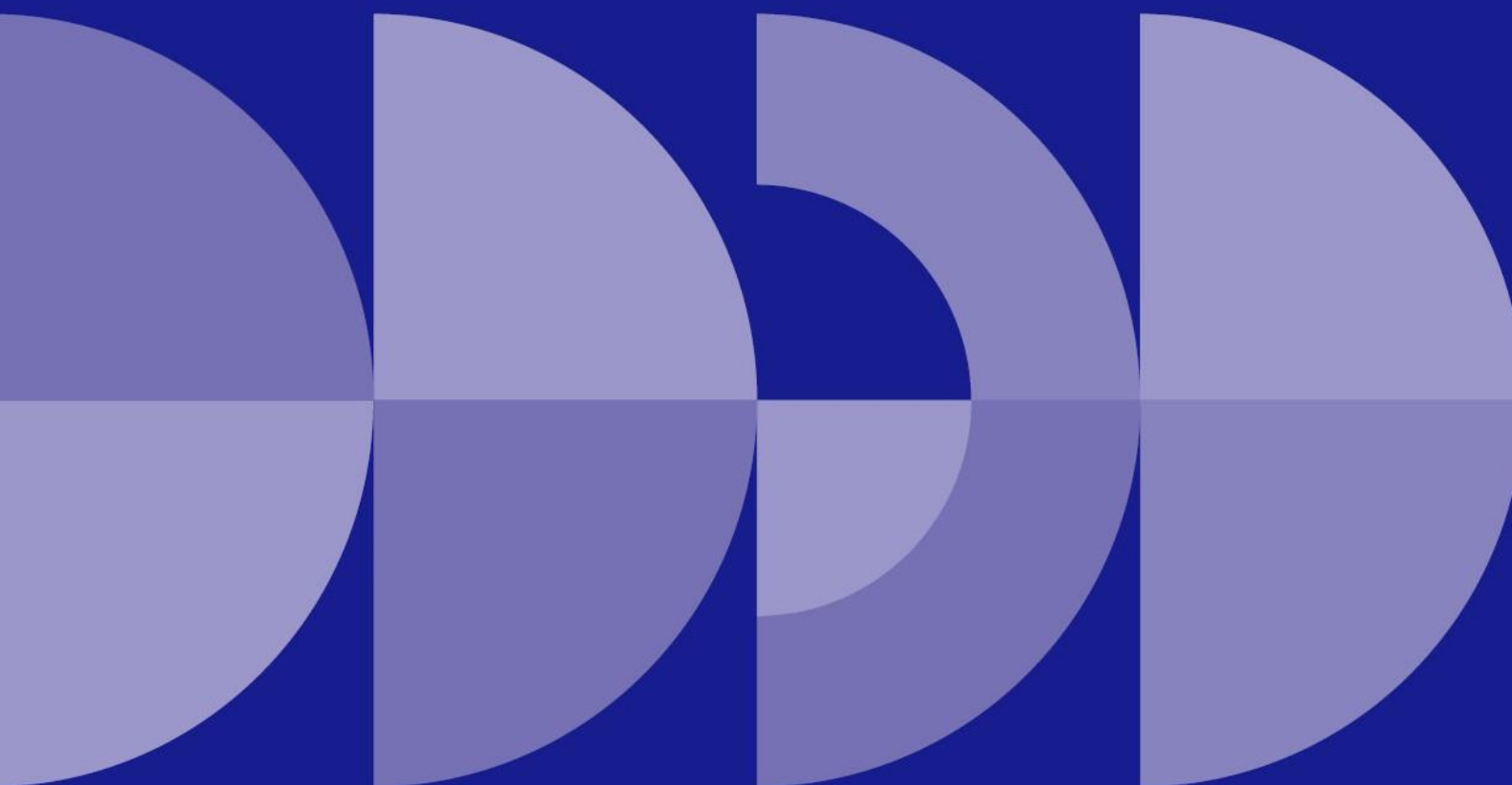


# Domestic Terminal Evacuation Scheme

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



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## AIAL CONTACTS FOR MANUAL AMENDMENTS

Contacts for changes, amendments to the manual or questions regarding the system set out in this document or training should in the first instance be referred to

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

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## CONTROL & DISTRIBUTION PROCESS

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- The Word master is doc # OPSMASTERS-1040927276-91692 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 pdf from The Radar. The pdf may also need uploading to the corporate website.
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## COPYHOLDER DETAILS

- AIAL corporate website pdf copy (and ServiceNow vendor FAQ, using same url as AIAL website)
- Litmos e-learning course on Fire Wardens (several of the plans are also in the course zip file)
- "Aerowiki" SharePoint doc library (enables links from The Radar, Infoport wiki, etc) - pdf copy
- EOC Cabinet (hard copy)
- DTB Guest Services Manager
- Fire Emergency NZ, Fire Safety Manukau District
- Airport Emergency Service
- Airport Police
- Airport tenants as required
- Aviation Security
- SkyGate Security
- Secure Parking
- 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 22-12-20 update, FileSite, now SharePoint, via folder Operations Policy and Integrity / Document Management Initiatives / Aero doc approvals and reviews) containing evidence of review, and evidence of document owner approval of content and amendments, are listed below. Paragraphs affected by amendments at each review are marked by lines in the right margin (except for full re-writes and consequential changes to Table of Contents, etc).

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## RECORD OF REVIEWS, DISTRIBUTION & APPROVAL OF CONTENTS

Content Review Date:	Reviewers:	Document Numbers in evidence of review:	Amendment Date:	Doc SME & Owner:	Document Numbers in which doc owner approves content of amended Manual:	Date of approval:	Document Numbers of emails issuing to external holders
unknown	Roy Robertson	NA (divisional name changes)	18-12-07	Roy Robertson	NA	NA	unknown
unknown	Roy Robertson	NA (Restructure name changes and re-issue)	12-03-09	Roy Robertson	NA	NA	unknown
unknown	Roy Robertson	NA (Fire warden locations added)	31-08-10	Roy Robertson	NA	NA	unknown
unknown	Roy Robertson	NA (Dangerous Goods/Bomb Threat Procedure)	21-10-10	Roy Robertson	NA	NA	unknown
unknown	Roy Robertson	NA (Assembly Point E added, Pacific Blue deleted)	29-10-10	Roy Robertson	NA	NA	unknown
unknown	Roy Robertson	NA (revise all content)	26-07-2011	Roy Robertson	NA	NA	unknown
Nov 10-Feb 11	Steve Hardwick	546543	07-04-11	Mike Clay	546695 (see also 546999)	17-04-11	unknown
June 2013	Roy Robertson	1198123 (one updated plan inserted)	01-08-13	Mike Clay	(no approval sought)	NA	unknown
08-11-13	Roy Robertson	1277507 (Updated plans inserted)	08-11-13	Mike Clay	(no approval sought)	NA	unknown
unknown	Roy Robertson	Unknown (2 Plans replaced because of new refurbishment)	unknown	Mike Clay	unknown	unknown	unknown
10-12-14	Roy Robertson	Unknown (All Plans replaced because of building alterations)	unknown	Mike Clay	unknown	unknown	unknown
23-12-14	Roy Robertson	Unknown (Change of outside dial in numbers, car park R and Q not 2 and 1)	unknown	Mike Clay	unknown	unknown	unknown
19-01-15	Roy Robertson	Unknown (Change all Zone Plans 1-14 & Aerial Overview)	unknown	Mike Clay	unknown	unknown	unknown
18-06-15	Roy Robertson	1660105 (Replace Zone 14 plan, new fire protection equipment plan added)	23-06-15	Mike Clay	unknown	unknown	unknown
Aug, Sept 2015	Roy Robertson	Unknown (Replace Zone 8, 9, 14 plans, traffic plan and Apron plans)	11-09-15	Mike Clay	unknown	unknown	unknown
Oct - Dec 2020	Kristina Cooper, Steve Hardwick, Jess Yip, Neil Swailes, Tieri Christopher, Ashley Cargill, Michael Prior	<a href="#">AIAL-1336572876-101676</a> , <a href="#">677</a> and <a href="#">678</a>	22-12-20	Kristina Cooper (SME), Mark Hill (owner)	<a href="#">AIAL-1336572876-101679</a>	22-12-20	<a href="#">AIAL-1336572876-101698</a> & <a href="#">99</a>





