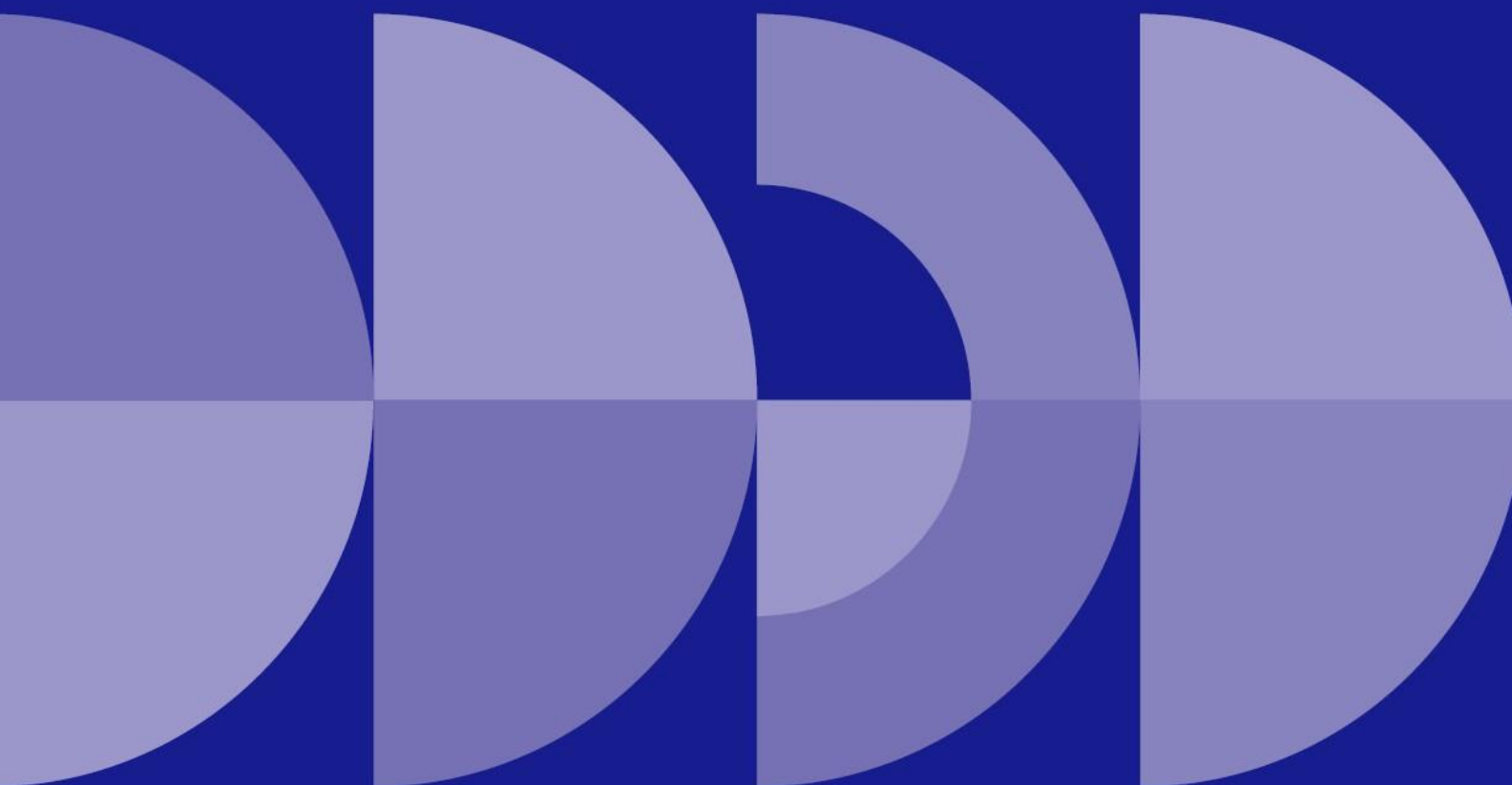


International Terminal Evacuation Scheme – Part C

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



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AIAL CONTACTS FOR MANUAL AMENDMENTS

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

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RECORD OF REVIEWS & APPROVAL OF CONTENTS

Control and distribution details for this Manual are as follows:

- The Word master is doc # OPSMASTERS-1040927276-91689 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:
22/07/2015	Roy Robertson	New format	14/08/2015	Trevor Herriott	unknown	unknown
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RECORD OF REVIEWS, DISTRIBUTION & APPROVAL OF CONTENTS *(cont)*

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
August 2020	Kristina Cooper, Neil Swailes, Jess Yip, Steve Hardwick, Jeremy Lo, Tara Jones, Pooja Prasad, Jacqui Buchanan	AIAL-1336572876-100967 & 69, -100972 & 3, -100977, -100989, 990, 992 & 998, -101001 & 2, 208 , 210	24-08-20 (content restructure)	Neil Swailes	AIAL-1336572876-100999 (internal), AIAL-1336572876-101432 (FENZ)	25-08-20 (internal), 10-09-20 (FENZ)	AIAL-1336572876-102211 , 212 , 213 , 214 , 216
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Feb 2022	Kristina Cooper, Pooja Prasad, Sam Yun	AIAL-1336572876-104102 , -104095	28-02-23	Mark Hill	AIAL-1336572876-104129 (Mark Hill)	03-03-23	tbc
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TERMS AND ABBREVIATIONS

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

Evacuation Zones

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

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

Fire Management System

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

- FENZ** Fire and Emergency New Zealand

Fire Detection System

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

Fire Suppression System

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

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

Head Building Warden

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

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

Hydrants	Riser mains and fire hydrants throughout the terminal used by AES and FENZ to connect hoses to in the event of a fire.
HVAC	Heating, ventilation and air conditioning systems
ICR	Incident Control Room
ITB	International Terminal Building
MCP	Manual Call Point – buttons or switches located throughout the ITB for evacuation to be manually commenced and FENZ notified in the event of a fire or smoke where the occupant warning system has not already initiated an evacuation

Marshalling Assistance Point

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

Mimic Panel	A panel on the outside of the building showing the building outline, evacuation zones and sprinkler zones, that lights to indicate which zones are under evacuation, in alert or with faults.
OCC	Operations Control Centre, located on the 1 st floor of the ITB Landside, accessed by Kōtare Track, directly behind the landside food court.
OIC	Officer in Charge
OPS	Operations Building housing OPS, ICR, Monitoring, Comms and EOC
OHU	Outside Air Unit, part of the HVAC System

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

Smoke Control

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

Smoke curtains

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

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

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

SECTION 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 Part A of this Fire Scheme, 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.

André Lovatt
**Chief Infrastructure
Officer**

Robin Cooper
**Head of Airport
Operations**

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

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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 21 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 21 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, 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, emigration, landside and airside retail areas and dwell, VIP Lounges and the baggage reclaim hall and MPI arrivals space.
- Part C, (this Part), 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 and the Zone Wardens and Fire Wardens is set out in the table on the following page (with the zones covered by this Part in bold).

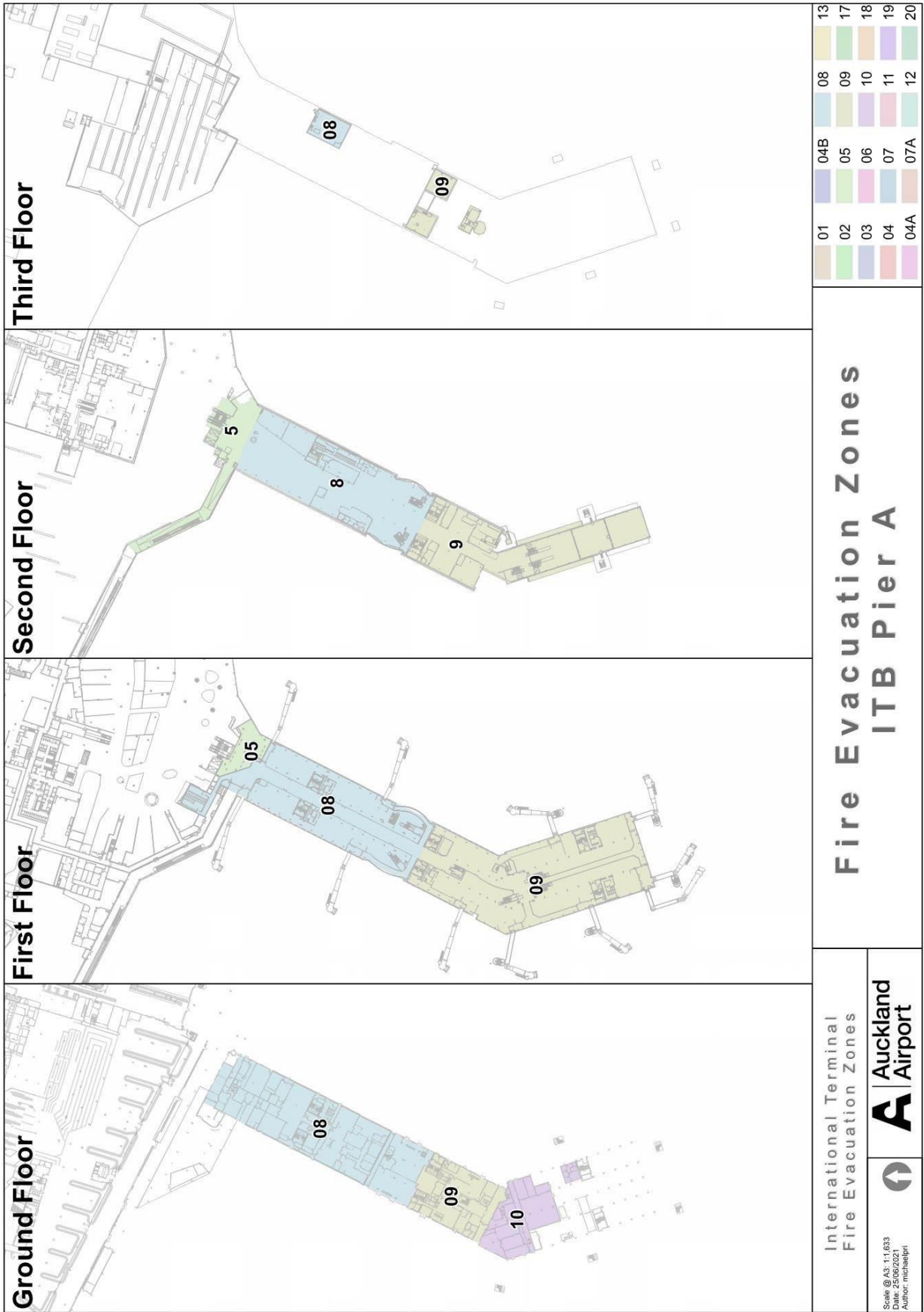
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Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens
1 (Zone 1 is divided into 4 separate areas for evacuation management purposes)	Ground floor landside arrivals	B	Airport Operations	<ul style="list-style-type: none"> • Airport Operations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

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

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



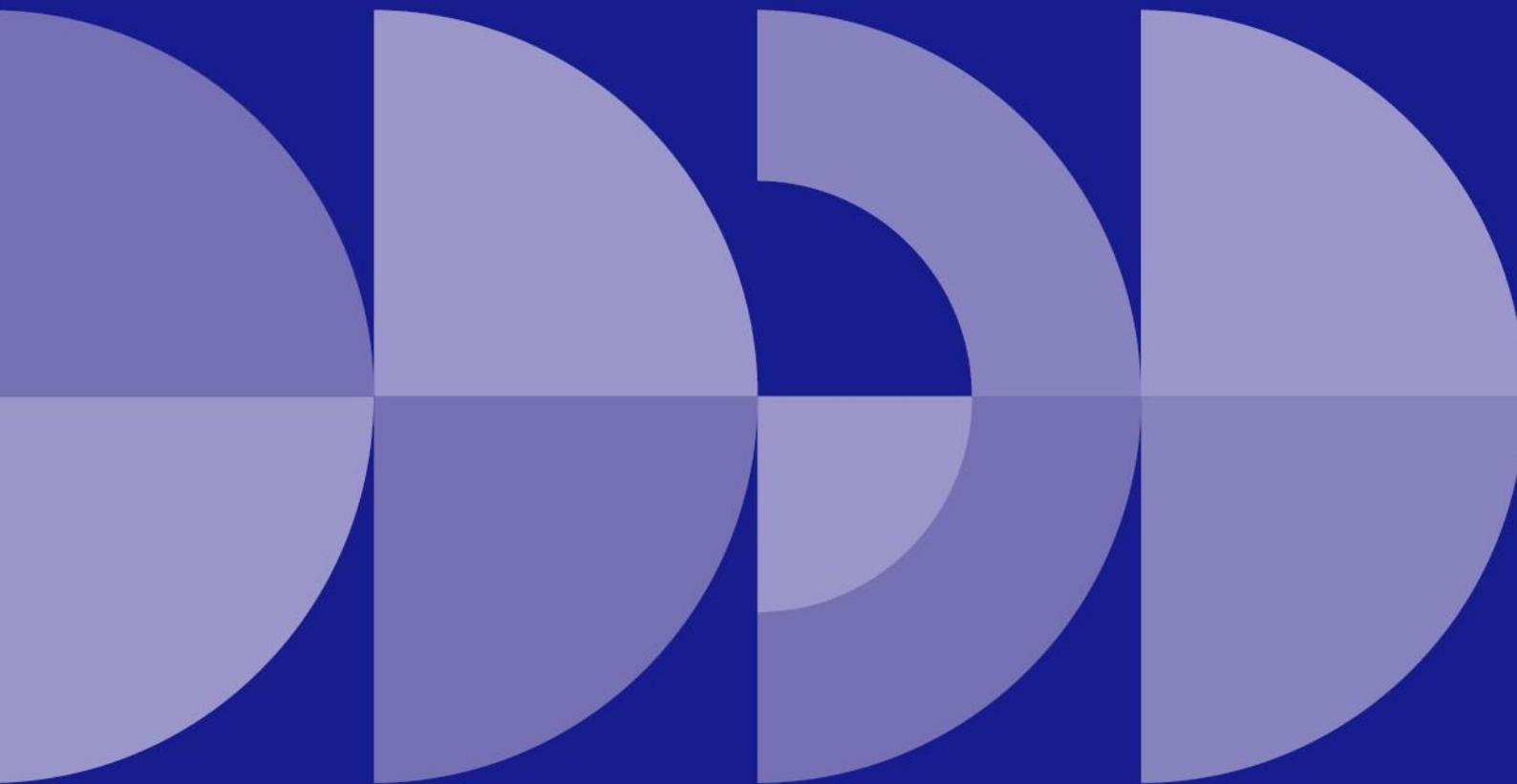
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Zone 8 ITB Evacuation Scheme

