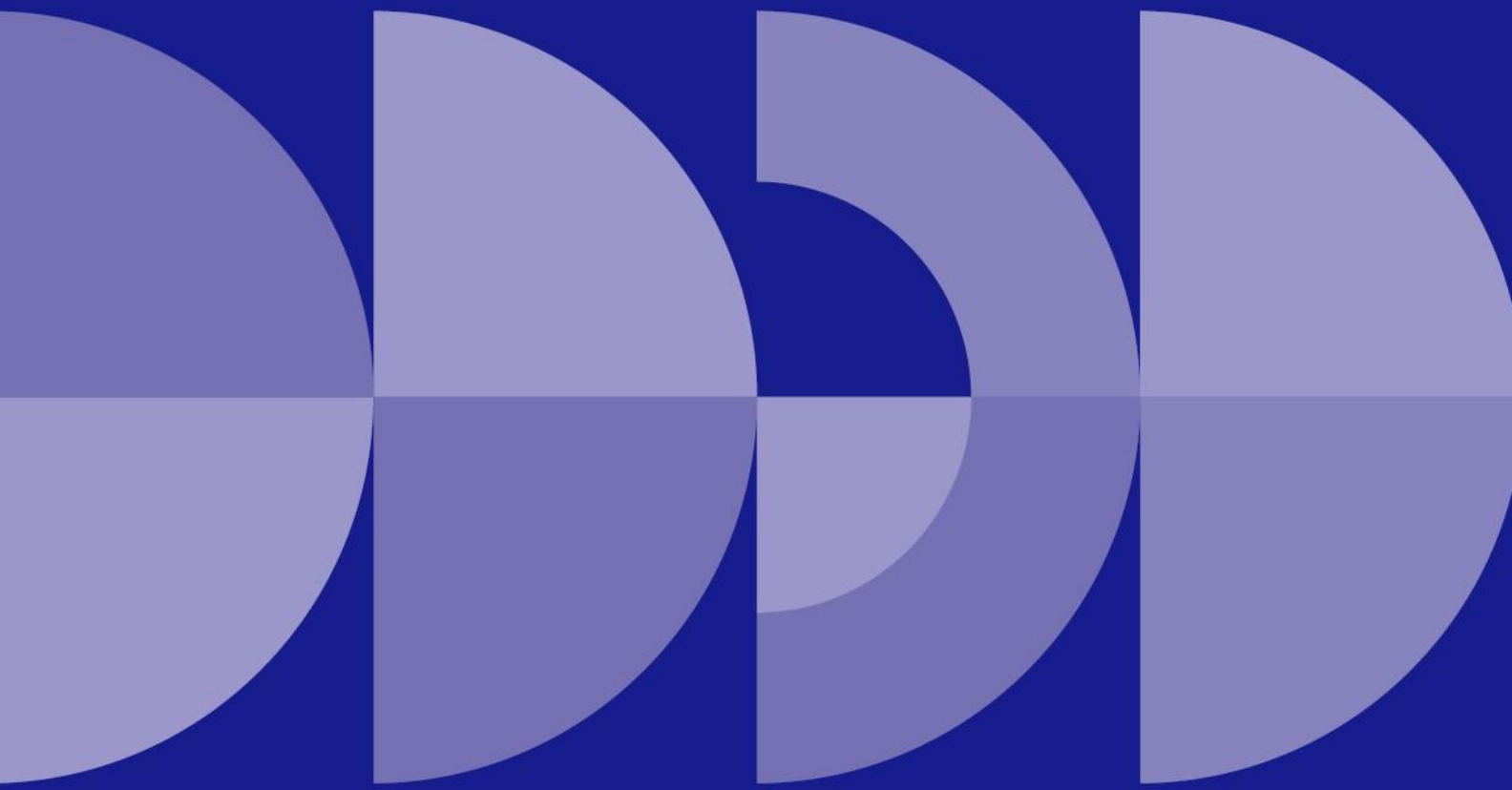
Auckland Airport

International Terminal Evacuation Scheme – Part D (Pier B)

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



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AIAL CONTACTS FOR MANUAL AMENDMENTS

Contacts for changes, amendments to the manual or questions regarding the system set out in this document should be referred to 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-1040927276-91691 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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“Aerowiki” SharePoint doc library (enables links from The Radar, Infoport wiki, etc) - pdf copy.
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
JUL 2015	Roy Robertson	1704631	SEP 2015	Trevor Herriott	unknown	unknown
NOV 2017	Melany Aiono	1704631	NOV 2017	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
July – August 2020	Kristina Cooper, Neil Swailes, Jess Yip, Steve Hardwick, Jeremy Lo, Andrew Boult, Jacqui Buchanan	AIAL-1336572876-100948 to 51, -100988 to 990, -100992 & 998, -101001 & 2, -102206, 207, 208, 210	24-08-20 (content restructure & rewrite)	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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Oct-Nov 2022	Kristina Cooper, Sam Yun	AIAL-1336572876-103891, 895, 911	25-11-22	Mark Hill	AIAL-1336572876-103908 (Mark Hill)	25-11-22	tbc
Feb 2023	Kristina Cooper, Sam Yun	AIAL-1336572876-104102, 104	28-02-23	Mark Hill	AIAL-1336572876-104129 (Mark Hill)	03-03-23	tbc

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	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.
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 1st floor of 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.

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

	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 1st floor of ITB Landside accessed by Kōtare Track, directly behind the food court.
OIC	Officer in Charge
OPS	Operations Building housing OPS, ICR, Monitoring, Comms and EOC
OHU	Outside Air Unit, part of the HVAC System
PAFA	Bosch Praesideo Public Announcement Fire Alarm System installed in newer parts of the building which controls the automatic PA announcements and evacuation tones.
PC11	Power Centre 11, building at rear of the international terminal, housing Operations Control Centre until February 2023.

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

Smoke Control

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

Smoke curtains

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

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

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

SECTION 0 - INTRODUCTION

0.1 MESSAGE FROM AUCKLAND AIRPORT

0.1.1 He aha te mea nui o te ao? Māku e kī atu, he tangata, he tangata, he tangata.
What is the most important thing in the world? It is people, it is people, it is people.

0.1.2 This is why everyone working at Auckland Airport has a vital role to play in making sure workers and guests get home (or to their destination) safely every day. This document describes the emergency evacuation processes for the Jean Batten International Terminal Building ("ITB") at Auckland Airport.

0.1.3 For reasons which are set out in this Introductory Section, it is critically important that everyone who has a role to play in the evacuation of the International Terminal Building takes personal responsibility for ensuring they *understand* the evacuation processes contained in this ITB Evacuation Scheme and are *prepared* at all times to play their part in an emergency evacuation.

0.1.4 We therefore commend this ITB Fire Evacuation Scheme to all Auckland Airport stakeholders, tenants and workers. Please:

1. ensure you take the time to read the parts of this Evacuation Scheme which are relevant to your organisation, role and location in the terminal; and
2. become familiar with the processes it describes; and
3. participate in all and any training that is offered to you; and
4. play your full part in the regular trial evacuations held throughout the year, which includes providing feedback about your experiences so we can all continue to improve.

0.1.5 On behalf of all Auckland Airport, we thank you for the assistance you provide and the role(s) you play to ensure a safe and orderly evacuation of the ITB if it is required, and in doing so keeping yourselves, your colleagues and our guests safe and healthy.

André Lovatt	Robin Cooper	James Miller
Chief Infrastructure Officer	***Head of Airport Operations***	***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, which sets out the detailed evacuation instructions and relevant plans for Zones 8 to 10, which, broadly speaking, comprise Pier A.
- Part D, this part, 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).

Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens
1 (Divided into 4 areas for	Ground floor landside arrivals	B	Airport Operations	• Airport Operations • Skygate staff • Ground handlers • Airline staff

Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens
evacuation management purposes)				• Retail tenants
	Mezzanine floor offices at arrivals (western) side of terminal	B	Senior Customs Officer	• Customs Officers • MPI Officers • Airline tenants
	Check-in counters and concourse	B	Airport Operations	• 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	• Airport Operations • Airline tenants
2	Bag Hall reclaim	B	Senior Customs Officer	• Customs Officers • MPI Officers • Airline Bag services staff • Baggage staff • Tenants
3	Baggage Make-Up	B	Baggage Handling Team Leader (Air NZ and Menzies)	• 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	• Airport Operations staff • Concessionaires • Airline offices • Tenants
4A	L1 airside Customs/Avsec departure processing areas	B	Aviation Security	• NZ Customs Officers • Aviation Security Officers
4B	L1 landside Air NZ inflight services	B	Air NZ	• Air NZ staff
4C	L1 landside Operations Control Centre	B	Airport Operations	• Airport Operations
5	Level 1 airside retail and dwell, 2nd floor Mezzanine airside	B	Airport Operations	• 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 (if present) Alternatively Avsec or Airport Operations	• 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	• VIP lounge staff • Aviation Security staff support airside/landside boundaries
7A	Level 2 VIP Air NZ Lounge	B	Air NZ Lounge Supervisor	• 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	• Air NZ ramp staff
	Pier A North – L1 Arrivals GL 1-4		Level 1 – Aviation security	• Airline staff • Aviation Security staff • Retail Staff
	Pier A North – L2 Departures GL 1-4		Level 2 – Retail store manager or supervisor	• Retail Staff • Operations staff

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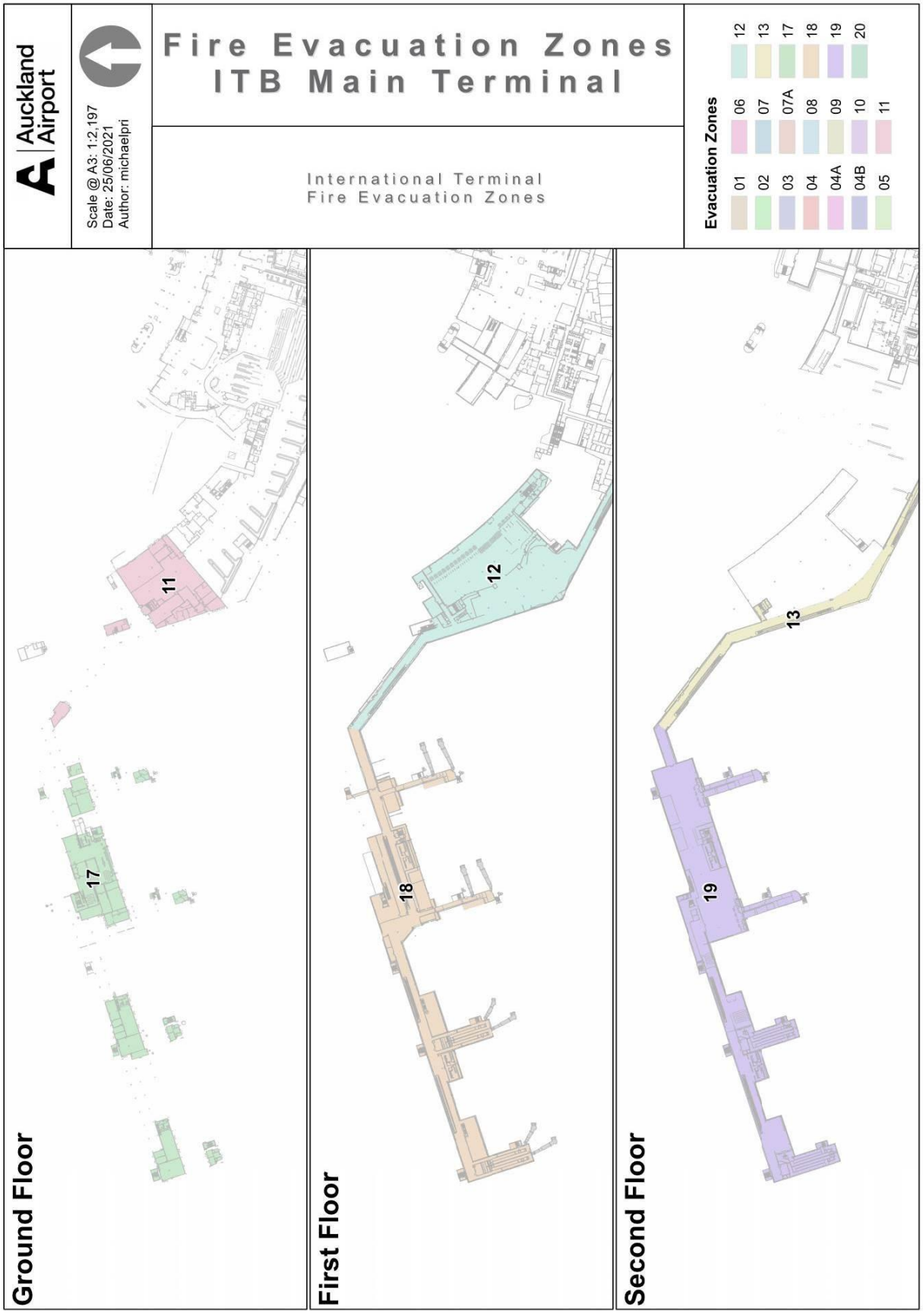
Zone	Zone description	Fire Scheme Part	Zone Warden	Fire Wardens
9	Pier A South – ground floor and GL 4E	C	Ground floor – AIAL Airfield Operations	• AIAL Airfield Operations • Kauri Lounge staff
	Pier A South – L1 Arrivals GL 5-10		Level 1 – Aviation Security	• Airline Staff
	Pier A South – L2 Departures GL 5-10		Level 2 – Air NZ International Transfer Desk	• Air NZ staff • Retail staff • Tenant staff
10	External ground level under croft of building underneath GL 8 & 10	C	AIAL Airfield Operations	• Airfield Operations • AIAL Airfield Administration Office Staff • Swissport
11	**Ground level West Plant rooms, bus door 13**	**D**	**AIAL Airfield Operations**	• **AIAL Airfield Operations staff** • **Ground Handler / Bus operations Door staff** • **Engineering Services staff** • **Customs staff (level 1)**
12	**Level 1 airside Customs & Duty-free arrivals**	**D**	**Senior Customs officer on duty**	• **Customs staff** • **Immigration staff** • **Duty Free retail staff**
13	**Pier B L2 departures corridor to GL15-18**	**D**	**Airport Operations or Level 2 mezzanine retail supervisor**	• **Airport Operations staff** • **Level 2 mezzanine retail staff**
17	**Pier B ground floor Bus lounges 16A-D**	**D**	**Airport Operations (or airline rep. if bus lounge in use)**	• **Airline staff (if present)** • **Airfield Operations Staff** • **Terminal Operations Staff** • **Skybus Staff** • **Engineering Services (Plantrooms - if present)**
18	**Pier B L1 Arrivals Airbridges 15-18**	**D**	**Airport Operations (or airline rep. if Pier B arrivals gates are in operation)**	• **Airline staff (if present)** • **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)**	• **Airline staff (if present)** • **Terminal Operations Staff** • **Retail Staff**
20	Level 2 AVSEC Imaging Room & Airside Kea Track	B	Avsec	• ES staff if present in plant room • Avsec staff in Imaging Room

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


Auckland Airport
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Date: 25/06/2021
Author: michaelpri
Fire Evacuation Zones
ITB Main Terminal
International Terminal
Fire Evacuation Zones
Evacuation Zones
01
02
03
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04A
04B
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07A
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Ground Floor
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First Floor
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Auckland Airport

