes for landside Zone 6 areas – both leading to Zone 4 (landside food court dwell level 1):

- Take the North-East internal stair tower through Door IS34 to reach Level 1 area by lift 53 Landside Bulk Goods lift and Avsec Temporary ID Office.
- Take Door IS3 which leads to an open path on roof, leading to Door IS1 and Stair FM2. Proceed down internal stairs into the Western Skybridge, then to the Zone 4 food court area.

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**Note:** Refer section 6.3.2 for evacuation instructions for the airside Kiwi Track, which is part of Zone 6.

- 6.3.1.2 Fire Wardens are to assist staff and visitors to evacuate by directing them to the appropriate exit. Note lifts and escalators are not considered fire exits.
- 6.2.1.3 One Fire Warden will staff the Assistance Marshalling Point at the top of the Fire egress stair tower on the inside of Door IS34. The number of mobility challenged people waiting at the Assistance Marshalling Point is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.
- 6.3.1.4 Avsec must contact Bulk Duty Free screening to halt retail delivery and staff up to Level 2.
- 6.3.1.5 Once all persons are evacuated from the area, the Fire Wardens are to:
- Ensure tensa tapes are pulled across the escalator, lift and stairs from 1<sup>st</sup> floor Zone 4 and the cart dock lift to ensure staff and the public do not enter the area under evacuation.
  - Ensure all toilets, staff areas, offices, storage and tenant areas are checked and clear
  - Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will contact the Head Building Fire Warden (ext 98882 / 98809 / 98111) to advise that the whole Zone is checked and cleared.
  - Occupy the indicative positions marked F as shown on the plan unless or until it is necessary for them to evacuate.

## 6.3.2 Zone 20 Evacuation Process (including Kiwi Track in Zone 6)

Zone 20 (Avsec Imaging Room and airside Kea Track) evacuates simultaneously with Zone 6. Thus, Zone 6 Airside Kiwi Track and Zone 20 evacuates via Door IS32 to assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision. If further evacuation is required, there are two options:

- If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and into Zone 5 via the door at Level 1. (Note – this option is expected to be available from September 2024).
- In the unlikely event that Zone 5 is affected simultaneously, occupants can be evacuated down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.

## 6.4 MANAGEMENT DURING EVACUATION PERIOD

6.4.1 The Emergency Assembly Points for Zone 6 Landside are:

- Internal: Zone 4 – In front of AvSec Temporary ID Office by Landside Goods Lift 53 or Level 1 food court via Western Skybridge.
- EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.

6.4.2 The Emergency Assembly Point for Zone 6 Airside Kiwi Track and Zone 20 is to exit via Door IS32 and assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision.

## 6.5 RE-ENTRY PROCESS

6.5.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.

6.5.2 Depending upon whether other zones have been evacuated as well, there may be separate PA messages for staff and passengers to re-enter the evacuated areas.

6.5.3 For re-entry to the terminal where the apron Emergency Assembly Point was used, note that any visitors must remain under strict escort and supervision of a worker with a permanent Airport Identity Card. Note also that passengers must not be left unattended in airside areas at any time and the Zone Warden may request the assistance of staff evacuated airside to help supervise passengers evacuated to Apron Assembly Areas.

## 6.6 SPECIAL ZONES AND PROCESSES

### 6.6.1 Zone 20 Simultaneously Evacuates with Zone 6

Zone 20 (Avsec Imaging Room and airside Kea Track) evacuates simultaneously with Zone 6. Thus, Zone 20 and Zone 6 Airside Kiwi Track evacuates via Door IS32 to assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision. If further evacuation is required, there are two options:

- If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and into Zone 5 via the door at Level 1. (Note – this option is expected to be available from September 2024).
- In the unlikely event that Zone 5 is affected simultaneously, occupants can be evacuated down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.

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## 6.6.2 Rooftop Plant Room

A large Plant Room is on the roof above Zone 6, used by ES staff and contractors. The Evacuation Zone instructions and maps for rooftop Plant Rooms associated with Part B are in Appendix C.

## 6.7 IF ZONE IS IN ALERT

6.7.1 Zone 6 will go into alert if adjacent areas go into evacuation. If this occurs, then the Zone Warden needs to:

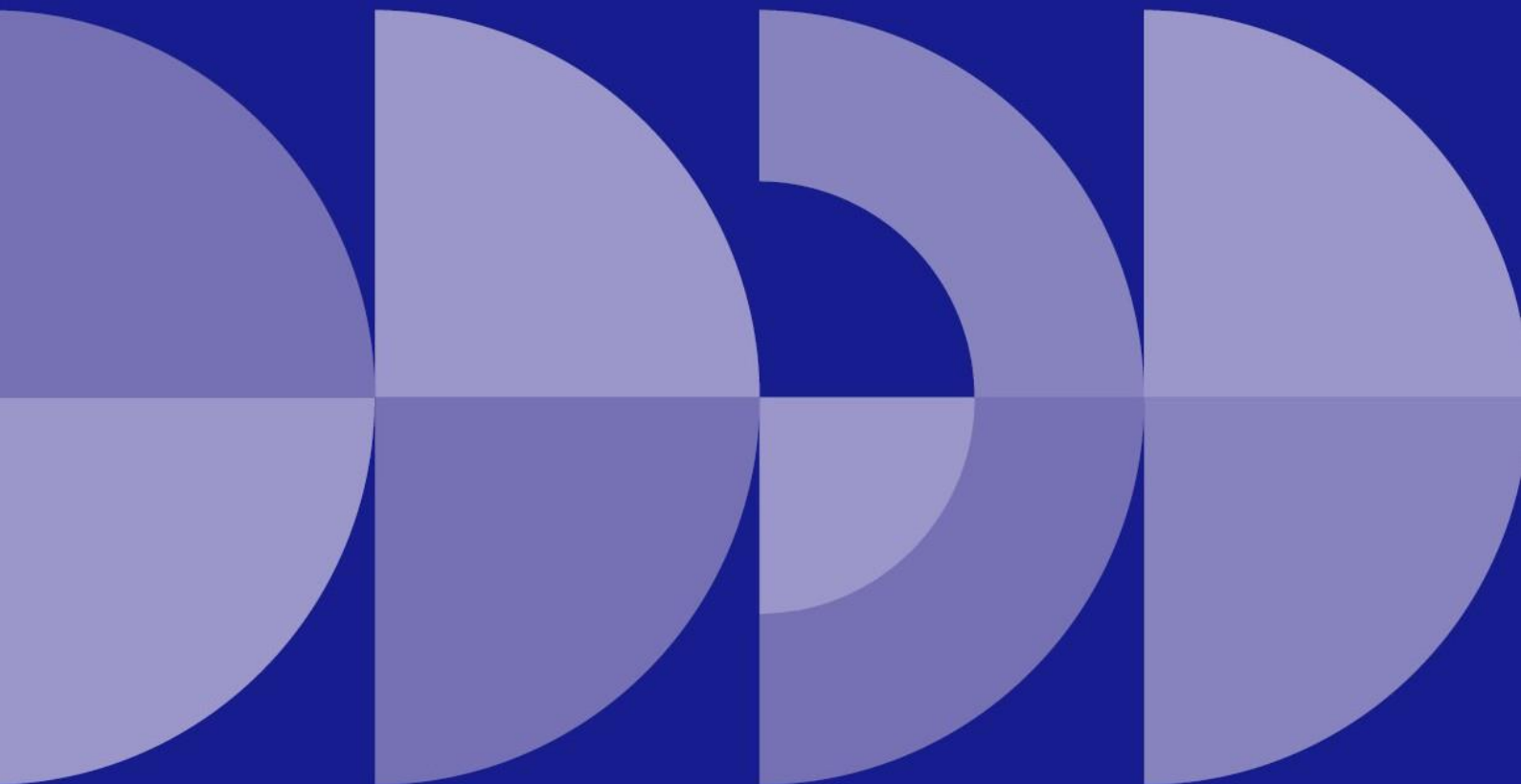
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert
- Confirm with Head Building Warden which zone is evacuating
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden
- Ensure persons in your zone are not trying to enter evacuation zone
- Ensure persons in your zone are prepared to evacuate if required
- Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

6.7.2 The areas which are adjacent to Evacuation Zone 6, and any specific actions (in addition to those listed above) which need to be taken by the Zone/Fire Wardens for Zone 6 when it is in alert, are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 6 Zone Wardens and Fire Wardens if Zone 6 is in alert
4	Landside First Floor food-court	Ensure barrier tape is in place at lift if Zone 4 is evacuating
4A	Emigration Processing	Nil
7	VIP Lounges Airside (EK, QF, Strata) and smokers lounge	Nil
7A	Air NZ VIP Lounge	Nil
20	Avsec Imaging Room and Airside Kea Track	Nil

# Zone 7 ITB Evacuation Scheme

Airside Second Floor VIP Lounges and Smokers Deck  
(including Strata, Emirates and Qantas VIP Lounges)