Pier A North Gate Lounges 1 to 4

Ground Floor, First Floor, Second Floor

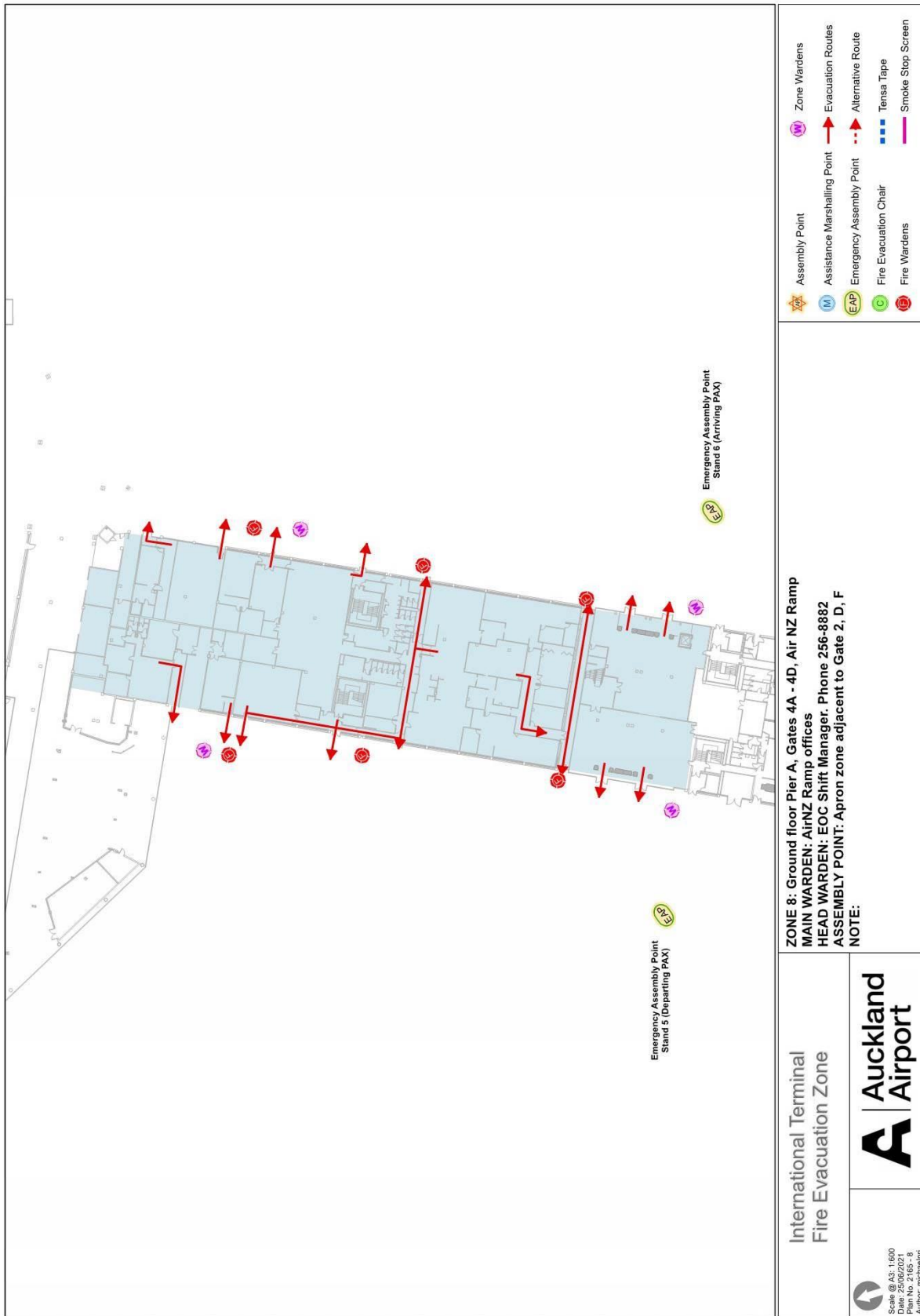


ZONE 8: PIER A NORTH GATE LOUNGES 1 - 4

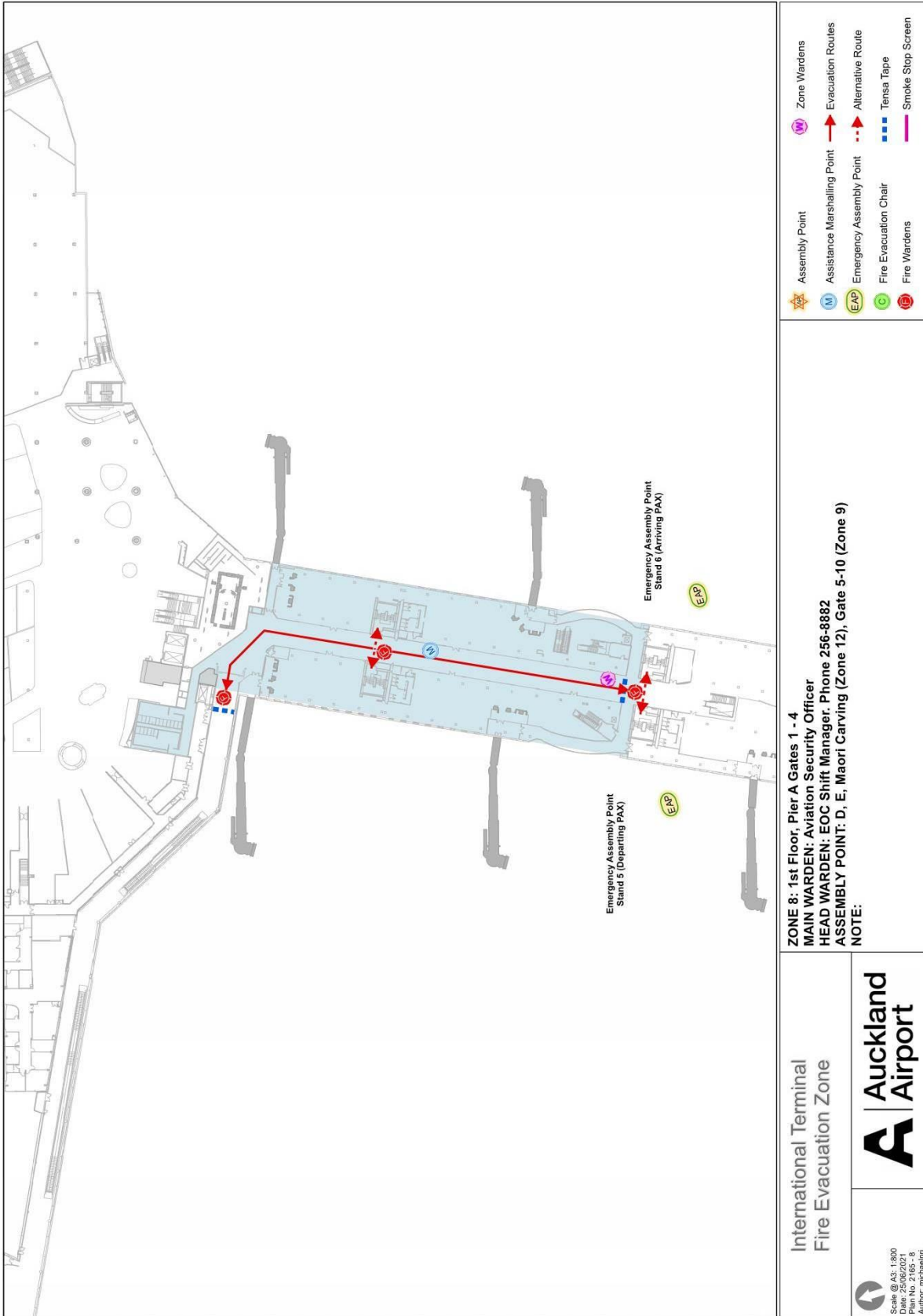
SUMMARY TABLE: ZONE 8

Zone Coverage:	<p>Pier A North Gate Lounges 1 – 4 (all airside) encompassing three levels of the building:</p> <ul style="list-style-type: none"> • Ground floor – Bussing gate lounge 4A – D and Air NZ Ramp Offices • First floor – departure gate lounges 1 – 4 and arrivals corridors • Second floor – retail F and B and stores, passenger facilities, offices,
Zone Warden:	<ul style="list-style-type: none"> • Ground floor – Air NZ Ramp • First floor – Avsec • Second floor – Retail
Fire Wardens:	<ul style="list-style-type: none"> • Ground floor – Air NZ Ramp staff, Avsec, AA airfield ops, airlines if flight in G/L • First floor – Avsec staff, airlines if flight in G/L • Second floor – retail staff, Airport Operations staff
Zone Warden Box:	<ul style="list-style-type: none"> • Ground floor – Air NZ ramp offices at Stand 2, between stair tower entrance PF14 and Stand 1, and between bus lounge 4D and Stand 3. • First floor – Between gates 4 and 6 in arrivals corridor (Ext 90715). • Second floor – In-between G Shock store and Relay Store (Ext 90553).
Marshalling Assistance Point:	<ul style="list-style-type: none"> • Ground floor – Air NZ ramp offices at Stand 2 (Ext 90584) • Ground floor – between stair tower entrance PF14 and Stand 1 (Ext 90684). • First floor – Between gates 2 and 4 in arrivals corridor (Ext 90365). • Second floor – In-between G Shock store and Relay Store (Ext 90553).
Any Unusual Areas or Features	<ul style="list-style-type: none"> • Smoke curtain at entrance to Pier A L2 (between Zone 5 & 8 next to Vantage Bar) • Fire shutters at interface between Zones 8 and 9 on Levels 1 and 2 • First aid room on Level 1 arrivals between G/L 1 and Pier A Māori Carving • When Zone 8 goes into evacuation, so too does Zone 10 (Pier A undercroft and ground floor offices) • Rooftop Plant Room (see Appendix D for evacuation instructions)
Adjacent internal safe zones:	<ul style="list-style-type: none"> • Ground floor – Gate Lounge 4E (part of evacuation Zone 9) • For departing pax – Zone 5 (main dwell) or Zone 9 (Pier A South G/L 5 – 10) • For arriving pax – Zone 9 arrivals corridor or Zone 12 arrivals corridor • For departing pax – Avsec may move pax to safe adjacent arrivals Zone 9 or 12 corridor
Final Fire Exits:	<ul style="list-style-type: none"> • All ground floor exits to Apron area • Stairs on airbridges • Stair tower PF1 between G/L 2 and 4 via door PF25 • Stair tower PF14 between G/L 1 and 3 via door PF8 • Stair Towers PF3 & PF13 at interface between Zones 8 and 9 on Levels 1 & 2
Emergency Assembly Points:	<ul style="list-style-type: none"> • EAP K – Apron Area by stand 5 (departing passengers). • EAP L – Apron Area by stand 6 (arriving passengers). • If safe to do so corral arriving passengers by gate 4 - 6 and departing passengers at gates 5 - 7 depending on gate lounges used.
Zones in alert	<ul style="list-style-type: none"> • Zones 2 (bag reclaim), 5 (main dwell), 9 (Pier A South), 12 (arrivals connector and processing)
Important Phone Numbers	<ul style="list-style-type: none"> • Head Building Warden on internal airport phone ext 98882 / 98809 / 98111 • 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 • EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.