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## TERMS AND ABBREVIATIONS

<b>AA</b>	Auckland Airport
<b>AED</b>	Automated External Defibrillator
<b>AES</b>	Airport Emergency Services
<b>AHU</b>	Air Handler Units
<b>AIAL</b>	Auckland International Airport Limited
<b>Airport</b>	Auckland Airport at Mangere and includes any other land, buildings, installations and facilities that may from time to time be managed or operated as part of the Auckland Airport.
<b>Alert Zone</b>	Evacuation zones in the building which are adjacent to a zone which has gone into evacuation. Alert zones do not require to evacuate but the PA system will play alert messages.
<b>AMPAC</b>	The current Fire Management System for the ITB.
<b>ASD</b>	Aspirating Smoke Detector
<b>ASDS</b>	Aspirating Smoke Detection System
<b>Avsec</b>	Aviation Security Service New Zealand, which is an operating arm of the New Zealand Civil Aviation Authority delivering aviation security services under Civil Aviation Rules Part 140 at security designated airports in New Zealand.
<b>Building Warden</b>	<p>Avsec acts as the Building Warden managing the evacuation immediately within the DTB in the event of an evacuation of the DTB and reports to the Heading Building Warden in the EOC.</p>
<b>Double Knock</b>	<p>When two smoke detectors in close proximity are activated. This initiates the occupant warning system and commences an evacuation of the affected zone as well as activating other fire safety systems and automatically initiating a FENZ call-out.</p>
<b>DR</b>	Disaster Recovery Site at 2 Walsh Brothers Place where a replica EOC facility is <b>located</b>
<b>DTB</b>	Domestic Terminal Building located at 2 Andrew McKee Avenue

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**EAP** Emergency Assembly Point (or area) where evacuated persons should assemble if they are required to be evacuated outside the building

**EOC** Emergency Operations Centre, located in the Operations Control Centre on the 1<sup>st</sup> floor of the ITB Landside, behind the food court.

## **Evacuation Area**

The DTB is divided into 15 evacuation areas to enable the orderly management and oversight of the evacuation process. Note that the whole DTB evacuates as one building therefore each evacuation area evacuates simultaneously.

**EWIS** Emergency Warning Intercommunication System provided by AMPAC in older parts of the DTB which controls the automatic PA announcements and evacuation tones.

**FACP** Fire Alarm Control Panel. This panel controls the Fire Management System for the whole DTB and is located at the EOC at the ICR position (with a back up panel at the DR site).

## **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 in communications rooms and newer parts of the building and linked to the occupant warning system which initiates evacuation 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 DTB.

**Fire Warden** Staff members of Auckland Airport, tenants, concessionaires, airlines, ground handlers and border agencies who have been trained and act as Fire Wardens

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to assist the Zone Wardens and Building Warden in the evacuation of the DTB 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 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 DTB 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 by the bus stop at the Eastern (Air NZ) end of the DTB showing the building outline, evacuation zones and sprinkler zones, that lights to indicate which zones are under evacuation, in alert or with faults. A secondary fire panel is located at the Western end of the building (JetStar end).

**NZBC** NZ Building Code

**OCC** Operations Control Centre, located on the 1<sup>st</sup> floor of the ITB Landside, accessed by Kōtare Track, directly behind the food court.

**OIC** Officer in Charge

**OPS** Operations Building housing OPS, ICR, Monitoring, Comms and EOC

**OHU** Outside Air Unit, part of the HVAC System

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**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, formerly the building at rear of International Terminal housing the Operations Control Centre prior to the move to the new Operations Control Centre in the ITB.

**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, or a Brigade call to FENZ.

## **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 1 – INTRODUCTION

### 1.1 MESSAGE FROM THE GENERAL MANAGERS

- 1.1.1 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.*
- 1.1.2 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 Domestic Terminal Building (“DTB”) at Auckland Airport.
- 1.1.3 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 Domestic Terminal Building takes personal responsibility for ensuring they understand the evacuation processes contained in this DTB Evacuation Scheme and are prepared at all times to play their part in an emergency evacuation
- 1.1.4 We therefore commend this DTB 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.
- 1.1.5 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 DTB if it is required, and in doing so keeping yourselves, your colleagues and our guests safe and healthy:

Anna Cassels-Brown  
**General Manager | Operations**

André Lovatt  
**General Manager | Infrastructure**

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## 1.2 DTB UNIQUE CONSIDERATIONS

- 1.2.1 Management of evacuations at airport terminal buildings pose many challenges in an evacuation setting not present in other buildings. Not only do terminal buildings operate under strict security controls set by the NZ Government, they are also located in the midst of an active airfield environment.
- 1.2.2 In the absence of any critical life safety emergency, this means there are strict criteria about where the various categories of travellers, guests and workers should be evacuated to. These requirements are reflected in the evacuation routes and Emergency Assembly Points set out in this Evacuation Scheme.
- 1.2.3 In addition, the characteristics of occupants requiring evacuation from airport terminals differ from occupants in more conventional settings. The perception of travelling guests is that airports are highly managed spaces, and these travellers may be unlikely to evacuate unless directed to do so – particularly if they are waiting in a queue to be processed. They may also be asleep, preoccupied, or unfamiliar with our airport environment. There will also be a large number of travellers who are emotional, nervous or stressed in relation to their travel. Some guests will also not speak English.
- 1.2.4 Auckland Airport is part of the Hidden Disabilities Sunflower Lanyard programme which provides a discrete way for people with less visually obvious disabilities to signal the need for additional help. Please be alert for any guests wearing a Hidden Disabilities Sunflower Lanyard and take the time to see that their needs have been met and they have the assistance required.

## 1.3 ZONE AND FIRE WARDENS

Zone and Fire Wardens are the primary means through which the Evacuation Scheme is operated in practice and the safe and orderly evacuation of our guests is able to occur. Workers with responsibilities as Zone and Fire Wardens need to be mindful of these special characteristics of our guests and be able to provide clear instructions and guidance to those guests unfamiliar with the airport and evacuation processes.