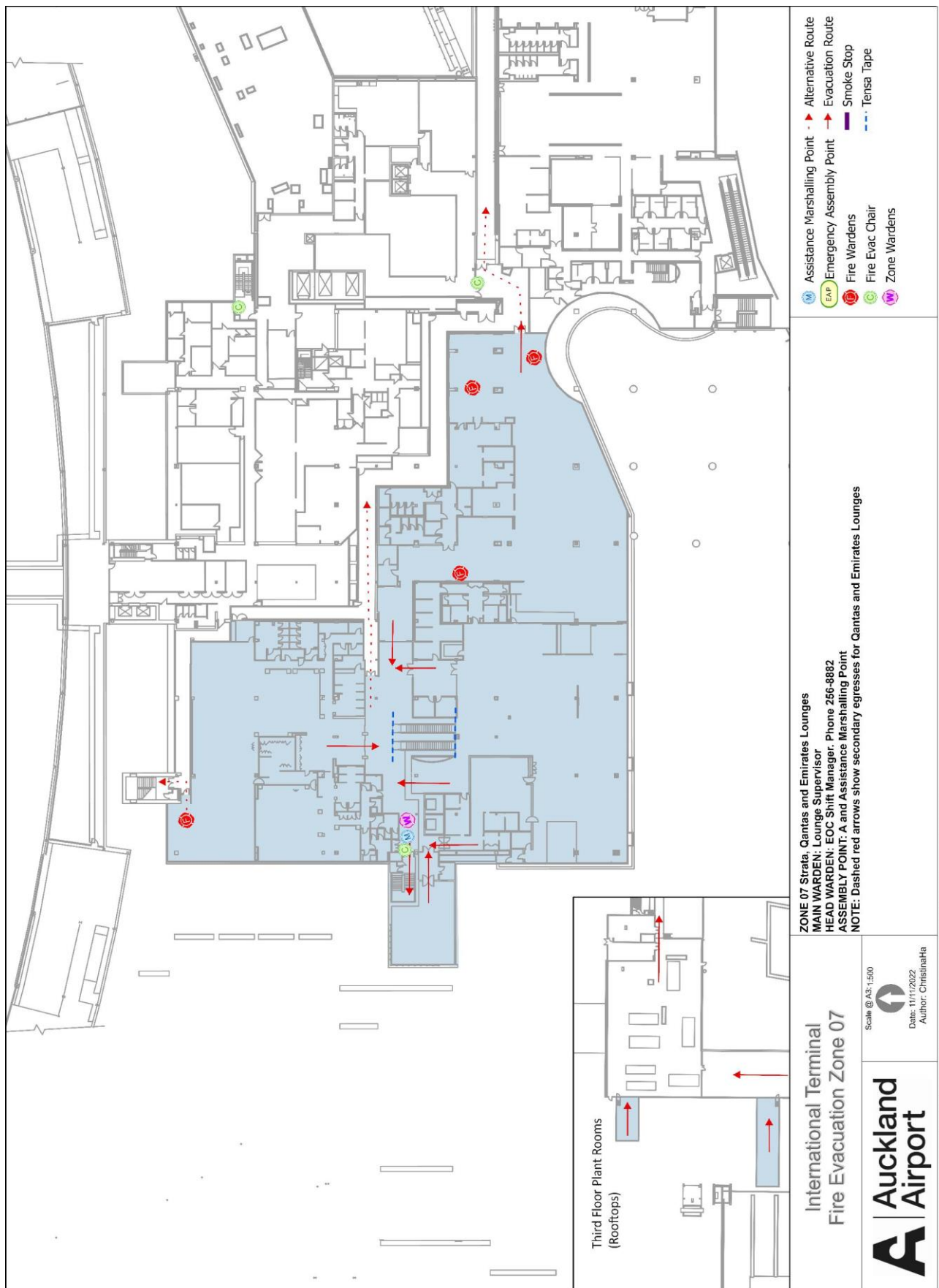
## ZONE 7: VIP LOUNGES & SMOKERS DECK

### SUMMARY TABLE: ZONE 7

<b>Zone Coverage:</b>	Strata, Qantas, Emirates Lounges and Smokers Deck
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>VIP Lounge Supervisors (assisted by Lounge Staff and Avsec).</li> <li>Airport Operations if Lounges closed.</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>VIP Lounge Staff</li> <li>Aviation Security support airside/landside boundaries</li> </ul>
<b>Zone Warden Box:</b>	Opposite Strata Lounge (ext 90742)
<b>Marshaling Assistance Point:</b>	Opposite Strata Lounge (ext 90742)
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>All Lounges have shower areas.</li> <li>A small rooftop plant room accessed via Zone 6 plantrooms sits within Zone 7</li> </ul>
<b>Adjacent internal safe zones:</b>	<ul style="list-style-type: none"> <li><b>Primary Egress Route</b> exit Lounge/Smokers Deck via main entry doors then use Stair Tower 8 between Smokers Deck and Qantas VIP Lounge to reach Zone 5.</li> <li><b>Secondary Egress Route</b> exit Lounge/Smokers Deck to assemble inside Zone 6 Airside Kiwi Track via Door IS3A, located between Qantas &amp; Emirates VIP lounges.</li> <li><b>Emirates VIP Lounge</b> – exit lounge via back door (Door IS2) to assemble inside Zone 6 Airside Kiwi Track.</li> <li><b>Qantas VIP Lounge</b> – exit lounge via back door to reach internal Stair Tower FM2 and enter Zone 4 (Western Skybridge, 1<sup>st</sup> floor Landside)</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> – via Stair Tower 8 to use Zone 5 fire exits.</li> <li><b>Secondary Egress Route</b> – Evacuate via Door IS32 from Zone 6 Airside Kiwi Track to assemble on the rooftop at the entrance of Stair Tower 2. If further evacuation is required, two options are available: <ul style="list-style-type: none"> <li>If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and into Zone 5 via the door at Level 1. (Note – this option is expected to be available from September 2024).</li> <li>In the unlikely event that Zone 5 is affected simultaneously, occupants can be evacuated down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.</li> </ul> </li> <li><b>Emirates VIP Lounge</b> – same as Secondary Egress Route.</li> <li><b>Qantas VIP Lounge</b> – secondary egress route via rear internal stair tower to Western Skybridge egress corridor, 1<sup>st</sup> floor landside (Zone 4)</li> </ul>
<b>Emergency Assembly Points:</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>Zone 5 retail area, 1<sup>st</sup> floor airside.</li> <li>Zone 6 Airside Kiwi Track, 2<sup>nd</sup> floor.</li> <li>Zone 4 Western Skybridge</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>EAP D – Western forecourt outside Door 11, West end of ITB</li> </ul>
<b>Zones in alert</b>	Zones 5 (airside dwell), 6 (2 <sup>nd</sup> floor tenancies & kitchens) and 7A (Air NZ VIP Lounge) and 20 (Avsec Imaging Room and airside corridor)
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>



## PLAN OF ZONE 7 - VIP LOUNGES & SMOKERS DECK



# [Printed Versions are Uncontrolled]

## 7.1 ZONE WARDEN

7.1.1 The Zone Warden for this zone is:

- the **VIP Lounge Supervisors** (assisted by lounge staff and Avsec); or
- if all the Lounges are closed, **Airport Operations** will act as Zone Warden.

7.1.2 The relevant person is to report to the Zone Warden Box and familiarize themselves with the check list contained in the box. Note there are separate instructions for Zones 5, 6 and 7A which are in alert mode while Zone 7 is evacuating.

7.1.3 Zone Wardens are identified by fluorescent orange Warden jenkins found in the Zone Warden Box and this must be worn.

7.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.

7.1.5 EOC will communicate with the Lounge Supervisors acting as Zone Warden either by:

- ringing the Airport Phone in the Zone Warden Box (ext 90742);
- for EK and QF Lounges through the airline radio system by the airline representative present in EOC directly radioing the Airline Lounge Supervisor acting as Zone Warden; or
- for the Strata Lounge using the Airport radio system directly.

## 7.2 FIRE WARDENS

7.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.

7.2.2 The Fire Wardens for this zone are:

- VIP lounge staff
- Aviation Security support airside/landside boundaries

7.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jenkins found in the Zone Warden Box opposite the Strata Lounge and this must be worn.

7.2.4 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 free of staff and visitors
- 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 Assembly point if requested to do so by the Zone Warden
- assisting the Zone Warden in any way

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- assisting with the re-entry process.

These duties are expanded upon in section 7.3 and 7.4 below in relation to Zone 7.

7.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after checking the area.

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

7.2.7 Where the evacuation zone is a sterile area, then staff should normally be security screened when responding to an evacuation. However, this is subject to needing to enter to carry out Warden duties quickly for life safety reasons. 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. Refer ITB Evacuation Scheme Part A, para 5.1.6.5 for further detail.

## 7.3 EVACUATION PROCESS

### 7.3.1 Selection of Evacuation Routes

7.3.1.1 The **primary egress** for all Strata, VIP lounges and Smokers Deck occupants is via the main entry doors of each of these areas initially then via Stair Tower 8 between Smokers deck & Qantas VIP lounge to reach the first floor airside dwell in Zone 5. Guests can either be corralled on the first floor until the recall message is relayed or continue on with travel.

7.3.1.2 The **secondary egress** route for all Strata, VIP lounges and Smokers Deck occupants is to assemble inside Zone 6 Airside Kiwi Track via Door IS3A, located between the Qantas & Emirates VIP lounges. However, if life safety is in doubt while assembling in this corridor, occupants should evacuate via Door IS32 to assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision. If further evacuation is required, two options are available:

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- If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and re-enter Zone 5 via the door at Level 1 (Note - this option is expected to be available from September 2024). This is strongly encouraged as it is a safer and more comfortable environment for the passengers, but also means that they will not need to be re-sterilised which would be the case if they continued to the Apron.
- In the unlikely event that Zone 5 is affected simultaneously, occupants can be evacuated down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.

7.3.1.3 In addition, there is a further secondary egress exit in each of the Qantas and Emirates Lounges:

- **Emirates VIP Lounge** – exit lounge via back door (Door IS2) to assemble inside Zone 6 Airside Kiwi Track (refer to secondary egress route outlined above).
- **Qantas VIP Lounge** – exit lounge via back, fire exit door to reach internal Stair Tower FM2 via Door IS1. This Stair Tower leads to the Western Skybridge on Level 1, landside food court area (Zone 4). Note that this route leads landside and may require guests to be rescreened via main Emigration departures screening before returning to the VIP lounge when the all-clear has been given.

## 7.3.2 Management of Evacuation Process

7.3.2.1 Fire Wardens are to direct and assist travelling guests to move to the appropriate fire exit or safe adjacent zone. Be aware of the fact that some guests may be sleeping, relaxing, anxious about flights or may not speak English as a first language and may be confused and many guests may be unfamiliar with the terminal and location of emergency exits or adjacent alert zones. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can.

7.3.2.2 All VIP lounge passengers that evacuate may either take their carry-on luggage and duty-free with them or leave it in the lounge. If they choose to leave their belongings in the Lounge, they are to be advised to take their flight documentation with them.

7.3.2.3 One Fire Warden must staff the Assistance Marshalling Point located opposite the Strata Lounge. The number of mobility challenged people waiting at the Assistance Marshalling Point is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.

7.3.2.4 Once all persons are evacuated from the area, Fire Wardens are to:

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- Ensure tensa tapes are pulled across zone boundary doors/ areas, escalator & lifts to ensure the public or staff do not enter the area under evacuation. Note escalators do not form part of the egress routes to be used, they are too steep for Health & Safety requirements. Lifts do not form part of the egress routes either.
- Ensure all toilets, showering areas, lifts, public and staff areas, the smokers deck, offices, storage and kitchen areas are checked and clear.
- Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will contact the Head Building Fire Warden (ext 98882 / 98809 / 98111) to advise that the whole Zone is checked and cleared.
- Staff various indicative points throughout the zone as shown with an F on the Zone Evacuation Map unless or until it is necessary to evacuate.

## **7.4 MANAGEMENT DURING EVACUATION PERIOD**

### **7.4.1 Airport Environment Considerations**

- 7.4.1.1 Wardens need to be aware of public expectations at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. For evacuation of zones which are airside, travelling guests may be particularly anxious about missing their flight and may need reassuring regarding potential delays and rescheduling of flights. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can.
- 7.4.1.2 Fire Wardens should be aware that if an evacuation is prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC. In the event of inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed airside outdoor Emergency Assembly Points.

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## 7.4.2 Summary of Emergency Assembly Points

The Emergency Assembly Points or Passenger Corraling Areas for evacuations from Zone 7 are as follows for each of the egress routes:

Emergency Egress	Route	Emergency Assembly Point/Corraling Area
Primary Egress for all	via Stair Tower 8 in between Smokers' Deck and Qantas VIP Lounge to Zone 5	All travelling guests can be corralled or continue on with travel on the first floor (Zone 5) until the recall message is relayed.
Secondary Egress for all	<ul style="list-style-type: none"> <li>via Door IS3A in between Qantas and Emirates VIP Lounges.</li> <li>If required, further evacuate via Door IS32 to assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision.</li> <li>If further evacuation is required, options include: <ul style="list-style-type: none"> <li>If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and re-enter Zone 5 via the door at Level 1. (Note – this option is expected to be available from September 2024).</li> <li>In the unlikely event that Zone 5 is affected simultaneously, occupants can be evacuated down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>All travelling guests can be corralled inside Zone 6 Airside Kiwi Track. If there is any doubt about life safety, occupants should assemble on the rooftop pathway under Fire Warden supervision.</li> <li>If evacuated guests re-entered terminal on level 1 to Zone 5 then all travelling guests can be corralled or continue on with travel on the first floor (Zone 5) until the recall message is relayed. It is strongly preferred that staff have guests re-enter the terminal at Level 1 for guest comfort, guest safety and to maintain sterility. (Note – this option is expected to be available from September 2024).</li> <li>If evacuated guests continued to the apron in small groups, occupants will be transported by bus to Door 118 (next to Gate Lounge 4E) in which case security rescreening is likely required and requires arrangement with EOC.</li> </ul>
Secondary Egress for QF Lounge	via rear internal stair tower to Western Skybridge egress corridor 1st floor landside (Zone 4)	Corral evacuated guests on First Floor Zone 4 Western Skybridge if safe to do so. This is preferable as they have already legally left the country and are sterile. If not safe to remain in the Skybridge, evacuate to EAP D (outside Door 11) (Note EAP A & B are not available for 2024). Security rescreening and emigration re-processing will be required.
Secondary Egress for EK Lounge	via Door IS2 to assemble inside Zone 6 Airside Kiwi Track. If further evacuation is required, refer to secondary egress route outlined above.	Refer to secondary egress route as outlined above.

## 7.4.3 Management at Internal Airside Safe Adjacent Areas

7.4.3.1 Travelling guests evacuated to (or that re-entered at level 1 on Stair Tower 2 into) Zone 5 or 6 simply need monitoring to ensure they do not try to re-enter Zone 7 while it is under evacuation.

7.4.3.2 Guests evacuated to Zone 5 alert zone may move away from the immediately adjacent area to find somewhere comfortable airside to wait.

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7.4.3.3 EOC will monitor the volumes of travellers and workers in Zone 5 by CCTV and will notify the Zone Warden and Fire Wardens by radio (either Auckland Airport radios or the radios of the organisation the Zone Warden works for) if adjacent alert zones look at risk of exceeding maximum occupancy levels and guests need to be moved further away to another zone (or to an external evacuation point).