Zone 11 ITB Evacuation Scheme

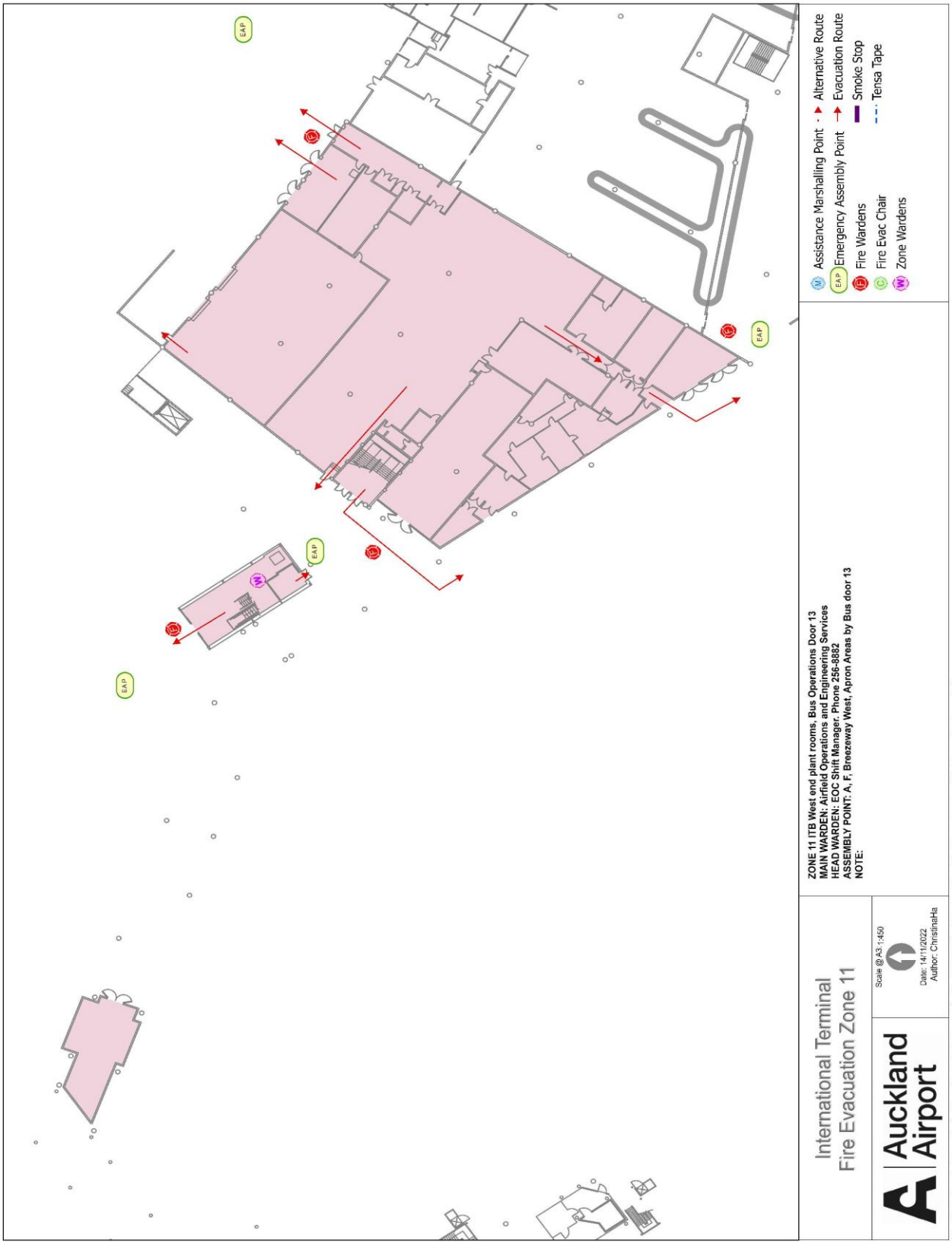
West End Plant Rooms, Bus Lounge Door 13

ZONE 11 – WEST END PLANT ROOMS &BUS ARRIVAL OPERATIONS DOOR 13

SUMMARY TABLE: ZONE 11

Zone Coverage:	Plant room to the west end of the baggage reclaim hall and bus arrival operations Door 13 and vertical circulation
Zone Warden:	Airfield Operations or Engineering Services (assisted by Customs on the first floor)
Fire Wardens:	• Airfield Operations staff • Ground Handler / Bus operations Door 13 staff • Customs staff (on the first floor) • Engineering Services staff
Zone Warden Box:	Ground floor lobby area inside Door 13 (ext 90326). An Airport Phone is available first floor opposite Lift 36 (ext 90333)
Marshaling Assistance Point:	Nil but Airport phone available first floor opposite Lift 36 (ext 90333)
Any Unusual Areas or Features	Nil
Adjacent internal safe Zones:	• Nil for plant rooms (do not evacuate into adjacent Zone 2 MPI area unless necessary for life safety reasons as this is a Biosecurity Controlled Area) • Zone 12 for arriving guests more than halfway up the Door 13 vertical circulation
Final Fire Exits:	• Ground Floor Plant Room various doors • Bus Operations Door 13
Emergency Assembly Points:	• Landside facing Ground Floor Plant Rooms EAP D – Outside Door 11, West end of ITB. • Airside facing Ground Floor Plant Rooms to Airside EAP G Breezeway Middle. (Note EAP H – Breezeway West is not available for parts of 2023 due to storage of mishandled baggage). • Bus Operations Door 13 to Airside EAP M (building undercroft East & West of Bus Door 13)
Zones in Alert	• Zone 2 baggage reclaim hall • Zone 12 Immigration primary processing first floor
Important Phone Numbers	• 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 11 - WEST END PLANT ROOMS & BUS ARRIVAL OPERATIONS DOOR 13



11.1 ZONE WARDEN

11.1.1 The Zone Warden for this Zone is:

- **Airfield Operations or Engineering Services** on the Ground Floor,
- assisted by **Customs staff** on the First Floor.

11.1.2 The Zone Warden is to report to the Zone Warden Box in the Door 13 Lobby Area. Apron Tower also hold a copy of the Zone Warden Checklist for this Zone. Airfield Operations staff should be familiar with the check list. Note there are separate instructions for Zones 2 and 12 which are in alert mode while Zone 11 is evacuating.

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

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

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

- directly by the AA radio network.
- ringing the Airport Phone located at the ground floor inside Door 13 (ext 90326) and first floor opposite lift 36 (ext 90333).
- for queries relating to the first floor, through the Customs radio system by the Customs representative present in EOC directly radioing the Senior Customs Officer acting as Fire Warden on the first floor.

11.2 FIRE WARDENS

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

11.2.2 The Fire Wardens for Zone 11 are:

- Airfield Operations staff
- Ground Handler / Bus operations Door 13 staff
- Engineering Services staff
- Customs staff (in relation to arriving passengers within the stairwell and lifts close to the first floor)

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

11.2.4 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 section11.3.and 11.4 below in relation to Zone 11.

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

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

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

11.3 EVACUATION PROCESS

11.3.1 The evacuation routes are:

- For the Ground Floor landside facing plant rooms use plant room doors to reach the Western forecourt and Emergency Assembly Point D outside Door 11.
- For the Ground Floor airside facing plant rooms Airside Emergency Assembly Point G (Breezeway Middle by carousels 4 and 5) or Emergency Assembly Point M (Door 13 east). Note that EAP H Breezeway West is not available in 2023 due to storage of mishandled baggage.

- For the stairs leading up from door 13 use bus operations Door 13 to return to the Apron ramp area and Emergency Assembly Point M to the East and West of Door 13.

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

11.3.3 If bus operations are occurring, then the airline ground handler escorting any passenger requiring assistance will remain with that passenger and assist them to the appropriate Emergency Assembly Point. If assistance is required ring 98777 from an airport phone or 09 256 8777.

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

- Ensure tensa tapes are pulled across the boundary doors to stop people entering the area under evacuation.
- Ensure all rooms and corridors are checked and clear.
- Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will report to the Head Building Fire Warden once the whole Zone is checked and cleared (ext 98882 / 98809 / 98111).
- Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

11.4 MANAGEMENT DURING EVACUATION PERIOD

11.4.1 External Assembly Points

11.4.1.1 The external Emergency Assembly Points are:

- For the Ground Floor landside facing plant rooms Emergency Assembly Point D – Outside Door 11, West end of ITB.
- For the Ground Floor airside facing plant rooms Airside Emergency Assembly Point G (Breezeway Middle by carousels 4 and 5) or Emergency Assembly Point M (Door 13 east). Note that EAP H Breezeway West is not available in 2023 due to storage of mishandled baggage.
- For the stairs leading up from door 13 the Emergency Assembly Point M (east and west of Bus Door 13).

11.4.1.2 Fire Wardens evacuated from landside facing plantrooms should assist in keeping evacuated persons clear of the forecourt roads. Be aware that AES and FENZ Fire Appliances will need to access the Fire Mimic Panel outside Door 3, and also may need to access the Western Pump Room at the landside end of Pier B.

11.4.2 Airport Environment Considerations

11.4.2.1 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 or connecting flights and may need reassuring regarding potential delays and rescheduling of flights. Be alert for any passengers wearing a Hidden Disabilities Sunflower Lanyard.

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

11.4.3 Management at External Airside Assembly Points

11.4.3.1 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. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

11.4.3.2 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.

11.4.3.2 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).

11.5 RE-ENTRY PROCESS

11.5.1 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.

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

11.5.3 AA Engineering staff and service contractors may receive direct notification from EOC to re-enter the building to reset services and check the safety of electrical or other systems

prior to general staff re-entry. Note if the area is still in evacuation with the alarms sounding AA Engineering staff and service contractors must be escorted by FENZ and/or AES and cannot re-enter without escort.

11.5.4 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. Be alert for any passengers wearing a Hidden Disabilities Sunflower Lanyard. **Passengers must not be left unattended or unsupervised in an external airside environment.**

11.6 SPECIAL ZONES AND PROCESSES

11.6.1 Nil

11.7 IF ZONE IS IN ALERT

11.7.1 Zone 11 will go into alert if adjacent areas 2 (MPI baggage reclaim ground floor) and 12 (Immigration primary processing Level 1) 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.

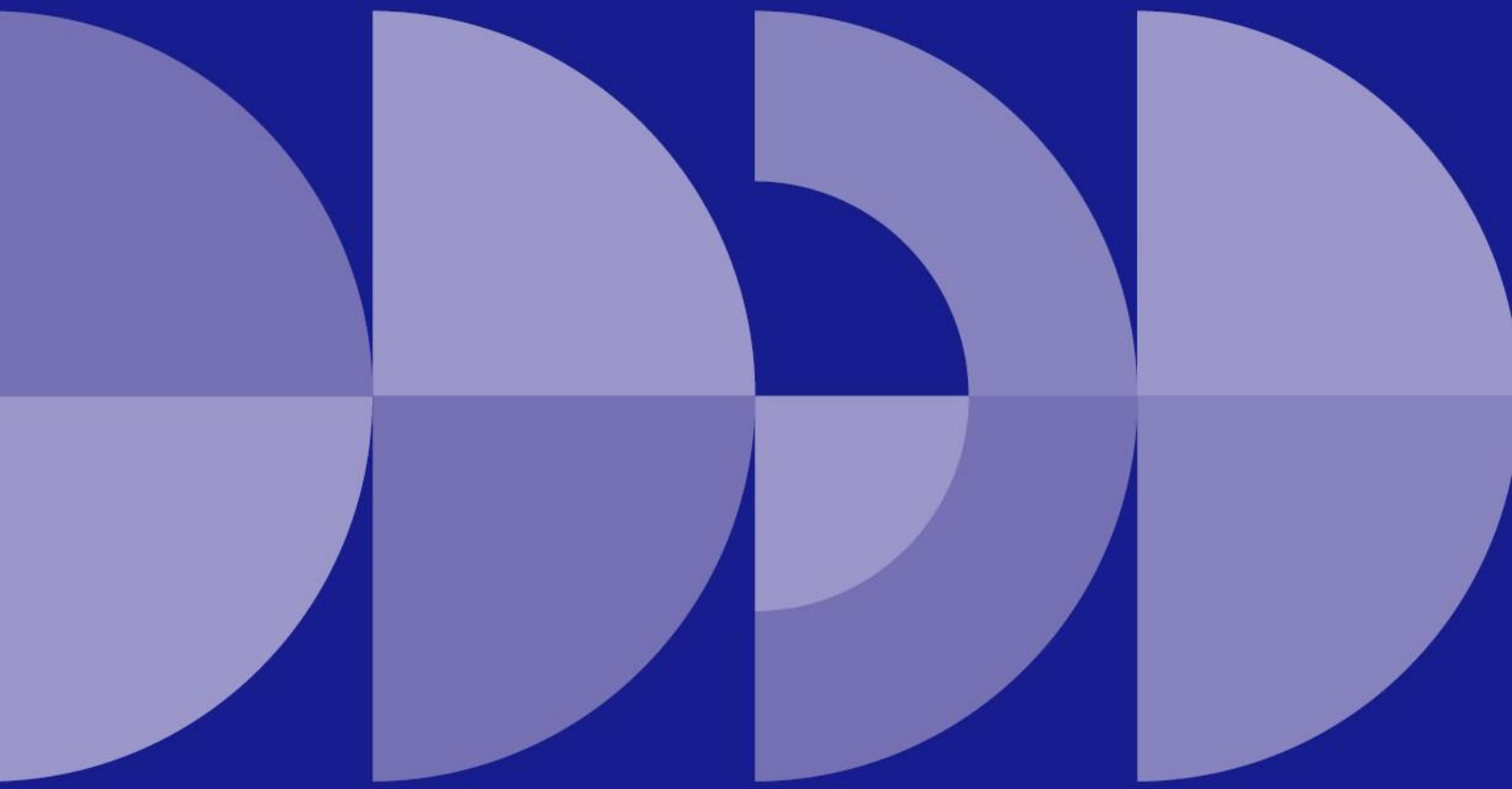
11.7.2 The areas which are adjacent to Evacuation Zone 11, and any specific additional actions which need to be taken by Zone 11 Fire Wardens if Zone 11 is in alert are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 11 Zone Wardens and Fire Wardens if Zone 11 is in alert
2	MPI baggage reclaim ground floor	• Ensure staff do not use the corridor from the Western Forecourt to enter the baggage reclaim area via Door IG160
12	Immigration primary processing first floor	• Ensure arriving guests do not use door 13 stairs to try and reach Immigration primary processing

Auckland Airport

Zone 12 ITB Evacuation Scheme

First Floor Customs Arrivals Area, Immigration Offices & Duty Free Arrivals Stores; First Mezzanine Floor Immigration Offices



ZONE 12: FIRST FLOOR CUSTOMS ARRIVALS, IMMIGRATION AND DUTY FREE ARRIVALS STORES

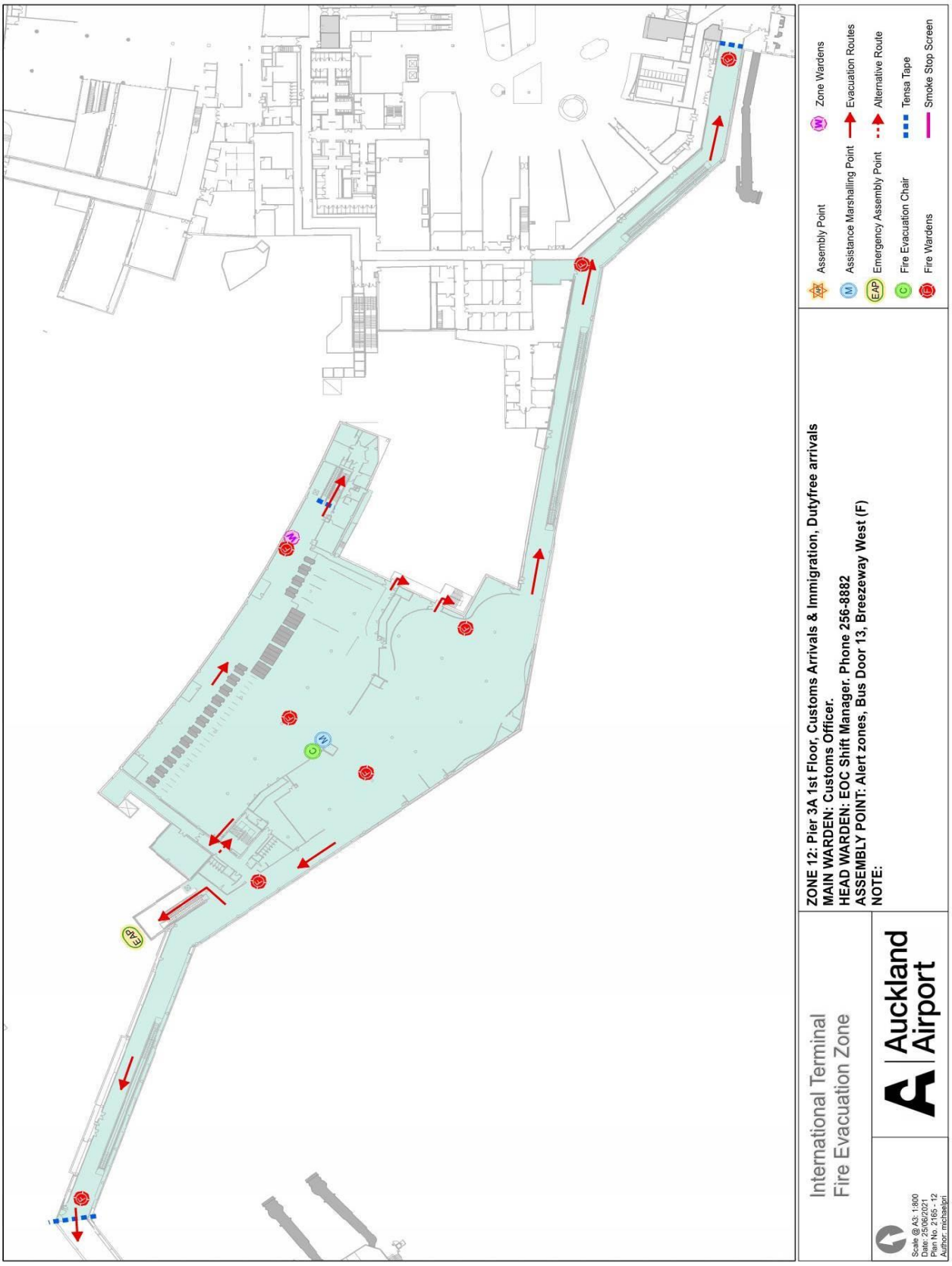
SUMMARY TABLE: ZONE 12

Zone Coverage:	1st floor Customs arrivals, Immigration and duty free arrivals stores, 1st mezzanine floor Immigration offices
Zone Warden:	Senior Customs Officer
Fire Wardens:	• NZ Customs Officers • Immigration staff • Duty Free retail staff
Zone Warden Box:	• Customs Arrivals Area, next to Customs Control Desk East (Ext 90330).
Marshaling Assistance Point:	• Between Loop Duty Free stores, before entrance of Customs Arrivals (Ext 90339).
Any Unusual Areas or Features	• Immigration offices and holding area for people being investigated or returned to point of origin on next available flight are located on level 1

Adjacent internal safe Zones:	• Passengers who have not cleared Immigration primary processing can be evacuated back to any of:
	  ○ Zone 5 by Avsec Transit Screening
	  ○ Zone 8 Māori Carving on level 1 Pier A or
	  ○ Zone 18 Māori Carving on level 1 Pier B.
	• Passengers who have cleared Immigration primary processing can continue downstairs into Zone 2 MPI baggage reclaim area

Final Fire Exits:	• Door 13 bussing arrivals stairs to Airside EAP M (building undercroft East and West of Bus Door 13) • Egress stair 9 to breezeway via door IF142 and IF140A (or IF140 for Loop Duty Free staff)
Emergency Assembly Points:	• Internal Safe Adjacent Zones 2, 8 or 18 • EAP G (Breezeway Middle at Carousels 4 and 5) • EAP M (Apron area to East and West of bus operations stairs Door 13) • (Note EAP H Breezeway West by carousel 1 is not available for parts of 2023 due to storage of mishandled baggage).
Zones in Alert	• Zones 2, 4, 4C, 8, 11, 13 & 18 are in alert mode while Zone 12 is evacuating
Important Phone Numbers	• 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 12 - 1st FLOOR CUSTOMS ARRIVALS, IMMIGRATION AND DUTY FREE ARRIVAL STORES



12.1 ZONE WARDEN

12.1.1 The Zone Warden for this Zone is a **Senior Customs Officer**.

12.1.2 The relevant person is to report to the Zone Warden Box and familiarize themselves with and follow the check list contained in the box. Note there are separate instructions for Zones 2, 4, 4C, 8, 11, 13 & 18 which are in alert mode while Zone 12 is evacuating.