## SECTION 2 FIRE PREVENTION

- 2.1 The first pillar of Auckland Airport's fire strategy is to endeavour to prevent any fire related issues from occurring in the first place. To this end, Auckland Airport has developed its Top 12 Life Safety Rules which it has given effect to through inclusion of these rules in the Auckland Airport 'Airport Workers Rules'. These Top 12 Life Safety Rules are also promoted through the e-learning course 'General Fire Awareness' which from 1 September 2020 all workers applying for airside access have to complete before airside access will be granted.
- 2.2 The Airside Workers Rules provides that workers must abide by the following fire safety rules:
- Keep any smoke doors closed to ensure smoke and fire does not spread quickly.
  - Keep fire egress corridors, fire exits and access to fire safety equipment (eg, manual call points, fire extinguishers, fire blankets, hose reels, fire hydrants, fire smoke curtains) clear of any item(s) that would impede access and egress.
  - Ensure items are stored at least 90cm below the ceiling height to ensure sprinklers have enough gap to work effectively to put out fires.
  - Ensure 1-metre clearance around switchboards and servers.
  - Only recharge electronic devices in an area clear of any combustible items and do not recharge after hours in areas where there are no sprinklers.
  - Ensure all portable electrical devices have current test and tag labels.
  - Practice good housekeeping – do not accumulate rubbish or other waste.
  - Equipment for cooking and heating food (eg, toasters, sandwich makers, microwaves, etc) may not be installed in the international or domestic terminal buildings in areas that have not been approved by Auckland Airport for cooking and heating food. Workers need to be aware that toasters and microwaves have caused terminal evacuations on a number of occasions previously.
  - Ensure current Dangerous Goods Regulations are followed, including storage requirements for flammable liquids and incompatible substances.
  - If you see or smell smoke or fire report it immediately – either call Operations on 0800 OPS AIA (0800 677 242) ext 9; phone 98777 on an internal phone; or activate a manual call point.
  - In an evacuation, promptly move to the nearest place of safety or fire exit and follow the instructions of the Fire Warden for the area.
- 2.3 Auckland Airport management undertake compliance audits & inspections of all tenancies and retail concessionaires to verify compliance with these rules. Results are reviewed with a continuous improvement focus, and any trends are highlighted at User Group meetings.

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2.4 In addition, Auckland Airport operations staff also undertake the daily and monthly fire egress and exit owner checks as required under the Building Warrant of Fitness requirements.

2.5 Key matters which Auckland Airport staff are looking for (and which all workers based in the terminal should be aware of and report to the Operations Control Centre on 256 8777 or 0800 677 242) are:

- Are fire exit signs clear and unblocked, and if lit signs, are the lights in the sign working?
- Is the fire exit corridor clear (ie no boxes, trolleys, stock etc)?
- Are smoke doors closed and not wedged open (unless the door has an auto-release linked to the fire system)?
- Are fire exit doors clear, unblocked, not locked or wedged closed (especially outside where it opens)?
- Is the fire exit door undamaged?
- Are there no holes in the walls/around doors in fire egress corridors where smoke could get in?
- Making sure there is nothing under where a smoke curtain would drop that would prevent it descending (eg rubbish bins, stanchions, lecterns or trolleys).
- Making sure nothing is blocking access to fire safety equipment (eg, manual call points, hose reels, fire extinguishers).



# Auckland Airport's Top Twelve Fire Life Safety Rules



**Keep smoke doors closed**



**Keep fire egress corridors and fire exits clear**



**Keep access to fire safety equipment clear**



**Know where your life saving and fire safety equipment is**



**Items must be stored at least 90cm below ceiling height**



**Ensure 1 m clearance around switchboards and servers**



**Recharge electronic devices in a safe location**



**Test and tag**



**Practice good housekeeping**



**Areas for cooking and heating food must be approved**



**Store dangerous goods and flammable goods safely**



**If you see or smell smoke or fire report it immediately - 0800 677 242**

In an evacuation promptly move to the nearest place of safety or fire exit and follow the instructions of the Fire Warden for the area.

For more information see section 2.12 of Airport Workers' Rules or contact Airport Operations 0800 677 242.



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## SECTION 3 WHAT TO DO IF FIRE OR SMOKE IS SEEN

3.1 If a fire is discovered or visible smoke is seen and the automatic warning system has not already activated, the person discovering the fire should:

- Operate the nearest Manual Call Point (example pictured).
- Contact ICR to give the location of the fire by either:
  - Dialing 98777 on the nearest airport phone (poster pictured).
  - Ringing ICR on 256 8777.
  - Ringing ICR via 0800 677 242, ext 9.
- Leave the zone by the nearest exit (as per green sign pictured) to either move to an adjacent unaffected zone or to exit the building if directed to by a Fire Warden. Potentially dangerous processes or machinery should stopped or turned off, is safe to do so quickly.
- Move to the nominated Assembly Area (external sign pictured) and remain there until directed otherwise by a Fire Warden or by announcements from the Emergency Operations Centre.
- Only if conditions permit, and you have had appropriate training, attempt to put out the fire using any hose reel or portable fire extinguisher (if available – example pictured). Information on the type of extinguishers and fires they may be used on is set out in Appendix D.



3.2 If there is a smell of smoke (but not visible smoke) then the person smelling the smoke should contact ICR to report this by either:

- Dialing 98777 on the nearest airport phone.
- Ringing ICR on 256 8777.
- Ringing ICR via 0800 677 242, ext 9.

3.3 If possible, and it remains safe to do so, the person reporting the smell of smoke should remain in the area to provide direction to AES when they arrive to investigate.

## SECTION 4 FIRE EVACUATION TRAINING

### 4.1 OVERVIEW OF TRAINING

4.1.1 Auckland Airport undertakes training in fire awareness, warden responsibilities and evacuation through a combination of e-learning courses and train-the-trainer familiarisation walks for Fire Wardens and trainers at organisations with large volumes of staff based at Auckland Airport (eg, border agencies, ground handlers and key airlines and tenants).

4.1.2 The training follows a formal syllabus to ensure consistency in delivery. There are three available e-learning courses:

- General Fire Awareness.
- Fire Warden.
- Ramp Fire Awareness.

4.1.3 Training via e-learning modules are all available on-line at:

<http://aial.litmos.com/online-courses>

4.1.4 For queries regarding fire warden and awareness training and familiarisation walks email:

[FireSafetyCompliance@aucklandairport.co.nz](mailto:FireSafetyCompliance@aucklandairport.co.nz)

### 4.2 GENERAL FIRE AWARENESS TRAINING

4.2.1 The module for the General Fire Awareness Training e-learning training covers the following syllabus:

- Fire Prevention in offices, store areas, recharging areas and workshops.
- Maintaining clear evacuation egress routes and fire exits.
- Fire protection systems (sprinklers, detectors, manual call points).
- Discovering a fire.
- Fire Evacuation procedures.
- Alarm notification messages.

4.2.2 The course includes a quiz at the end with a 100% pass requirement. From 1 September 2020, proof of completion of the General Fire Awareness Training course (or equivalent) must be provided before airside access will be granted, and refresher training will be required every 18 months (ie, midway through the three-year airside access period).

### 4.3 FIRE WARDEN TRAINING

4.3.1 The module for the Fire Warden e-learning training is entitled 'Fire Warden General Awareness' and covers the following syllabus:

- Fire Evacuation legislation.

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- Zone Warden duties.
- Building Warden duties.
- Fire Evacuation procedures.
- Discovering a fire.
- Fire protection systems (sprinklers, detectors).
- Alarm notification messages.

4.3.2 The course includes a quiz at the end with a 100% pass requirement. The e-learning module for Fire Wardens is supplemented by walkthrough familiarisations to cover the evacuation zones and/or 'train the trainer sessions' with stakeholders that have trainers.

4.3.3 Fire Wardens must complete one form of training every six months. Refresher Fire Warden training is set via the Litmos system annually. Classroom training and walkthrough familiarisation training is provided by Auckland Airport Safety and Compliance team at least annually. Fire Wardens must complete **both** e-learning training and in person training annually. Six-monthly reports of total numbers trained are provided to FENZ.