## 7.4.4 Management at Landside Assembly Points

7.4.4.1 Travelling guests evacuated landside using the QF lounge secondary egress route to the First Floor Zone 4 Western Sky Bridge, need to be kept segregated from unscreened guests and workers if safe to do so.

7.4.4.2 Any guests not kept sufficiently segregated, or any guests evacuated to EAP D (Outside Door 11) will need rescreening via the main Emigration departures screening before returning to the VIP lounge when the all clear has been given. Avsec will determine whether rescreening is required. The Head Building Warden in the EOC will determine the re-entry route. Note EAP A & B – ITB Outer Forecourts and Carpark are unavailable in 2024.

## 7.4.5 Management at External Airside Assembly Points

7.4.5.1 If evacuation to the apron is required, occupants will evacuate down Stair Tower 2 in small groups to be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC if necessary.

7.4.5.2 All staff must assist to corral and supervise any passengers on the apron, regardless of which Zone they evacuated from. **Passengers must not be left unattended or unsupervised in an external airside environment.** A megaphone is located with MPI and EOC to support the Fire Wardens relaying information to travelling guests. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

7.4.5.3 In any evacuation of travelling guests to an external airside Emergency Assembly Point, Auckland Airport Airfield staff will report to the area with airfield vehicles to assist in supervising passengers and demarcating the area of assembly. Certain airfield vehicles have Passenger Emergency Message Systems (PEMS) which display “Passengers Assemble Here” in English and Mandarin. In addition, they are able to play pre-recorded messages in English and Mandarin.

7.4.5.4 AOT will ensure that any arriving aircraft allocated to an aircraft stand nearby to evacuated people will be held back from the stand until those people have re-entered the terminal (or be reassigned to a different stand).

7.4.5.5 Fire Wardens should be aware that if an evacuation is prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the

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EOC. In the event of inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed outdoor Emergency Assembly Points. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can.

## **7.5 RE-ENTRY PROCESS**

### **7.5.1 Re-entry Generally**

7.5.1.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.

7.5.1.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Staff will re-enter first to make the area ready to receive travelling guests. Note Fire Wardens will need to remain with evacuated guests until EOC announces that passengers can re-enter the evacuated area.

7.5.1.3 The re-entry process undertaken will depend upon whether the travelling guests were evacuated internally, evacuated externally airside or were evacuated landside. Different requirements for security rescreening and Customs processing apply.

### **7.5.2 Re-entry from Adjacent Airside Zones**

Travelling guests evacuated to the adjacent airside Zone 5 or 6 are simply allowed to re-enter the reopened Zone 7 airside dwell area once EOC announces that passengers can re-enter.

### **7.5.3 Re-entry from External Airside Assembly Points**

7.5.3.1 Passengers evacuated to the apron cannot be left unattended or unsupervised. When the announcement for staff re-entry is made all Fire Wardens need to remain with passengers to assist corralling. If a Fire Warden needs to return to the terminal to ready it for passenger processing then he or she must either pass the Fire Warden vest to another trained staff member or check with the Zone Warden that there are sufficient other Fire Wardens to effectively supervise passengers. Passengers must not be left unattended in airside areas at any time.

7.5.3.2 Passengers evacuated to the apron from Stair Tower 2 may need rescreening depending upon the calibre of the level of segregation and supervision during the evacuation period. This decision will be made by Avsec at EOC. If rescreening is required, this may either occur through:

- Passengers being escorted back to the main passenger screening point.



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- Passengers being escorted to Door 118 (next to Gate Lounge 4E) then through PG3, up the escalators into the arrivals level, to be re-screened at the transit passenger screening point.

## **7.5.4 Re-entry from Landside Areas**

- 7.5.4.1 Travelling guests evacuated landside using the QF lounge secondary egress route may require rescreening depending upon whether they were able to be kept segregated from unscreened guests.
- 7.5.4.2 Guests evacuated to EAP D (Outside Door 11, West end of ITB) will require rescreening. Note EAP A & B – ITB Forecourt and Carpark are not available in 2024.
- 7.5.4.3 Customs and Avsec will liaise with EOC as to the most appropriate route to return these guests airside, the process for reprocessing them (as technically they have ‘left’ the country) and whether rescreening is required.
- 7.5.4.4 EOC will communicate specific re-entry instructions to the Fire Wardens supervising these evacuated guests using the radio network of the organisation the Fire Wardens work for, via the organisation’s representative in EOC.

## **7.6 SPECIAL ZONES AND PROCESSES**

- 7.6.1 A small Plant Room is on the roof above Zone 7, used by ES staff and contractors. This Plant Room is accessed via the Zone 6 plant rooms. The Evacuation Zone instructions and maps for rooftop Plant Rooms associated with Part B are in Appendix C.

## **7.7 IF ZONE IS IN ALERT**

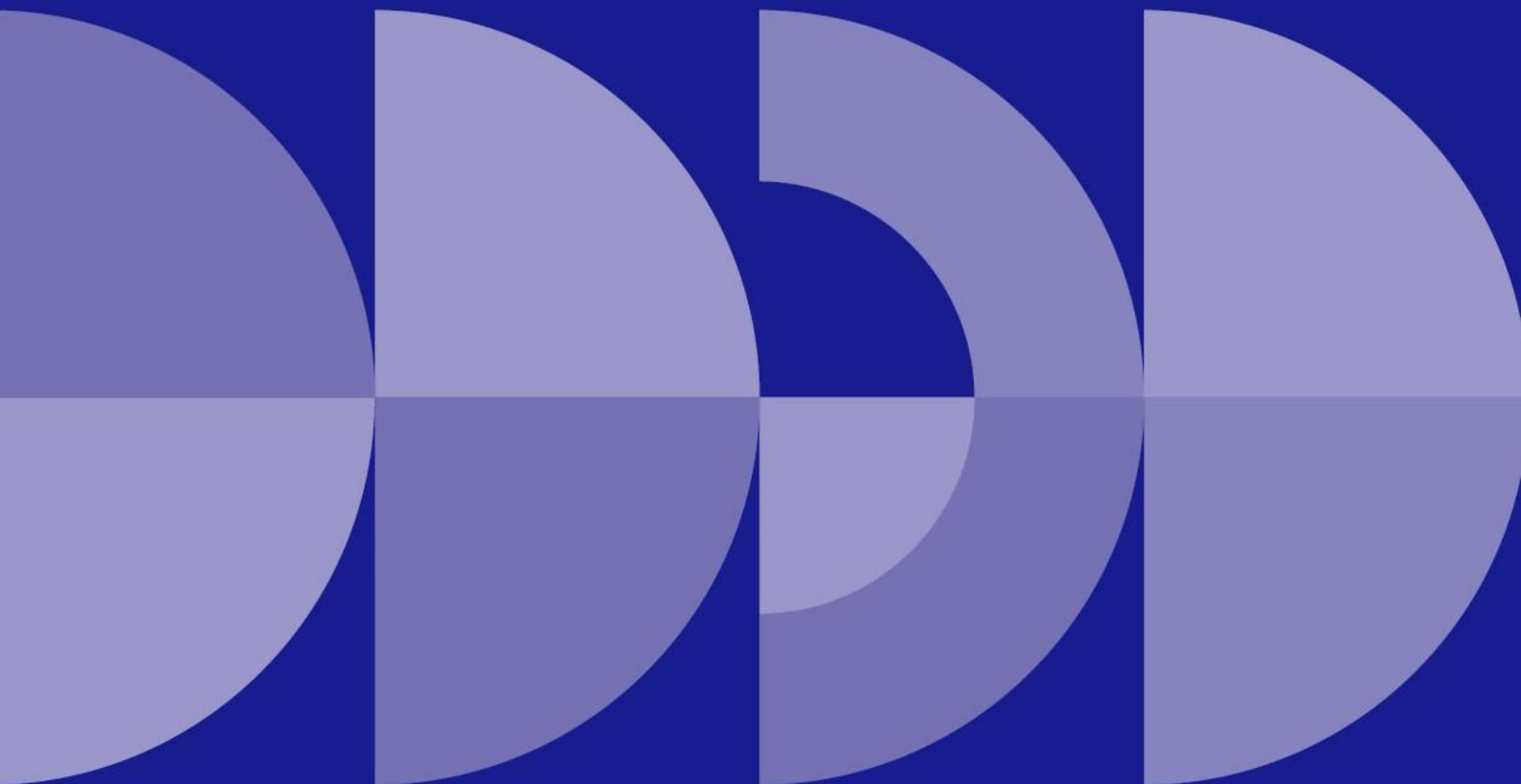
- 7.7.1 Zone 7 will go into alert if adjacent areas go into evacuation. If this occurs, then the Zone Warden needs to:
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
  - Confirm with Head Building Warden (98882, 98111) that the zone is in alert
  - Confirm with Head Building Warden which zone is evacuating
  - Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden
  - Ensure persons in your zone are not trying to enter evacuation zone
  - Ensure persons in your zone are prepared to evacuate if required
  - Report any defects to AA Emergency Operations Centre for evacuation hot debrief.
- 7.7.2 The areas which are adjacent to Evacuation Zone 7, and any specific actions (in addition to those listed above) which need to be taken by the Zone/Fire Wardens for Zone 7 when it is in alert, are shown in the table below:

# [Printed Versions are Uncontrolled]

Adjacent Zone	Description	Action required by Evacuation Zone 7 Zone Wardens and Fire Wardens if Zone 7 is in alert
5	1 <sup>st</sup> floor departures airside	<ul style="list-style-type: none"><li>• Pull tensa tape at escalator leading between Zones 5 and 7</li></ul>
6	2 <sup>nd</sup> floor landside kitchens and offices (has a Zone 7 airside secondary evacuation corridor within it)	<ul style="list-style-type: none"><li>• Nil</li></ul>
7A	2 <sup>nd</sup> floor airside, Air NZ VIP Lounge	<ul style="list-style-type: none"><li>• If Zone 7A is in evacuation, and Zone 7 remains in alert, lounge and smokers deck guests can still proceed upstairs to Zone 7 (or may remain in Zone 5)</li></ul>