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

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

12.1.5 EOC will communicate with the Senior Customs Officer acting as Zone Warden either by:

- ringing the Airport Phone in the Zone Warden Box or
- through the Customs radio system by the Customs representative present in EOC directly radioing the Senior Customs Officer acting as Zone Warden.

12.2 FIRE WARDENS

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

12.2.2 The Fire Wardens for this Zone are:

- NZ Customs Officers.
- Immigration staff.
- Duty free retail staff.

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

12.2.4 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 they are directed or it becomes 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 12.3.and 12.4 below in relation to Zone 12.

12.2.5 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.

12.2.6 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.

12.3 EVACUATION PROCESS

12.3.1 The preferred evacuation routes are to evacuate arriving guests horizontally within the terminal to adjacent safe alert Zones as follows (provided these Zones are not in evacuation themselves):

- Passengers who have not cleared Customs and Immigration primary processing can be evacuated back to any of:
  - Zone 5 by Avsec Transit Screening;
  - Zone 8 Māori Carving on level 1 Pier A; or
  - Zone 18 Māori Carving on level 1 Pier B.
- Passengers that have cleared Customs and Immigration can continue downstairs into Zone 2 MPI baggage reclaim area.

12.3.2 If evacuation outside is required, then use the stairs on either side of the ponding area (stairs S10 via doors IF147 and IF148 and stairs S9 via doors IF142 and IF140A) and the Door 13 bus operations staircase. The External Assembly Points are EAP G (Middle Breezeway) and EAP M (East & West of Bus Operations Door 13). Note EAP H (West Breezeway) is not available in 2023 due to storage of mishandled baggage. Visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

12.3.3 Fire Wardens should expedite the evacuation process by moving or opening moveable partitions and disney queuing tensa tape within queueing areas in order to provide a clear egress route for passengers to the fire exit doors.

12.3.4 Fire Wardens then assist passengers and staff to evacuate by directing them to the appropriate exit for their stage of processing. Lifts, travellators, escalators do not form part of the egress routes to be used. Escalators are too steep for Health & Safety requirements.

12.3.5 One Fire Warden will staff the Warden Assistance Marshalling Point located between the Duty Free Stores. The number of mobility challenged people waiting at the Warden Assistance Marshalling Point is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111).

12.3.6 The Immigration Fire Warden will ensure that any persons in the Immigration Level 1 offices or holding areas under investigation or being held by Immigration for return to their place of origin will be escorted to an Assembly Point and supervised by Immigration staff during the evacuation process. The Immigration Fire Warden must advise the Zone Warden that the Immigration holding areas and waiting areas have been checked and are clear and anyone held in these areas has been evacuated. The lobby area near the base of bus door 13 stairs in Zone 11 is a suitable internal adjacent safe zone for any persons under the supervision or management of Immigration NZ. If external evacuation is required, the MPI & Customs special Emergency Assembly Point F at the Breezeway East (external point by carousel 6 and 7) should be used.

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

- Ensure tensa tapes are pulled across the boundaries of the Zone to stop people entering the area under evacuation, particularly at:
  - Before transit screening on level 1
  - Māori caving on level 1 Pier A
  - Māori caving on level 1 Pier B
  - Escalator 22 and lift 36 (door 13 bus operations vertical circulation)
  - Escalator 23 and Lift 35 (Customs arrivals down to baggage claim)
  - The three Travellators on level 1 Zone 12 connector (T1 and T2 leading from Pier A and T3 leading from Pier B, all after the Māori carvings).
- Ensure all toilets, lifts, public and staff areas, retail areas, offices, storage and tenant areas and holding areas are checked and clear.
- Report to the Zone Warden when their area is all checked and cleared. The Zone Warden will report to the Head Building Fire Warden once the whole Zone is checked and cleared (ext 98882 / 98809 / 98111).
- Occupy the indicative positions marked F as shown on the plan unless it becomes necessary for the Fire Wardens to also evacuate.

12.4 MANAGEMENT DURING EVACUATION PERIOD

12.4.1 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. Travelling guests may be particularly anxious about missing connecting flights or other onward transport and may need reassuring regarding potential delays and rescheduling of flights. Be alert for any passengers with a Hidden Disability Sunflower Lanyard.

12.4.2 Internal Safe Adjacent Areas

12.4.2.1 Travelling guests evacuated to the internal airside safe adjacent alert Zone simply need monitoring to ensure they do not try to re-enter the Zone under evacuation. These guests may move away from the immediately adjacent area to find somewhere comfortable airside to wait. Guests who had completed Immigration processing and evacuated to safe adjacent Zone 2 may continue with baggage reclaim and MPI risk assessment.

12.4.2.2 If Immigration NZ has any persons under their supervision or management, the lobby area near base of bus door 13 stairs in Zone 11 is a suitable internal adjacent safe zone.

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

12.4.3 External Airside Emergency Assembly Points

12.4.3.1 The key external Emergency Assembly Points are:

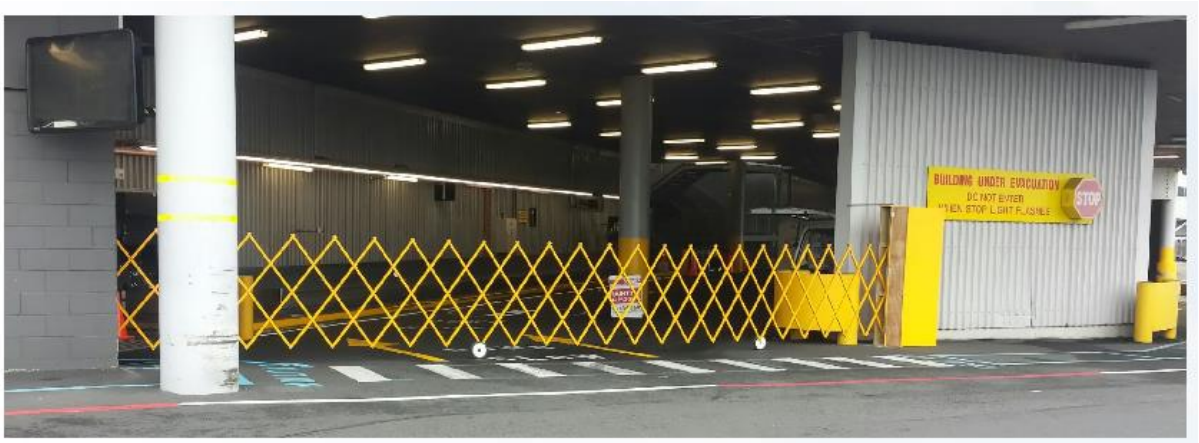
- EAP G – Breezeway Middle by carousels 4 and 5
- EAP M – East and West of Bus Door 13
- Note EAP H – Breezeway West (external point by carousel 1) is not available in 2023 due to storage of mishandled baggage.

12.4.3.2 Note if Customs or Immigration have persons of interest which they wish to keep separate, then EAP F – Breezeway East (external point by carousel 6 and 7) can also be used as a special Emergency Assembly Point area.

12.4.3.3 If travelling guests have had to be evacuated to the apron, then all staff at this Emergency Assembly Point must assist to corral and supervise passengers on apron Emergency Assembly Points. Be alert for any passengers with a Hidden Disability Sunflower Lanyard. **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.

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



12.4.3.5 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.

12.4.3.6 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).

12.4.3.7 Tug and vehicle operations must cease in the Breezeway during an evacuation. If any vehicle movements occur the Zone Warden should report this to EOC.

12.4.3.8 Fire Wardens should be mindful 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.

12.5 RE-ENTRY PROCESS

12.5.1 Re-entry Generally

12.5.1.1 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.

12.5.1.2 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.

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

12.5.2 Re-entry from Adjacent Airside Zones

Travelling guests evacuated to adjacent airside Zones are simply allowed to re-enter the reopened Zone 12 once EOC announces that passengers can re-enter.

12.5.3 Re-entry from External Airside Assembly Points

12.5.3.1 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 should need to remain with passengers at the Emergency Assembly Point areas to assist corralling.

12.5.3.2 Separate PA messages for staff and passengers will be relayed by EOC to re-enter the evacuated areas. Customs will allocate staff member(s) to remain with passengers at Emergency Assembly Point areas during staff re-entry & will liaise with the Customs representative in EOC for passenger re-entry announcement.

12.5.3.3 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.

12.5.3.4 Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

12.6 SPECIAL ZONES AND PROCESSES

12.6.1 Immigration Interview Rooms and Waiting Areas on Level 1

12.6.1.1 The Immigration area on Level 1 includes interview rooms and waiting areas for persons of interest to Immigration or persons denied entry to New Zealand being held by Immigration for return to their place of origin on the next available flight. A strong duty of care is owed to these people during any evacuation process as they may be being held in a locked room.

12.6.1.2 The Immigration Fire Warden will ensure that any such person/s will be released and escorted to an Assembly Point and supervised by Immigration staff during the evacuation process. If Immigration NZ has any persons under their supervision or management then the lobby area near the base of bus door 13 stairs in Zone 11 is a suitable internal adjacent safe zone. If external evacuation is required, the MPI and

Customs special Emergency Assembly Point areas at the Breezeway East (external point by carousel 6 and 7) should be used.

12.6.1.3 The Immigration Fire Warden must advise the Zone Warden that the Immigration holding areas have been checked and are clear and anyone held in these areas has been evacuated.

12D.7 IF ZONE IS IN ALERT

12.7.1 Zone 12 will go into alert if adjacent areas 2, 4, 4C, 8, 11, 13 or 18 go into evacuation. If this occurs, then the Zone Warden needs to:

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

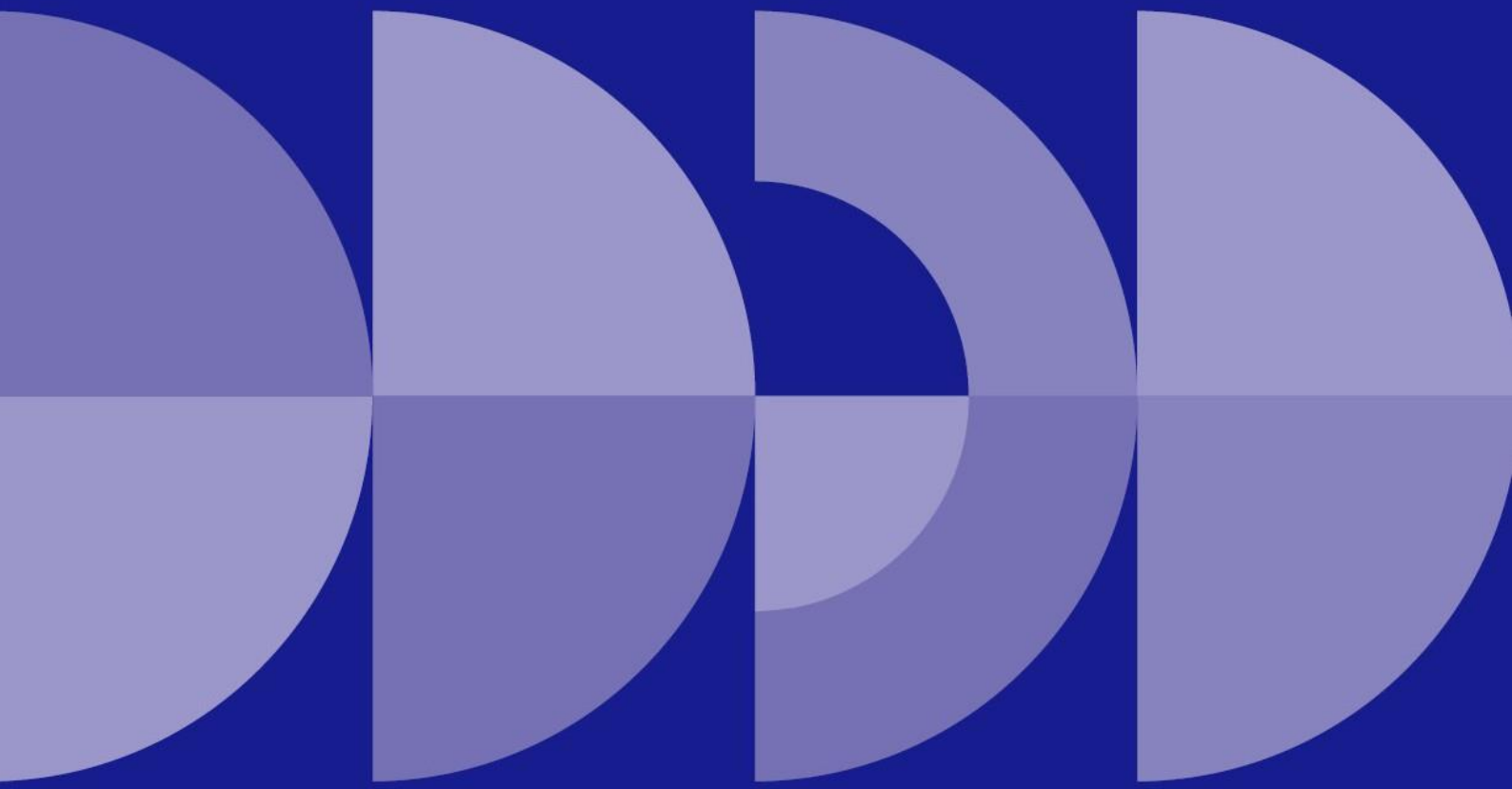
12.7.2 The areas which are adjacent to Evacuation Zone 12, and any specific additional actions which need to be taken, are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 12 Zone Wardens and Fire Wardens if Zone 12 is in alert
2	MPI Baggage Reclaim Ground Floor	• Halt Immigration processing in Zone 12 and draw tensa tapes to prevent any processed passengers from moving downstairs to Zone 2. • Processed passengers must be held upstairs in Zone 12 after the Customs booths/smartgates.
4	Landside 1st floor dwell	• Nil
4C	Operations Control Centre	• Nil
8	Pier A gates 1 to 4, all levels north of stairs PF14	• Ensure barrier tensa tape is in place at Māori carving if Zone 8 is evacuating
11	Ground floor West plant rooms and arrivals bussing door/stairs 13	• Ensure that any arriving travelers in the vertical circulation areas in Zone 11 move up to Zone 12. • Ensure barrier tensa tape is in place at escalators, lifts and stairs if Zone 11 is evacuating
13	Level 2 departures connector between Zone 5 main retail dwell and Zone 19 (gate lounges 15 to 18)	• Nil
18	Level 1 arrivals corridors for Gates 15 to 18	• Ensure barrier tensa tape is in place at Pier B Māori carving if Zone 18 is evacuating