## 4.4 RAMP FIRE AWARENESS TRAINING

4.4.1 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. Completion of the Ramp Fire Awareness e-learning module is compulsory before an Airside Driving Permit will be granted.

4.4.2 The module for the Ramp Fire Warden and Safety Features e-learning training covers the following syllabus:

- Discovering a fire
- Fire Protection System (sprinklers, detectors).
- Alarm notification message
- Fire Evacuation Procedures
- Zone Warden Duties
- Emergency Assembly Points on the Ramp
- Specific fire safety equipment on the Ramp

## 4.5 BUILDING WARDEN TRAINING

4.5.1 Building Warden Training for staff acting as Supervisors and Duty Operations Managers in the Operations Control Centre, who will be the Response Coordinator when the Emergency

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Operations Centre opens, and hence act as the Head Building Warden in the event of an evacuation, is undertaken internally by Auckland Airport trainers and subject matter experts.

4.5.2 The Head Building Warden training includes:

- AA Operations Staff Incident Control Room Fire System Training.
- AA Operations Supervisory Staff building warden awareness training.
- Review of information held in the Airport wiki Infoport system under the Head Building Warden topic.
- On the job training from staff currently holding these positions.
- Familiarisation visits with Airport Emergency Services to develop common communication protocols and understanding of emergency service needs.
- Awareness training in legal responsibilities from the Operations Risk and Assurance team.

## 4.6 TRIAL EVACUATIONS

4.6.1 Auckland Airport conducts fire evacuation trials on an annual basis for the DTB. Trials are held to test the evacuation process, egress routes, clarity of signage, sufficiency of Emergency Assembly Points and operational management of the evacuation & re-entry process. Trials ensure that the Building Warden, Zone Wardens and Fire Wardens are all familiar with the locations they work in (or oversee) and the procedures which must be carried out.

4.6.2 Prior to trials being undertaken, classroom training and familiarisation walk throughs are offered for new staff or for staff seeking refresher familiarisations. Wardens obtain practical experience by participating in these trials after having completed the relevant fire warden training and a walkthrough familiarization tour. For familiarisation walks contact [FireSafetyCompliance@aucklandairport.co.nz](mailto:FireSafetyCompliance@aucklandairport.co.nz).

4.6.3 Auckland Airport conducts a debrief at the Emergency Operations Centre following both evacuations and trial evacuations to ensure any improvements are identified so that evacuations can be undertaken efficiently and any corrective actions regarding the fire system are noted and rectified. Any corrective actions from the evacuation are loaded into fault reporting system or risk management system for action and monitoring of completion.

4.6.4 Trial evacuation results are reported to FENZ. Note if an unplanned actual evacuation occurs, this can take the place of a trial evacuation, provided results are reported to FENZ.

## SECTION 5 DTB FIRE STRATEGY

### 5.1 OVERVIEW OF FIRE SYSTEM

- 5.1.1 The fire system as a whole is made up of a number of individual systems, all of which contribute to the life safety and asset protection of the DTB, eg, the fire protection or suppression system, the fire detection system, smoke control systems, etc.
- 5.1.2 Sitting over the top of all of these systems is the Fire Management System (currently AMPAC Smartgraphics), which 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.
- 5.1.3 Detection of a fire occurs primarily through the automatic detection system installed throughout the building which is linked to the occupant warning system which initiates evacuation and also activates any active smoke control measures in newer areas of the building (eg smoke curtain in Regional Koru Lounge).
- 5.1.4 The automatic detection system consists of:
- Sprinklers, which will activate by heat.
  - Smoke detection (in newer areas of the DTB or areas of higher risk).
  - Heat detectors installed in areas that are prone to nuisance alarms from smoke detectors (eg, areas with microwaves or toasters).
  - Manual call points which provide a means of manual notification by a person of fire or smoke.
- 5.1.5 The Regional Lounge extension at the eastern end of the terminal is a separate but linked building, with its own sprinkler system supplying the extension only and an independent fire detection system, networked to the existing system. The mimic panels (both new and existing) show both buildings. The entire DTB (ie the main terminal and the Regional Lounge) operate on a 'one out – all out' strategy. That is, an evacuation in either building will evacuate both buildings.

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5.1.6 A summary of the key elements in the fire system is set out in the table below.

Fire System Component	Brief Description
Fire Event Management System	The AMPAC System monitors the detection, protection and smoke control systems, provides user interfaces, triggers alerts and evacuations, and automatically sends direct alarms to FENZ. AMPAC Smartgraphics is used as the integrated graphical monitoring software. There are three mimic panels at the FENZ attendance points – one at the Jetstar western end of the DTB, one at the SkyBus station, and one at the Air NZ regional end.
Fire Detection System	A combination of smoke and heat detectors (as appropriate for the characteristic of the area) installed in newer areas of the DTB and linked to the occupant warning system which initiates evacuation of the building if two adjacent detectors are activated (or one manual call point). Note, original areas of the DTB do not have smoke detection systems, and instead rely on fire suppression.
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 DTB. There is also a kitchen suppression system in the Regional Lounge.
Smoke Control	An interfaced smoke curtain at the Regional Lounge which drops to prevent the spreading of smoke.
Hydrant System	Riser mains and hydrants used by AES and FENZ to connect hoses to in the event of a fire. These are located outside around the perimeter of the DTB on the forecourt landside and apron airside.
Audio PA and alarms	The audio PA and alarm system which provides automatic messaging, alerts and alarms to evacuation zones or put them into alert.
Hand-held equipment	Extinguishers and hose reels located at strategic locations throughout the terminal.
Passive Fire Protection	Ensuring all fire walls and smoke doors are maintaining the integrity with no holes in fire walls. Fire stoppings are applied in accordance with the standards.
Fire egress	Interfaced doors, Fire exit corridors, fire exits, stairwells, points of assembly, exit and Emergency Assembly Point signage, emergency lighting, training and systems, fire warden equipment and stair evacuation chairs.

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5.1.6 A cause and effect matrix is set out below which specifies the actions undertaken by all of the components of the fire system (repeated in Appendix D for ease of reference).

AIAL DTB Fire Activations Cause and Effect Matrix

Cause	Effect		Brigade Call		Building wide evac (Sounder)	Indication on fire alarm panel	AHU shut down	Sliding doors open	Access control systems release	Sound system override PA/BGM	Door hold open release	Fire curtain Air-NZ Regional Lounge drops	Fire extinguishing agent release (kitchen hood) in Air-NZ Regional Lounge
	Fire & Emergency New Zealand (FENZ)	Airport Emergency Services (AES)											
Sprinkler activates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Smoke detector activates (single knock) <sup>Note 6</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Smoke detector activates (double knock)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Localised smoke detector adjacent to the fire curtain	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Manual call point activates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fusible link heat detector <sup>Note 1</sup> activates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Air-NZ Regional Lounge Manual actuator activates <sup>Note 2</sup>	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Note:

- The fusible link heat detector is part of the kitchen hood suppression system in the hood and duct.
- Manual actuator is part of the kitchen hood suppression system located along the egress paths or exits.
- The kitchen hood suppression system shall be capable of operating gas or power shut off devices to isolate supplies to the cooking appliances in the event of a fire emergency.
- The Front Door of the Air-NZ Regional Lounge (Level 1) Hold Open will release only during activation of localised hold open detector and any other detector.
- Effect occurs on activation of localised curtain detector and any other detector.
- Excluding the localised smoke detector installed adjacent to the fire curtain

Version:

1

Latest Update Date:

10/03/2022



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## 5.2 EVACUATION ZONES

- 5.2.1 The DTB evacuates as a single building. If two smoke detectors, manual call point, heat sensor or sprinkler are/is activated anywhere in the building, the entire DTB will evacuate. However, in order to make the evacuation process more manageable, the DTB has been divided into 15 evacuation zones for management purposes only (noting all evacuation zones will evacuate together).
- 5.2.2 Detailed plans of each evacuation zone are set out in section 7 of this Evacuation Scheme. The evacuation zones (wherever possible) have been designed to reflect functional requirements and align with security zones so that, subject to life safety requirements, landside and airside occupants do not mix
- 5.2.3 Each evacuation zone has at least two means of escape, with more exits provided if necessary to enable egress from the fire zone in tenable conditions or to satisfy NZBC requirements. All occupants should evacuate outside to external Emergency Assembly Points identified and signposted for use.