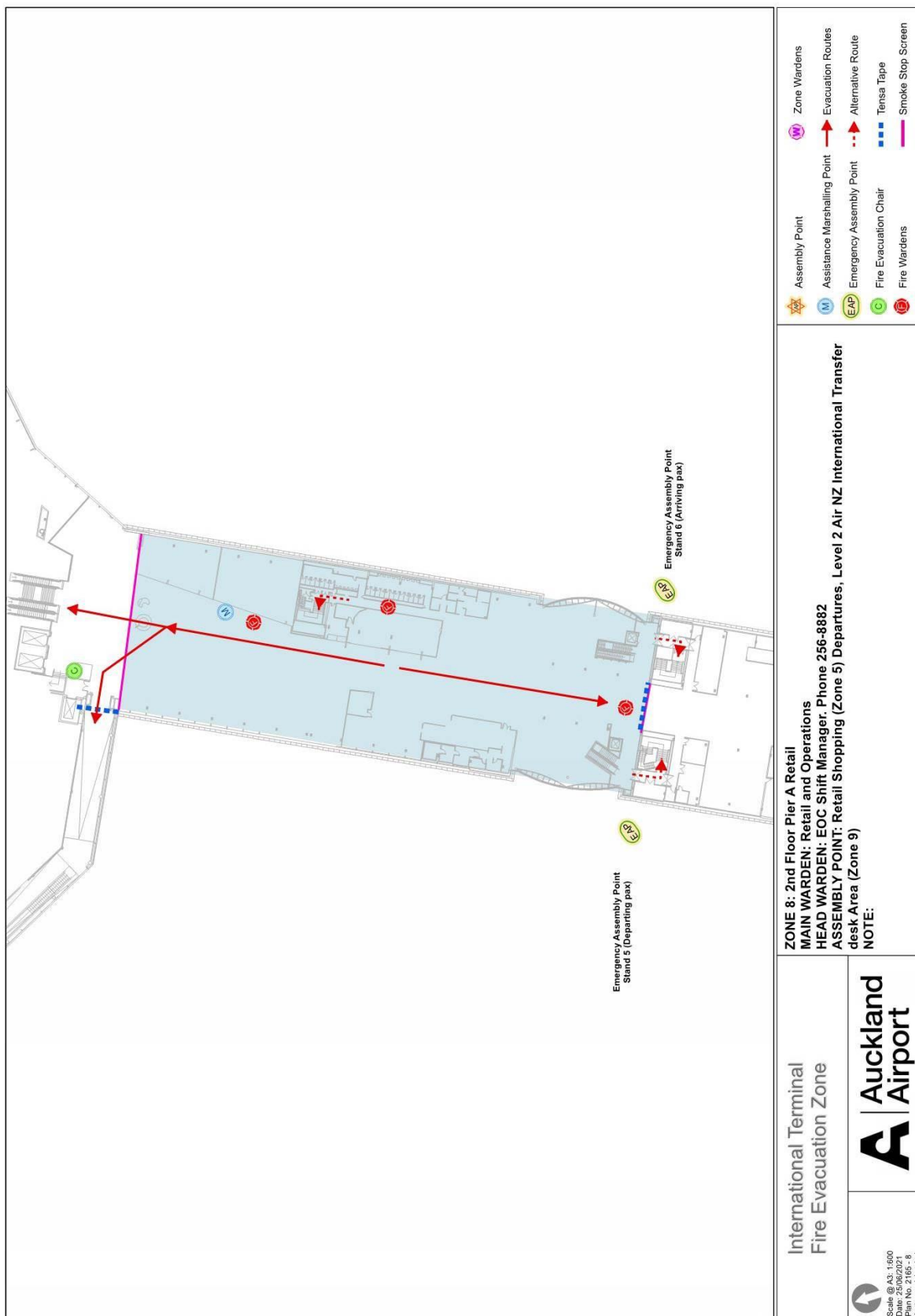
PLAN OF ZONE 8 – GROUND FLOOR PIER A, GATE LOUNGES 4A - D



PLAN OF ZONE 8 – 1ST FLR PIER A, G/L 1 – 4 & ARRIVALS CORRIDOR



PLAN OF ZONE 8 – 2ND FLOOR PIER A RETAIL AND GUEST AMENITIES



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8.1 ZONE WARDEN

8.1.1 Zone 8 encompasses three levels of the terminal (ground, first and second floors). Each level has its own Zone Warden as follows:

Area	Zone Warden	Warden Box Location
Ground Floor – airline offices & bussing Gate Lounge 4A – D	Air NZ Ramp staff	<ul style="list-style-type: none">• Air NZ ramp offices at Stand 2• Between stair tower PF1 and Stand 1,• Between bus lounge 4D and Stand 3
First Floor – Gate Lounges 1 – 4, arrivals corridor and toilets	Avsec staff	<ul style="list-style-type: none">• Between gates 4 and 6 in arrivals corridor
Second Floor – food & beverage, retail, toilets, store rooms & offices	Retail Store Managers	<ul style="list-style-type: none">• In between G-Shock store and Relay store

8.1.2 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 2, 5, 9 and 12 which are in alert mode while Zone 8 is evacuating and Zone 10 which evacuates at the same time as Zone 8.

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

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

8.1.5 EOC will communicate with the staff member acting as Zone Warden either by:

- ringing the Airport Phone in the Zone Warden Box;
- for Avsec – through the Avsec radio system by the Avsec representative present in EOC directly radioing the Avsec staff member acting as Zone Warden;
- for Air NZ – 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; or
- through the Auckland Airport radio system for Airfield Operations.

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8.2 FIRE WARDENS

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

8.2.2 The Fire Wardens for this zone are:

Ground Floor	First Floor	Second Floor
<ul style="list-style-type: none">• Air NZ Ramp staff• Avsec staff• AA airfield ops• Airlines/Ground Handlers if flight being processed in G/L	<ul style="list-style-type: none">• Avsec staff• Airlines/Ground Handlers if flight being processed in G/L	<ul style="list-style-type: none">• Retail staff• AA Operations staff

8.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box and this must be worn.

8.2.4 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 8.3.and 8.4 below in relation to Zone 8.

8.2.5 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.

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

8.2.7 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.

8.3 EVACUATION PROCESS

8.3.1 Selection of Evacuation Routes

8.3.1.1 It is (subject to any life safety requirements or directions from FENZ, AES or EOC) preferable to move evacuated 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, external evacuation routes should be utilised.

8.3.1.2 The internal adjacent zones it is preferred (subject to life safety requirements) that travelling guests and workers are moved to if Zone 8 evacuates are:

Area	Type of occupant	Safe adjacent zone
Ground Floor	Departing pax	Zone 9 (gate lounge 4E)
	Staff in ramp offices	Nil – evacuate externally
First Floor	Departing pax in gate lounges	<ul style="list-style-type: none">• Onto aircraft if boarding is already underway and can be completed within five minutes• Zone 5 (main retail dwell) or• Zone 9 (Pier A South) past Air NZ transfer desk or• Avsec only at their discretion may release doors to permit departing passengers to move to safe adjacent areas in Zone 9 or 12 under Avsec supervision.
	Arriving pax in arrivals corridor	<ul style="list-style-type: none">• Zone 12 arrivals corridor• Zone 9 arrivals corridor
Second Floor	Departing pax	<ul style="list-style-type: none">• Zone 5 (main retail dwell) or• Zone 9 (Pier A South) past Air NZ transfer desk

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8.3.1.3 The external emergency exits available which lead out or down onto the apron are:

Area	Type of occupant	External exit
Ground Floor	Departing pax	Ground floor exits to apron area
	Ramp offices	Ground floor exits to apron area
First Floor	Departing pax in gate lounges	Use airbridge stairs
	Arriving pax in arrivals corridor (Gate Lounges 1-4)	<ul style="list-style-type: none">• Gate 1 – Stair Tower PF14 via door PF8• Gate 2 – Stair Tower PF1 via door PF25• Gate 3 – Stair Tower PF13 via door PF6• Gate 4 – Stair Tower PF3 via door PF3
Second Floor	Departing pax	<ul style="list-style-type: none">• Near gate 2 – Stair Tower PF1, behind the Relay Store via door PS04• Near gate 3 – Stair Tower PF13 via door PS07 at interface between Zones 8 and 9 on Levels 1 & 2• Near gate 4 – Stair Towers PF3 via door PS05 at interface between Zones 8 and 9 on Levels 1 & 2

8.3.1.4 If external emergency exits are required to be used, then the Emergency Assembly Points for Zone 8 are as follows:

- EAP K – Apron Area by stand 5 (departing passengers)
- EAP L – Apron Area by stand 6 (arriving passengers)

8.3.2 Management of Evacuation Process

8.3.2.1 Fire Wardens are to direct and assist travelling guests to move to the appropriate fire exit or safe adjacent zone. Note escalators do not form part of the egress routes to be used, they are too steep for Health & Safety requirements. Visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

8.3.2.2 Passengers waiting to board their aircraft in gate lounges are to be directed and guided by airline or ground handling staff. Aviation Security staff to support airlines in clearing gate lounges 1-4 into nearby alert zones.

8.3.2.3 At their discretion, AVSEC may direct their officers to evacuate departing passengers from Gate Lounges 1 and 2 into the Zone 12 arrivals corridor and departing passengers from Gate Lounges 3 and 4 into the Zone 9 arrivals corridor. AVSEC Fire Wardens must supervise these passengers to ensure their sterility is maintained at all times. If departing passengers who have been security screened are mixed with passengers or staff who have not been security screened, all passengers will require rescreening. Avsec staff will supervise the return of these departing passengers back into the departing gate lounges when re-entry is permitted.

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- 8.3.2.4 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. Remember also that the perception of travelling guests is likely to be that airports are highly managed spaces. As such, travellers may be unlikely to evacuate unless directed to do so. Be alert for any guests with a Hidden Disabilities Sunflower Lanyard.
- 8.3.2.5 If an aircraft is partially boarded, airline and ground handling gate staff are to make a judgment call whether they can finish boarding the aircraft (with all travellers off the airbridge and onto the aircraft) within 5 minutes of the alarms sounding if it is safe to do so. Otherwise, passengers will need to be cleared from the zone in evacuation to move to an adjacent zone internally if safe to do so (or to an external Emergency Assembly Point). Passengers already passed the boarding gate may continue down the airbridge to board the aircraft provided it is safe to do so, (otherwise use airbridge stairs to evacuate onto the Apron).
- 8.3.2.6 Zone Wardens for upper levels need to be aware there is a possibility there could be mobility challenged passengers that may require assistance evacuating. Passengers being escorted in wheelchairs by airline or ground handling staff will continue to be assisted and cared for by those staff.
- 8.3.2.7 One Fire Warden will staff each of the Warden Assistance Marshalling Point Boxes located at:
- First floor – Between Gates 2 and 4 in arrivals corridor (Ext 90365)
 - Second floor – Between G Shock store and Relay store (Ext 90553)
- 8.3.2.8 The number of mobility challenged people waiting at each of the Assistance Marshalling Points is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111).
- 8.3.2.9 Fire Wardens should check to ensure that nothing is blocking the ability of the smoke curtains or fire shutters to descend. There is one smoke curtain in Zone 8 at the entrance to Zone 8 from the main retail dwell (between Zones 5 and 8 by the Vantage Bar) which will descend to 2.1m above the floor immediately after it is activated and remain at that level without descending further. There are two smoke shutters at the interface between Zones 8 and 9, one on each of level 1 and Level 2. These smoke shutters activate when one local smoke detector and one smoke detector in the adjacent zone is activated.
- 8.3.2.10 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. Lifts do not

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form part of the egress routes either. Pull tensa tape across zone boundaries at the following locations:

- On level 1 at the Zone 8/9 interface (the smoke stop doors).
- On level 2 at the Zone 8/9 interface (near the Air NZ Transfer Desk) and at the entrance to level 2 of Pier A from the Zone 5 retail dwell area (by Vantage Bar).
- The escalator to the bussing lounge (gates 4A to D).
- Ensure all toilets, lifts, public and staff areas, 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.

8.4 MANAGEMENT DURING EVACUATION PERIOD

8.4.1 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.

8.4.2 Internal Safe Adjacent Areas

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

8.4.2.2 Departing guests evacuated to departures areas in Zones 5 or 9 may move away from the immediately adjacent area to find somewhere comfortable airside to wait.

8.4.2.3 If Avsec directed their officers to evacuate departing passengers from Gate Lounges 1, 2, 3 or 4 into the Zone 9 or 12 arrivals corridor, Avsec Fire Wardens must supervise these passengers to ensure their sterility is maintained at all times. If departing passengers who have been security screened are mixed with passengers or staff who have not been security screened, all passengers will require rescreening. Avsec staff will supervise the return of these departing passengers back into the departing gate lounges when re-entry is permitted.

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- 8.4.2.4 Arriving guests evacuated to Zone 12 may continue on to the Immigration and Customs arrivals processing area to undergo immigration processing.
- 8.4.2.5 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 away to another zone (or to an external evacuation point). In particular, volumes in Zone 9 arrivals need to be managed, with passengers on arriving aircraft held on the aircraft so that occupant volumes in the arrivals level of Zone 9 do not exceed permitted occupancy levels.
- 8.4.2.6 Fire Wardens should be aware that computerised smoke modelling has indicated that if there is a prolonged smoke event on Level 2 Zone 8 (departures), then smoke may spill over and accumulate in that portion of Zone 5 on Level 2 (currently by the Vantage Bar). If there is a smoke event in Level 2 Zone 8 (departures), then Fire Wardens should move guests in Level 2 Zone 5 down the stairs to Level 1 Zone 5 as a precaution (ie, below the stairs/escalator).

8.4.3 External Airside Assembly Points

- 8.4.3.1 The two available external airside Emergency Assembly Points are:
- EAP K – Apron Area by stand 5 (departing passengers)
 - EAP L – Apron Area by stand 6 (arriving passengers)
- 8.4.3.2 If safe to do so, corral arriving passengers by Gates 4 - 6 and departing passengers at Gates 5 - 7 depending on gate lounges used. Keep clear of aircraft and apron ground handling equipment & vehicles on roadways. Be aware of the need to segregate arriving and departing passengers if at all possible in order to try to reduce the likelihood of departing passengers needing to be re-security screened.
- 8.4.3.3 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.
- 8.4.3.4 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 “Passengers

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

8.4.3.5 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).

8.4.3.6 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. Be alert for any guests with a Hidden Disabilities Sunflower Lanyard. In the event of inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed outdoor Emergency Assembly Points.

8.5 RE-ENTRY PROCESS

8.5.1 Re-entry Generally

8.5.1.1 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.

8.5.1.2 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.

8.5.1.3 The re-entry process undertaken will depend upon whether the passengers were evacuated internally or externally.

8.5.2 Re-entry from Adjacent Airside Zones

8.5.2.1 Travelling guests evacuated to adjacent airside zones are simply allowed to re-enter the reopened Zones once EOC announces that passengers can re-enter. Arriving passengers waiting in Zone 9 can then proceed through the arrivals corridors in Zone 8 to reach the Level 1 arrivals area in Zone 12. Departing passengers waiting in Zone 5 or 9 can move back to their appropriate departures gate lounge or retail area. If Avsec are supervising departing passengers in the arrivals corridors, then Avsec staff will supervise these staff returning to the relevant departures gate lounge and will ensure all relevant doors between arrivals and departures areas are resecured.