Auckland Airport

Zone 13 ITB Evacuation Scheme

Level 2 Departures Connector Corridor Leading to (but not including) Gate Lounges 15 - 18

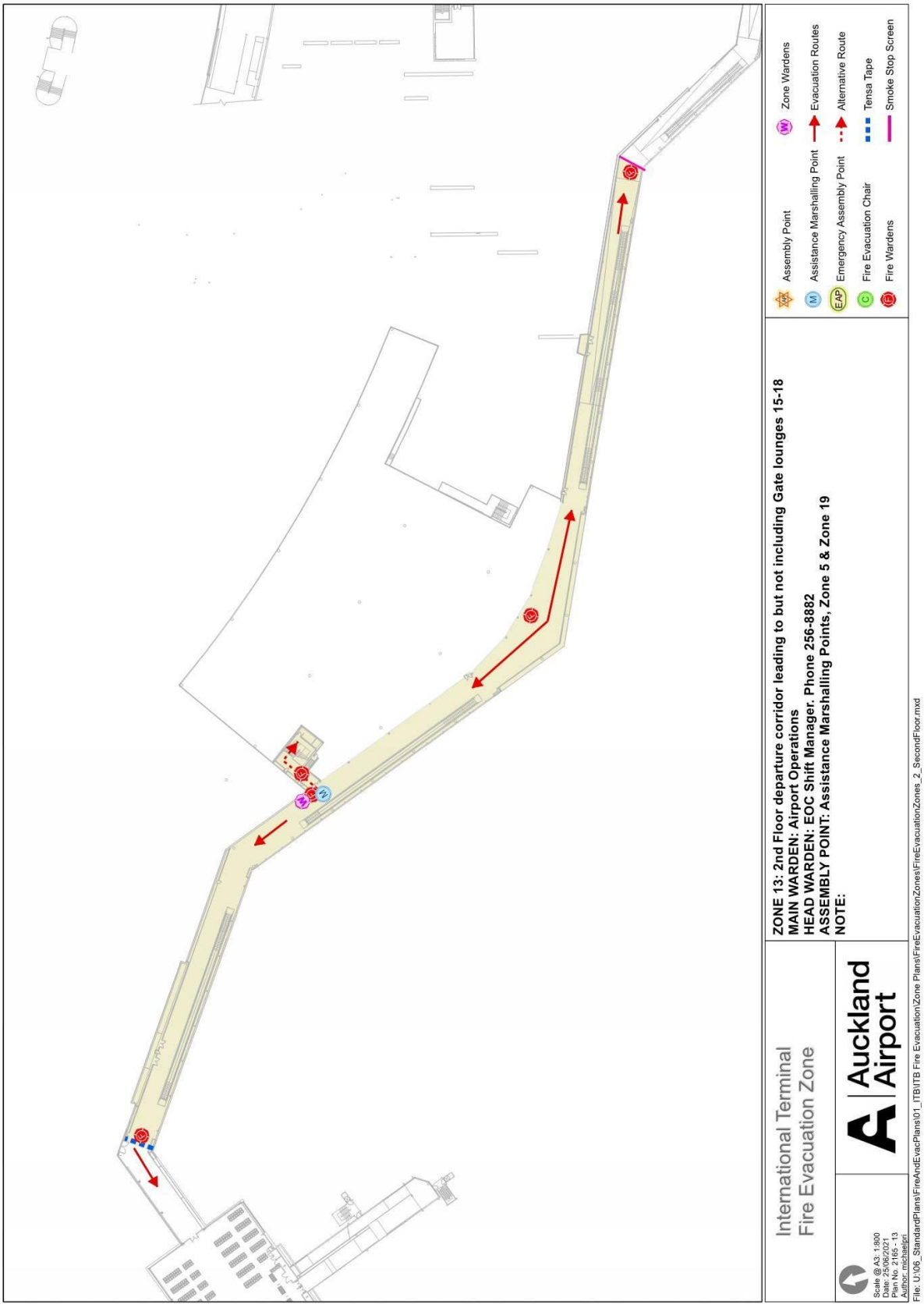


ZONE 13: LEVEL 2 DEPARTURES CONNECTOR

SUMMARY TABLE: ZONE 13

Zone Coverage:	Level 2 departure corridor leading to but not including Gate Lounges 15 – 18
Zone Warden:	Airport Operations
Fire Wardens:	Airport Operations
Zone Warden Box:	• After travellator 6 and Level 2 mezzanine retail, inside the brown door arch. (Ext. 90335) • End of travellator 8, next to the set of double doors IS41 and IS42. (Ext. 90662)
Marshaling Assistance Point:	• End of travellator 8, next to the set of double doors IS41 and IS42. (Ext. 90662)
Any Unusual Areas or Features	• Note Level 2 mezzanine currently vacant.
Adjacent internal safe Zones:	• Evacuation Zone 19 (gate lounges 15 to 18) • Evacuation Zone 5 (main airside central dwell area)
Final Fire Exits:	• Stairs S10 accessed via the Pier B departures corridor and Doors IS41 and IS42 leading to the Apron
Emergency Assembly Points:	• Adjacent alert Zone 5 & Zone 19 • EAP M – Apron area by Pier B bus operations stairs Door 13
Zones in Alert	• Zones 5 and 19 are in alert mode while Zone 13 is evacuating.
Important Phone Numbers	• 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 13 – LEVEL 2 DEPARTURES CONNECTOR



13.1 ZONE WARDEN

13.1.1 Zone Warden for Zone 13 (Level 2 departure connectors corridor) is **Airport Operations**.

13.1.2 The relevant person is to report to the Zone Warden Box and familiarize themselves with and follow the check list contained in the box. Note there are separate instructions for Zones 5 and 19 which are in alert mode while Zone 13 is evacuating.

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

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

13.1.5 EOC will communicate with the Airport Operations staff member acting as Zone Warden through the AA radio system.

13.1.6 As Zone 13 comprises the connector between the main retail dwell and the gate lounges in Pier B, the Zone Warden needs to specifically ensure that Fire Wardens are in place with tensa tapes pulled across the connector to prevent travelling guests attempting to enter the connector during a period of evacuation (refer para 13.3.5 below for details).

13.2 FIRE WARDENS

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

13.2.2 The Fire Wardens for this Zone are Airport Operations staff.

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

13.2.4 The key roles of Fire Wardens are to:

- assist staff and visitors to evacuate by directing them to the appropriate exit
- checking all areas are free of staff and visitors
- taking up position at the points throughout the Zone as shown with an F on the Zone Evacuation Map while the Zone is in evacuation (unless directed or necessary to evacuate themselves)
- staffing the Marshalling Assistance Assembly point if requested to do so by the Zone Warden
- assisting the Zone Warden in any way
- assisting with the re-entry process.

These duties are expanded upon in section 3.3.and 3.4 below in relation to Zone 13.

13.2.5 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.

13.2.6 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.

13.2.7 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.

13.3 EVACUATION PROCESS

13.3.1 The preferred evacuation route is to evacuate the travelling guests horizontally within the terminal to adjacent safe alert Zones 5 (the main retail dwell area) and Zone 19 (gate lounges 15 to 19).

13.3.2 If evacuation outside is required, then use Stairs S10 accessed via the Pier B departures corridor and Doors IS41 and IS42 leading to the Apron. The External Assembly Point is EAP M east and west of Bus Operations Door 13.

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

13.3.4 One Fire Warden will staff the Warden Assistance Marshalling Point Boxes located at End of travellator 8, next to the set of double doors IS41 and IS42. (Ext. 90662). The number of mobility challenged people waiting at the Warden Assistance Marshalling Point is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111).

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

- Ensure tensa tapes are pulled across the boundaries of the Zone to stop people entering the area under evacuation, particularly:
  - The interface between Zones 13 and 5 after Travellator 6 (after Level 2 Mezzanine retail space)
  - The interface between Zones 13 and 19 (at the last bend of the connector before Gate 15)
  - The stairwell from Zones 11 (arrivals bus stair 13) and 12 (arrivals primary processing)
- Ensure all storage areas are checked and clear.
- Report the Head Building Fire Warden (ext 98882 / 98809 / 98111) when their area is all checked and cleared to advise of this.
- Occupy the indicative positions marked F as shown on the plan unless or until it becomes necessary for the Fire Wardens to also evacuate.

13.4 MANAGEMENT DURING EVACUATION PERIOD

13.4.1 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. Travelling guests may be particularly anxious about missing their flight and may need reassuring regarding potential delays and rescheduling of flights. Be alert for passengers wearing the Hidden Disabilities Sunflower Lanyard.

13.4.2 Internal Safe Adjacent Areas

13.4.2.1 Travelling guests evacuated to the two internal airside safe adjacent alert Zones (Zone 5 main retail dwell and Zone 19 Gate Lounges 15 to 18) simply need monitoring to ensure they do not try to re-enter the Zone under evacuation. These guests may move away from the immediately adjacent area to find somewhere comfortable airside to wait.

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

13.4.3 External Airside Assembly Points

13.4.3.1 If travelling guests have been evacuated to the apron using Stairs S10 accessed via the Pier B departures corridor, they should assemble at EAP M – Apron area by Pier B bus operations stairs Door 13. All staff at this 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.

13.4.3.2 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.

13.4.3.3 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).

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

13.5 RE-ENTRY PROCESS

13.5.1 Re-entry Generally

13.5.1.1 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.

13.5.1.2 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.

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

13.5.2 Re-entry from Adjacent Airside Zones

Travelling guests evacuated to adjacent airside Zones are simply allowed to re-enter the reopened Zone 13 connector once EOC announces that passengers can re-enter.

13.5.3 Re-entry from External Airside Assembly Points

13.5.3.1 Passengers evacuated to airside external Emergency Assembly Points cannot be left unattended or unsupervised on the Apron or in the Breezeway.

13.5.3.2 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. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

13.5.3.3 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 through passengers re-entering the terminal to reach Level 1 and follow the arrivals corridor to reach the transit passenger screening point, through the most appropriate terminal entrance determined by EOC, including:

- Using Bus Operations Door 13 vertical circulation facilities;
- By Gate Lounge 4D, use door 118, enter door PG3 by Stand 6 on the Eastern side of Pier A and go up the escalator into the Pier A arrivals corridor; or
- By Gate Lounge 4D, enter door PG4 by Stand 5 on the Western side of Pier A and go up the escalator into the Pier A arrivals corridor.

13.6 SPECIAL ZONES AND PROCESSES

13.6.1 Nil at present

13.7 IF ZONE IS IN ALERT

13.7.1 Zone 13 will go into alert if adjacent areas 5 (main retail dwell) or 19 (gate lounges 15 to 19) go into evacuation. If Zone 13 is in alert, then the Zone Wardens need to:

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

13.7.3 The areas which are adjacent to Evacuation Zone 13, and any specific additional actions which need to be taken by Zone 13 Fiore Wardens when Zone 13 is in alert are shown in the table below:

[Printed Versions are Uncontrolled]

Adjacent Zone	Description	Action required by Evacuation Zone 13 Zone Wardens and Fire Wardens if Zone 13 is in alert
5	Main retail departures dwell area Level 1	• Ensure tensa tape is pulled at the interface between Zone 13 and 5 (after travellator 6 and Level 2 mezzanine retail, by the brown door arch) to prevent guests in Zone 13 entering Zone 5. • Ensure nothing is blocking underneath the fire curtain at the interface between Zone 5 and 13
19	Gate lounges 15 to 18 Level 2	• Ensure tensa tape is pulled at the interface between Zone 13 and 19 (by last kink in corridor before connector enters Gate Lounge 15) to prevent guests in Zone 13 entering Zone 19

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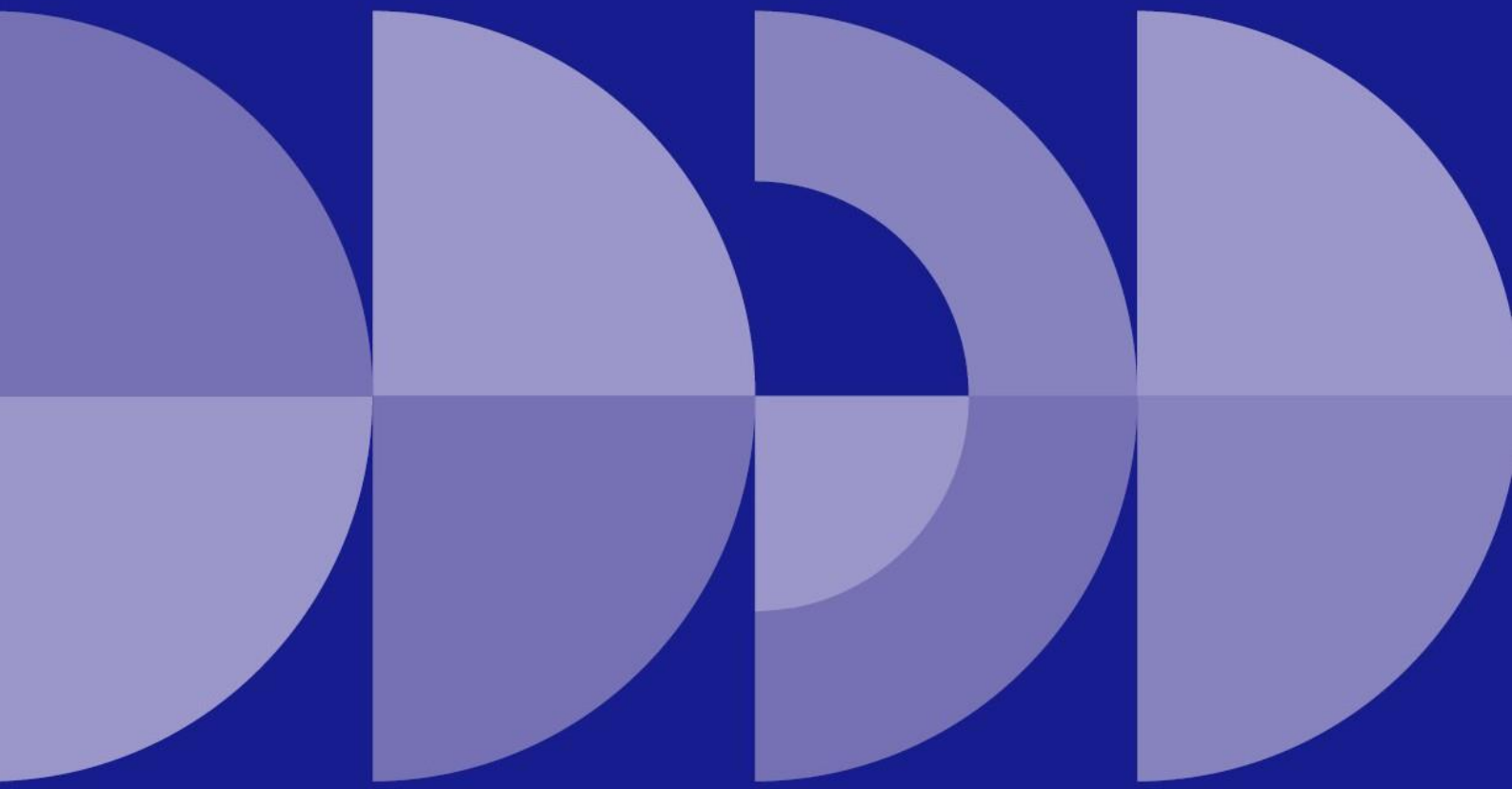
Auckland Airport