## 5.3 MANAGING AN EVACUATION

- 5.3.1 Trained Fire Wardens (comprised of Avsec staff, Auckland Airport Staff, airline and ground handling staff and retail concessionaire staff) manage the procedure within the evacuation zones and direct occupants to the appropriate exits and external Emergency Assembly Points. For training queries and familiarisation walks contact:  
[FireSafetyCompliance@aucklandairport.co.nz](mailto:FireSafetyCompliance@aucklandairport.co.nz)
- 5.3.2 The evacuation of the DTB itself is managed on the ground by Avsec as the DTB Building Warden, as the passenger screening point (managed by Avsec) is open at all times there are scheduled flights.
- 5.3.3 The overall evacuation (including relationship with external Emergency Assembly Areas, traffic movement, arrival of fire appliances and management of fire systems) is managed from Auckland Airport's Emergency Operations Centre where the Duty Operations Manager or Supervisor acts as the Head Building Warden.
- 5.3.4 The Airport Emergency Service (AES) is responsible for all initial emergency incidents on airport, including the containment of fires, terminal evacuations and investigative response to fire alarms. In an emergency, the AES Officer in Charge will initially assume command and control of the incident on the ground. When Fire and Emergency NZ (FENZ) appliances arrive, the FENZ Officer in Charge will assume command and control. The AES unit acts with full empowerment as a registered Industrial Brigade under the Fire & Emergency NZ Act 2017.

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## 5.4 FIRE EGRESS

5.4.1 Green and white 'running man' fire exit signage is provided throughout the terminal indicating fire exits. Signs installed more recently are internally illuminated, while older signs are photoluminescent. Exit signage is located in intuitive, visible locations for egressing occupants within their line of sight. Evacuation maps and



instructions are located at key areas in the building (refer Appendix H for samples). Contact [FireSafetyCompliance@aucklandairport.co.nz](mailto:FireSafetyCompliance@aucklandairport.co.nz) for any map requirements.

5.4.2 Fire egress corridors and stairs are provided in accordance with the NZBC to ensure that sufficient exit routes and doors are provided in order to enable the maximum occupant load to evacuate the building in a timely tenable manner. Emergency egress doors are programmed to automatically release in the event of an evacuation in the Zone. Doors along the egress route will also automatically release upon activation of an evacuation alarm. Emergency Door Release (breakglass) are provided at all egress doors. If fire and emergency egress door mechanisms have NOT been released by the fire alarm sounding, the doors can be opened by breaking the white emergency door "Emergency Door Release" box located beside each door and operating the switch.



5.4.3 Lifts will automatically descend to the ground floor if the evacuation alarms sound. People must be advised against using any lift in an emergency which requires an evacuation.

5.4.4 Escalators continue to operate when alarms sound (so as to enable the operation to recommence quicker after the evacuation has been completed). If necessary, escalator(s) can be stopped by the local control button. People must be advised against using any escalator in an emergency which requires an evacuation as they are too steep for all guests to use safely. Emergency tensa barriers should be pulled across the top to isolate them.

5.4.5 If persons evacuating down stairs have bulky carry on luggage with them that would impede them safety evacuating, then they should be advised to leave these bulky items behind in the area under evacuation.



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5.4.6 Emergency Assembly Points have been nominated for occupants evacuated from the building to safely wait until it is safe to re-enter the building. The Emergency Assembly Points are at the following locations (refer also Appendix B for a map of these):

Assembly Point	Location	Used by persons evacuating from the following Zones:
DTB - A	Carpark Q (two level/at grade carpark at eastern side of DTB)	Initially 4, 5, 6, 7, 11, 12, 13 Subsequently all airside zones
DTB - B	Carpark R (Multi Story Carpark at Western side of DTB)	Initially 1, 2, 14 Subsequently all airside zones
DTB - C	Outside stand 20	8
DTB - D	Outside stand 22	3B, 8
DTB - E	Outside stand 24	3B, 8
DTB - F	Outside stand 29	8
DTB - G	Outside stand 30	9
DTB - H	Outside stand 31	9
DTB - I	Outside stand 32	3A, 9
DTB - J	Outside stand 35	5

5.4.7 There are three Marshalling Assistance Points, (pictured below) for occupants requiring assistance to evacuate the building. These are at the East (gate 31) and West (gate 21) ends of the first floor as well as in the Regional Air NZ Lounge. Zone Wardens must ensure that a fire warden is stationed at each Marshalling Point, and that the Head Building Warden at the Emergency Operations Centre is informed of the number of people requiring assistance. Evacuation stair chairs are also provided at these locations.



5.4.8 The instructions for each zone contained in section 7 of this Evacuation Scheme identify the egress corridors and exits, the Marshalling Assistance Points and the Emergency Assembly Points.

## SECTION 6 – MANAGEMENT OF EVACUATIONS

### 6.1 KEY EVACUATION FUNCTIONS AND ROLES

#### 6.1.1 Summary

6.1.1.1 The following functions or roles are relevant to the management of evacuations in the DTB and are expanded upon in this section of the DTB Evacuation Scheme:

Emergency Operations Centre	Opens when there is an evacuation and controls the emergency. All stakeholders should send a representative.
ICR Position	The position at the Operations Control Centre which receives emergency calls, notifies AES, interrogates and takes action on the Fire Information Panel, and communicates with AES.
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 as the Head Building Warden.
DTB Building Warden	The Avsec senior team leader on duty at the DTB acts as the DTB Building Warden to manage the initial evacuation of the DTB on the ground. The DTB Building Warden wears an orange vest marked as DTB Building Warden.
Zone Warden	Each zone has nominated organisations which provide the Zone Warden who controls the zone, gives Fire Wardens tasks and reports to the DTB Building Warden. The Zone Warden wears an orange vest marked as Zone Warden.
Fire Warden	Each zone has nominated organisations which act as Fire Wardens (who report to the Zone Warden). All supervisory staff in each area should be trained as Fire Wardens. Fire Wardens wear yellow Fire Warden vests
AES (Airport Emergency Services)	Auckland Airport's on-site industry brigade who will be first responders and incident controller until FENZ arrives.
FENZ (Fire and Emergency NZ)	NZ's fire service which will send appliances from local stations and will legally assume roles and responsibility of Incident Controller upon arrival.

6.1.1.2 The duties and tasks of each of these functions or roles is expanded upon in the following sections 6.1.2 to 6.1.11.