8.5.3 Re-entry from External Airside Assembly Points

8.5.3.1 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

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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.

- 8.5.3.2 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 will usually occur through 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. Be alert for any guests with a Hidden Disabilities Sunflower Lanyard.

8.6 SPECIAL ZONES AND PROCESSES

8.6.1 Zone 10

Zone 10 (Pier A South Undercroft and airfield offices) evacuates if Zone 8 evacuates (although the reverse does NOT occur, ie, if Zone 10 evacuates Zone 8 does not). Zone 10 evacuates onto the external Apron Emergency Assembly Point.

8.6.2 Rooftop Plant Room

A large Plant Room is on the roof above Zone 8, used by ES staff and contractors. The Evacuation Zone instructions and maps for rooftop Plant Rooms associated with Part C are in Appendix D.

8.7 IF ZONE IS IN ALERT

- 8.7.1 Zone 8 will go into alert if adjacent Zones 2, 5, 9, and 12 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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8.7.2 The areas which are adjacent to Evacuation Zone 8, and any specific actions (in addition to those listed above) which need to be taken by the Zone/Fire Wardens for Zone 8 when it is in alert, are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 8 Zone Wardens and Fire Wardens if Zone 8 goes into alert
2	Bag reclaim hall	<ul style="list-style-type: none">• Nil
5	Landside departures dwell and food-court	<ul style="list-style-type: none">• Ensure tensa tape at zone boundary at entrance to Pier A is pulled• Ensure no obstacles are underneath the smoke curtain located at entrance to Pier A
9	Pier A South (levels 1 and 2) gate lounges 5 – 10 and 4E	<ul style="list-style-type: none">• Ensure tensa tape at zone interface between Zones 8 and 9 on both levels 1 and 2 are pulled• Ensure no obstacles are underneath the smoke shutters located at zone interface between Zones 8 and 9 on both levels 1 and 2
12	First floor arrivals processing and connector	<ul style="list-style-type: none">• Nil

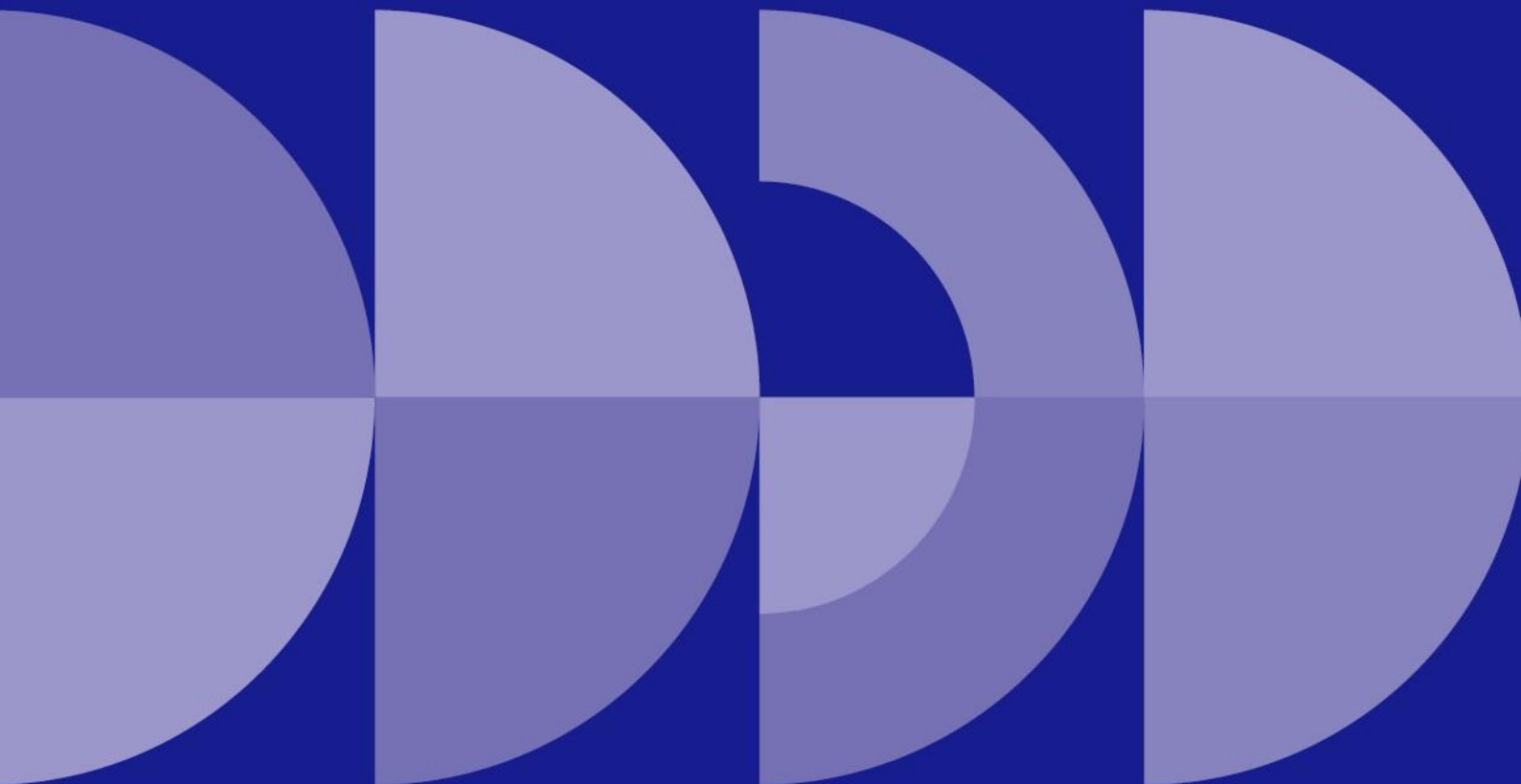
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Zone 9 ITB Evacuation Scheme

Pier A South Gate Lounges 5 to 10, Bussing Lounge
4E, Kauri Lounge, Airfield Operations Offices, Apron
Tower