Zone 14 ITB Evacuation Scheme

Reserved for future terminal expansion



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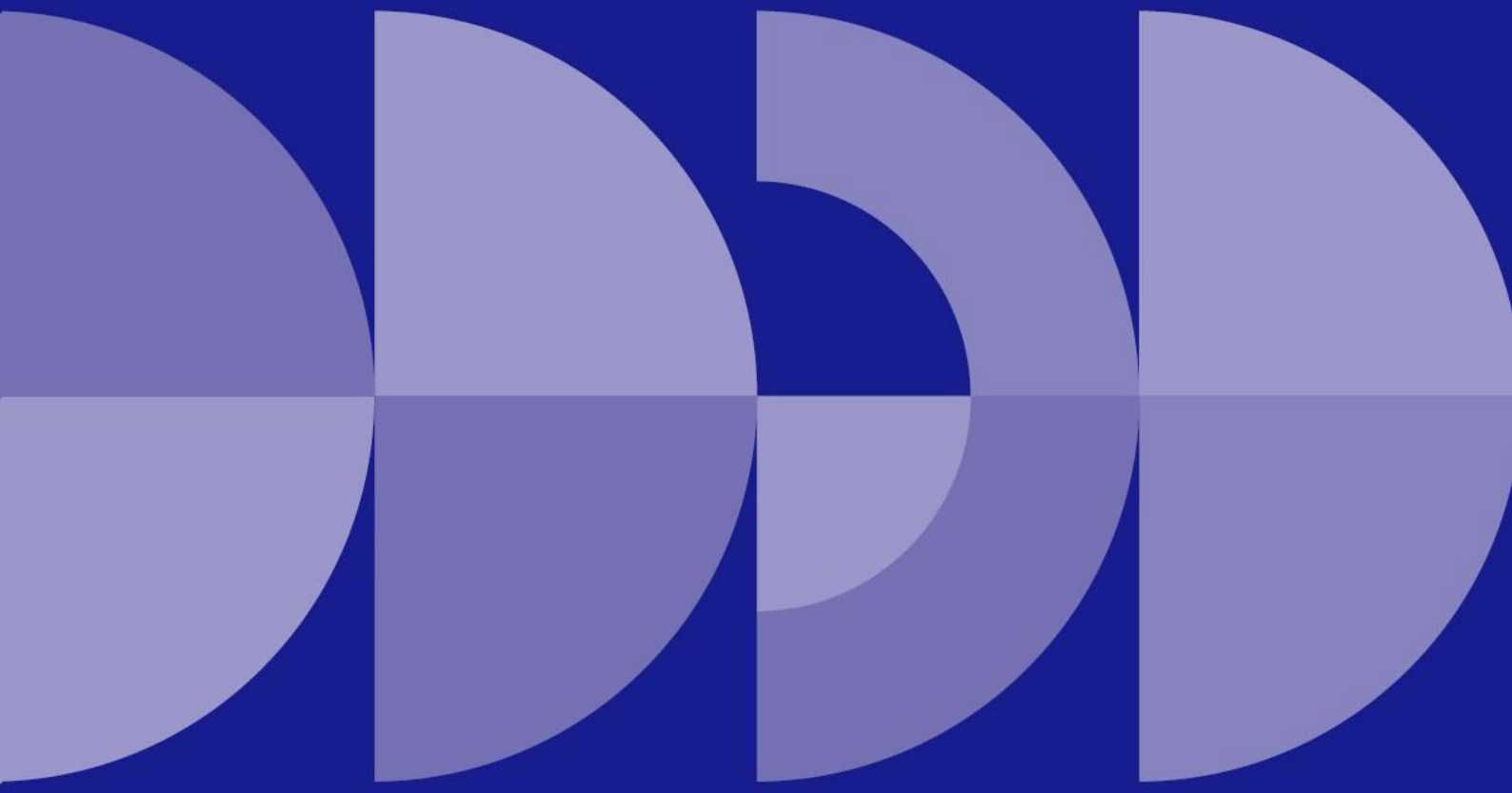
Auckland Airport

Zone 15 ITB Evacuation Scheme

Reserved for future terminal expansion



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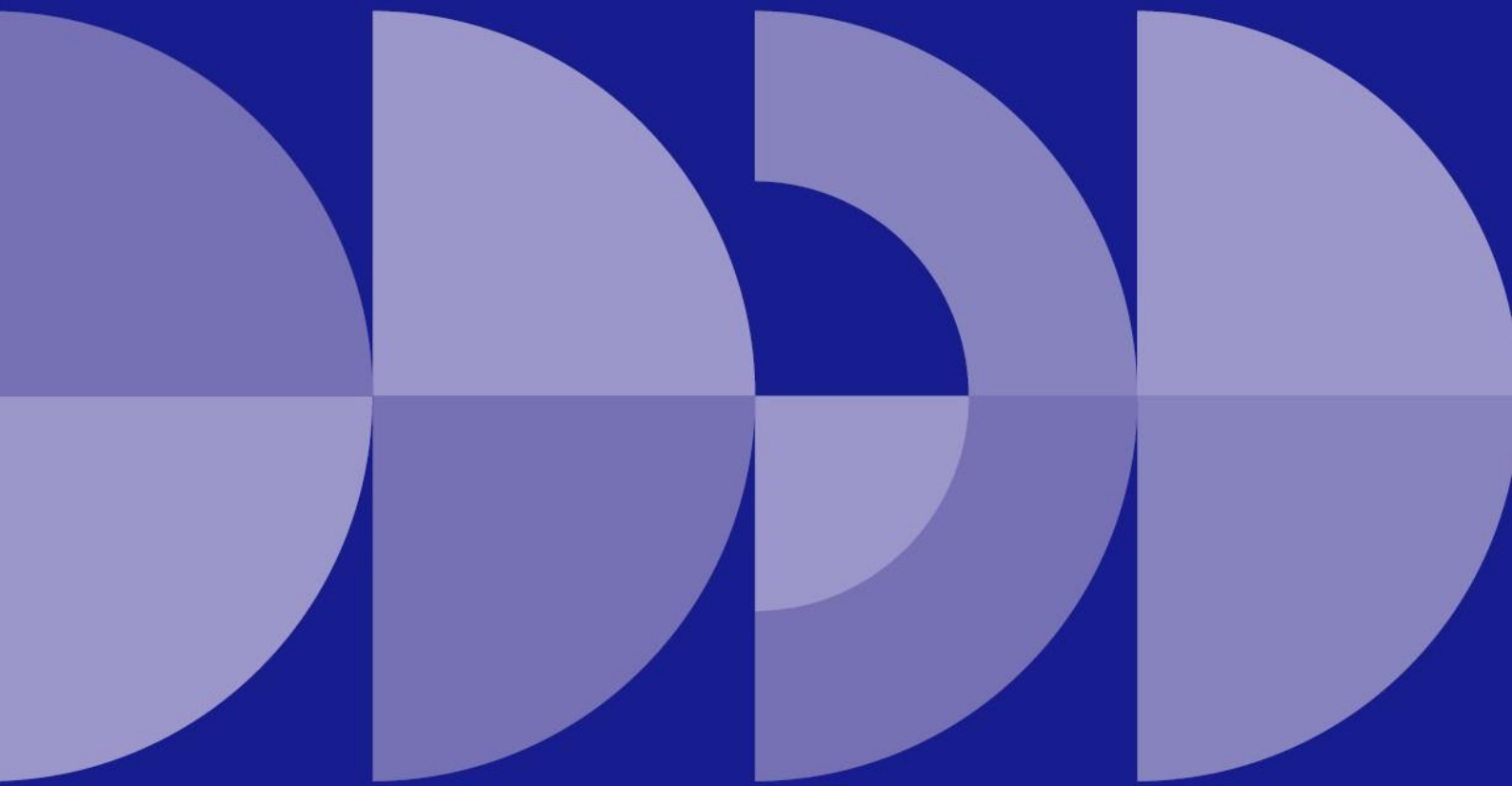
Auckland Airport

Zone 16 ITB Evacuation Scheme

Reserved for future terminal expansion



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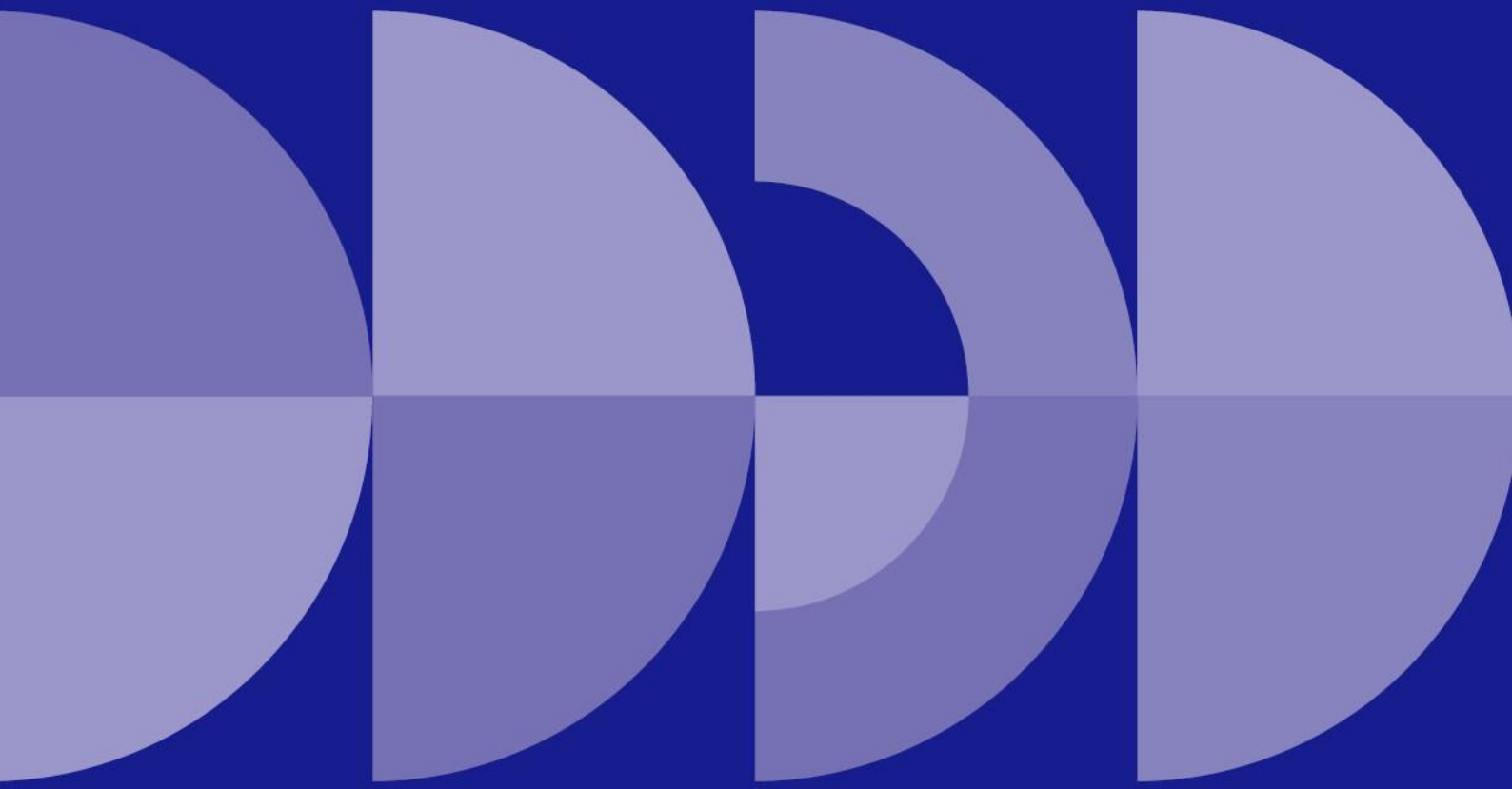
Auckland Airport

Zone 17 ITB Evacuation Scheme

Ground Floor Pier B Departures Bus Lounges 16A – 16D, Plant Rooms, Ground Handler Offices

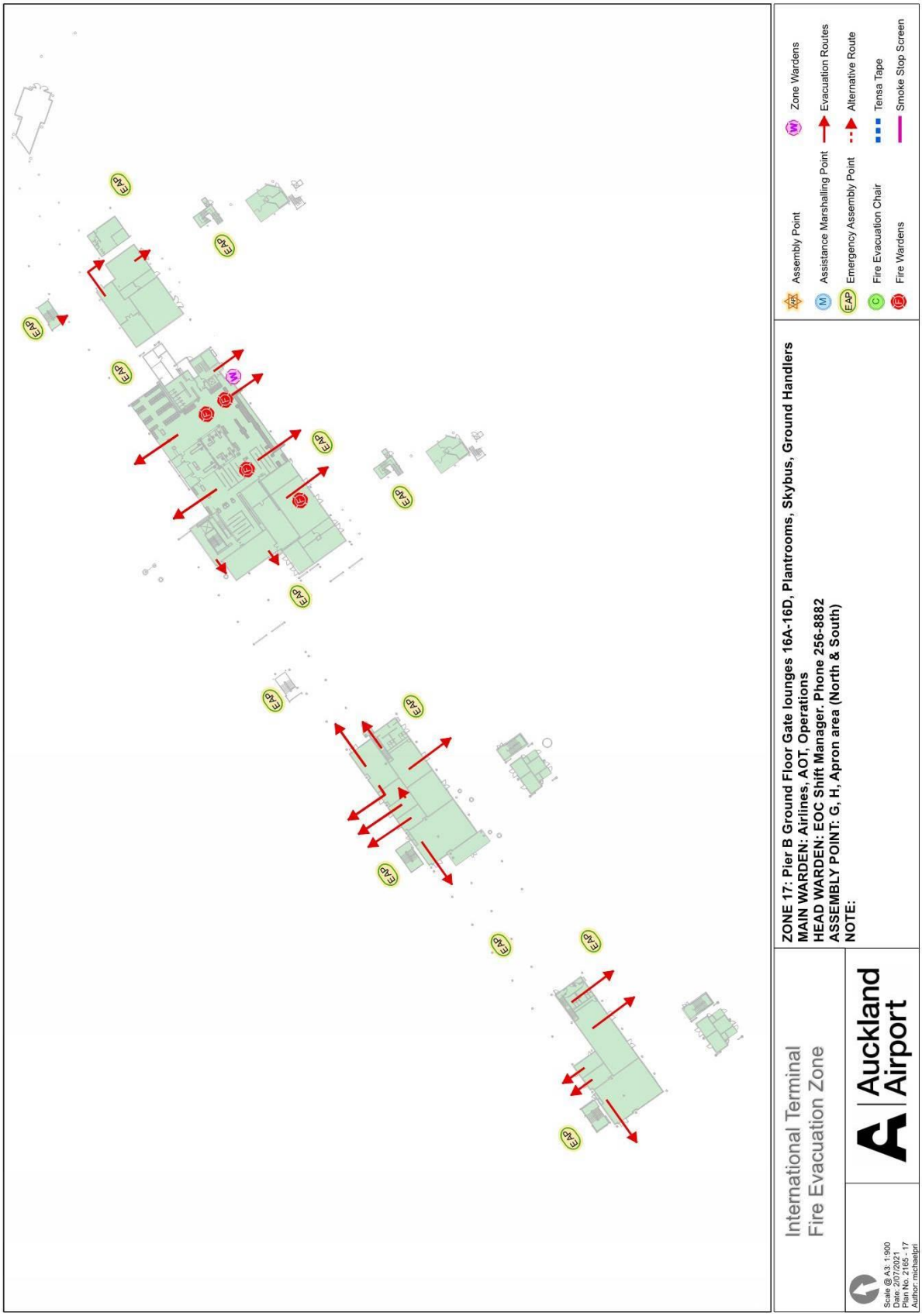


ZONE 17: PIER B GROUND FLOOR

SUMMARY TABLE: ZONE 17

Zone Coverage:	Ground floor Pier B Departures Bus Lounge 16A – 16D, Plant rooms, Ground Handler Offices
Zone Warden:	Airline if bussing departure occurring in Gate Lounge 16A – D Otherwise, Airfield Operations Staff
Fire Wardens:	• Airline staff • Airfield Operations Staff • Airport Operations Staff • Skybus Staff (if present) • Ground Handler Staff (if present) • Engineering Services (Plantrooms – if present)
Zone Warden Box:	• Gate Lounge 16A, behind the boarding desk between PBG16A and PBG20 (ext 90079)
Marshaling Assistance Point:	• Gate Lounge 16A
Any Unusual Areas or Features	• Departing screened passengers need to be kept separate from Airline, ground handler and Engineering apron-based staff who have not been screened. • Caution is required when exiting onto the Apron because of vehicle movements on the Apron Road. Keep clear of aircraft and apron ground handling equipment.
Adjacent internal safe Zones:	• Nil as evacuation cannot occur upstairs
Final Fire Exits:	• All occupants evacuate using various external access doors available in all these ground floor areas
Emergency Assembly Points:	• EAP N – Pier B North Emergency Assembly Points • EAP O – Pier B South Emergency Assembly Points • Open area between Gates 16 and 17
Zones in alert	• Zones 18 and 19 (Pier B levels 1 and 2)
Important Phone Numbers	• 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 17 – PIER B GROUND FLOOR



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17.1 ZONE WARDEN

17.1.1 The Zone Warden for this Zone is:

- **an Airline representative** if Gate Lounge 16A – D is in use as a bus lounge operation; or
- Airport Operations

17.1.2 The relevant person is to report to the Zone Warden Box in Gate Lounge 16A and familiarize themselves with and follow the check list contained in the box.

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

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

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

- ringing the Airport Phone in the Zone Warden Box or
- through the Auckland Airport radio system (if AA Operations)
- through the airline or ground handler radio system via the airline or ground handler representative present in EOC directly radioing the airline or ground handler staff member acting as Zone Warden.

17.2 FIRE WARDENS

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

17.2.2 The Fire Wardens for this Zone are:

- Airline staff (if present)
- Airport Operations Staff (airfield and terminal)
- Skybus Staff (if present)
- Ground Handler Staff (if present)
- Engineering Services (Plantrooms – if present)

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

17.2.4 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 17.3.and 17.4 below in relation to Zone 17.