6.1.1.3 The table below provides a high-level overview of the key tasks and steps during an evacuation of the DTB.

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## HIGH LEVEL SUMMARY OF DTB EVACUATION ROLES AND TASKS

EOC – HEAD BUILDING WARDEN	AVSEC – DTB BUILDING WARDEN	ZONE WARDENS	AES/FENZ
<ul style="list-style-type: none"> <li>• Open EOC</li> <li>• Interrogate AMPAC system</li> <li>• Notify AES and FENZ</li> <li>• Notify ATC and AOT (AOT send vehicles to assist apron management)</li> <li>• Confirm DTB Building Warden in place and evacuation underway</li> <li>• Notify Secure Parking and activate Contingent Traffic Management Plan</li> <li>• Ensure arriving aircraft held back</li> <li>• Determine if safe for pax on board aircraft on gates to remain on board</li> <li>• Release airside/landside emergency exit gates when Avsec controller reports they are in place</li> <li>• Check Rooftop/plant room entry log</li> <li>• Have DG Register available</li> <li>• Advise AES of location and number of any persons requiring special assistance</li> <li>• Confirm with DTB Building Warden evacuation complete and all checks made</li> <li>• Oversee management of Building, EAPs, forecourt &amp; traffic management by CCTV</li> <li>• Send additional staff if required and if available</li> <li>• Make any required announcements</li> <li>• Coordinate specialised trades required</li> <li>• Silence alarms upon FENZ advice</li> <li>• Direct and coordinate re-entry</li> <li>• Coordinate stand assignments and aircraft movements</li> <li>• Hold any debriefs</li> </ul>	<ul style="list-style-type: none"> <li>• Report to Building Warden Box by the Skybus stop (next to the Fire Mimic panel) outside door 5 and 6</li> <li>• Act as chief contact point for Head Building Warden/EOC</li> <li>• Report to EOC that in place and evacuation underway</li> <li>• Receive contact from each Zone Warden that they are in place and commencing evacuation</li> <li>• Assign a Fire Warden to go to any Zone that has not reported in</li> <li>• Receive and check off reports that Zones are checked and cleared</li> <li>• Brief AES/FENZ on arrival at the mimic panel by the Skybus stop</li> <li>• Inform EOC of location and number of any persons requiring special assistance</li> <li>• Assign Avsec staff to control airside/landside emergency exit gates (note gates do not auto-release - Avsec must inform Monitoring when they are in position and gates can be released)</li> <li>• Ensure all pax evacuated airside to apron have returned landside</li> <li>• Ensure airside/landside emergency access gates are secure once evacuation complete</li> <li>• Re-sterilise terminal if required once FENZ all clear given</li> <li>• Manage re-entry process on the ground following EOC directions</li> <li>• Manage rescreening of passengers</li> </ul>	<ul style="list-style-type: none"> <li>• Report to Zone Warden box</li> <li>• Ring DTB Building Warden on 90602 to say in place, alarms sounding and evac commencing</li> <li>• Use Zone Warden Card in warden box as a guide</li> <li>• Ensure Fire Wardens direct people to evacuate via designated exits</li> <li>• If EAP is airside, ensure one Fire Warden sent to EAP to manage evacuated persons</li> <li>• Ensure Fire Wardens check all areas in checklist</li> <li>• If anyone requires assistance ensure they are assisted to Assistance Marshalling Point and report this to DTB Building Warden on 90602</li> <li>• Be in contact with your organisation’s rep in EOC</li> <li>• Once all areas checked ring DTB Building Warden on 90602 to report this</li> <li>• Ensure tensa tape pulled at doors and station Fire Warden at doors to prevent re-entry (if applicable)</li> <li>• Escort airside pax evacuated onto Apron back landside using green route</li> <li>• Ensure sufficient Fire Wardens stay with pax at staff re-entry</li> <li>• Manage guest re-entry</li> </ul>	<ul style="list-style-type: none"> <li>• Report to main mimic panel by Skybus stop upon arrival</li> <li>• Receive briefing from DTB Fire Warden</li> <li>• Take command of the incident on the ground</li> <li>• Determine if safe for pax to stay on board aircraft</li> <li>• Determine if any aircraft need to be pushed back off pier</li> <li>• AES assist any persons requiring special assistance</li> <li>• Escort any technical trades needing to access area (eg electricians, mechanics)</li> <li>• Resolve incident</li> <li>• Advise EOC when incident resolved and alarms can be silenced</li> <li>• Provide all clear to EOC when area safe for re-entry</li> </ul> <div data-bbox="1628 855 2107 919" style="background-color: #000080; color: white; padding: 2px;"><b>BAGGAGE HANDLERS, RAMP, ENGINEERS, PILOTS</b></div> <ul style="list-style-type: none"> <li>• Stop apron activities immediately</li> <li>• Turn off any plant in baggage make up areas</li> <li>• Move any GSE that would impede flow of evacuating persons along green evacuation route</li> <li>• Turn off aircraft engines and APUs for aircraft on gates</li> <li>• Close aircraft doors on the stand if advised safe for pax to remain on board</li> <li>• Hold any arriving aircraft back off the stands</li> <li>• Move aircraft if instructed by EOC</li> </ul>

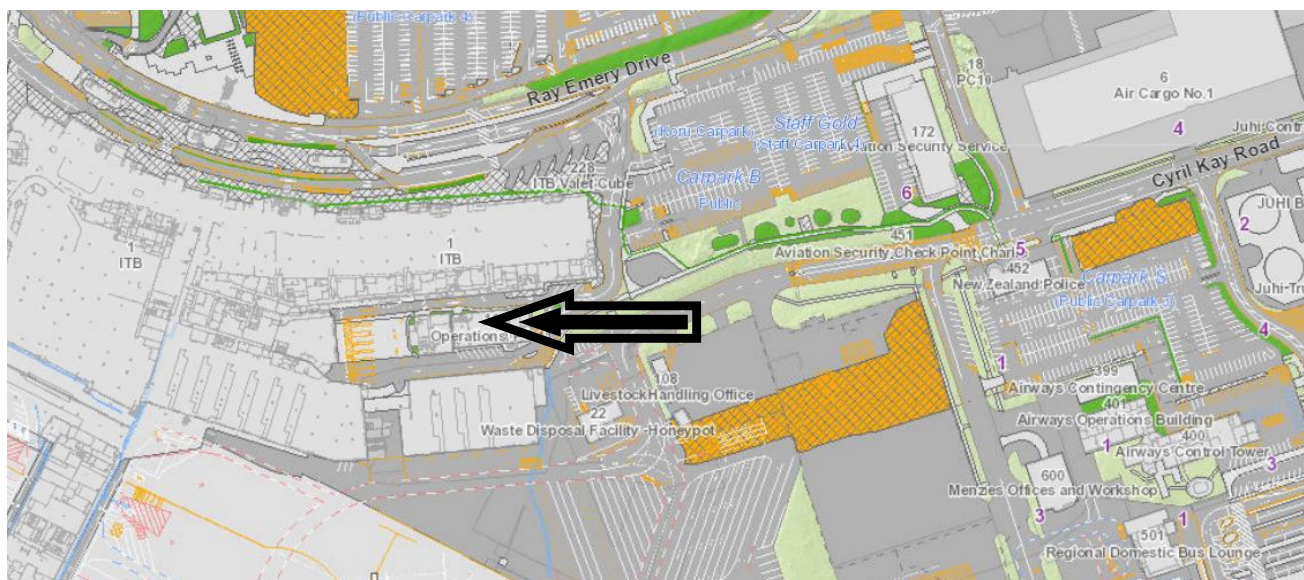
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## 6.1.2 Emergency Operations Centre

6.1.2.1 The Emergency Operations Centre (EOC) is located inside the Operations Control Centre, which is staffed 24 hours a day and is located in the ITB on level 1 landside (new Evacuation Zone 4C), accessed by the Kōtare Track, directly behind the landside food court.