Ground Floor, First Floor, Second Floor, Third Floor

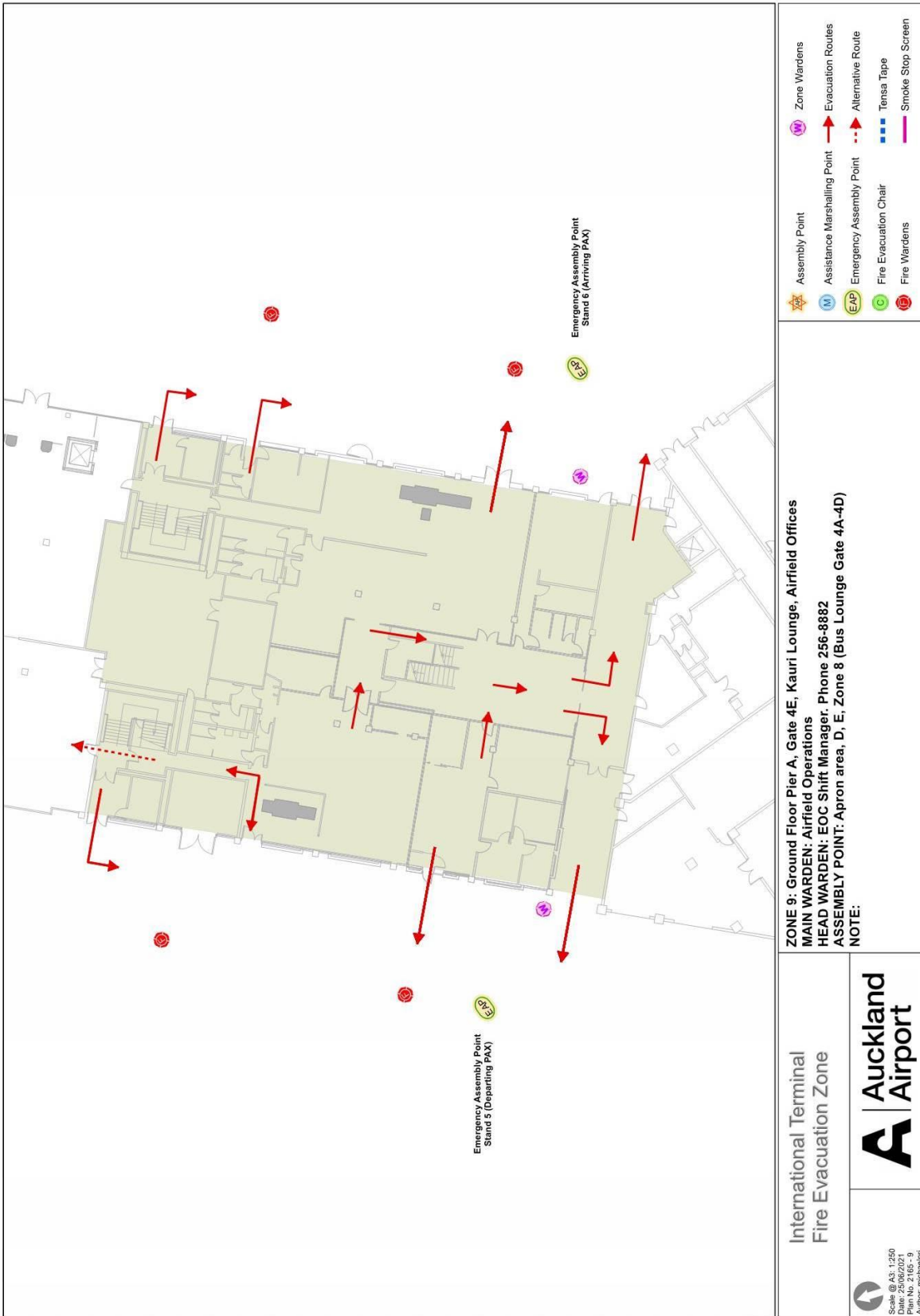


ZONE 9: PIER A SOUTH GATE LOUNGES 4E – 10

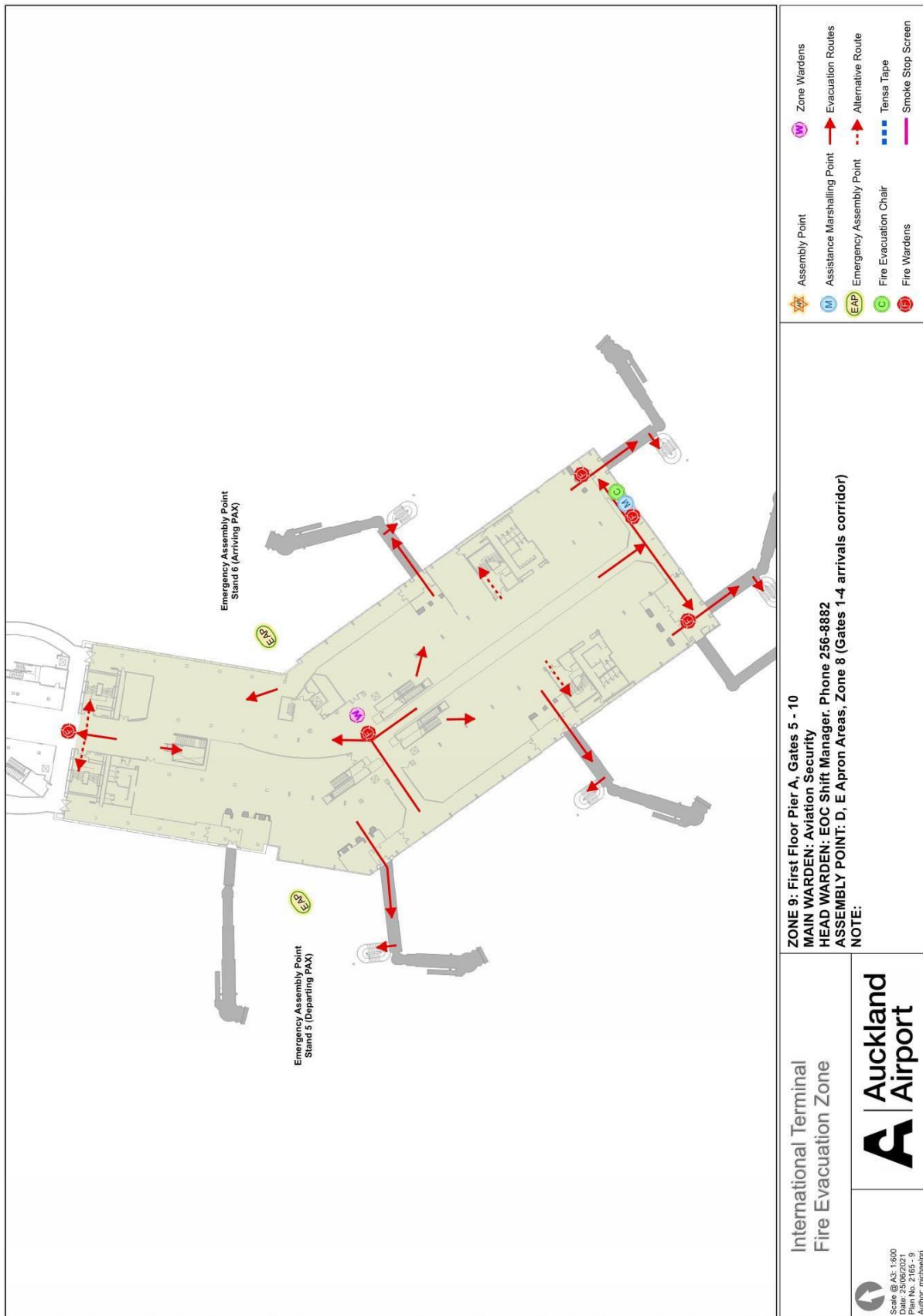
SUMMARY TABLE: ZONE 9

Zone Coverage:	<p>Pier A South Gate Lounges 4E – 10 encompassing four levels of the building:</p> <ul style="list-style-type: none"> • Ground floor – Bussing gate lounge 4E, Kauri Lounge and Airfield Operations Offices • First floor – departure gate lounges 5 – 10 and arrivals corridors • Second floor – retail and F & B, Air NZ transfer desk, passenger facilities, offices, Apron Tower • Third Floor – Apron Tower
Zone Warden:	<ul style="list-style-type: none"> • Ground floor – AIAL Airfield Operations • First floor – Avsec (Unless Transit Screening closed, in which case airlines if present, otherwise Airport Operations) • Second floor – Air NZ Transfer Desk • Third Floor – AOT Team Leader
Fire Wardens:	<ul style="list-style-type: none"> • Ground floor – AIAL Airfield Operations (including staff in airfield administration office), Avsec, Kauri Lounge staff, airlines if flight in G/L 4E • First floor – Avsec staff if Transit Screening open, airlines/ground handlers if flight being processed in gate lounge • Second floor – Air NZ Transfer Desk staff, retail staff • Third Floor – AOT staff
Zone Warden Box:	<ul style="list-style-type: none"> • Ground floor – Beside Apron Tower lunch room (ext 90502) next to door PG14A • First floor – Gate 5 and 6 arrivals corridor dwell area arrivals (ext 90752) • Second floor – Opposite Air NZ Transfer Desk (ext 90757)
Marshaling Assistance Point:	<ul style="list-style-type: none"> • Ground floor – Apron Tower lunch room, next to door PG14A (ext 90502) • First floor – Outside Gate 8 arrivals door PF47(ext 90743) • Second floor – Opposite Air NZ Transfer Desk (ext 90757)
Any Unusual Areas or Features	<ul style="list-style-type: none"> • Fire shutters at interface between Zones 8 and 9 on Levels 1 and 2 • When Zone 9 goes into evac, so too does Zone 10 (Pier A undercroft & ground floor offices) • Rooftop Plant Room (see Appendix D for evacuation instructions)
Adjacent internal safe zones:	<ul style="list-style-type: none"> • Ground floor – Gate Lounge 4A - D (part of evacuation Zone 8) • For departing pax – Zone 8 (Pier A North Gate Lounges 1 – 4) • For arriving pax – Zone 8 arrivals corridor
Final Fire Exits:	<ul style="list-style-type: none"> • All ground floor exits to Apron area • Stairs on airbridges • Between Gate 6 and 8 – Stair Tower PF7 via door PF13 • Between Gate 9 and 10 – Stair Tower PF10 via door PF15 • Stair Towers PF3 & PF13 at interface between Zones 8 & 9 on Levels 1 & 2
Emergency Assembly Points:	<ul style="list-style-type: none"> • EAP K – Apron Area by stand 5 (departing passengers) • EAP L – Apron Area by stand 6 (arriving passengers) • If safe to do so corral arriving passengers by Gates 4 - 6 and departing passengers at Gates 5 - 7 depending on gate lounges used.
Zones in alert	<ul style="list-style-type: none"> • Zone 8 (Pier A North)
Important Phone Numbers	<ul style="list-style-type: none"> • Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 • 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 • EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #

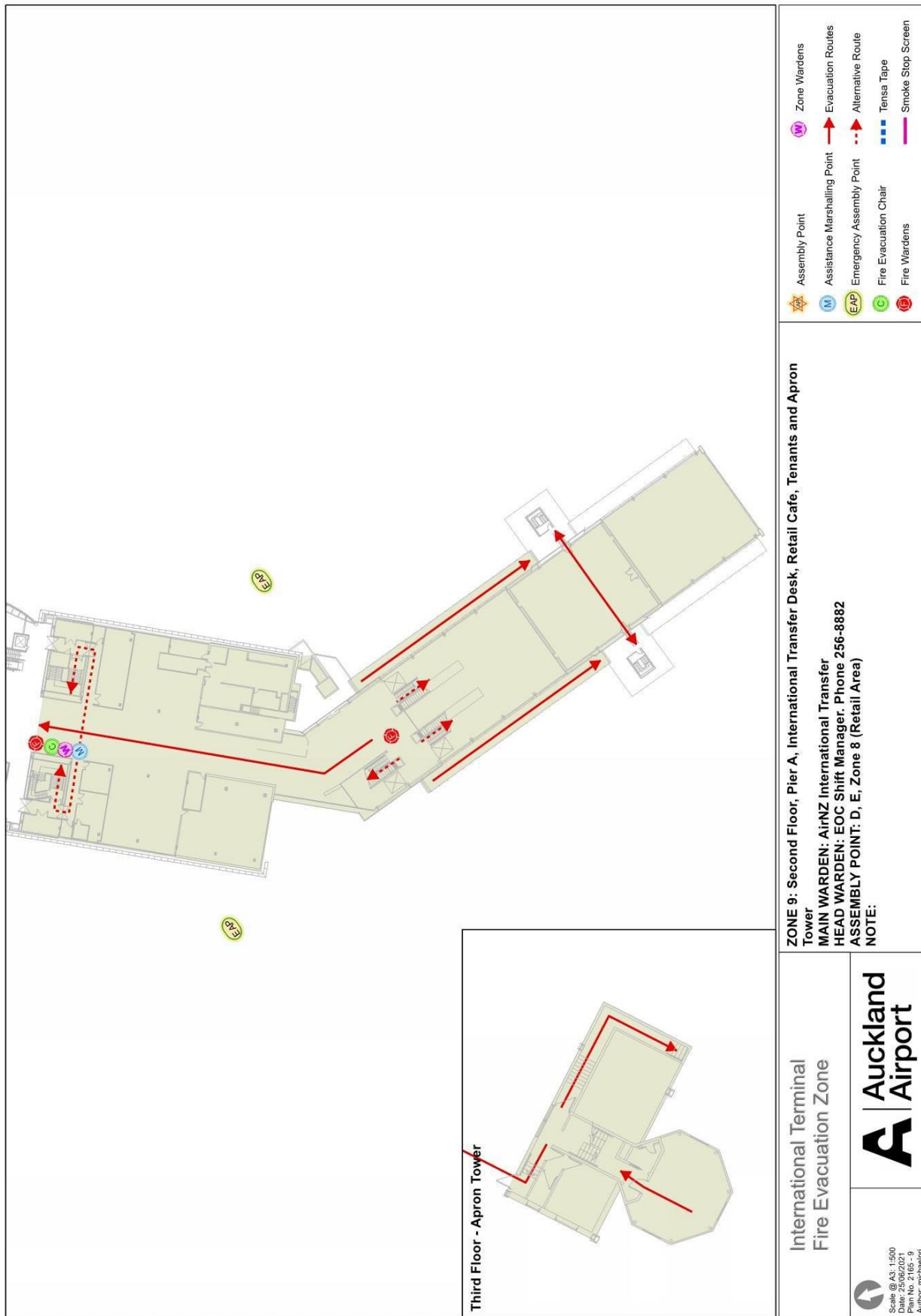
PLAN OF ZONE 9 – GROUND FLOOR PIER A SOUTH



PLAN OF ZONE 9 – 1ST FLOOR PIER A SOUTH, GATE LOUNGES 5 – 10



PLAN OF ZONE 9 – 2ND & 3RD FLR PIER A SOUTH, GATE LOUNGES 5 –



9.1 ZONE WARDEN

9.1.1 Zone 9 encompasses four levels of the terminal (ground, first, second and third floors). Each level has its own Zone Warden as follows:

Area	Zone Warden	Warden Box Location
Ground Floor – airfield offices, bussing Gate Lounge 4E, Kauri Lounge	AA Airfield Operations	Beside Apron Tower entrance
First Floor – Gate Lounges 5 – 10, arrivals corridor and toilets	Avsec staff if present at Transit screening in Connector. Otherwise, airlines/ground handlers if present, and if not, Airport Operations	Gates 5 & 6 Arrivals Corridor
Second Floor – food and beverage offerings and retail stores, toilets, Air NZ Transfer Desk, store rooms and offices	Air NZ Transfer Desk, if present. Otherwise, retailers if present, and if not, Airport Operations	Opposite Air NZ Transfer Desk
Third floor – Apron Tower	Apron Tower Team leader	N/A

9.1.2 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 Zone 8 which is in alert mode while Zone 9 is evacuating and Zone 10 which evacuates at the same time as Zone 9.

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

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

9.1.5 EOC will communicate with the staff member acting as Zone Warden either by:

- ringing the Airport Phone in the Zone Warden Box; or
- for Avsec/Air NZ through the Avsec/Air NZ radio system by the Avsec/airline representative present in EOC directly radioing the Avsec/Air NZ staff member acting as Zone Warden; or
- through the Auckland Airport radio system for Airfield Operations.

9.1.6 Note that while AIAL Airfield Operations are Zone Warden for the ground Floor, if there is an airfield incident during the evacuation, AIAL Apron Operations staff (usually the AMO) will need to redeploy to the airfield incident. If this happens, they need to contact EOC to request a replacement Zone Warden be assigned.

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9.2 FIRE WARDENS

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

9.2.2 The Fire Wardens for this zone are:

Ground Floor	First Floor	Second Floor	Third Floor
<ul style="list-style-type: none">• AA airfield ops• AA airfield administration office staff• Avsec staff• Kauri Lounge staff• Airlines/Ground Handlers if flight being processed in G/L	<ul style="list-style-type: none">• Avsec staff• Airlines/Ground Handlers if flight being processed in G/L	<ul style="list-style-type: none">• Air NZ Transfer Desk staff• Retail staff	<ul style="list-style-type: none">• AOT staff

9.2.3 All Fire Wardens are recognized by their fluorescent yellow Fire Warden jerkins found in the Zone Warden Box and this must be worn.

9.2.4 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 9.3.and 9.4 below in relation to Zone 9.

9.2.5 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;

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- If there are no signs of heat or smoke, then crack the door open to make a final check; and
- Close the door when the area is checked.

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

9.2.7 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.

9.3 EVACUATION PROCESS

9.3.1 Selection of Evacuation Routes

9.3.1.1 Evacuation Routes in Zone 9 (and availability or not of internal safe adjacent zones) differ between the various gate lounges in Zone 9. **It is very important that the Zone Wardens and Fire Wardens are familiar with the different evacuation routes for each of the Gate Lounges in Zone 9 and follow the specified instructions.** These routes and Emergency Assembly Points have been developed by Fire Engineers reflecting life safety principles such as length of travel distance to an exit and maximum design occupancy of relevant areas of the building.

9.3.1.2 The evacuation route or safe adjacent zone that travelling guests and workers are to be directed to if Zone 9 evacuates are:

Area	Type of occupant	Safe adjacent zone/Evacuation route
Ground Floor	Arriving pax via bus door 118 corridor	Evacuate externally using ground floor exits to apron area via Fire Egress West Door PG4 and Fire Egress East Door PG3.
	Departing pax in G/L 4E	Reach internal safe adjacent Zone 8 via Door PG18 (Ground Floor bussing lounges gate lounge 4A – D) Evacuate externally using Fire Egress Door PL5A and PG47 onto apron area
	Staff in Airfield Office	Evacuate externally using ground floor exits to apron area EAP K or L
	Kauri Lounge staff and guests	Evacuate externally using ground floor exits to apron area EAP K or L
First Floor	Departing pax in gate lounges 5 and 7	Onto aircraft if boarding is already underway and can be completed within five minutes. Otherwise evacuate back to Zone 8 (Pier A North before Air NZ Transfer Desk)

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Area	Type of occupant	Safe adjacent zone/Evacuation route
	Departing pax in gate lounges 6 and 8	Onto aircraft if boarding is already underway and can be completed within five minutes. Otherwise evacuate outside using airbridge stairs on each gate, and assemble at Apron Assembly Area K by stand 5 (assemble between gates 5 – 7) Passengers in Gate lounges 6-8 can evacuate down the stair tower PF7 via door PF13 onto apron
	Departing pax in gate lounges 9 and 10	Onto aircraft if boarding is already underway and can be completed within five minutes. Otherwise evacuate outside using airbridge stairs on each gate, and assemble at Apron Assembly Area K by stand 5 (assemble between gates 5 – 7) Passengers in Gate lounges 9-10 can evacuate down the stair tower PF10 via door PF15 onto apron
	Arriving or departing pax on board aircraft	Remain on board aircraft unless instructed otherwise by EOC.
	Arriving pax in Airbridge	Evacuate outside using stairs at end of fixed links on each gate, and assemble at Apron Assembly Area L by stand 6
	In arrivals corridor – in vicinity of gates 5, 6 and 7	Move to Zone 8 arrivals corridor and continue to Zone 12 Arrivals Processing Area If external evacuation is required passengers will need to back-track through the closest arrivals doors into an airbridge and use the airbridge stairs to reach the Apron.
	In arrivals corridor – in vicinity of gates 8, 9 and 10	Move to Zone 8 arrivals corridor if safe to do so (and thereafter continue to Zone 12). If not safe then immediately evacuate to apron by back-tracking through the closest arrivals doors into an airbridge and use the airbridge stairs to reach the Apron.
Second Floor	Departing pax	Move to internal adjacent Zone 8 (Pier A North) before Air NZ transfer desk if safe to do so. (Preferred option if safe to do so). If external evacuation required, use stair tower PF3 (via door PS05) or stair tower PF14 (via door PS07). (Moving down to gate lounges and using airbridge stairs is available as the third choice option but the stair towers are preferred).
Third Floor AOT	Staff	Essential service – maintain in place with continuous contact with EOC unless or until instructed to evacuate