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

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

17.2.6 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.

17.2.7 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 resterilisation of the area before guest re-entry. Refer ITB Evacuation Scheme Part A, para 5.1.6.5 for further detail.

17.3 EVACUATION PROCESS

17.3.1 All spaces on the Ground Floor of Pier B have external access doors accessing directly onto the Apron and able to be used as fire exits. Exercise caution when exiting onto the Apron because of vehicle movements on the Apron Road. Keep clear of aircraft and apron ground handling equipment. Note travelling guests and staff **cannot** evacuate up into the departures gate lounges on level 2.

17.3.2 Fire Wardens are to direct and assist travelling guests to move to the appropriate fire exit and External Assembly Point. 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. Be alert for passengers wearing the Hidden Disabilities Sunflower Lanyard. Note; visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

17.3.3 One Fire Warden will staff the Warden Assistance Marshalling Point Box located in Gate Lounge 16A, next to door PBG20. The number of mobility challenged people waiting at each of the Warden Assistance Marshalling Point Box is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111).

17.3.4 If Gate Lounge 16A–D is being used as an arrivals processing area in a Contingency situation, arriving passengers will need to be evacuated by doors and to Emergency Assembly Points within groups reflecting their stage of processing. Fire Wardens should release the tensa tape used for any Disney queuing to facilitate the efficient evacuation of passengers. In particular, it is important that passengers selected as 'of interest' to MPI and Customs do not mingle with cleared passengers.

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

- Ensure tensa barrier tapes are extended across Zone boundary areas, escalators/lifts to stop people entering Zone 17 from Zone 19 (access is via Gate Lounge 16).
- Ensure all toilets, parenting rooms, lifts, public and staff areas, offices, storage and tenant areas (including back of house store rooms) are checked and clear (including the MPI lab, reconciliation room and interview/inspection rooms if Gate Lounge 16 A – D is being used as an arrivals contingency processing area).
- Report to the Head Building Fire Warden (ext 98882 / 98809 / 98111) when their area is all checked and cleared to advise of this.
- Occupy the indicative positions marked F as shown on the plan unless or until it becomes necessary for the Fire Wardens to also evacuate.

17.4 MANAGEMENT DURING EVACUATION PERIOD

17.4.1 Airport Environment Considerations

Wardens need to be aware of public expectations at the Emergency Assembly Points, and should endeavour to communicate what is happening regarding the evacuation. For evacuation of Zones which are airside, travelling guests may be particularly anxious about missing their flight and may need reassuring regarding potential delays and

rescheduling of flights. Be alert for passengers wearing the Hidden Disabilities Sunflower Lanyard.

17.4.2 Internal Safe Adjacent Areas

There are no internal safe adjacent Zones as evacuation upstairs is not permitted.

17.4.3 External Airside Emergency Assembly Points

17.4.3.1 The external airside Emergency Assembly Points are:

- EAP N - Pier B North Emergency Assembly Points
- EAP O - Pier B South Emergency Assembly Points
- Open area between Gate 16 and 17

17.4.3.2 All staff at any Emergency Assembly Point must assist to corral and supervise passengers on apron Emergency Assembly Points (note that these passengers are security screened, therefore must be kept separate from apron workers). **Passengers must not be left unattended or unsupervised in an external airside environment.** A megaphone is located with MPI and EOC to support 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.

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

17.4.3.4 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).

17.4.3.5 Fire Wardens should be aware that if an evacuation is prolonged for some reason, public requirements such as comfort stops need to be addressed in conjunction with the EOC. Be alert for passengers wearing the 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.

17.5 RE-ENTRY PROCESS

17.5.1 Re-entry Generally

17.5.1.1 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.

17.5.1.2 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.

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

17.5.2 Re-entry from External Airside Emergency Assembly Points

17.5.2.1 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. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

17.5.2.2 Departing 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.

17.5.2.3 If rescreening is required, this will occur through passengers re-entering the terminal to reach Level 1 and follow the arrivals corridor to reach the transit passenger screening point, through the most appropriate terminal entrance determined by EOC, including:

- Using Door 13 bussing entrance vertical circulation facilities;
- By Gate Lounge 4D, use door 118, enter door PG3 by Stand 6 on the Eastern side of Pier A and go up the escalator into the Pier A arrivals corridor; or
- By Gate Lounge 4D, enter door PG4 by Stand 5 on the Western side of Pier A and go up the escalator into the Pier A arrivals corridor.

17.6 SPECIAL ZONES AND PROCESSES

17.6.1 Contingent Arrivals processing Area

17.6.1.1 If Gate Lounges 16A – D are being used for processing arriving passengers under a contingency processing situation, then specific exits and Emergency Assembly Points should ideally to be used so as to keep passengers at the same stage of arrivals processing together (subject to life safety considerations):

Arrivals Processing Stage	Fire Warden to supervise	Door to use for evacuation	Emergency Assembly Point
Not commenced	Customs	PBG30 fire exit door at base of stairs	Pier B North (N) – towards gate 17
Customs cleared but not MPI	MPI	Bus Lounge 16D door	Pier B North (N) – gate 16
MPI cleared	MPI	Bus Lounge 16D door	Pier B North (N) – gate 16
Identified of interest to Customs or MPI	Customs	Bus Lounge 16D door	Pier B South (O) – between gates 15 and 16 (segregated)
Staff or travellers in MPI lab	MPI	Bus Lounge 16A door (if rollers moved) or PBG20 and PBG9	Pier B South (O) – between gates 15 and 16
Completed Arrivals	Customs	Bus Lounge 16C door	Pier B North (N) – gate 15

17.6.1.4 Fire Wardens should expedite the evacuation process by moving or opening moveable partitions and disney queuing tensa tape within queueing areas in order to provide a clear egress route for passengers to the fire exit doors.

17.6.1.5 A plan of the layout for arrivals contingency processes for Gate Lounges 16A – D is set out overleaf.

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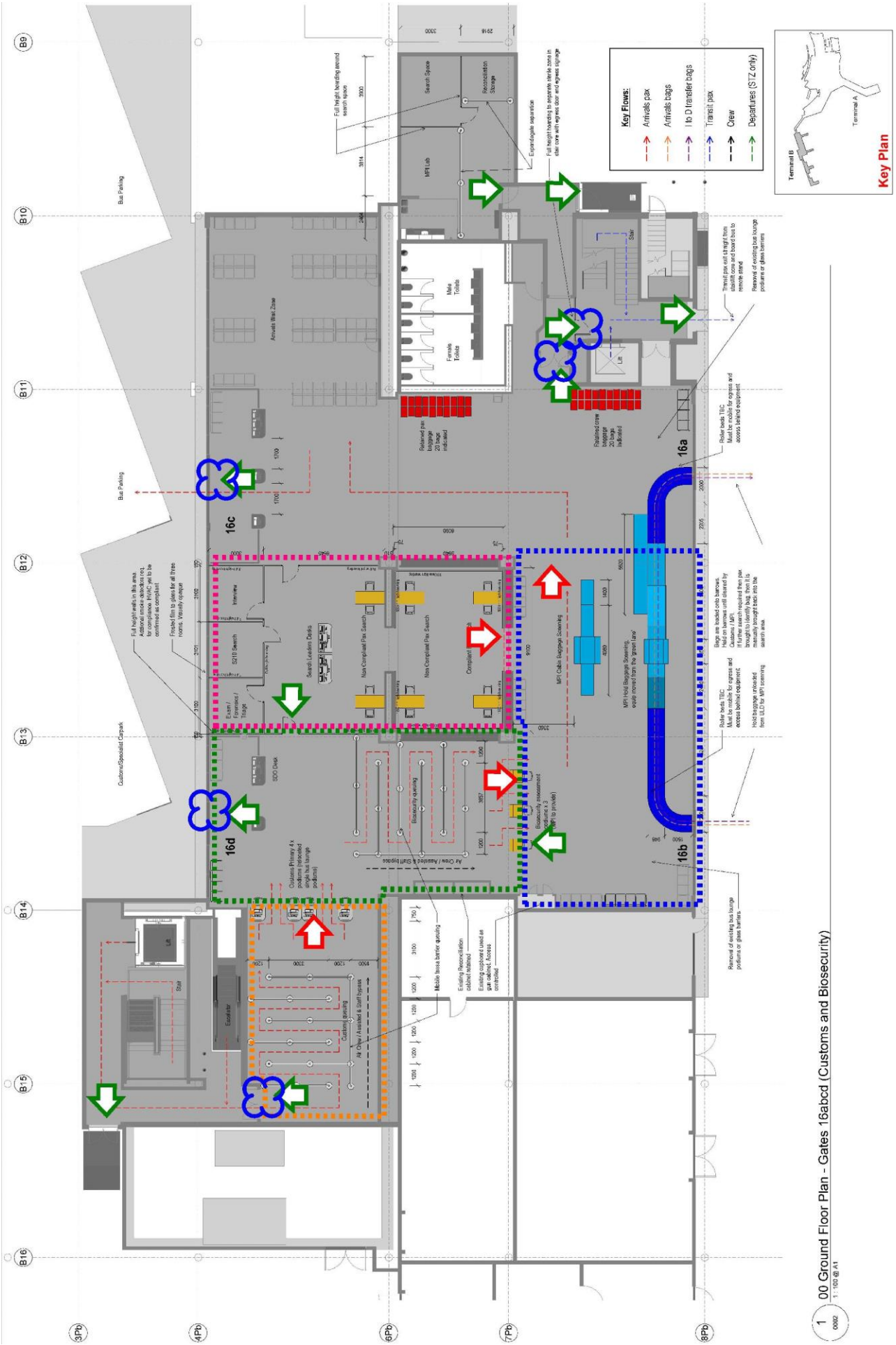

17.7 IF ZONE IS IN ALERT

17.7.1 Zone 17 will go into alert if adjacent Zones 18 and 19 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.

17.7.2 The areas which are adjacent to Evacuation Zone 17, and any specific additional actions which need to be taken by the Zone 17 Wardens if Zone 17 is in alert are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 17 Zone Wardens and Fire Wardens if Zone 17 goes into alert
18	Level 1 arrivals corridors for gates 15 to 18	• Nil
19	Level 2 Departures gate lounges 15 to 18	• Ensure tensa tape in place at stairs S21, escalator 39 and lift 48 to prevent persons in Zone 17 trying to enter Zone 19

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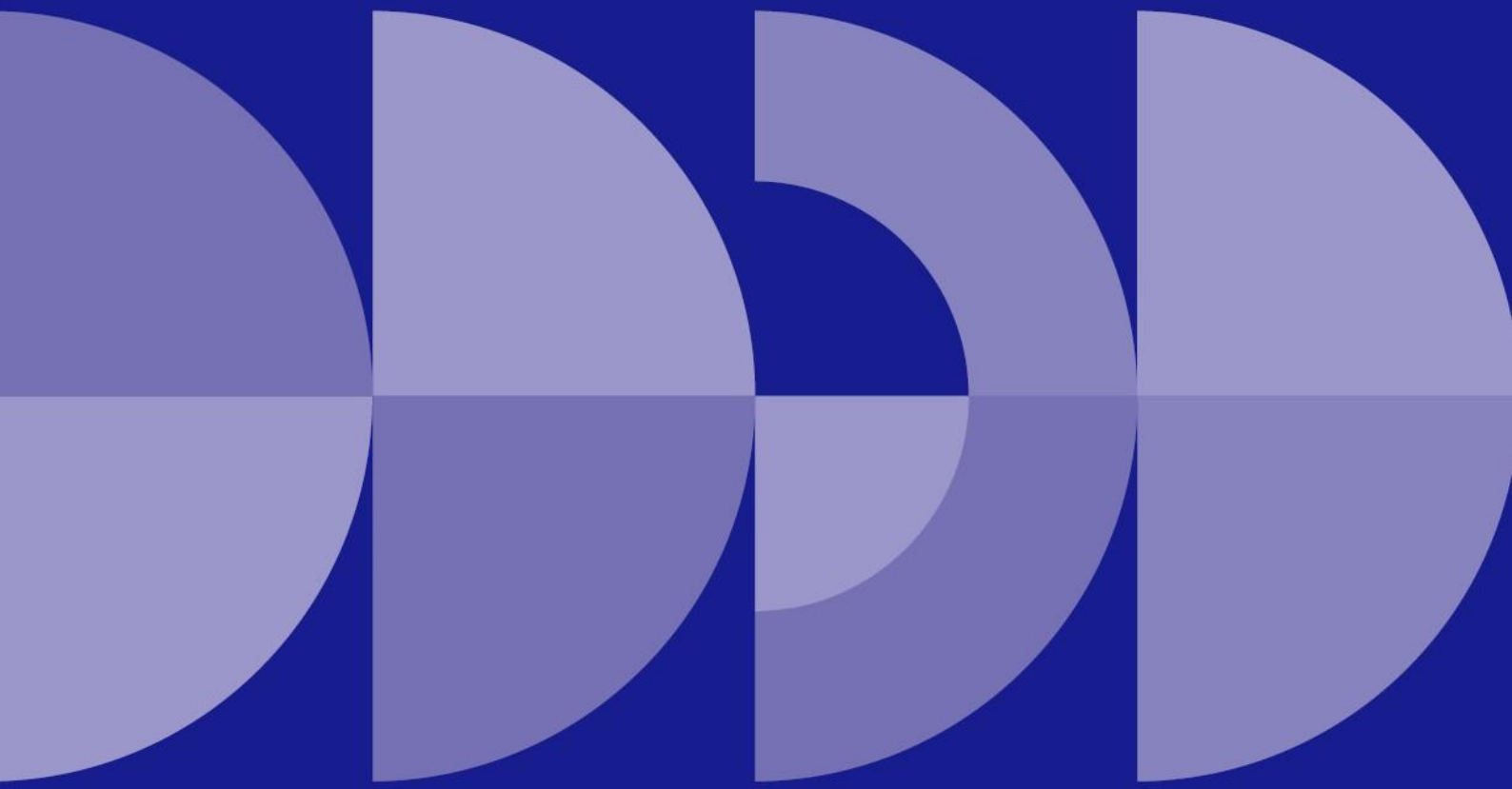
Auckland Airport

Zone 18 ITB Evacuation Scheme

Pier B First Floor Arrivals Airbridges 15 – 18, Menzies Ramp Office and Swissport Office