# Zone 7A ITB Evacuation Scheme

Airside Air New Zealand VIP Koru Lounge



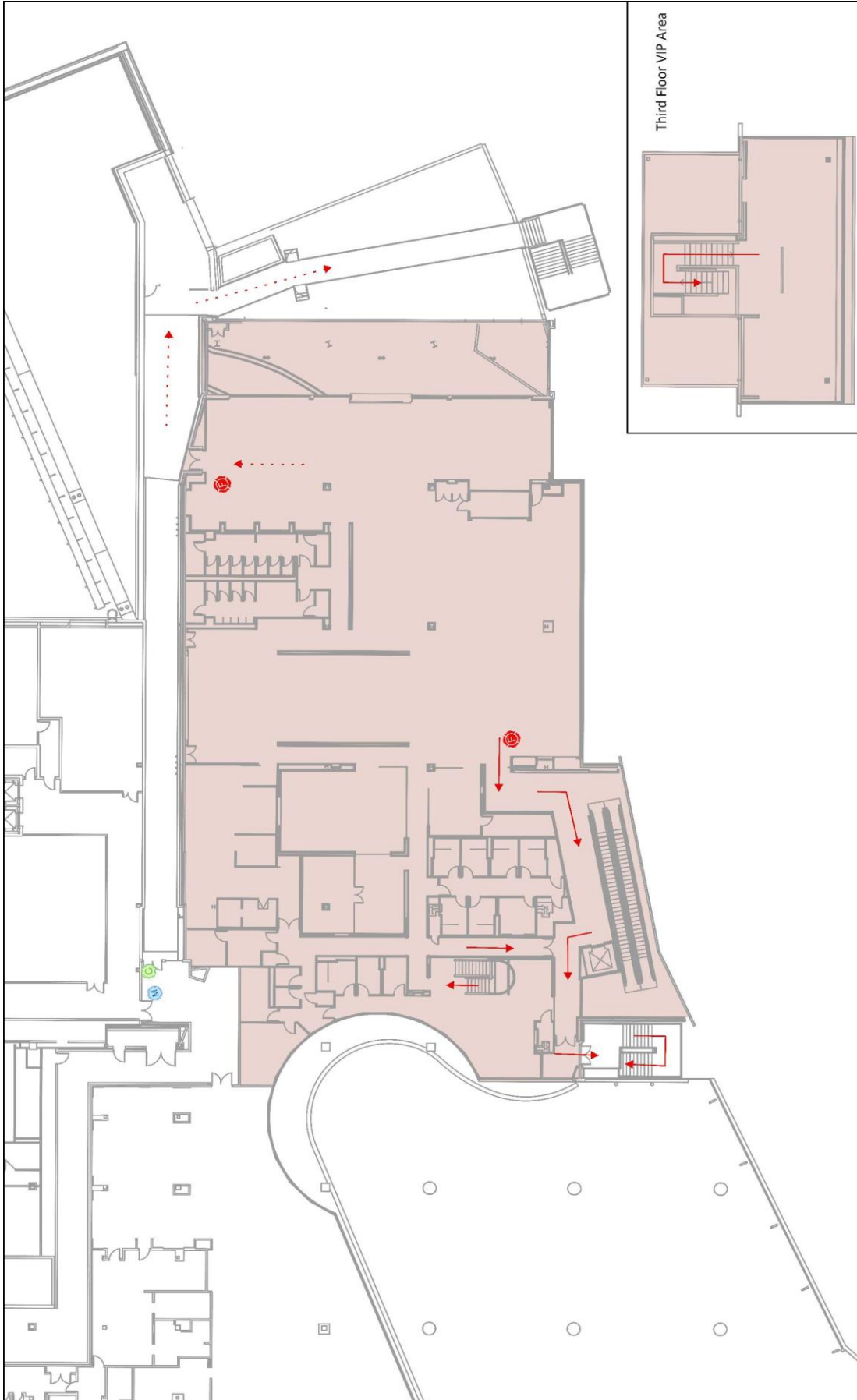
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## ZONE 7A: AIR NZ VIP LOUNGE

### SUMMARY TABLE: ZONE 7A

<b>Zone Coverage:</b>	Second floor airside Air New Zealand VIP Lounge
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>Air NZ VIP Lounge Manager/Supervisor.</li> <li>Airport Operations if closed.</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>Air NZ VIP Lounge staff</li> <li>Aviation Security support airside/landside boundaries</li> </ul>
<b>Zone Warden Box:</b>	Air NZ VIP Lounge holds Manager/Supervisor supplies and check list
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>Level 1 just inside of Fire double doors IF22 (Stair Tower 6)</li> <li>Level 2 inside double fire doors IS31 &amp; IS32 (Stair Tower 2)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>Smoke curtain at Lounge entrance</li> <li>VIP Lounge on third floor within the main Lounge</li> </ul>
<b>Adjacent internal safe zones:</b>	<p>Zone 5 (1<sup>st</sup> floor airside dwell) is main adjacent internal safe zone reached by:</p> <ul style="list-style-type: none"> <li><b>Primary Egress Route</b> via the South External Stair Tower 6 down one level to re-enter the ITB at the alert first floor retail area (Zone 5) via Door IF22</li> <li><b>Secondary Egress Route</b> exit Lounge via back, fire exit door to assemble on the rooftop at the entrance of Stair Tower 2. If further evacuation is required, two options are available: <ul style="list-style-type: none"> <li>If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and into Zone 5 via the door at Level 1. (Note – this option is expected to be available from September 2024).</li> </ul> </li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via South External Stair Tower 6 will use Zone 5 Fire exits.</li> <li><b>Secondary Egress Route</b> leads to Stair Tower 2 for occupants to evacuate down to the apron in small groups and be transported by bus to Door 118. This is to be arranged with EOC if necessary.</li> </ul>
<b>Emergency Assembly Points:</b>	<p>Internal:</p> <ul style="list-style-type: none"> <li>1st floor alert Zone 5 retail area</li> <li>Primary Egress route via South External Stair Tower 6 will use Zone 5 Assembly Areas</li> </ul> <p>External:</p> <ul style="list-style-type: none"> <li>Secondary egress via Stair Tower 2 down to apron to be transported by bus to Door 118. This is to be arranged with EOC.</li> </ul>
<b>Zones in alert</b>	<ul style="list-style-type: none"> <li>Zone 5 (Airside retail and main dwell), 6 (Level 2 kitchens and offices) and 7 (Level 2 EK, QF and Strata VIP Lounges and Smokers Deck)</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #</li> </ul>

PLAN OF ZONE 7A - AIR NZ VIP LOUNGE



**Third Floor VIP Area**

- Assistance Marshalling Point
- Emergency Assembly Point
- Fire Wardens
- Fire Evac Chair
- Zone Wardens
- Alternative Route
- Evacuation Route
- Smoke Stop
- Tensa Tape

**ZONE 07A Air NZ Lounge**  
**MAIN WARDEN:** Air NZ Lounge Supervisor  
**HEAD WARDEN:** EOC Shift Manager, Phone 256-8882  
**ASSEMBLY POINT:** Zone 5 (first floor)  
**NOTE:**

International Terminal  
 Fire Evacuation Zone 07A

Scale @ A3: 1:300  
 Date: 17/02/2023  
 Author: ChrisIinaha

**Auckland Airport**

File: U:\06\_StandardPlans\FireAndEvacPlans\00-FireEvacuationPlans\01\_ITB\ITB Fire Zone Plans\FireEvacuationZones\FireEvacuationZones\_ITB.aprx

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## 7A.1 ZONE WARDEN

7A.1.1 The Zone Warden for this zone is:

- **Air NZ Lounge Manager or Supervisor** (assisted by Air NZ lounge staff and Avsec); or
- if the Lounge is closed, **Airport Operations** will act as Zone Warden.

7A.1.2 The relevant person is to collect the Zone Warden vest and zone check list from Air NZ Lounge office and familiarize themselves with the check list. Note there are separate instructions for Zones 5, 6, 7 and 20 which are in alert mode while Zone 7A is evacuating.

7A.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins which must be worn.

7A.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.

7A.1.5 EOC will communicate with the Air NZ Lounge Manager or Supervisor acting as Zone Warden either by:

- ringing the Airport Phone in the Zone Warden Station or
- through the Air NZ radio system via the Air NZ representative present in EOC directly radioing the Air NZ Lounge Manager or Supervisor acting as Zone Warden and relaying information / requesting information.

## 7A.2 FIRE WARDENS

7A.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed every six months.

7A.2.2 The Fire Wardens for this zone are:

- Air NZ VIP Lounge staff
- Aviation Security support airside/landside boundaries

7A.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins held by Air NZ and this must be worn.

7A.2.4 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 free of staff and visitors
- 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 Assembly point if requested to do so by the Zone Warden

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- assisting the Zone Warden in any way
- assisting with the re-entry process.

These duties are expanded upon in section 7A.3.and 7A.4 below in relation to Zone 7A.

7A.2.5 When entering areas under evacuation or checking that areas behind closed doors are clear and free of staff and visitors, it is important that 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; and
- Close the door after checking the area.

7A.2.6 If there is any evidence of heat or smoke, report this to EOC. Do not enter the area yourself. If all is clear, enter to confirm the area has been evacuated and complete your Fire Warden duties.

7A.2.7 Where the evacuation zone is a sterile area, then staff should normally be security screened when responding to an evacuation. However, this is subject to needing to enter to carry out Warden duties quickly for life safety reasons. 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. Refer ITB Evacuation Scheme Part A, para 5.1.6.5 for further detail.

## 7A.3 EVACUATION PROCESS

7A.3.1 Fire Wardens are to direct and assist travelling guests to move to the appropriate fire exit or safe adjacent zone. Be aware of the fact that some guests may be sleeping, relaxing, anxious about flights or may not speak English as a first language and may be confused and many guests may be unfamiliar with the terminal and location of emergency exits or adjacent alert zones. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can.

7A.3.2 **Primary Egress Route** - South External Stair Tower 6 down to the alert first floor retail area (the Primary Egress Route) via Door IF22.

**Secondary Egress Route** – exit lounge via back, fire exit door to assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision. If further evacuation is required, two options are available:

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- If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and re-enter Zone 5 via the door at Level 1 (Note - this option is expected to be available from September 2024). This is strongly encouraged as it is a safer and more comfortable environment for the passengers, but also means that they will not need to be re-sterilised which would be the case if they continued to the Apron.
- In the unlikely event that Zone 5 is affected simultaneously, occupants can be evacuated down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.

- 7A3.3 Note that the fire curtain at the main entrance to the Lounge will descend directly to the floor if activated by smoke sensors.
- 7A.3.4 All VIP lounge passengers that evacuate may either take their carry-on luggage and duty-free with them or leave it in the lounge. If they choose to leave their belongings in the Lounge, they should be advised to take their flight documentation with them.
- 7A.3.5 Two Fire Wardens must staff the Assistance Marshalling Points located at:
- Level 1 just inside of fire double doors IF22 (Stair Tower 6)
  - Level 2 inside double fire doors IS31 & IS32 (Stair Tower 2)
- 7A.3.6 The number of mobility challenged people waiting at the Assistance Marshalling Points must be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111). The Head Building Warden will advise if any workers are registered for this Evacuation Zone on the Register of Workers Requiring Special Assistance.
- 7A.3.7 Once all persons are evacuated from the area, Fire Wardens are to:
- Ensure tensa tapes are pulled across zone boundary doors/ areas, escalator & lifts to ensure the public or staff do not enter the area under evacuation. Note escalators do not form part of the egress routes to be used, they are too steep for Health & Safety requirements. Lifts do not form part of the egress routes either.
  - Ensure all toilets, showering areas, parenting rooms, the third floor VIP Lounge, lifts, public and staff areas, offices, kitchen and storage areas are checked and clear
  - Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will contact the Head Building Fire Warden (ext 98882 / 98809 / 98111) to advise that the whole Zone is checked and cleared
  - Staff various indicative points throughout the zone as shown with an F on the Zone Evacuation Map unless or until it is necessary to evacuate.



## 7A.4 MANAGEMENT DURING EVACUATION PERIOD

### 7A.4.1 Airport Environment Considerations

7A.4.1.1 Wardens need to be aware of public expectations at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. For evacuation of zones which are airside, travelling guests may be particularly anxious about missing their flight and may need reassuring regarding potential delays and rescheduling of flights. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can.

7A.4.1.2 Fire Wardens should be aware that if an evacuation is prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC. In the event of inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed airside outdoor Emergency Assembly Points.

### 7A.4.2 Summary of Assembly Points

The Emergency Assembly Points or Passenger Corraling Areas for evacuations from Zone 7A are as follows for each of the egress routes:

Emergency Egress	Route	Emergency Assembly Point/Corraling Area
Primary Egress	via Stair Tower 6 to re-enter alert Zone 5 (Door IF22).	All travelling guests can be corralled or continue on with travel on the first floor (Zone 5) until the recall message is relayed.
Secondary Egress	<p>Exit lounge via back, fire exit door to assemble on the rooftop at the entrance of Stair Tower 2 under Fire Warden supervision. Further evacuation options include:</p> <ul style="list-style-type: none"> <li>If Zone 5 is unaffected by fire, occupants can be evacuated down Stair Tower 2 and re-enter Zone 5 via the door at Level 1. (Note – this option is expected to be available from September 2024).</li> <li>In the unlikely event that Zone 5 is affected simultaneously, occupants should evacuate down Stair Tower 2 in groups to the apron to be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.</li> </ul>	If evacuated guests re-entered terminal on level 1 to Zone 5 then all travelling guests can be corralled or continue on with travel on the first floor (Zone 5) until the recall message is relayed. It is strongly preferred that staff have guests re-enter the terminal at Level 1 for guest comfort, guest safety and also to maintain sterility. (Note – this option is expected to be available from September 2024). In the unlikely event that Zone 5 is affected simultaneously, occupants can be evacuated down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This will likely require security screening and is to be arranged with EOC.