9.3.2 Management of Evacuation Process

9.3.2.1 Fire Wardens are to direct and assist travelling guests to move to the appropriate fire exit or safe adjacent zone. Visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times. Note: Lifts/Escalators

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

- 9.3.2.2 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. Remember also that the perception of travelling guests is likely to be that airports are highly managed spaces. As such, travellers may be unlikely to evacuate unless directed to do so. Be alert for any passengers wearing Hidden Disabilities Sunflower Lanyards.
- 9.3.2.3 Passengers waiting to board their aircraft in gate lounges are to be directed and guided by airline or ground handling staff. Avsec staff will support airlines in clearing gate lounges 5 – 10 into nearby alert zones or to evacuate outside as the case may be.
- 9.3.2.4 If an aircraft is partially boarded, airline and ground handling gate staff are to make a judgment call whether they can finish boarding the aircraft (with all travellers off the airbridge and onto the aircraft) within 5 minutes of the alarms sounding if it is safe to do so. Otherwise, passengers will need to be cleared from the zone in evacuation to move to an adjacent zone internally if safe to do so (or to an external Emergency Assembly Point). Passengers already passed the boarding gate may continue down the airbridge to board the aircraft provided it is safe to do so, (otherwise evacuate onto the Apron via the airbridge stairs).
- 9.3.2.5 Zone Wardens for upper levels need to be aware there is a possibility there could be mobility challenged passengers that may require assistance evacuating. Passengers being escorted in wheelchairs by airline or ground handling staff will continue to be escorted and assisted by those staff.
- 9.3.2.6 One Fire Warden will staff each of the Assistance Marshalling Points located at:
- First floor – Outside Gate 8 arrivals door PF47 (Ext 90743)
 - Second floor – Opposite Air NZ Transfer Desk (Ext 90757)
- 9.3.2.7 The number of mobility-challenged people waiting at each of the Assistance Marshalling Points is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111).
- 9.3.2.8 Fire Wardens should check to ensure that nothing is blocking the ability of the smoke curtains or fire shutters to descend. There are two smoke shutters at the interface between Zones 8 and 9, one on each of level 1 and Level 2. These smoke shutters activate when one local smoke detector and one smoke detector in the adjacent zone are activated.
- 9.3.2.9 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. In particular, pull tensa tape:
 - before Air NZ International transfer desk on level 2
 - by Zone 8 and Zone 9 boundary on level 1
- Ensure all toilets, lifts, public and staff areas, 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.

9.4 MANAGEMENT DURING EVACUATION PERIOD

9.4.1 Airport Environment Considerations

9.4.1.1 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 passengers wearing Hidden Disabilities Sunflower Lanyards.

9.4.2 Internal Safe Adjacent Areas

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

9.4.2.2 Departing travellers evacuated to Zone 8 may move away from the immediately adjacent area to find somewhere comfortable airside to wait if their aircraft departure is not imminent. In the case of an imminent departure, airlines or ground handlers may choose to corral departing passengers for a particular flight near the Air NZ Transfer Desk.

9.4.2.3 Arriving travellers evacuated to Zone 8 in the arrivals corridor may continue on to the Immigration and Customs arrivals processing area in Zone 12 to undergo immigration processing.

9.4.2.4 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 away to

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another zone (or to an external evacuation point). In particular, volumes in Zone 8, Level 2 departures may need to be managed, with passengers directed to move back to Zone 5 if occupant volumes in the Zone 8 become too crowded.

9.4.3 External Airside Assembly Points

9.4.3.1 The two available external airside Emergency Assembly Points are:

- EAP K – Apron Area by stand 5 (departing passengers)
- EAP L – Apron Area by stand 6 (arriving passengers)

9.4.3.2 If safe to do so corral arriving passengers on the apron by Gates 4 – 6 and departing passengers on the apron by Gates 5 – 7. Keep clear of aircraft and apron ground handling equipment & vehicles on roadways. Be aware of the need to segregate arriving and departing passengers if at all possible in order to try to reduce the likelihood of departing passengers needing to be re-security screened.

9.4.3.3 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.

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

9.4.3.5 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).

9.4.3.6 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. Be alert for any passenger with a Hidden Disability Sunflower Lanyard. In the event of inclement weather, busses will be organised by EOC to provide shelter for passengers in exposed outdoor Emergency Assembly Points.

9.5 RE-ENTRY PROCESS

9.5.1 Re-entry Generally

- 9.5.1.1 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.
- 9.5.1.2 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.
- 9.5.1.3 The re-entry process undertaken will depend upon whether the passengers were evacuated internally or externally.

9.5.2 Re-entry from Adjacent Airside Zones

Travelling guests evacuated to adjacent airside zones are simply allowed to re-enter the reopened Zones once EOC announces that passengers can re-enter. Departing passengers can move back to their appropriate departures gate lounge or retail area.

9.5.3 Re-entry from External Airside Assembly Points

- 9.5.3.1 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.
- 9.5.3.2 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 will usually occur through 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.

9.6 SPECIAL ZONES AND PROCESSES

9.6.1 Zone 10

Zone 10 (Pier A under-croft and airfield operations offices) evacuates if Zone 9 evacuates (although the reverse does NOT occur, ie, if Zone 10 evacuates Zone 9 does not). Zone 10 evacuates onto the external Apron Emergency Assembly Points.

9.6.2 Apron Tower

9.6.2.1 The Apron Tower is above Zone 9 although in a separate fire cell zone. The Apron Operations Tower is a vital part of the airfield operation, the pier evacuation and the means by which aircraft movements are controlled and directed, and pilots communicated with. The Tower therefore needs to remain operational as much as possible.

9.6.2.2 There is discretion for the Tower to continue to operate if Zone 9 evacuates, so long as it is safe to do so, with such discretion exercised in conjunction with EOC.

9.6.2.3 The process to be followed is:

- Apron Tower staff advise EOC that the tower is staffed
- Tower operations continue unless the incident escalates and evacuation is required
- Apron Tower staff remain in contact with EOC on aircraft movements affecting the incident
- Apron Tower staff contact AES via UHF radio if situation changes (EOC listening watch)

9.6.2.3 If the Apron Operations Tower needs to evacuate, then the following process will be followed:

- SkyTower operator will call ATC to advise
- SkyTower operator will announce on VHF channel 123.0 and UHF apron channel, "Apron tower is evacuating" x3
- Transfer AOT phone calls to apron mobile phone
- Evacuate to apron via either the main entrance stairs or the secondary stairs
- Apron will operate on the apron areas, one vehicle stationed at stand 76 area and another vehicle on the Eastern side of Pier A on stand 83 and 84. Two laptops will be used to operate RMS and Sky tower.

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9.6.3 Kauri Lounge

The Kauri Lounge is a government VIP Lounge managed by the Department of Internal Affairs. The Kauri Lounge uses the normal Auckland Airport evacuation processes and assembly points managed by the Kauri Lounge staff and Avsec staff.

9.6.4 Rooftop Plant Room

A large Plant Room is on the roof above Zone 9, used by ES staff and contractors. The Evacuation Zone instructions and maps for rooftop Plant Rooms associated with Part C are in Appendix D.

9.7 IF ZONE IS IN ALERT

9.7.1 Zone 9 will go into alert if adjacent area Zone 8 goes 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.

9.7.2 The areas which are adjacent to Evacuation Zone 9, and any specific actions (in addition to those listed above) which need to be taken by Zone 9 Wardens when Zone 9 is in alert, are shown in the table below:

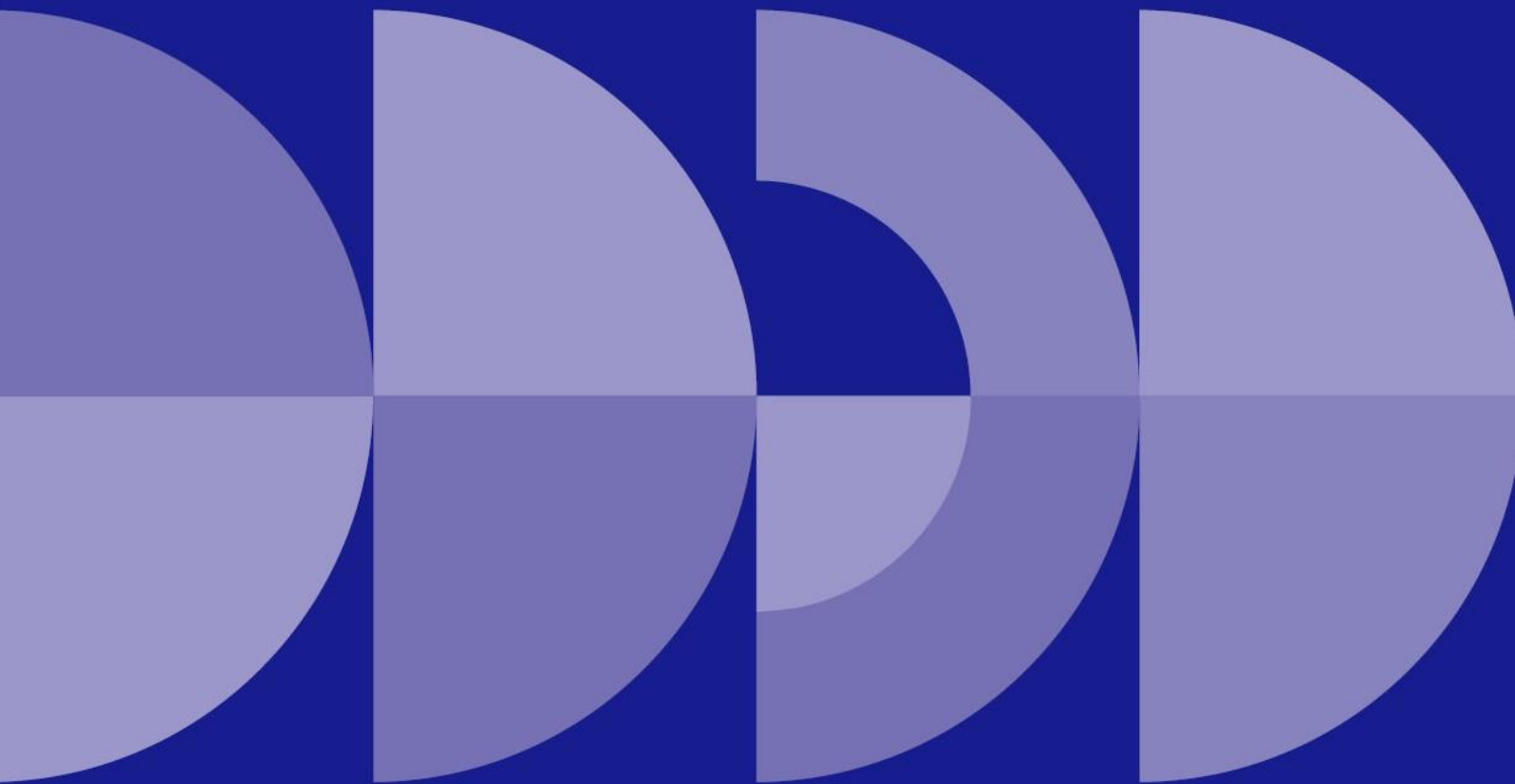
Adjacent Zone	Description	Action required by Evacuation Zone 9 Zone Wardens and Fire Wardens if Zone 9 goes into alert
8	Pier A North (levels 1 and 2) gate lounges 1 – 4 and ground floor bussing lounges 4A – 4D	<ul style="list-style-type: none">• Ensure tensa tape at zone interface between Zones 8 and 9 on both levels 1 and 2 are pulled• Ensure no obstacles are underneath the smoke shutters located at zone interface between Zones 8 and 9 on both levels 1 and 2

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Zone 10 ITB Evacuation Scheme

Pier A Building Undercroft, Airside Driving Permit
Office and Swissport Offices



ZONE 10: PIER A GRND FLR UNDERCROFT & OFFICES

SUMMARY TABLE: ZONE 10

Zone Coverage:	<ul style="list-style-type: none"> Ground Floor Pier A Building Undercroft, Airside Driving Permit Office and Swissport offices and Air NZ leased space
Zone Warden:	<ul style="list-style-type: none"> Auckland Airport Airfield Operations
Fire Wardens:	<ul style="list-style-type: none"> Auckland Airport Airfield Operations staff (including staff in Airfield Admin office) Swissport staff
Zone Warden Box:	<ul style="list-style-type: none"> On the external wall under Stand 5
Marshaling Assistance Point:	<ul style="list-style-type: none"> Use Zone 9 Marshalling Assistance Point located Ground floor Apron Tower lunch room, next to door PG14A (ext 90502) One other Warden Box located under Stand 6 on the external wall
Any Unusual Areas or Features	<ul style="list-style-type: none"> When Zones 8 or 9 (Pier A north and south) are activated to evacuate, so too is fire evacuation Zone 10.
Adjacent internal safe zones:	<ul style="list-style-type: none"> Internal access bus lounge door 118 to nearby Zone 9 (Gate 4e) if Zone 9 is not in evacuation
Final Fire Exits:	<ul style="list-style-type: none"> Access doors to Apron Emergency Assembly Points
Emergency Assembly Points:	<ul style="list-style-type: none"> EAP K – Apron Area by stand 5 EAP L – Apron Area by stand 6
Zones in alert	<ul style="list-style-type: none"> Nil
Important Phone Numbers	<ul style="list-style-type: none"> Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 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 EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.