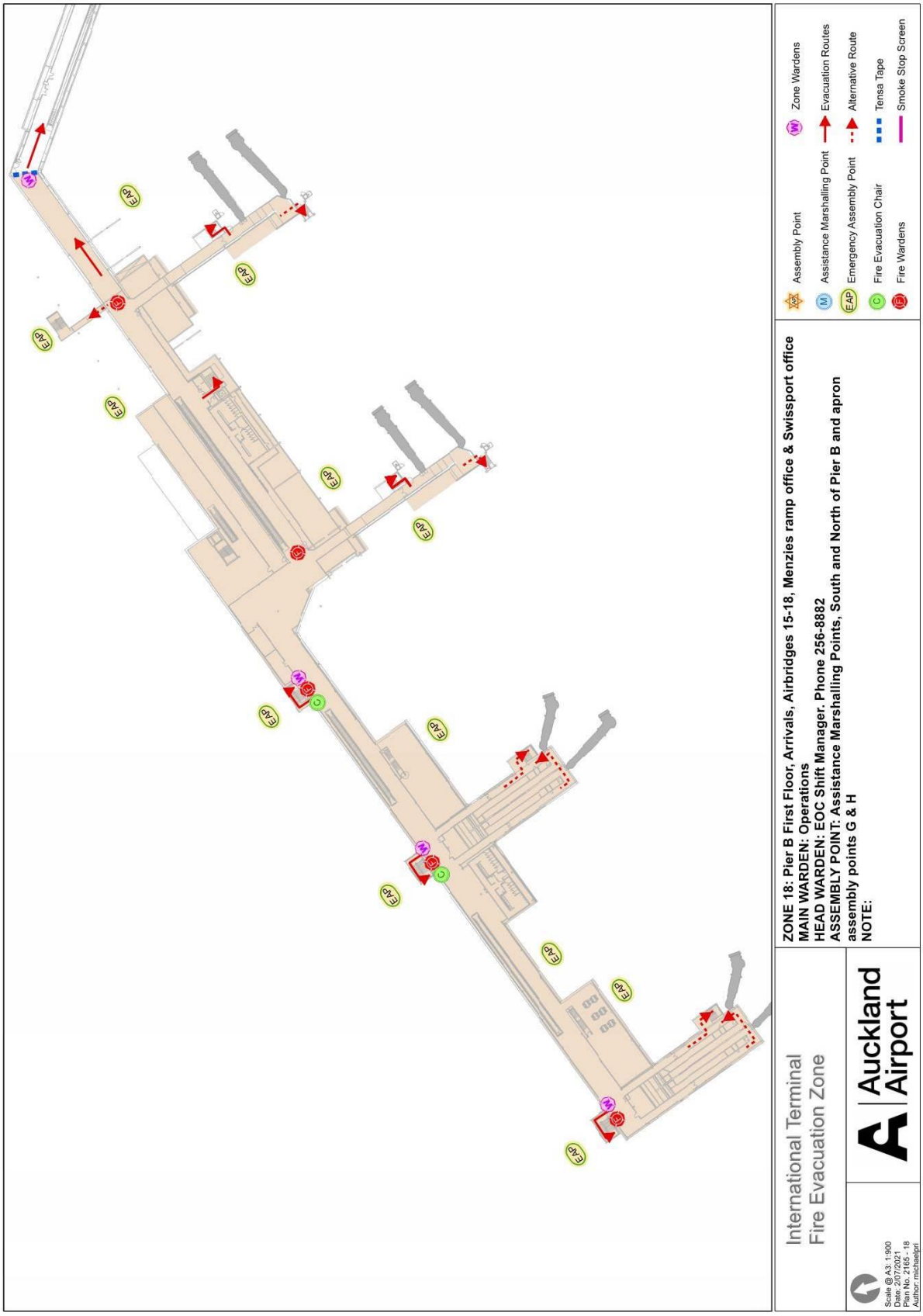


ZONE 18: PIER B 1st FLOOR ARRIVALS

SUMMARY TABLE: ZONE 18

Zone Coverage:	Pier B First Floor arrivals Airbridges 15 – 18, Menzies Ramp Office and Swissport Office
Zone Warden:	Airline representative when Pier B airbridges are in operation or Airport Operations (assisted by Menzies and Swissport staff).
Fire Wardens:	• Airline staff • Airport Operations staff • Menzies Staff • Swissport Staff
Zone Warden Box:	• Zone Warden Box is by Pier B Māori Carving, ext 90674 • Assistant Marshalling Point boxes located at arrivals gates 15, 16, 17 & 18
Marshaling Assistance Point:	• At the top of the egress stairs at each of arrivals gates 15, 16, 17 and 18 • Bottom of gate 15 arrivals ramp, by door PBF10, stair tower S20 (ext 90672) • Between gate 16 & 17 arrivals ramp, by door PBF12, stair tower S22 (ext 90648) • Bottom of gate 17 arrivals ramp, by door PBF13, stair tower S24 (ext 90806) • Bottom of gate 18 arrivals ramp, by door PBF23, stair tower S26 (ext. 90836)
Any Unusual Areas or Features	• There are different scenarios applicable to Zone 18 depending on the mix of arriving and departing passengers at the MAS stands on gates 15 – 18.
Adjacent internal safe Zones:	• Zone 12 Level 1 Arrivals Immigration area & connector
Final Fire Exits:	• First floor exits and stair towers at each gate to Apron South and Pier B North Emergency Assembly Points.
Emergency Assembly Points:	• Adjacent alert Zone 12 • EAP N - Pier B North Emergency Assembly Points. Departing passengers can be escorted to the Avsec Transit screening first floor departure processing. • EAP O - Pier B South Emergency Assembly Points. Arriving passengers can be escorted to Apron Bus Door 13 to reach first floor arrivals area processing.
Zones in alert	Zones 12, 17 and 19
Important Phone Numbers	• 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 18 – PIER B 1ST FLOOR ARRIVALS



18.1 ZONE WARDEN

18.1.1 The Zone Warden for this Zone is:

- **an Airline representative** when Pier B airbridges are in operation; or
- **Airport Operations** when Pier B arrivals gates are not in use.

18.1.2 The relevant person is to report to the Zone Warden Box. The main box is located at the Māori Carving with Assistant Marshalling Point Boxes located at each arrivals gate. Don the Zone Warden vest located in the Zone Warden Box and pick up the check list also in the Zone Warden Box and refresh themselves with/follow it. Note there are separate instructions for Zones 12, 17 and 19 which are in alert mode while Zone 18 is evacuating.

18.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins which must be worn.

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

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

- Ringing the Airport Phone at the Zone Warden Point
- Through the AA radio network in the case of an Airport Operations staff member acting as Zone Warden
- Through the airline / ground handler / border agency radio system via the airline / ground handler / border agency representative present in EOC directly radioing the airline / ground handler / border agency staff member acting as Zone Warden.

18.2 FIRE WARDENS

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

18.2.2 The Fire Wardens for this Zone are:

- Airline staff
- Airport Operations staff
- Menzies Staff
- Swissport Staff

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

18.2.4 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 18.3.and 18.4 below in relation to Zone 18.

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

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

18.2.6 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.

18.3 EVACUATION PROCESS

18.3.1 Selection of Evacuation Route

18.3.1.1 There are three main choices for evacuation routes in the Pier B standard configuration – one leading to an internal assembly area landside and the other two to external assembly areas airside:

- Passengers who have already reached the arrivals corridor in Pier B can either:
  - evacuate internally if safe to do so by continuing to move towards the connector leading to Zone 12 (level 1 primary Immigration processing area and duty free stores), particularly passengers who had reached gates 15 and 16; or
  - evacuate externally using Stair 16 or egress stair towers 20, 22, 24, 26 or 28 if they are in the arrivals corridor further away from Zone 12 (eg at gates 17 or 18) or if it is not safe to move through gates 15 and 16.

- Passengers in fixed link airbridges at the time of the evacuation should evacuate through the stairwell doors in each fixed link to reach the Apron Evacuation Assembly Point as follows:
    - PA15D and PA15C for Fixed Link 15
    - PA16D and PA16C for Fixed Link 16
    - PBS16 and PBF17 for Fixed Link 17
    - PBS24 and PBF27 for Fixed Link 18)

18.3.1.2 For passengers in the arrivals corridor in the pier, it is (subject to any life safety requirements or directions from FENZ, AES or EOC) preferable to move them to the internal adjacent Zone 12. Travelling guests will be more comfortable waiting in this area, safer as they are not exposed to the inherent safety risks of an operational apron and it also minimises the need for security rescreening. In the case of Zone 18, it also allows arriving passengers to continue their arrivals journey. This is however always subject to life safety considerations, and if there is any doubt, the external evacuation routes should be utilised.

18.3.1.3 There are different scenarios applicable to Zone 18 due to the MAS stands installed on Gates 15 to 18. These MAS stands mean that there is a possible mix of arriving and departing passengers using the stands at the same time. Be aware of this at the external Emergency Assembly Point areas.

18.3.1.4 The evacuation instructions are set out in the table below for the different combinations of two arriving aircraft, two departing aircraft or a mixture of one arriving and one departing aircraft on the Pier B stands.

[Printed Versions are Uncontrolled]

Configuration of MAS Stand	Evacuation instructions
Gates 15 and 16 – Mixture of arriving and departing flights.	• Passengers will be held on the plane as much as possible. • Any passengers who are already in the fixed link (Between Gate Lounge and Airbridge) will evacuate through stairwell doors PA15C (Fixed Link 15), PA16C (Fixed Link 16), PBF17 (Fixed Link 17) and PBF27 (Fixed Link 18) to the Apron Evacuation Assembly Point • Departure Security doors on level two alert Zone 19 may be open for departing aircraft. If safe to do so, departing passengers can continue boarding.
All Pier B Gates – Arriving aircraft on both L and R sides of stand	• Arriving passengers will be held on the plane as much as possible. • Any passengers who are already in the fixed link will evacuate through the stairwell doors PA15C (Fixed Link 15), PA16C (Fixed Link 16), PBF17 (Fixed Link 17) and PBF27 (Fixed Link 18) to the Apron Evacuation Assembly Point
All Pier B Gates – Departing aircraft on both L and R sides of the stand	• Any staff / passengers who are already in the fixed link will evacuate through the stairwell doors PA15C (Fixed Link 15), PA16C (Fixed Link 16), PBF17 (Fixed Link 17) and PBF27 (Fixed Link 18) to the Apron Evacuation Assembly Point

18.3.2 Management of Evacuation

18.3.2.1 Fire Wardens are to assist staff and visitors to evacuate by directing them to the appropriate exit. Note lifts and escalators are not considered fire exits.

18.3.2.2 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. Be alert for any passengers wearing a Hidden Disabilities Sunflower Lanyard. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

18.3.2.3 One Fire Warden will staff the Warden Assistance Marshalling Points at the top of Stair 16 and each of the fire egress stair towers 20, 22, 24, 26 or 28. The number of mobility challenged people waiting at the Warden Assistance Marshalling Point is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111).

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

- Ensure tensa tapes are pulled across at Zone boundary to Zone 12 by the Māori carving to ensure staff and arriving guests do not enter the area under evacuation.
- Ensure all toilets, staff areas 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.
- Occupy the indicative positions marked F as shown on the plan unless or until it is necessary for them to evacuate.

18.4 MANAGEMENT DURING EVACUATION PERIOD

18.4.1 Airport Environment Considerations

18.4.1.1 Wardens need to be aware of public expectations at 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 anxious about missing their flight and may need reassuring regarding potential delays and rescheduling of flights. Be alert for any passengers wearing a Hidden Disabilities Sunflower Lanyard.

18.4.1.2 Gates 15 to 18 on Pier B are MAS stands. This means there may be both arriving and departing passengers needing to evacuate externally at the same time. If this occurs, try to keep these arriving and departing passengers segregated if possible. This may not always be possible, in which case the departing passengers will need to be rescreened prior to their departure. Avsec and EOC will make this determination.

18.4.2 Internal Safe Adjacent Areas

18.4.2.1 Arriving guests able to evacuate internally to Zone 12 (duty free arrivals stores and Immigration primary processing) simply need monitoring to ensure they do not try to re-enter Zone 18.

18.4.2.2 These guests can continue with their arrivals journey – either through Immigration processing or moving to the international transit screening point.

18.4.2.3 EOC will monitor the volumes of travellers and workers in Zone 12. The Head Building Warden will notify the Zone 12 Warden and Fire Wardens by radio (through the Customs radio system via the Customs representative in EOC) if Zone 12 looks at risk of exceeding maximum occupancy levels. In this case airlines will be asked to hold passengers on aircraft and passengers may also be held in Pier A in Zone 8 until volumes in Zone 12 have reduced.

18.4.3 External Airside Emergency Assembly Points

18.4.3.1 The external airside Emergency Assembly Points are:

- Emergency Assembly Point N (North of Pier B)
- Emergency Assembly Point O (South of Pier B) Pier building undercroft.

18.4.3.2 Departing passengers can be escorted to Apron Bus Operations Door 13 to the Avsec Transit screening first floor departure processing. Arriving passengers can be escorted to Apron Bus Door 13 to the first floor arrivals area processing.

18.4.3.3 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.** Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

18.4.3.4 A megaphone is located with MPI, AOT and EOC to support the Fire Wardens relaying information to travelling guests.

18.4.3.5 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 AA airfield vehicles have Passenger Emergency Message Systems able to display messages such as “Passengers Assemble Here” in English and Mandarin as well as playing a pre-recorded message in English and Mandarin such as “Attention Please, Attention Please, Passengers Assemble Here”.

18.4.3.6 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).

18.4.3.7 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 passengers wearing a Hidden Disabilities Sunflower Lanyard. In the event of inclement weather, busses will be organised by EOC to provide shelter for evacuated guests in exposed outdoor Emergency Assembly Points.

18.5 RE-ENTRY PROCESS

18.5.1 Re-entry Generally

18.5.1.1 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.

18.5.1.2 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.

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

18.5.1.4 For re-entry to the terminal where the apron Emergency Assembly Points were used, note that any visitors must remain under strict escort and supervision of a worker with a permanent Airport Identity Card.

18.5.1.5 Note also that passengers must not be left unattended in airside areas at any time and the Zone Warden may request the assistance of staff evacuated airside to help supervise any passengers evacuated to the Apron Emergency Assembly Points. 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.

18.5.2 Re-entry for Arriving Passengers

18.5.2.1 Providing Zones 11 and 12 are not in evacuation (or if they are, then when EOC has advised re-entry can occur) arriving passengers should be escorted to Bus Operations Door 13 so they can re-enter the ITB via evacuation Zone 11 bus door arrivals to use the vertical circulation to reach first floor arrivals area processing evacuation Zone 12. If there are sufficient staff present, this can occur immediately upon verification from EOC that this can occur. There is no need to wait until Zone 18 has been cleared for re-entry.

18.5.2.1 If possible, arriving passengers should be kept separate from departing passengers and not mingled, so as to try and avoid the need for departing passengers to be rescreened.

18.5.3 Re-entry for Departing Passengers

18.5.3.1 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.

18.5.3.2 The preferred approach is for departing passengers evacuated to the apron to be immediately directed to the ground floor entry level to Zone 17 (bussing gate lounge 16A to D) in alert Zone mode (provided Zone 17 is not in evacuation). This is dependent upon these departing passengers not having mixed with arriving passengers. There is no need to wait until Zone 18 has been cleared for re-entry. Departing passengers can then be held in the bussing gate lounge 16A to D until clearance is given for re-entry to evacuation Zone 18, in which case internal vertical circulation can be used to reach Level 2 Pier B.

18.5.3.3 If departing passengers have mixed with arriving passengers or apron staff and rescreening is required, then these departing passengers should be escorted to an appropriate terminal re-entry point so that they can use the vertical circulation to reach the first floor arrivals level and move to the Avsec transit screening point. There is no need to wait until Zone 18 has been cleared for re-entry, so long as Zones 11 and 12

are not in evacuation mode. The EOC Head Building Warden will ensure via CCTV that Zone 12 does not become crowded beyond its occupant capacity levels. The most appropriate terminal entrance will be determined by EOC, including:

- Using Door 13 bussing entrance vertical circulation facilities;
- By Gate Lounge 4D, use door 118, enter door PG3 by Stand 6 on the Eastern side of Pier A and go up the escalator into the Pier A arrivals corridor;
- By Gate Lounge 4D, enter door PG4 by Stand 5 on the Western side of Pier A and go up the escalator into the Pier A arrivals corridor.

18.6 SPECIAL ZONES AND PROCESSES

Nil

18.7 IF ZONE IS IN ALERT

18.7.1 Zone 18 will go into alert if adjacent areas 12 (level 1 arrivals), 17 (ground floor gate lounge 16A to D and plant rooms) and 19 (second floor departures Pier B) go into evacuation. If this occurs, then the Zone Warden needs to:

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

18.7.2 The areas which are adjacent to Evacuation Zone 18, and any specific additional actions which need to be taken by the Fire Warden for Zone 18 if Zone 18 goes into alert are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 18 Zone Wardens and Fire Wardens if Zone 18 is in alert
12	Level 1 Arrivals Immigration Processing and duty free stores	• Pull tensa tape at Zone boundary between Zones 12 and 18 by Māori carving
17	Pier B Ground Floor Bus Gate Lounge 16A – D and plantrooms	• Pull tensa tape/close doors leading to on stairs, lifts and escalators leading down to Gate Lounge 16A – D
19	Pier B Level 2 departures lounges	• Ensure MAS stand access-controlled doors are in the appropriate positions to prevent staff entering Zone 19