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## 7A.4.3 Management at Internal Airside Safe Adjacent Areas

- 7A.4.3.1 Travelling guests evacuated to Zone 5 alert zone simply need monitoring to ensure they do not try to re-enter Zone 7A while it is under evacuation.
- 7A.4.3.2 Guests evacuated to Zone 5 alert zone may move away from the immediately adjacent area to find somewhere comfortable airside to wait.
- 7A.4.3.3 EOC will monitor the volumes of travellers and workers in Zone 5 by CCTV and will notify the Zone Warden and Fire Wardens by radio (either Auckland Airport radios or the radios of the organisation the Zone Warden works for) if adjacent alert zones look at risk of exceeding maximum occupancy levels and guests need to be moved further way to another zone (or to an external evacuation point).

## 7A.4.5 Management at External Airside Assembly Points

- 7A.4.5.1 Guests evacuating down Stair Tower 2 to the apron will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.
- 7A.4.5.2 All staff at any external airside Emergency Assembly Point must assist to corral and supervise any passengers on these apron Emergency Assembly Points, regardless of which Zone they evacuated from. **Passengers must not be left unattended or unsupervised in an external airside environment.** A megaphone is located with MPI and EOC to support the Fire Wardens relaying information to travelling guests. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.
- 7A.4.5.3 In any evacuation of travelling guests to an external airside Emergency Assembly Point, Auckland Airport Airfield staff will report to the area with airfield vehicles to assist in supervising passengers and demarcating the area of assembly. Several AOT Vehicles have Passenger Emergency Message Systems (PEMS) which displays "Passengers Assemble Here" in English and Mandarin. In addition, pre-recorded messages can play in English and Mandarin.
- 7A.4.5.4 AOT will ensure that any arriving aircraft allocated to an aircraft stand nearby to evacuated people will be held back from the stand until those people have re-entered the terminal (or be reassigned to a different stand).
- 7A.4.5.5 Fire Wardens should be aware that if an evacuation is prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC. In inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed outdoor Emergency Assembly Points. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can.

## **7A.5 RE-ENTRY PROCESS**

### **7A.5.1 Re-entry Generally**

- 7A.5.1.1 Re-entry cannot occur until EOC announces this over the public PA system. Even if a FENZ or AES Officer says it is safe to re-enter, do not commence re-entry until this has been announced by EOC. If in doubt, contact EOC to confirm instructions.
- 7A.5.1.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Staff will re-enter first to make the area ready to receive travelling guests. Note Fire Wardens will need to remain with evacuated guests until EOC announces that passengers can re-enter the evacuated area.
- 7A.5.1.3 The re-entry process undertaken will depend upon whether the travelling guests were evacuated internally or externally airside or were evacuated landside. Different requirements for security rescreening and Customs processing apply.

### **7A.5.2 Re-entry from Adjacent Airside Zones**

Travelling guests evacuated to the adjacent airside Zone 5 are simply allowed to re-enter the reopened Zone 7A once EOC announces that passengers can re-enter. This is why it is preferred that passengers be evacuated directly to Zone 5 by re-entering one level down.

### **7A.5.3 Re-entry from External Airside Assembly Points**

- 7A.5.3.1 Passengers evacuated to airside external Emergency Assembly Points cannot be left unattended or unsupervised on the Apron or in the Breezeway. When the announcement for staff re-entry is made all Fire Wardens will need to remain with passengers at the Emergency Assembly Point areas to assist corralling. If a Fire Warden needs to return to the terminal to ready it for passenger processing then he or she must either pass the Fire Warden vest to another trained staff member or check with the Zone Warden that there are sufficient other Fire Wardens to effectively supervise passengers. Passengers must not be left unattended in airside areas at any time.
- 7A.5.3.2 Passengers evacuated to airside external Emergency Assembly Points may need rescreening depending upon the calibre of the level of segregation and supervision during the evacuation period. This decision will be made by Avsec at EOC. If rescreening is required, this may either occur through:
- Passengers being escorted back to the main passenger screening point
  - Passengers being escorted to Door 118 (next to Gate Lounge 4E) then through PG3, up the escalators into the arrivals level, to be re-screened at the transit passenger screening point.

## 7A.6 SPECIAL ZONES AND PROCESSES

7A.6.1 No special processes apply when Zone 7A is in evacuation.

## 7A.7 IF ZONE IS IN ALERT

7A.7.1 Zone 7A will go into alert if adjacent areas go into evacuation. If this occurs, then the Zone Warden needs to:

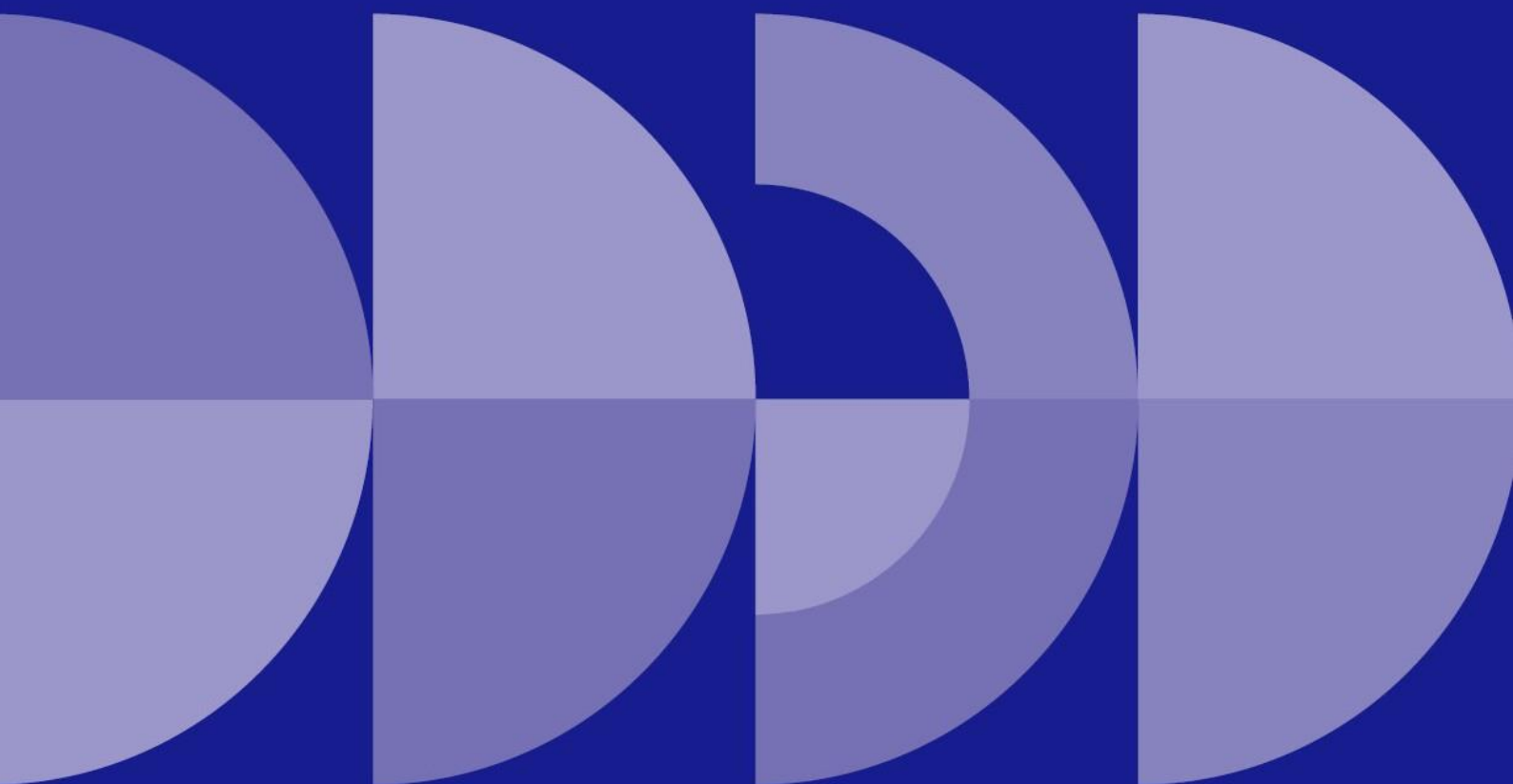
- Report to Zone Warden station and don Orange Jerkin marked Zone Warden.
- Confirm with Head Building Warden (98882, 98111) that the zone is in alert.
- Confirm with Head Building Warden which zone is evacuating.
- Ensure Warden positions on the boundary of the adjacent zone that is in evacuation are managed and, if necessary, staffed with a Fire Warden.
- Ensure persons in your zone are not trying to enter evacuation zone – pull tensa tape across any boundaries with adjacent zone in evacuation.
- Ensure persons in your zone are prepared to evacuate if required.
- Report any defects to AA Emergency Operations Centre for evacuation hot debrief.

7A.7.2 The areas which are adjacent to Evacuation Zone 7A, and any specific actions (in addition to those listed above) which need to be taken by the Zone/Fire Wardens for Zone 7A when it is in alert, are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 7A Zone Wardens and Fire Wardens if Zone 7A is in alert
5	1 <sup>st</sup> floor departures airside	<ul style="list-style-type: none"> <li>• Ensure Lounge guests do not attempt to leave the Lounge to return to Evacuation Zone 5</li> </ul>
6	2 <sup>nd</sup> floor landside kitchens and offices	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
7	2 <sup>nd</sup> floor airside, EK, QF and Strata Lounges and smokers' deck	<ul style="list-style-type: none"> <li>• Nil (Air NZ Guests come up to the Air NZ Lounge in Zone 7A directly from Zone 5 so can continue to access the Air NZ lounge even if Zone 7 is in evacuation.)</li> </ul>

# Appendices

ITB Evacuation Scheme Part B



## APPENDICES

### APPENDIX A – 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

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another zone, a safe area, and there is no need at the moment to evacuate.

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 B – PLAN OF EMERGENCY ASSEMBLY POINTS

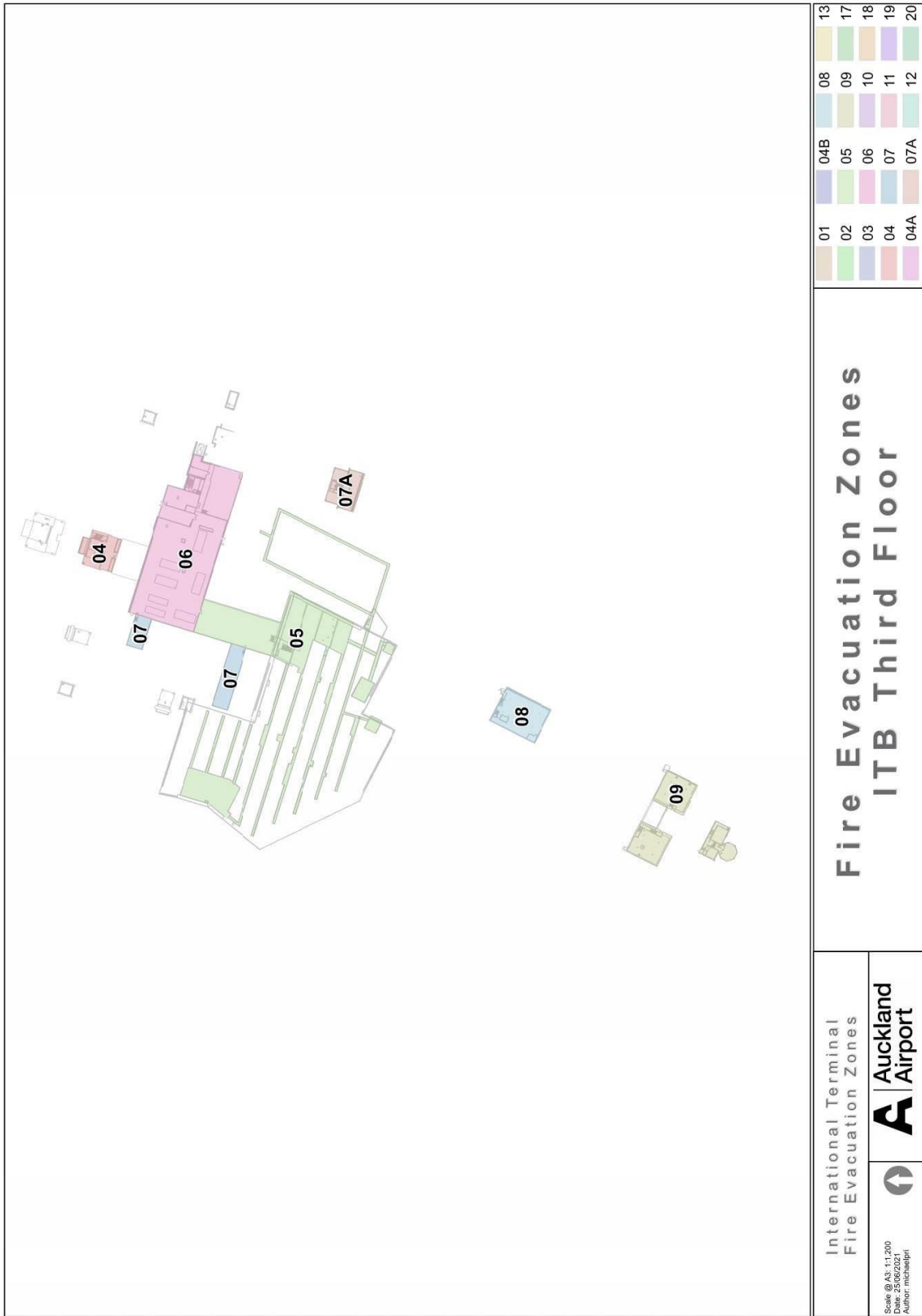


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## APPENDIX C – PLANT ROOMS SUMMARY PLAN OF ROOFTOP PLANTROOMS AND CATWALKS