6.1.2.2 The EOC opens for any evacuation within the terminal and is where the evacuation itself is managed, together with peripheral aspects such as traffic congestion, forecourt management, aircraft delays, etc. The Duty Operations Manager/Duty Supervisor acts as the Head Building Warden. The Emergency Phone for the Operations Control Centre is 256-8777 from an external line, extension 98777 from an airport phone or 0800 677 242, extension 9).

6.1.2.3 All agencies, ground handlers and airlines affected should send a representative to the EOC. If FENZ consider it appropriate in the context of the incident, FENZ may choose to send a representative to the EOC.

6.1.2.4 The Duty Operations Manager/ Duty Supervisor carries out the initial set up of the EOC during an evacuation and co-ordinates the evacuation process, acting as Head Building Warden. An event log of the event is maintained by the EOC Facilitator and the EOC scribe.

6.1.2.5 If the Operations Control Centre becomes unusable, the Emergency Operations Centre (Including the ICR function) will relocate to the Disaster Recovery Site, 2 Walsh Bros Place. This site includes a back-up AMPAC system.



## 6.1.3 ICR Position

6.1.3.1 The ICR position at the Operations Control Centre (Incident Control Room) is staffed 24 hours per day and is the location internal emergency phone calls arrive at via the Auckland Airport emergency numbers (256-8777, extension 98777 or 0800 677 242, extension 9).

6.1.3.2 The ICR position receives, monitors and records information on any emergency incident the AES Unit responds to. ICR Operators monitor the Fire Event Management System, including the automated PA systems and CCTV. As a fire alarm is detected, the ICR Operator interrogates the AMPAC Fire Event Management System for detailed information and immediately radios the information to AES.

6.1.3.3 Upon receipt of notification of an evacuation in the building, the ICR Operator will do the following:

- If required manually initiate evacuation of the DTB if a fire or smoke was reported in by phone or in person.
- Interrogate the AMPAC System for details of the incident, zone and area it is in, any affected device numbers and other identifying information for the location.
- Notify AES and FENZ of the incident details. (If FENZ callout is not heard, then contacting FENZ by dialing 111).
- Notify AES Crew Chief of details from the AMPAC Fire Event Management System, including if necessary, sending an image of the alert.
- Notify Duty Supervisors of information from the AMPAC Fire Event Management System, Duty Supervisors to activate and open EOC.



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- Duty Supervisors to notify the relevant Operations personnel to attend the relevant zone being evacuated (and any zones in alert) to assist and report back to EOC.
- Monitor the incident by CCTV if possible.
- Log details of the incident.
- Continue to monitor alerts in the AMPAC System.

6.1.3.4 The ICR position will continue to monitor the incident by CCTV and the AMPAC Fire Information Panel, and will communicate with AES as required, and undertake any actions on the Fire Information Panel as instructed by AES or FENZ (eg, silencing alarms upon instruction).

6.1.3.5 If AES are on another call or unable to respond in a timely manner to an investigation call (ie, a single knock of a smoke sensor), then ICR will either send an Auckland Airport Operations or guest services staff member to investigate whether there is any evidence of smoke (and if so, activate a manual call point); or will notify FENZ to attend.

## **6.1.4 Monitoring Position**

6.1.4.1 The Monitoring Position has primary responsibility for ensuring appropriate CCTV monitoring occurs of the incident.

6.1.4.2 The Monitoring Position must check its logs to ensure that anyone registered as being in the DTB plantrooms, electrical rooms or the rooftop, has reported in as having evacuated. If anyone is unaccounted for, this must be reported to the Head Building Warden, who will request the worker's employer, manager or contract manager to make queries regarding the person's whereabouts. CEM and CCTV records should also be reviewed where pertinent to the area in question to assist in determining the person's last known whereabouts.

6.1.4.3 The Monitoring Position also works with Avsec to remotely unlock the landside/airside emergency gates when Avsec advises they are in position (for passengers to evacuate back landside from the apron) and resecures these gates when Avsec advises. Note these gates do not auto release therefore they will not open without Monitoring releasing them within the CEM System – however because they provide direct access airside this should not occur until there is confirmation that either Avsec (or Skygate as secondary role) are in position to control access through these gates.

6.1.4.4 The Monitoring Position should also provide assistance to ICR if required (eg if manual notification to FENZ is needed by dialling 111).

## **6.1.5 Head Building Fire Warden/Response Coordinator**

6.1.5.1 The Duty Operations Manager/Duty Supervisor assumes the role of Head Building Fire Warden/Response Coordinator and initiates the building evacuation checklist in the EOC. All communication with DTB Building Warden and other Zone Warden co-ordination, reporting in to EOC and instructions of actions required are led by the Head Building Fire

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Warden/Response Coordinator in the EOC (with assistance as required from the EOC Facilitator and Coordinator).

6.1.5.2 The Head Building Warden is responsible for the following:

- Taking charge of the incident on behalf of Auckland Airport as building owner.
- Being the key point of contact for AES and FENZ Officers in Charge.
- Being the key point of contact for the DTB Building Warden.
- Confirming the alarms are audible and sounding.
- Confirming that ICR has provided the activation notification to AES.
- Ensuring Fire and Emergency NZ automatic notification has occurred and FENZ are on their way (and if not, then ensuring that one of the Operations Team notifies FENZ by dialing 111).
- Ensuring Secure Parking has been notified that an evacuation of the DTB is in progress and that the Traffic Management Plan should be followed.
- Ensuring that the DTB Building Warden (Avsec) has reported to the Building Warden site and is managing the evacuation process, and if not, liaise with Avsec Operations Centre for Avsec staff to attend or send Auckland Airport Operations staff to act as Building Warden.
- Ensuring that evacuation of the area under evacuation has been properly carried out through monitoring of the area by CCTV and obtaining confirmation from the DTB Building Warden (and if necessary, Zone Wardens) that:
  - The DTB has been evacuated and all persons have left it.
  - If works are occurring within the DTB, the supervisor of the work site has confirmed to the DTB Building Warden that all contractors have evacuated the work site.
  - A sweep of the DTB, including toilets, showers, parenting rooms, prayer rooms, lifts, offices and storerooms has been undertaken (provided it is safe to do so).
  - Tensa tape barriers have been used to prevent people re-entering the area.
  - Fire Wardens have been placed on entrance doors to prevent people re-entering the DTB.
  - Avsec has staff controlling the landside/airside gates used for passengers evacuated onto the apron to return landside; and that Monitoring has released the gates once Avsec is in place (note the gates are not auto-release due to their critical position on the airside/landside boundary and need to be manually released by Monitoring through the CEM system once Avsec confirms they are in place to control the gates).