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Auckland Airport

Zone 19 ITB Evacuation Scheme

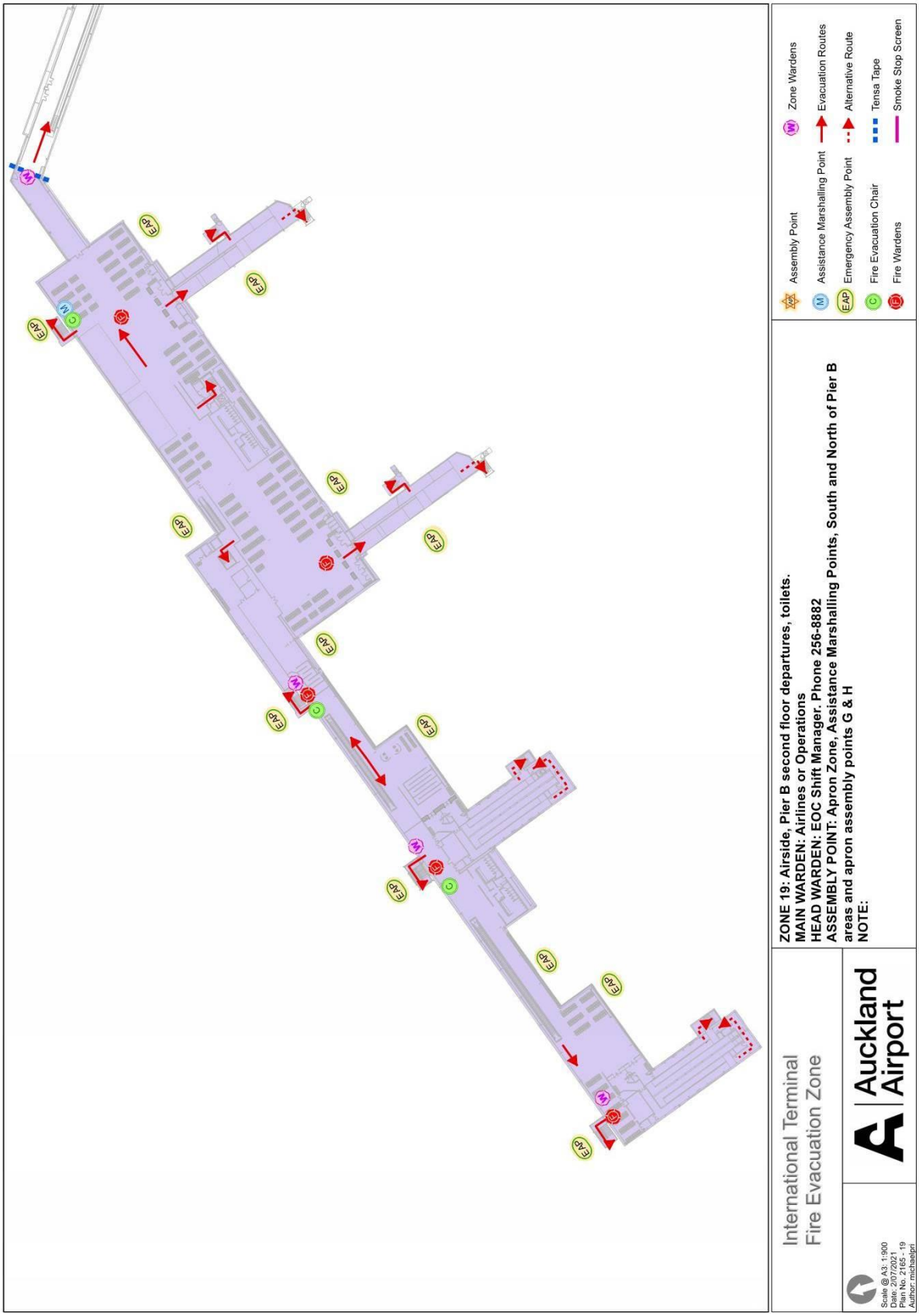
Pier B Second Floor Departures Gate Lounges 15 – 18 & Associated Retail

ZONE 19: PIER B 2ND FLOOR DEPARTURES

SUMMARY TABLE: ZONE 19

Zone Coverage:	Pier B Second Floor departures Airbridges 15 – 18 and associated retail
Zone Warden:	Airline representative when Pier B airbridges are in operation or Airport Operations
Fire Wardens:	• Airline staff • Airport Operations staff • Retail Staff
Zone Warden Box:	• At the bend in the connector, after travellator 9 (ext 90664) • Assistant Marshalling at each of departures gates 15, 16, 17 and 18
Marshaling Assistance Point:	• At the top of the egress stairs at each of departures gates 15, 16, 17 & 18 • Opposite Gate Lounge 15 next to fire exit PBS10, stair tower S20 (ext 90651) • Between Gate Lounges 16 & 17, next to fire egress PBS11, stair tower S22 (ext 90665) • By Gate Lounge 17, next to fire egress PBS12, stair tower S24 (ext 90804) • By Gate Lounge 18, next to fire egress PBS20, stair tower S26 (ext 90875)
Any Unusual Areas or Features	There are different scenarios applicable to Zone 19 depending on the mix of arriving and departing passengers at the MAS stands on gates 15 – 18.
Adjacent internal Safe Zones:	Zone 13 Level 2 departures level connector leading back to the main level 1 dwell
Final Fire Exits:	Second floor exits and stair towers at each gate to Apron Pier B North and South Emergency Assembly Point areas.
Emergency Assembly Points:	• EAP N – Pier B North Emergency Assembly Points • EAP O – Pier B South Emergency Assembly Points • Adjacent alert Zone 13 (departures connector) • Departing passengers who have not mixed with arriving passengers or apron staff can enter gate lounge 16A to 16D if it is not in evacuation • Departing passengers requiring rescreening can be escorted to the Avsec Transit screening first floor departure processing. • Arriving passengers can re-enter at Bus Door 13 or door 118 to reach first floor arrivals area processing.
Zones in alert	Zones 13, 17 and 18
Important Phone Numbers	• 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 19 – PIER B 2ND FLOOR DEPARTURES



19.1 ZONE WARDEN

19.1.1 The Zone Warden for this Zone is an **Airline representative** when Pier B airbridges are in operation or **Airport Operations** when Pier B departures gates are not in use (assisted by retail staff);

19.1.2 The relevant person is to report to the Zone Warden Box at Gate 15 (Marshalling Assistant Points are also located at each departure gate). Don the Zone Warden vest located in the Zone Warden Box and pick up the check list also in the Zone Warden Box and refresh themselves with/follow it. Note there are separate instructions for Zones 12, 17 and 18 which are in alert mode while Zone 19 is evacuating; as well as separate instructions for Zone 19 when it is alert mode.

19.1.3 Zone Wardens are identified by fluorescent orange Warden jerkins which must be worn.

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

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

- Ringing the Airport Phone at the Zone Warden Point
- Through the AA radio network in the case of an Airport Operations staff member acting as Zone Warden
- Through the airline or ground handler radio system via the airline or ground handler representative present in EOC directly radioing the airline or ground handler staff member acting as Zone Warden.

19.2 FIRE WARDENS

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

19.2.2 The Fire Wardens for this Zone are:

- Airline staff.
- Airport Operations staff.
- Retail Staff.

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

19.2.4 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 19.3.and 19.4 below in relation to Zone 19.

19.2.5 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.

19.2.6 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.

19.2.7 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.

19.3 EVACUATION PROCESS

19.3.1 Selection of Evacuation Routes

19.3.1.1 There are three main choices with regard to evacuation routes – one leading to an internal assembly area landside and the other two to external assembly areas airside:

- Passengers in the departure lounges in gates 15 to 18 in Pier B can either:

- evacuate internally if safe to do so by moving to the Zone 13 connector leading to the main level 1 dwell area (evacuation Zone 5), particularly passengers in gates 15 and 16; or
- evacuate externally using Stair 16 or egress stair towers 20, 22, 24, 26 or 28 if they are in gate lounges further away from the Zone 13 connector (eg, at gates 17 or 18) or if it is not safe to move through gates 15 and 16.

- 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 fixed link/airbridge and onto the aircraft) within 5 minutes of the alarms sounding if it is safe to do so. Otherwise, passengers in fixed link/airbridges at the time of the evacuation should evacuate through hard stairwell doors PA15D and PA15C (Fixed Link 15), PA16D and PA16C (Fixed Link 16), PBS16 and PBF17 (Fixed Link 17) and PBS24 and PBF27 (Fixed Link 18) to the Apron Evacuation Assembly Point.

19.3.1.2 For passengers in the departures gate lounges in the pier it is (subject to any life safety requirements or directions from FENZ, AES or EOC) preferable to move them to the internal adjacent Zone 13 connector. Travelling guests will be more comfortable waiting in this area, safer as they are not exposed to the inherent safety risks of an operational apron and it also minimises the need for security rescreening. This is however always subject to life safety considerations, and if there is any doubt, the external evacuation routes should be utilised.

19.3.1.3 There are different scenarios applicable to Zone 19 due to the MAS stands installed on Gates 15 to 18. These MAS stands mean that there is possible mix of arriving and departing passengers using the stands at the same time. Be aware of this at the external Emergency Assembly Point areas.

19.3.1.4 The evacuation instructions are set out in the table below for the different combinations of two arriving aircraft, two departing aircraft or a mixture of one arriving and one departing aircraft on the Pier B stands.

Configuration of MAS Stand	Evacuation instructions
Gates 15 and 16 – Mixture of arriving and departing flights.	• Passengers will be held on the plane as much as possible. • Any arriving passengers who are already in the fixed link can continue to disembark to the first floor arrivals area (Zone 18) in alert Zone mode while Zone 19 is evacuating. • Passengers can be escorted through stairwell doors PA15C (Fixed Link 15), PA16C (Fixed Link 16), PBS16 & PBS17 (Fixed Link 17) and PBS 24 & PBS27 (Fixed Link 18) to the Apron Evacuation Assembly Point

Configuration of MAS Stand	Evacuation instructions
All Pier B Gates - Arriving aircraft on both L and R sides of stand	• Arriving passengers will be held on the plane as much as possible. • Any arriving passengers who are already in the fixed link can continue to disembark to the first floor arrivals area (Zone 18) in alert Zone mode.
All Pier B Gates - Departing aircraft on both L and R sides of the stand	• Passengers can be escorted through stairwell doors PA15C (Fixed Link 15), PA16C (Fixed Link 16), PBS16 & PBS17 (Fixed Link 17) and PBS24 & PBS27 (Fixed Link 18) to the Apron Evacuation Assembly Point.

19.3.2 Management of Evacuation Process

19.3.2.1 Fire Wardens are to assist staff and visitors to evacuate by directing them to the appropriate exit. Note lifts and escalators are not considered fire exits.

19.3.2.2 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. Be alert for any passengers wearing a Hidden Disabilities Sunflower Lanyard. Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

19.3.2.3 One Fire Warden will staff the Assistance Marshalling Points at the top of Stair 16 and each of the fire egress stair towers 20, 22, 24, 26 or 28. The number of mobility challenged people waiting at the Assistance Marshalling Point is to be relayed to the Head Building Fire Warden (ext 98882 / 98809 / 98111).

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

- Ensure tensa tapes are pulled across at the Zone boundary to Zone 13 after gate 15 to ensure staff and arriving guests do not enter the area under evacuation.
- Ensure all toilets, staff areas 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 Warden (ext 98882 / 98809 / 98111) to advise that the whole Zone is checked and cleared.
- Occupy the indicative positions marked F as shown on the plan unless or until it is necessary for them to evacuate.

19.4 MANAGEMENT DURING EVACUATION PERIOD

19.4.1 Airport Environment Considerations

19.4.1.1 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 a Hidden Disabilities Sunflower Lanyard.

19.4.1.2 Gates 15 to 18 on Pier B are MAS stands. This means there may be both arriving and departing passengers needing to evacuate externally at the same time. If this occurs, try to keep these arriving and departing passengers segregated if possible. This may not always be possible, in which case the departing passengers will need to be rescreened prior to their departure. Avsec and EOC will make this determination.

19.4.2 Internal Safe Adjacent Areas

19.4.2.1 Departing guests able to evacuate internally to Zone 13 (departures level 2 connector leading to the main retail dwell) simply need monitoring at the Zone 19 boundary to ensure they do not try to re-enter Zone 19.

19.4.2.2 These guests can move back to Zone 5 to find a comfortable place to wait.

19.4.2.3 EOC will monitor the volumes of travellers and workers in Zone 13. The Head Building Warden will notify the Zone 13 Warden and Fire Wardens by radio (through the Customs radio system via the Customs representative in EOC) if Zone 13 looks at risk of exceeding maximum occupancy levels. In this case Zone Wardens may be asked to move passengers back into Zone 5 or else evacuate externally to the apron.

19.4.3 External Airside Assembly Points

19.4.3.1 The external airside Emergency Assembly Points are:

- **Emergency Assembly Point N (North of Pier B):**
  - Departing passengers who have not mixed with arriving passengers or apron staff can be taken directly into gate lounge 16A to 16D if it is not in evacuation (Note not available if it is being used as a Customs or Biosecurity processing area under arrivals contingency processes).
  - Departing passengers requiring rescreening can be escorted to Apron Bus Door 13 to the Avsec Transit screening first floor departure processing.
- **Emergency Assembly Point O (South of Pier B) Pier building undercroft**. Arriving passengers can be escorted to Apron Bus Door 13 to the first floor arrivals area processing.

19.4.3.2 All staff at any Emergency Assembly Point must assist to corral and supervise passengers on apron Emergency Assembly Points. **Passengers must not be left unattended or unsupervised in an external airside environment.** Note visitors airside under escort with a Temporary Avsec Pass must remain under continued escort and supervision at all times.

19.4.3.3 A megaphone is located with MPI, AOT and EOC to support the Fire Wardens relaying information to travelling guests.

19.4.3.4 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 AA airfield vehicles have Passenger Emergency Message Systems able to display messages such as “Passengers Assemble Here” in English and Mandarin as well as playing a pre-recorded message in English and Mandarin such as “Attention Please, Attention Please, Passengers Assemble Here”.

19.4.3.5 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).

19.4.3.6 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 passengers wearing a Hidden Disabilities Sunflower Lanyard. In the event of inclement weather, busses will be organised by EOC to provide shelter for evacuated guests in exposed outdoor Emergency Assembly Points.

19.5 RE-ENTRY PROCESS

19.5.1 Re-entry Generally

19.5.1.1 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.

19.5.1.2 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.

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

19.5.1.4 For re-entry to the terminal where the apron Emergency Assembly Point was used, note that any visitors must remain under strict escort and supervision of a worker with a permanent Airport Identity Card.

19.5.1.5 Note also that passengers must not be left unattended in airside areas at any time and the Zone Warden may request the assistance of staff evacuated airside to help supervise any passengers evacuated to the Apron Assembly Areas. 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.

19.5.2 Re-entry for Arriving Passengers

19.5.2.1 Providing Zones 11 and 12 are not in evacuation (or if they are, then when EOC has advised re-entry can occur) arriving passengers should re-enter the ITB and use vertical circulation to reach the first floor arrivals processing area evacuation Zone 12. If there are sufficient staff present, this can occur immediately upon verification from EOC that this can occur. There is no need to wait until Zone 18 has been cleared for re-entry.

19.5.2.2 EOC will advise the most appropriate terminal entrance such as:

- Using Door 13 bussing entrance vertical circulation facilities;
- By Gate Lounge 4D, use door 118, enter door PG3 by Stand 6 on the Eastern side of Pier A and go up the escalator into the Pier A arrivals corridor; or
- By Gate Lounge 4D, enter door PG4 by Stand 5 on the Western side of Pier A and go up the escalator into the Pier A arrivals corridor

19.5.2.3 If possible, arriving passengers should be kept separate from departing passengers and not mingled, so as to try and avoid the need for departing passengers to be rescreened.

19.5.3 Re-entry for Departing Passengers

19.5.3.1 Departing travellers 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.

19.5.3.2 The preferred approach is for departing passengers evacuated to the apron to be immediately directed to the ground floor entry level to Zone 17 (bussing gate lounge 16A to D) in alert Zone mode (provided Zone 17 is not in evacuation or being used as a biosecurity processing area for arriving passengers under Contingency Arrival processes). This is dependent upon these departing passengers not having mixed with arriving passengers. There is no need to wait until Zone 19 has been cleared for re-entry. Departing passengers can then be held in the bussing gate lounge 16A to D until clearance is given for re-entry to evacuation Zone 19, in which case internal vertical circulation can be used to reach Level 2 Pier B.

19.5.3.3 If departing passengers have mixed with arriving passengers or apron staff and rescreening is required, then these departing passengers should be escorted to re-enter the ITB via and use the vertical circulation to reach the first floor arrivals level and move to the Avsec transit screening point in Zone 12. EOC will determine if this is required. There is no need to wait until Zone 19 has been cleared for re-entry, so long as Zones 11 and 12 are is not in evacuation mode. The EOC Head Building Warden will ensure via CCTV that Zone 12 does not become crowded beyond its occupant capacity levels.

19.5.3.4 EOC will advise the most appropriate terminal entrance such as:

- Using Door 13 bussing entrance vertical circulation facilities;
- By Gate Lounge 4D, use door 118, enter door PG3 by Stand 6 on the Eastern side of Pier A and go up the escalator into the Pier A arrivals corridor; or
- By Gate Lounge 4D, enter door PG4 by Stand 5 on the Western side of Pier A and go up the escalator into the Pier A arrivals corridor

19.6 SPECIAL ZONES AND PROCESSES

Nil

19.7 IF ZONE IS IN ALERT

19.7.1 Zone 19 will go into alert if adjacent areas 13 (Pier B level 2 departures connector), 17 (Gate Lounge 16A to D ground floor Pier B) and 18 (Pier B level 1 arrivals) 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.

19.7.2 The areas which are adjacent to Evacuation Zone 19, and any specific additional actions which need to be taken by the Zone 19 Fire Wardens if Zone 19 goes into alert are shown in the table below:

Adjacent Zone	Description	Action required by Evacuation Zone 19 Zone Wardens and Fire Wardens if Zone 19 is in alert
13	Pier B level 2 departures connector	• Pull tensa tape at boundary between Zones after gate lounge 15
17	Gate Lounge 16A to D ground floor Pier B	• Pull tensa tape/close doors on stairs, lifts and escalators leading down to Gate Lounge 16A - D
18	Pier B level 1 arrivals	• Ensure MAS stand access-controlled doors are in the appropriate positions to prevent staff entering Zone 18

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Auckland Airport

Appendices

ITB Evacuation Scheme Part D

APPENDICES

APPENDIX A – EMERGENCY ASSEMBLY POINTS

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.

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

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 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.

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.

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.

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 assembly area. 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.

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.

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