PLAN OF ZONE 10 – PIER A GRND FLOOR UNDERCROFT & OFFICES



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10.1 ZONE WARDEN

- 10.1.1 The Zone Warden for this zone is **Auckland Airport Airfield Operations**.
- 10.1.2 The relevant person is to collect the Zone Warden vest and zone check list from the Zone Warden Box, located on the external wall under Stand 5 and familiarize themselves with the check list contained in the box. Note Zones 8 or 9 may also be in evacuation at the same time (as Zone 10 also evacuates if either of these Zones evacuates).
- 10.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins which must be worn.
- 10.1.4 Zone Wardens are to telephone Head Building Fire Warden ext 98882 / 98809 / 98111 to advise their areas are all checked and cleared.
- 10.1.5 EOC will communicate with the Airfield Operations staff member acting as Zone Warden either by:
- ringing the Airport Phone beside the Zone Warden Station or
 - through the Airport radio system.
- 10.1.6 Note that in external Apron areas, the Zone Warden box phone is in a separate box (attached to the external wall of the terminal) that is sealed tight to protect from the elements. This is located directly next to the Warden boxes.
- 10.1.7 Note that while AIAL Airfield Operations are Zone Warden, if there is an airfield incident during the evacuation, AIAL Airfield Operations staff will need to redeploy to the airfield incident. If this happens, they need to contact EOC to request a replacement Zone Warden be assigned.

10.2 FIRE WARDENS

- 10.2.1 All Fire Wardens must have completed Auckland Airport's e-learning module Fire Warden Awareness. This training needs to be refreshed six monthly.
- 10.2.2 The Fire Wardens for this zone are:
- Auckland Airport Airfield Operations staff
 - Auckland Airport staff in Airfield Administration Office
 - Swissport staff
- 10.2.3 All Fire Wardens are recognized by fluorescent yellow Fire Warden vests and these must be worn.
- 10.2.4 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.

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- 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 10.3 and 10.4 below in relation to Zone 10.

10.2.5 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 door or down stairs;
- Touch 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, crack the door open to make a final check; and
- Close the door after checking.

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

10.2.7 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.

10.3 EVACUATION PROCESS

10.3.1 Fire Wardens are to direct and assist staff and any visitors to move to the appropriate fire exit or safe adjacent zone. Visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

10.3.2 Zone 10 is predominantly an open zone area located under croft of the south end of the Pier Gates 8 & 10. As such evacuation should be directly onto the Apron. All offices have egress doors opening directly to the Apron.

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- 10.3.3 **NOTE:** Caution is required when exiting onto the Apron because of vehicle movements using the Apron Road. Keep clear of aircraft and Apron ground handling equipment.
- 10.3.4 The only adjacent internal safe zone is Zone 9 reached through internal access bus lounge door 118 to enter Gate Lounge 4E. Note this is only available if Zone 9 is not in evacuation.
- 10.3.5 Direct anyone requiring assistance to the Zone 9 Warden Assistance Marshalling Point Ground Floor Apron Tower lunch room, next to door PG14A (ext 90502) and advise the Head Building Fire Warden (ext 98882 / 98809 / 98111).
- 10.3.6 Once all persons are evacuated from the area, Fire Wardens are to:
- Ensure all toilets, showering areas, 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.

10.4 MANAGEMENT DURING EVACUATION PERIOD

10.4.1 Summary of Assembly Points

- 10.4.1.1 The Emergency Assembly Points used are EAP K (apron area by Stand 5) or EAP L (apron area by Stand 6).
- 10.4.1.2 Be aware that EAP K (Stand 5) and EAP L (Stand 6) are also Assembly Point Areas for any travelling guests evacuated from Pier A North and South (ie Zones 8 and 9). Zone 10 is linked to Zones 8 and 9 in the Fire Management System, so if either of these zones evacuates, so too will Zone 10.
- 10.4.1.3 Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

10.4.2 Airport Environment Considerations

- 10.4.2.1 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.
- 10.4.5.3 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

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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.

- 10.4.5.4 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).
- 10.4.5.5 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 alert for any passenger wearing a Hidden Sunflower Disability Lanyard.
- 10.4.5.6 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.

10.5 RE-ENTRY PROCESS

- 10.5.1 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.
- 10.5.2 EOC will relay separate PA messages for staff and passengers to re-enter evacuated areas. Staff will re-enter first to make the area ready to receive travelling guests.
- 10.5.3 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.
- 10.5.4 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 will occur 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.

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10.6 SPECIAL ZONES AND PROCESSES

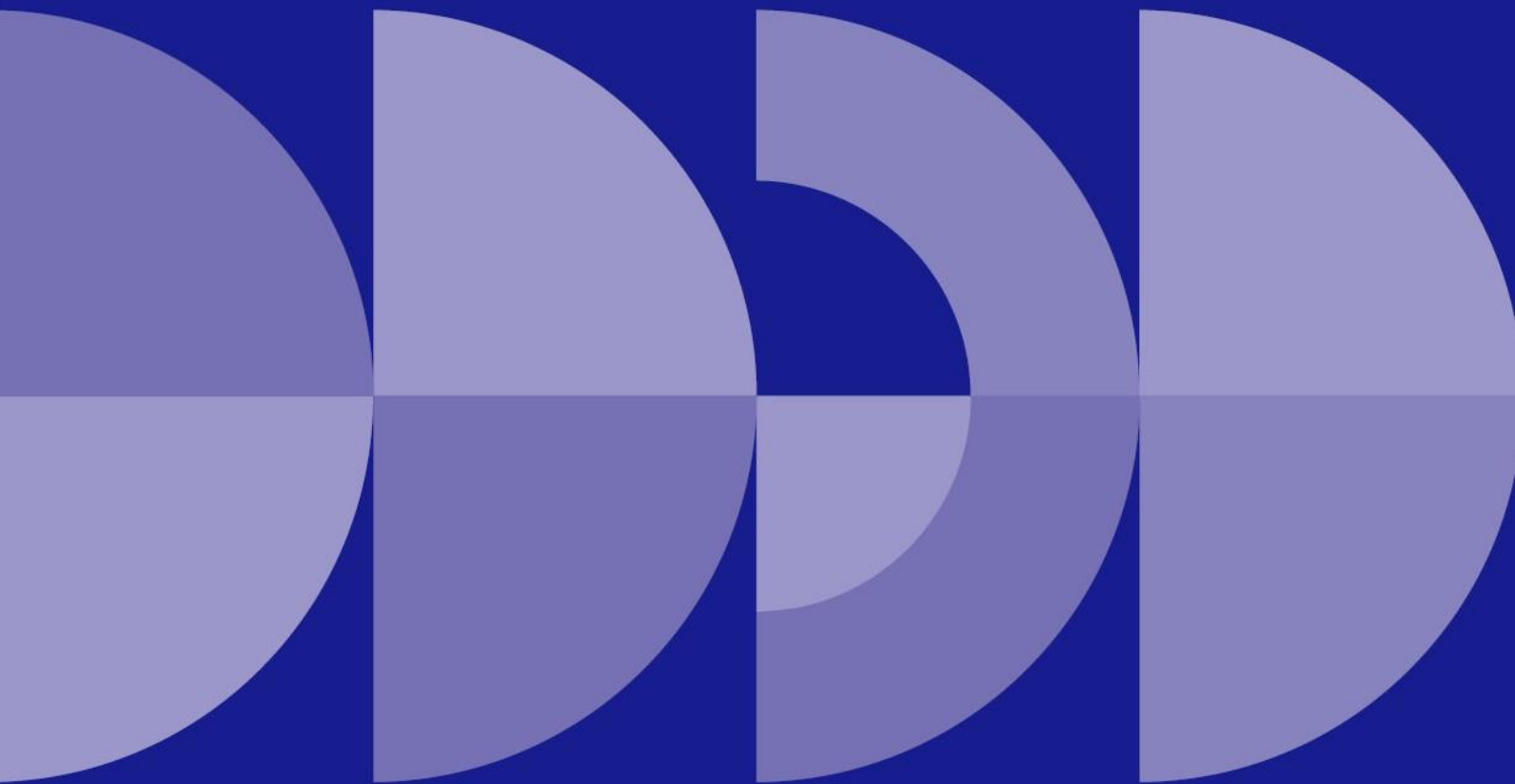
There is an alarm condition on the fire alarm system where when Zones 8 or 9 are activated so too, is fire evacuation Zone 10. This will send both Zones 8 and 10; or Zones 9 and 10; into evacuation at the same time.

10.7 IF ZONE IS IN ALERT

Zone 10 will go into evacuation if adjacent Zones 8 or 9 go into evacuation. Zone 10 is not programmed to go into alert if any other zone goes into evacuation.

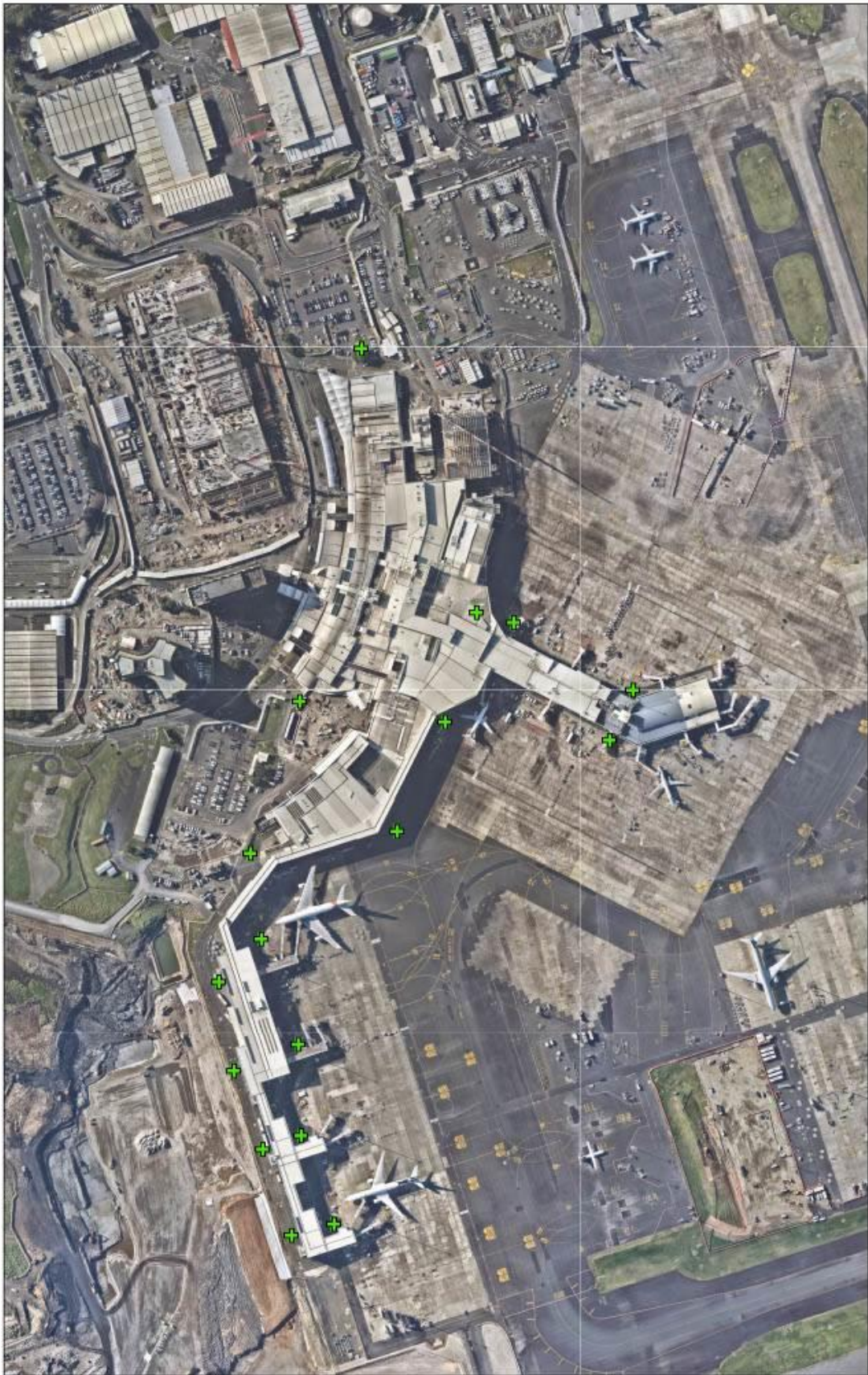
Appendices

ITB Evacuation Scheme Part C



APPENDICES

APPENDIX A – EMERGENCY ASSEMBLY POINTS



Assembly Point

International Terminal Emergency Features
Assembly Points



Date: 15/07/2023

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APPENDIX B – FAQs BY GUESTS DURING ITB EVACUATION

1. *What's happening?*

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

2. *What about our baggage?*

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

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

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

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

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

5. *Will my plane leave without me?*

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

6. *Persons requiring special assistance.*

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

A Reassure them.

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

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

A Reassure them.

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

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

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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.

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APPENDIX C – RAMP FIRE MANAGEMENT AND AWARENESS

C1 Training

- C1.1 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.
- C1.2 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.
- C1.3 Training via e-learning modules are all available on-line at:
<http://aial.litmos.com/online-courses>

C2 Ramp Areas

- C2.1 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	

- C2.2 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).
- C2.3 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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C3 Safety Equipment on the Ramp

- C3.1 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.
- C3.2 Should ramp staff find any items requiring maintenance then please report this to the Operations Control Centre 256 8813.
- C3.3 The plan at the end of this Appendix shows the location of these safety features at the various sections of ramp.

C4 Fire on the Ramp

- C4.1 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.
- C4.2 On discovering a fire on the ramp:

1	Ensure the safety of yourself and other people in the immediate vicinity.
2	Sound the alarm via the manual call point.
3	Call Operations emergency (256-8777/ ext 98777) using an emergency telephone box on the building or floodlight poles.
4	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.
5	Wait in a safe location (ideally the nominated Emergency Assembly Point) for the Airport Emergency Services (AES) who will arrive within 3 – 4 minutes.

- C4.3 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

C4.4 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'.