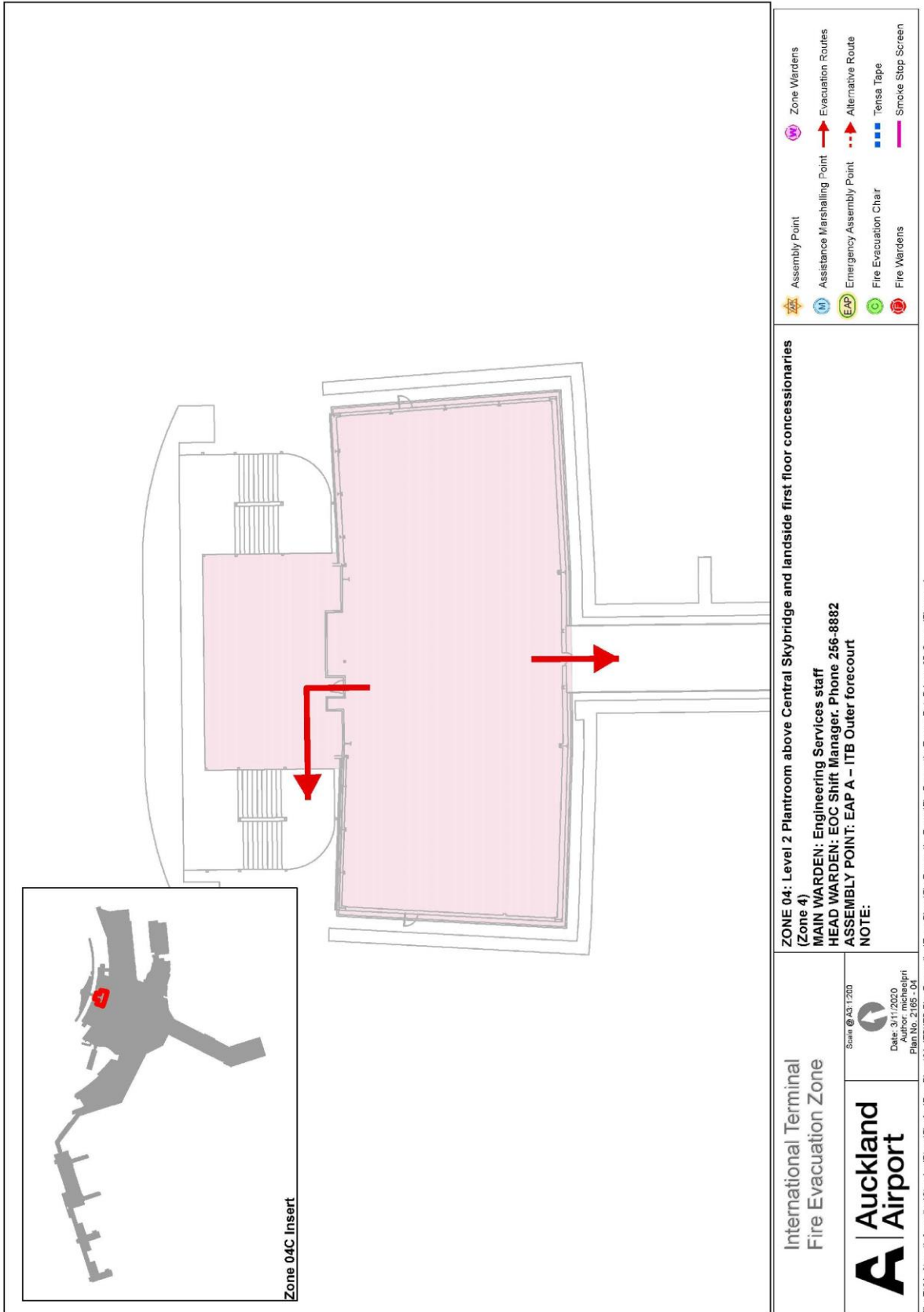


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## SUMMARY TABLE: ZONE 4 LEVEL 2 ROOFTOP PLANT ROOM

<b>Plantroom Location</b>	Level 2 Plantroom above Central Sky Bridge and landside first floor concessionaries (Zone 4)
<b>Zone Warden</b>	Airport Operations
<b>Fire Wardens</b>	Engineering Services staff
<b>Zone Warden Box</b>	Central Skybridge (Ext 90714)
<b>Marshalling Assistance Points</b>	<ul style="list-style-type: none"> <li>Western Skybridge (Weka Track) (Ext 90738)</li> <li>Central Skybridge (Ext 90714)</li> <li>Kōtare Track (Ext 90842)</li> </ul>
<b>Associated Zone in Evacuation</b>	Zone 4
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>Plantroom extensions and catwalk areas on the left and right sides.</li> <li>Comms room equipped with hatch to roof access.</li> <li>Monitoring (phone 256 8817) must be informed when a worker enters and as they exit any roof-top plantroom</li> </ul>
<b>What to do if evacuating from plantroom</b>	<p>If the evacuation tone is sounding:</p> <ul style="list-style-type: none"> <li>Leave the plantroom by the nearest exit to either move to an adjacent unaffected zone or to exit the building.</li> <li>Report to the Zone Warden if safe to do so, or report to EOC via phone call.</li> <li>Move to the nominated Assembly Area (external sign pictured) and remain there until directed otherwise by a Fire Warden or by announcements from the EOC.</li> <li>If assistance is required, proceed to the nearest Marshalling Assistance Point or ring EOC to ask for help from AES or the Fire Wardens.</li> </ul>
<b>Evacuation Route</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via main entrance ladder, then use Zone 4 fire exits</li> <li><b>Secondary Egress route</b> via roof to Pipe Service Zone, then use Zone 6 fire exits</li> </ul>
<b>Adjacent internal Safe Zone:</b>	2 <sup>nd</sup> Floor landside (Zone 6)
<b>Final Fire Exits</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via Central Sky Bridge</li> <li><b>Secondary Egress route</b> <ul style="list-style-type: none"> <li>Northeast internal stair tower through door IS34, near lift 53 Landside Bulk Goods lift, then use Zone 4 final exits; or</li> <li>Door IS3 which leads to an open path on the roof leading in turn to door IS1 and Stair FM2, then use Zone 4 final exits</li> </ul> </li> </ul>
<b>Emergency Assembly Points</b>	<ul style="list-style-type: none"> <li>Persons evacuating landside from roof top plant rooms or catwalks should use <b>EAP C Opposite to Door 4 under the Canopy on the West of Transport Hub.</b></li> </ul>
<b>Zone in Alert</b>	Zones 1, 4A, 4B, 4C, 5 & 6
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 378 2897 #</li> </ul>

**PLAN OF ZONE 4 LEVEL 2 ROOFTOP CENTRAL SKY BRIDGE  
PLANT ROOM**

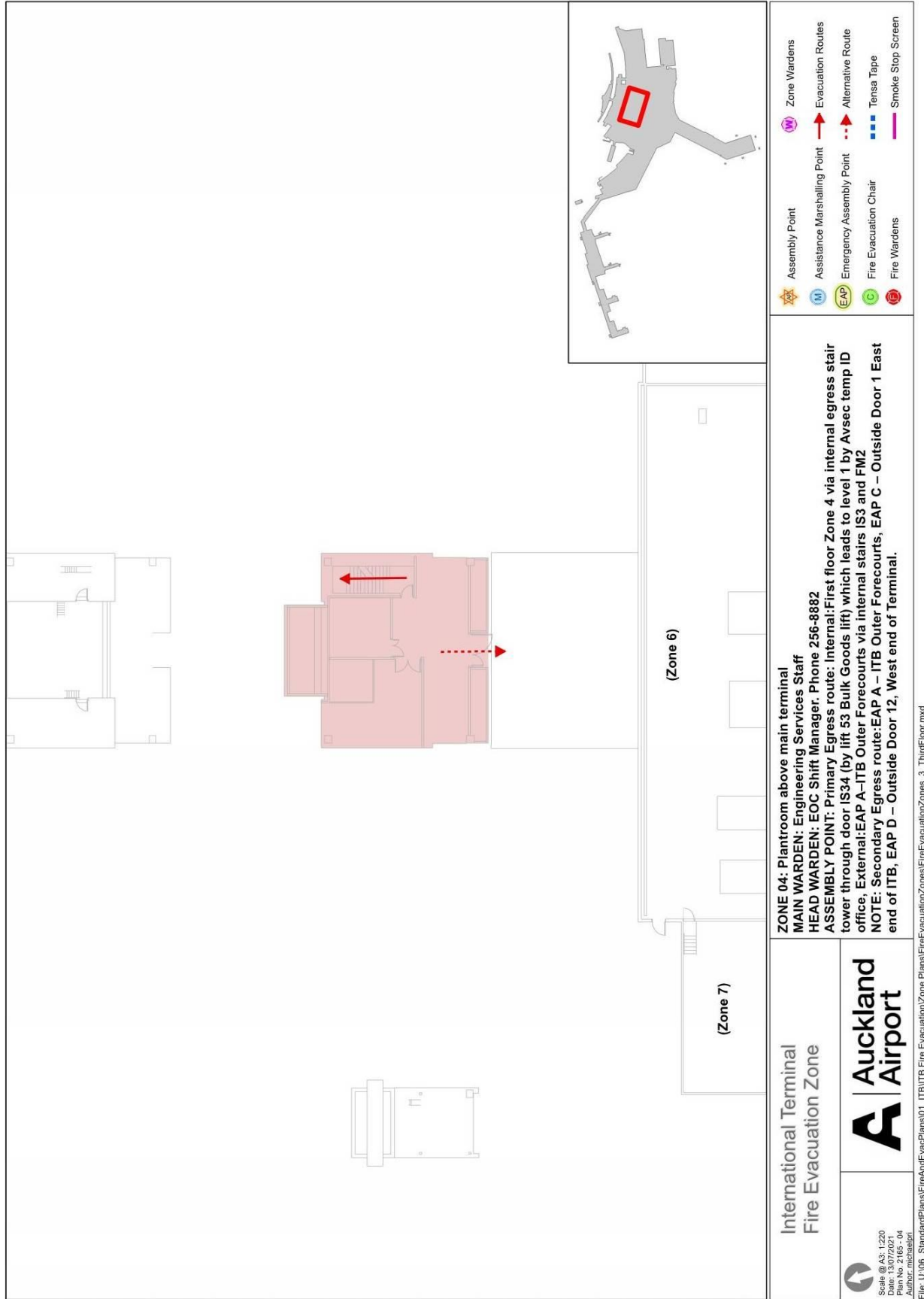


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## SUMMARY TABLE: ZONE 4 LEVEL 3 ROOFTOP PLANT ROOM ABOVE LANDSIDE DWELL