C4.5 If assistance from the ground handler is required AOT will make contact direct and inform EOC of the request made

C4.6 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.

C5 Terminal Evacuation

C5.1 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.

C5.2 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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C5.3 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.



C5.4 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.

C5.5 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.

C5.6 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. 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. Be alert for any passengers wearing a Hidden Disability Sunflower Lanyard.

C5.7 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.



International Terminal
Emergency Features Overview

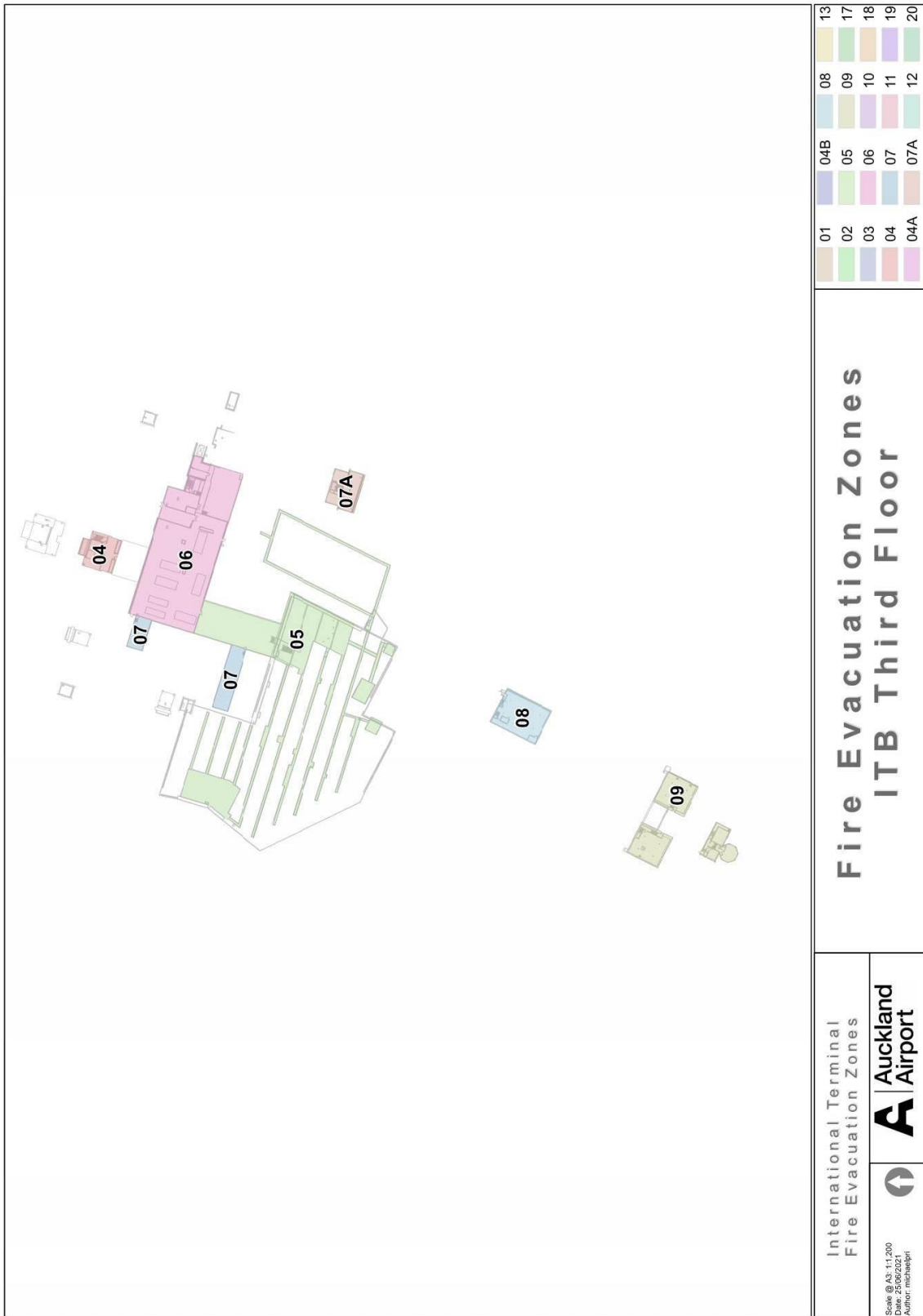
Scale @ A3: 1:3,250
Date: 24/08/2020
Plan No.: D2521-L100

Auckland Airport

File: T101_AirportInformation\StandardPlans\Fire and Evac Plans\MapITB\mxd\MapManagement_Training\Maps\EmergencyFeatures.mxd

APPENDIX D – PLANT ROOMS

SUMMARY PLAN OF ALL ROOFTOP PLANTROOMS



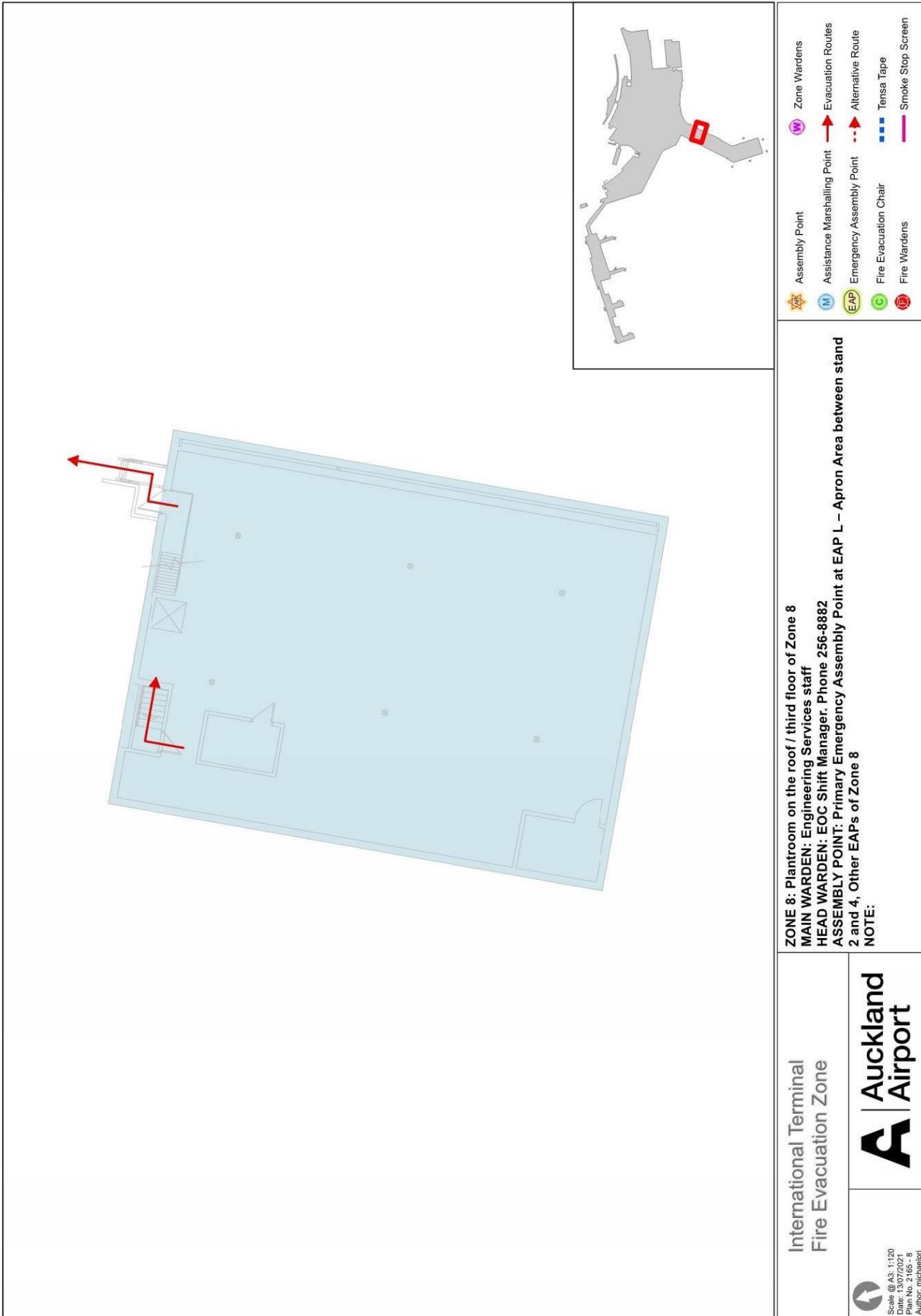
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SUMMARY TABLE: ZONE 8 ROOFTOP PLANT ROOM

Plantroom Location	Plantroom on the roof / third floor of Pier A North (Evacuation Zone 8) (Plantroom 4)
Zone Warden	<ul style="list-style-type: none"> • Ground floor – Air NZ Ramp • First floor – Avsec • Second floor – Retail
Fire Wardens	Engineering Services staff
Zone Warden Box	<ul style="list-style-type: none"> • Ground floor – Air NZ ramp offices at Stand 2, before stair tower entrance PF1 and Stand 1, before stair tower entrance PF14. • First floor – between Gate Lounge 3 and 4 arrivals corridor (Ext 90715) • Second floor – in between G Shock store and Relay Store (Ext 90553)
Marshalling Assistance Point	<ul style="list-style-type: none"> • Ground floor – Pier A east, on external wall, under Stand 2 (Ext 90584) • Ground floor – Pier A west, on external wall, under Stand 1 (Ext 90684) • First floor – between Gates 2 and arrivals corridor (Ext 90365) • Second floor – in between G Shock store and Relay Store (Ext 90553)
Evacuation Zone	Zone 8
Any Unusual Areas or Features	Monitoring (phone 256 8817) must be informed when a worker enters and as they exit any roof-top plantroom
What to do if evacuating from plantroom	<p>If the evacuation tone is sounding:</p> <ul style="list-style-type: none"> • Leave the plantroom by the nearest exit to either move to an adjacent unaffected zone or to exit the building. • Report to the Zone Warden if safe to do so, or report to EOC via phone call. • 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. • If assistance is required, proceed to the nearest Marshalling Assistance Point or ring EOC to ask for help from AES or the Fire Wardens.
Evacuation Routes	<ul style="list-style-type: none"> • Primary Egress route via plantroom internal stair tower, then use Zone 8 fire exits • Secondary Egress route via roof to Stair Tower PF13, then use Zone 9 fire exits
Adjacent internal Safe Zone:	<ul style="list-style-type: none"> • Zone 5 (ITB main dwell) • Zone 9 (Pier A South)
Final Fire Exits	<ul style="list-style-type: none"> • Primary Egress route via Stair Tower PF1 and through door PG1 to ground floor exit to Apron Area • Secondary Egress route via Stair Tower PF13 and through door PG10 to ground floor exit to Apron Area
Emergency Assembly Points	<ul style="list-style-type: none"> • Primary EAP – use EAP L at Apron Area between stand 2 and 4 • Other EAPs of Zone 8
Zone in Alert	Zones 2, 5 (main dwell), 9 (Pier A South), 12 (arrivals connector and processing)
Important Phone Numbers	<ul style="list-style-type: none"> • Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 • 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 • EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 378 2897 #

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PLAN OF ZONE 8 ROOFTOP PLANT ROOM



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SUMMARY TABLE: ZONE 9 ROOFTOP PLANT ROOMS

Plantroom Location	Plantrooms on the roof / third floor of Pier A South (Evacuation Zone 9) (Plantrooms 3A and 3B)
Zone Warden	<ul style="list-style-type: none"> • Ground Floor – Airfield Operations • First Floor – Avsec • Second floor – Air NZ Transfer Desk
Fire Wardens	Engineering Services staff
Zone Warden Box	<ul style="list-style-type: none"> • Ground Floor – Beside Apron Tower lunchroom (Ext 90502) next to door PG14A • First Floor – Gate 5 and 6 arrivals corridor dwell area arrivals (Ext 90752) • Second Floor – Opposite Air NZ Transfer Desk (Ext 90757)
Marshalling Assistance Point	<ul style="list-style-type: none"> • Ground floor Apron Tower lunchroom, next to door PG14A (Ext 90502) • First floor – Outside Gate 8 arrivals door PF47 (Ext 90743) • Second floor – Opposite Air NZ Transfer Desk (Ext 90757)
Evacuation Zone	Zone 9
Any Unusual Areas or Features	Monitoring (phone 256 8817) must be informed when a worker enters and as they exit any roof-top plantroom
What to do if evacuating from plantroom	<p>If the evacuation tone is sounding:</p> <ul style="list-style-type: none"> • Leave the plantroom by the nearest exit to either move to an adjacent unaffected zone or to exit the building. • Report to the Zone Warden if safe to do so, or report to EOC via phone call. • 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. • If assistance is required, proceed to the nearest Marshalling Assistance Point or ring EOC to ask for help from AES or the Fire Wardens.
Evacuation Routes	<ul style="list-style-type: none"> • Primary Egress route via Stair Tower PF13, then use Zone 9 fire exits • Secondary Egress route via roof to Apron Tower main entrance stairs, then use Zone 9 fire exits
Adjacent internal Safe Zone:	Zone 8 (Pier A North)
Final Fire Exits	<ul style="list-style-type: none"> • Ground floor exit to Apron Area via Stair Tower PF13 and through door PG10
Emergency Assembly Points	<ul style="list-style-type: none"> • Primary Emergency Assembly Point at EAP K – Apron Area by stand 5 • Other EAPs of Zone 9
Zone in Alert	Zone 8 (Pier A North)
Important Phone Numbers	<ul style="list-style-type: none"> • Head Building Warden on an internal airport phone use Ext 98882 / 98809 / 98111 • 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 • EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 378 2897 #

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PLAN OF ZONE 9 ROOFTOP PLANT ROOMS