<b>Plantroom Location</b>	Level 3 Rooftop Plantroom above landside first floor dwell and concessionaires (Zone 4)
<b>Zone Warden</b>	Airport Operations
<b>Fire Wardens</b>	Engineering Services staff
<b>Zone Warden Box</b>	Central Sky Bridge (Ext 90714)
<b>Marshalling Assistance Points</b>	<ul style="list-style-type: none"> <li>Western Sky Bridge (Weka Track) (Ext 90738)</li> <li>Central Sky Bridge (Ext 90714)</li> <li>Kōtare Track (Ext 90842)</li> </ul>
<b>Associated Zone in Evacuation</b>	Zone 4
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>Plantrooms associated with Zone 6 nearby and accessible using roof-top walkways</li> <li>Monitoring (phone 256 8817) must be informed when a worker enters and as they exit any roof-top plantroom</li> </ul>
<b>What to do if evacuating from plantroom</b>	<p>If the evacuation tone is sounding:</p> <ul style="list-style-type: none"> <li>Leave the plantroom by the nearest exit to either move to an adjacent unaffected zone or to exit the building.</li> <li>Report to the Zone Warden if safe to do so, or report to EOC via phone call.</li> <li>Move to the nominated Assembly Area (external sign pictured) and remain there until directed otherwise by a Fire Warden or by announcements from the EOC.</li> <li>If assistance is required, proceed to the nearest Marshalling Assistance Point or ring EOC to ask for help from AES or the Fire Wardens.</li> </ul>
<b>Evacuation Route</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via internal stairs in plantroom to level 2 then take stairs through Door IS34 (near lift 53 bulk goods lift) which lead to level 1 by Avsec temp ID office, then use Zone 4 fire exits</li> <li><b>Secondary Egress route</b> via roof to Zone 6 Plantroom, then use Zone 6 fire egress routes via door IS1 and Stair FM2 to reach the ground floor Zone 1, then use Zone 1 final exits</li> </ul>
<b>Adjacent internal Safe Zone:</b>	2 <sup>nd</sup> Floor landside (Zone 6)
<b>Final Fire Exits</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via Central Sky Bridge once 1<sup>st</sup> floor Zone 4 reached</li> <li><b>Secondary Egress route</b> via roof to Zone 6 plantroom then use Zone 6 evacuation routes to reach ground floor Zone 1 and use Zone 1 final exits</li> </ul>
<b>Emergency Assembly Points</b>	Persons evacuating landside from root top plant rooms or catwalks should use <b>EAP C Opposite to Door 4 under the Canopy on the West of Transport Hub.</b>
<b>Zone in Alert</b>	Zones 1, 4A, 4B, 4C, 5 & 6
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 378 2897 #</li> </ul>

## PLAN OF ZONE 4 LEVEL 3 ROOFTOP PLANT ROOM ABOVE LANDSIDE DWELL



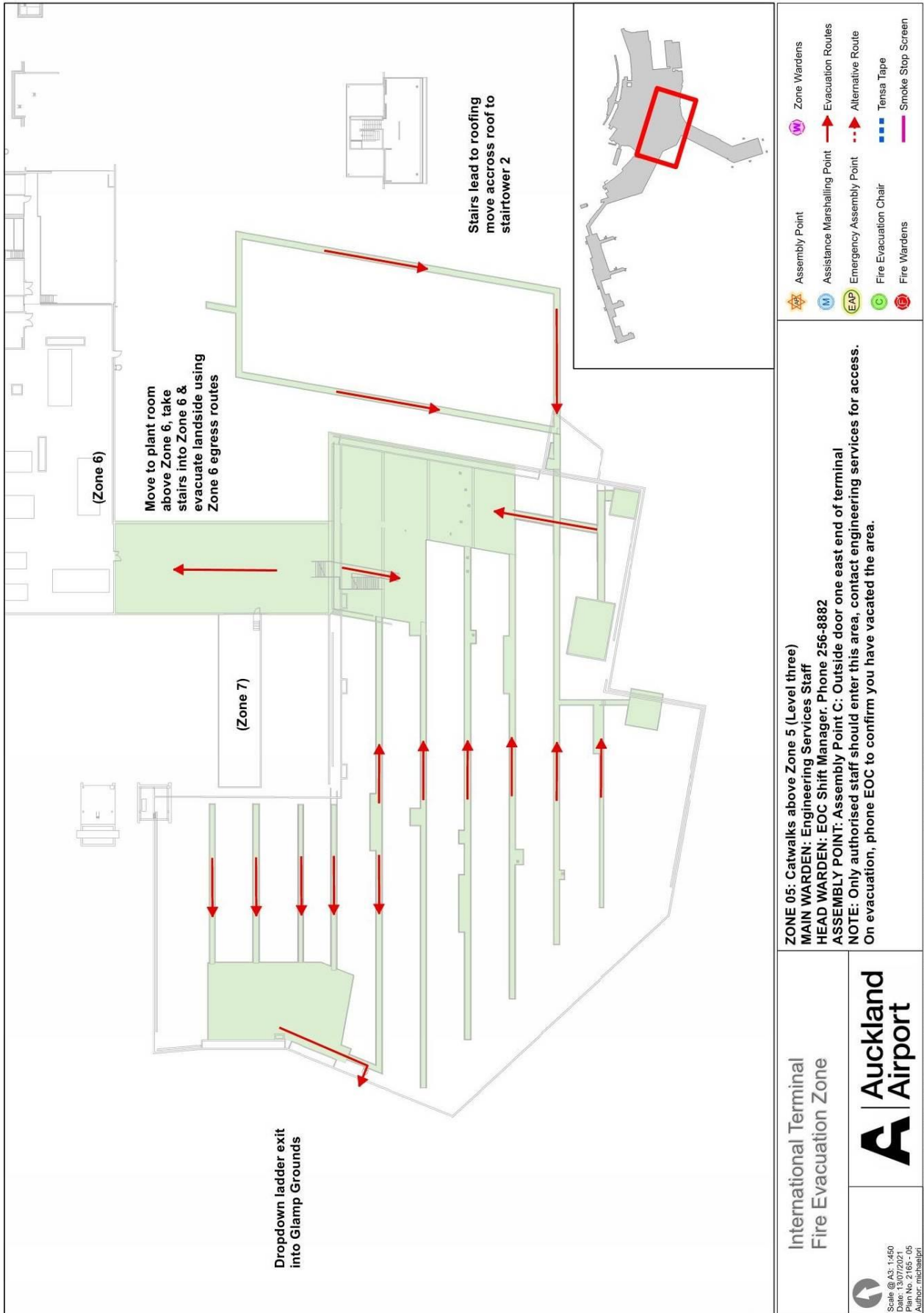
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## SUMMARY TABLE: ZONE 5 CATWALKS

<b>Plantroom Location</b>	Catwalks above main airside retail dwell used to access services such as lighting, sprinklers and air conditioning
<b>Zone Warden</b>	Airport Operations
<b>Fire Wardens</b>	Engineering Services staff
<b>Zone Warden Box</b>	<ul style="list-style-type: none"> <li>After Avsec Screening Point (Ext 90717)</li> <li>Beside Mountain Jade top of Stair S4, in front of door IF15A (Ext 90837)</li> </ul>
<b>Marshalling Assistance Point</b>	<ul style="list-style-type: none"> <li>After Avsec Screening Point</li> <li>Top of Stair S4 (door IF15B, West egress down to the breezeway)</li> <li>Top of Stair S6 (door IF22, below Air NZ VIP lounge)</li> </ul>
<b>Associated Zone in Evacuation</b>	Zone 5
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>Area is difficult to move around in and should only be accessed by authorised persons</li> <li>Monitoring (phone 256 8817) must be informed when a worker enters and as they exit the catwalks</li> </ul>
<b>What to do if evacuating from plantroom</b>	<p>If the evacuation tone is sounding:</p> <ul style="list-style-type: none"> <li>Leave the catwalks by the nearest exit to either move to an adjacent unaffected zone or to exit the building.</li> <li>Report to the Zone Warden if safe to do so, or report to EOC via phone call.</li> <li>Move to the nominated Assembly Area (external sign pictured) and remain there until directed otherwise by a Fire Warden or by announcements from the EOC.</li> <li>If assistance is required, proceed to the nearest Marshalling Assistance Point or ring EOC to ask for help from AES or the Fire Wardens.</li> </ul>
<b>Evacuation Route</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> move to Zone 6 plantroom, take international stairs in plantroom to reach level 2 Zone 6, and then use Zone 6 egress routes, either: <ul style="list-style-type: none"> <li>Northeast internal stair tower through door IS34, near lift 53 Landside Bulk Goods lift to reach Zone 4 and use Zone 4 level 1 final exits</li> <li>Door IS3 which leads to an open path on the roof leading in turn to door IS1 and Stair FM2 to reach Zone 4 first floor exits</li> </ul> </li> <li><b>Secondary Egress route</b> use drop down ladder above level 2 mezzanine airside retail (previously GlampGrounds) to enter level 1 Zone 5 and use Zone 5 egress routes</li> <li><b>Secondary Egress route</b> use stairs/ladder end of catwalk to reach the rooftop and move across roof to assemble on the rooftop at the entrance of Stair Tower 2. If further evacuation is required, two options are available: <ul style="list-style-type: none"> <li>If Zone 5 is unaffected by fire, evacuate down Stair Tower 2 into Zone 5 via the door at Level 1. (Note – this option is expected to be available from September 2024).</li> </ul> </li> <li>In the unlikely event that Zone 5 is affected simultaneously, evacuate down Stair Tower 2 in groups to the apron where occupants will be transported by bus to Door 118 (next to Gate Lounge 4E). This is to be arranged with EOC.</li> </ul>
<b>Adjacent internal Safe Zone:</b>	<ul style="list-style-type: none"> <li>Zone 8 (Pier A North) via roof access</li> <li>Zone 6 (2<sup>nd</sup> floor landside)</li> </ul>
<b>Final Fire Exits</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via Zone 6 plantroom use Zone 1 or Zone 4 final exits to reach landside terminal forecourt</li> <li><b>Secondary Egress route</b> via rooftop Stair Tower 2 to reach the Apron</li> <li><b>Secondary Egress route</b> into level 2 mezzanine airside retail (previously GlampGrounds) and use any Zone 5 final exit</li> </ul>
<b>Emergency Assembly Points</b>	Persons evacuating <b>landside</b> from root top plant rooms or catwalks should use <b>EAP C Opposite to Door 4 under the Canopy on the West of Transport Hub.</b>
<b>Zone in Alert</b>	Zones 4, 4A, 7, 7A, 8 and 13
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 378 2897 #</li> </ul>



## PLAN OF ZONE 5 CATWALKS

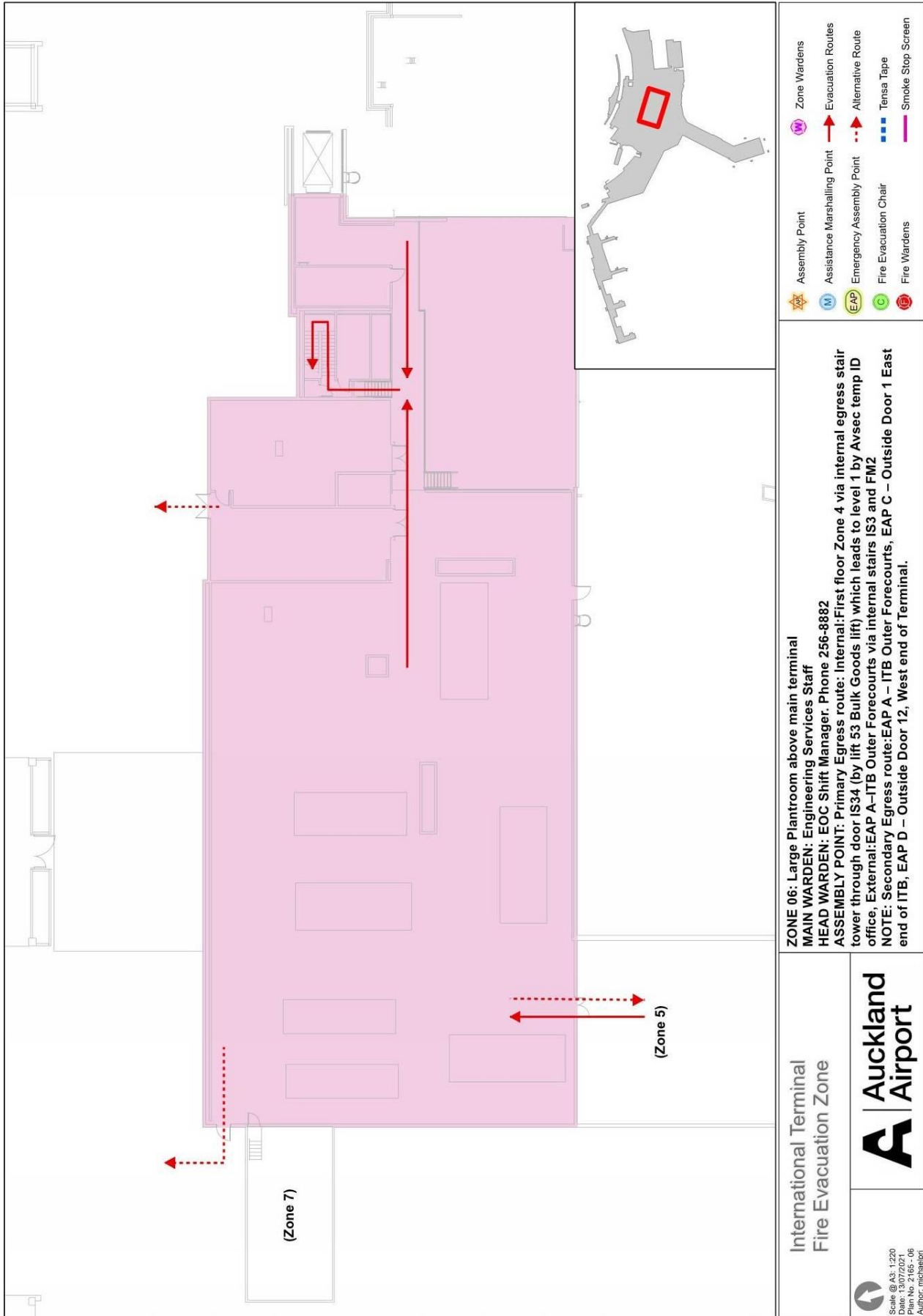


# [Printed Versions are Uncontrolled]

## SUMMARY TABLE: ZONE 6 ROOFTOP PLANT ROOM

<b>Plantroom Location</b>	Large Plantroom above main airside retail dwell
<b>Zone Warden</b>	Airport Operations
<b>Fire Wardens</b>	Engineering Services staff
<b>Zone Warden Box</b>	Located in Zone 6 internal 'old management offices' corridor between Male and Female toilets (ext 90515)
<b>Marshalling Assistance Point</b>	<ul style="list-style-type: none"> <li>Located in Zone 6 internal 'old management offices' corridor between Male and Female toilets (ext 90515)</li> <li>Evacuation Chair located in the stair tower to level 1 area by lift 53 Landside Bulk Goods lift, through door IS34.</li> </ul>
<b>Evacuation Zone</b>	Zone 6
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>The Zone 5 and 7 plant rooms can exit through or via this Zone 6 plantroom</li> <li>Monitoring (phone 256 8817) must be informed when a worker enters and as they exit any roof-top plantroom</li> </ul>
<b>What to do if evacuating from plantroom</b>	<p>If the evacuation tone is sounding:</p> <ul style="list-style-type: none"> <li>Leave the plantroom by the nearest exit to either move to an adjacent unaffected zone or to exit the building.</li> <li>Report to the Zone Warden if safe to do so, or report to EOC via phone call.</li> <li>Move to the nominated Assembly Area (external sign pictured) and remain there until directed otherwise by a Fire Warden or by announcements from the EOC.</li> <li>If assistance is required, proceed to the nearest Marshalling Assistance Point or ring EOC to ask for help from AES or the Fire Wardens.</li> </ul>
<b>Evacuation Route</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via plantroom main entrance door IT011, then use Zone 6 fire exits to either reach level 1 Zone 4 (safe internal adjacent zone) or Ground Floor Zone 1 (safe internal adjacent zone)</li> <li><b>Secondary Egress route</b> via plantroom side door IT006, across roof to plantroom 2 door IT001, then use Zone 1 Ground Mezzanine Floor fire exits.</li> </ul>
<b>Adjacent internal Safe Zone:</b>	<ul style="list-style-type: none"> <li>Zone 4 (1<sup>st</sup> floor landside)</li> <li>Zone 1 (ground floor landside)</li> <li>Zone 8 (Pier A North) via roof access</li> </ul>
<b>Final Fire Exits</b>	<ul style="list-style-type: none"> <li><b>Primary Egress route</b> via Zone 4 final exits with Zone 4 reached either by using: <ul style="list-style-type: none"> <li>Northeast internal stair tower through door IS34, near lift 53 Landside Bulk Goods lift</li> <li>Door IS3 which leads to an open path on the roof leading in turn to door IS1 and Stair FM2</li> </ul> </li> <li><b>Secondary Egress route</b> via Zone 1 Ground Mezzanine Floor final exits with Zone 1 reached by using Stair Tower 2 and through door IGM37</li> </ul>
<b>Emergency Assembly Points</b>	<ul style="list-style-type: none"> <li>EAP C – Opposite to Door 4 under the Canopy on the West of Transport Hub.</li> <li>(EAP A &amp; B – ITB Forecourt and Carpark Unavailable for 2024)</li> </ul>
<b>Zone in Alert</b>	Zones 4, 4A, 7, 7A, 8 and 13
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 378 2897 #</li> </ul>

## PLAN OF ZONE 6 ROOFTOP PLANT ROOM



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## APPENDIX D – RAMP FIRE MANAGEMENT AND AWARENESS

### D1 Training

- D1.1 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.
- D1.2 All workers primarily located on the Apron are strongly encouraged to complete this course. Going forward, it is intended that completion of the Ramp Fire Awareness e-learning module will be compulsory before an Airside Driving Permit will be granted.
- D1.3 Training via e-learning modules are all available on-line at:  
<http://aial.litmos.com/online-courses>

### D2 Ramp Areas

- D2.1 The International Ramp is divided into five distinctive aircraft stand locations that need to be managed as one location should there be a fire from ramp equipment, fuel or liquid spillage etc.

Name of Area	Stands	Emergency Point	Assembly Point
Pier A – East	Stands 2, 4, 6, 8	EAP J (Stand 2) EAP L (stand 6)	
Pier A – West	Stands 1, 3, 5, 7, 9, 10	EAP K (Stand 5)	
Pier B	Stands 15, 16, 17, 18, 19	EAP N (Pier B North) EAP O (Pier B South)	
Remote Stands East	Stands 82, 83, 84	Grassed GSE Areas	
Remote Stands West	Stands 74, 75, 76, 77, 78, 79, 80 and 81	Grassed GSE Areas	

- D2.2 Aircraft movements may be affected on any parts of the ramp. Co-ordination will be required between with AOT, Airways NZ and the Response Coordinator (Head Building Warden) at the EOC ext 98882 (256-8882).
- D2.3 Ramp staff at these stand locations need to be aware of other aircraft in their vicinity to ensure the safety of ramp staff at adjacent stands.

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## D3 Safety Equipment on the Ramp

- D3.1 Safety items on the ramp ground handling staff should be aware of include:
- Emergency Showers (for use in fuel or effluent spills onto a person, grit etc going into a person's eye).
  - Emergency Fuel Shut Off Button (for use when fuel is leaking from a tanker or coupling onto the aircraft or another fire incident type on the stand. There is also an emergency fuel shut off button inside the AOT cab.
  - Fire Extinguishers located at each aircraft stand.
  - Emergency phone boxes. These are located on the building or floodlight poles. The emergency number is 256-8777 / ext 98777.
  - Manual call points located on the exterior of the terminal building.
- D3.2 Should ramp staff find any items requiring maintenance then please report this to the Operations Control Centre 256 8813.
- D3.3 The plan at the end of this Appendix shows the location of these safety features at the various sections of ramp.

## D4 Fire on the Ramp

- D4.1 A fire on the ramp that may include any piece of ground handling equipment is capable of catching fire. Recent overseas examples include pallet loaders, baggage delivery loaders, catering trucks some resulting in evacuations from aircraft.
- D4.2 On discovering a fire on the ramp:

<b>1</b>	Ensure the safety of yourself and other people in the immediate vicinity.
<b>2</b>	Sound the alarm via the manual call point.
<b>3</b>	Call Operations emergency (256-8777/ ext 98777) using an emergency telephone box on the building or floodlight poles.
<b>4</b>	If safe to do so (ie a small fire, not adjacent to a large highly flammable source) and you are trained, use available ramp fire extinguishers.
<b>5</b>	Wait in a safe location (ideally the nominated Emergency Assembly Point) for the Airport Emergency Services (AES) who will arrive within 3 – 4 minutes.

- D4.3 It is important that ramp personnel contact the Airport Operations Emergency phone number quickly (256-8777/ ext 98777 or 0800 677 242, ext 9) so that the Airport Emergency Responders and Airfield Operations staff are turned out first.

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Operations will also contact AOT and Airways to notify them that an emergency is occurring so that aircraft movements in the area will be stopped

D4.4 Airfield Operations will:

- Send a mobile officer as directed by AOT who will confirm details of the stand emergency.
- Notify ICR to dispatch AES to respond to the incident (and advise ICR when AES arrives).
- Notify Air Traffic Control of any incidents on a stand to notify any arriving or departing International aircraft movements.
- Issue information through a loudhailer system that 'Stand XX is under evacuation'.

D4.5 If assistance from the ground handler is required AOT will make contact direct and inform EOC of the request made

D4.6 If a piece of ramp equipment catches fire whilst attached to the aircraft, it will be the pilot's discretion and decision to evacuate the passengers from the aircraft:

- If the aircraft is still attached to the airbridge, then the pilot will advise the cabin crew that passengers are to evacuate back into the terminal and return to the gate lounge. Ground handling gate staff are to inform Airport Operations Emergency phone number (256-8777/ ext 98777).
- If the aircraft is on a remote stand, then the pilot will assess whether it is safe for passengers to use the mobile aircraft stairs or avi-ramp. The pilot must notify AOT immediately if passengers need to evacuate to the apron.
- If the aircraft is being towed, then the pilot will assess whether passengers need to evacuate using the emergency aircraft exits and slides. If this occurs, the pilot is to notify AOT immediately.

## D5 Terminal Evacuation

D5.1 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. Passengers, visitors and retail staff evacuated to the Apron may not be familiar with the risks and hazards around them.

D5.2 Ramp fire wardens must assist with corralling and supervising passengers and staff evacuated from the terminal building onto ramp or apron areas during a terminal evacuation.

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D5.3 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.



D5.4 A red strobe on the building will activate when people in an adjacent zone within the building may be evacuating onto the ramp or an apron Emergency Assembly Point. These are 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 building zone and you should enter the building with caution.

D5.5 Should this occur:

- Ground handlers and apron staff need to act as fire wardens on the ramp and apron area to ensure staff and members of the public are corralled at suitable external Emergency Assembly Points.
- The inner airport roads at Pier A and B will be closed for non-emergency vehicles.
- If passengers have been evacuated to the Breezeway all vehicle movements into, out of or through the breezeway must halt.
- Aircraft coming onto the Pier in an area where people have been evacuated to must be held back off the Pier.

D5.6 Passengers cannot be left unsupervised on the apron area. Ramp staff are required to assist in supervising passengers if there are not enough terminal based Fire Wardens. Be alert for any passenger wearing a Hidden Disabilities Yellow Sunflower lanyard and provide these passengers with reassurance or any special assistance you can. Even when EOC announces staff re-entry to the terminal can occur, sufficient Fire Wardens will need to remain with passengers to supervise them until passenger re-entry can occur.

D5.7 It is extremely unlikely that a terminal fire alarm will sound at the exact same moment as a ramp fire alert. If this does occur, the Head Building Warden will need to co-ordinate by a special PA announcement to direct people to safe zones. AOT vehicles also have passenger messaging systems that will be able to play messages.