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- That passengers evacuated onto the apron have been escorted back landside via the green evacuation line (unless Avsec has advised EOC that they are confident sterility has been maintained and passengers can be re-entered airside).
- All persons evacuated are now at the signed Emergency Assembly Points.
- Ensuring persons notified by the DTB Building Warden or Zone Wardens requiring special assistance have been evacuated and, if not, that they are in a place of safety, and that AES have been notified of the number of persons requiring assistance and their location and that they have been assisted to evacuate.
- Ensuring that the Monitoring position has checked the log of persons working in plant rooms, power centres, communications rooms, roof-tops etc, to ensure that any persons logged as being in these areas has successfully evacuated and, if not, that their Manager or Contracting Organisation has been notified to follow up. If the whereabouts of the person still cannot be verified, then FENZ must be informed.
- Ensuring that reports received from emergency services, the DTB Building Warden, Zone Wardens and Fire Wardens are recorded in the EOC recording system and the Auckland Airport incident reporting system.
- Ensuring the DTB dangerous goods register is made available to AES and FENZ, if applicable.
- Ensuring through monitoring via CCTV and directions to the DTB Building Warden, Zone and Fire Wardens that no-one re-enters the evacuated DTB until FENZ and/or AES advise it is safe to do so.
- Ensuring that any arriving aircraft are held back off the gate.
- Managing the safety of persons evacuated to external evacuations Emergency Assembly Points by:
  - Maintaining CCTV oversight of evacuated persons at the Emergency Assembly Points.
  - Ensuring the safety and supervision of evacuated persons through sufficient Fire Wardens or other staff from the airport, Avsec, airline, ground handling or concessionaire organisations supervising and controlling these people.
  - Ensuring AOT has sent a vehicle/s to assist in supervising passengers on the apron.
  - Ensuring AOT staff have informed Airways of the evacuation of persons onto Emergency Assembly Points on the apron and that, arriving domestic aircraft should be held back on a taxiway or remote parking area.

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- Coordinating the attendance of any trade specialists requested by FENZ and/or AES (eg electricians, mechanical engineers). Note these trades-people may not enter the DTB while it is under evacuation without the escort of FENZ and/or AES. A safe meeting point outside the DTB must be arranged.
- Overseeing the re-entry process of staff first, then passengers and guests after FENZ and/or AES advise it is safe to do so.
- Coordinating (with airline and ground handler representation) the re-scheduling of interrupted arriving and departing flights and allocation of aircraft stands, departure times and check-in counters.
- After the incident is complete and EOC is closed, hold a Hot Debrief and prepare a Sit-rep with further information, learnings and improvements identified, with actions to be captured in Auckland Airport's Health and Safety Reporting System (currently Risk Manager).

6.1.5.3 For after-hours incidents or when the volume of workers on site is lower (or the DTB Building Warden is not present for any reason), any Fire Warden requirements will be checked by the Head Building Fire Warden/Response Coordinator and, if necessary, managed to ensure that the necessary number of fire wardens are present.

## **6.1.6 DTB Building Warden**

6.1.6.1 Avsec is the DTB Building Warden.

6.1.6.2 While any evacuation of the DTB is normally initially an automated process triggered by the Fire Management System and communicated to occupants by the building occupant warning message systems, the management of the evacuations on the ground occurs through the Avsec, as the DTB Building Warden, assisted by Zone and Fire Wardens.

6.1.6.3 Avsec reports to the main fire indicator panel on the outside of the building by the Skybus bus stop at the Eastern (Air NZ) end of the DTB. There is a Fire Warden Box immediately adjacent with a Building Warden Checklist inside. The number of this emergency phone is ext 90602. Zone Wardens communicate directly with the DTB Building Warden via internal telephones located strategically within each zone by ringing this ext 90602 to report in on the progress of evacuation in each evacuation zone.

6.1.6.4 Avsec's responsibilities as the DTB Building Warden are to:

- coordinate the evacuation on the ground.
- receive reports from all the Zone Wardens that their zones have been evacuated and checked.
- check the zones as they are reported in by Zone Wardens and direct Fire Wardens to carry out checks confirming evacuation of any areas that have not been reported as cleared (if it is safe to do so).

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- receive any information from Zone and Fire Wardens on matters such as persons requiring assistance and ensure that persons unable to evacuate have an appropriate person appointed to stay with them in a safe place and that this is reported to EOC to arrange assistance for their evacuation.
- Communicate with the Head Building Warden at EOC on the progress of the evacuation of the zones and the DTB as a whole.
- Provide a status report to AES and FENZ when they arrive, including (if known) directing FENZ or AES to the affected area.
- Ensure that sufficient Fire Wardens are in position at the main doors of the DTB to prevent public (or workers) from re-entering the DTB prior to clearance from EOC for re-entry.
- Ensure that Avsec or Skygate representatives staff the two security gates to allow persons evacuated airside move landside. Note these gates do not auto-release upon evacuation – rather Monitoring manually release them through the CEM system upon Avsec reporting that staff are present to control access.
- Supervise the re-entry process on the ground when EOC provides clearance for re-entry to commence.

## 6.1.7 Zone Wardens and Fire Wardens

Zone Wardens and Fire Wardens are specified by organisation for each evacuation zone in section 7 of this Evacuation Scheme, which also sets out the detailed evacuation instructions for each zone as well as the evacuation maps. A summary of the Zone Wardens and Fire Wardens provided for each zone is set out in the table below:

Zone	Zone description	Zone Warden	Fire Wardens	# of Fire Wardens normally needed
1	Ground Floor – landside: Check-in – Western End	Jetstar	Jetstar	5
2	Ground Floor – landside and airside: Baggage Make-up Area and airline offices – Western End	Ramp Supervisor	Jetstar Baggage handlers	2
3A	Ground floor – Avsec queuing, security screening and recomposition areas and airside eastern end	Avsec	Avsec staff	2
3B	Ground Floor – airside: Western Annex gates 23 and 24 and toilets	Airline present (If none then Air NZ Engineering)	Airline staff present Air NZ	2
4	Ground Floor – landside: Retail Area, co-ordination offices, toilets	Orleans Chicken and Waffle	Retail Concessionaires	4
5	Ground Floor – landside: Air NZ check-in and bag reclaim	Air NZ Team Leader	Air NZ	5
6	Ground Floor – airside: Air NZ baggage make-up and regional airline offices	Air NZ Ramp Supervisor	Air NZ baggage handlers Regional airlines	4
7	Ground Floor and First Floor: Regional end – Air NZ Valet Parking and Air NZ Regional Lounge	Lounge Leader	Air NZ Lounge staff Valet staff	4
8	First Floor – Airside: Gate Lounges 20 – 22 and airline offices	Airline present	Airline staff present	3

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Zone	Zone description	Zone Warden	Fire Wardens	# of Fire Wardens normally needed
9	First Floor – Airside: Gate Lounge 29 – 30	Airline present	Airline staff present	3
10	First Floor – Airside: Air NZ Lounge	Lounge Leader	Air NZ Lounge staff	2
11	First Floor – Landside: Western offices and staff areas	Avsec	Tenants Airport and Avsec workers in break rooms	1
12	First Floor – Landside: Central offices first floor	DTB Guest Services Manager	Tenants	1
13	First Floor – Landside: Air NZ Offices East	Air NZ Admin	Air NZ staff	3
14	First Floor – Landside: Jetstar offices – first floor western end	Jetstar	Jetstar staff	1

## 6.1.8 Zone Wardens

6.1.8.1 The Zone Wardens are accountable to the DTB Building Warden. Zone Wardens consist of persons in supervisory positions from multiple stakeholder organizations stationed throughout the terminal, as set out in the table in section 6.1.7 above.

6.1.8.2 The Zone Wardens are readily identifiable wearing a fluorescent orange jerkin, inscribed with “Zone Warden” or by a distinctive uniform.

6.1.8.3 The Zone Wardens communicate directly with the DTB Building Warden by ringing ext 90602 via internal telephones located strategically within each zone. If a Zone Warden needs to contact EOC directly, this can occur using ext 98882, 98809 or ICR non-emergency 98111) and also using the various radio networks. Auckland Airport Wardens can communicate directly with the EOC using Auckland Airport radios. Wardens from other stakeholders will communicate with the representative their organisation has sent to EOC using their own organisation’s radio system, and that representative present within EOC will relay the information to the Head Building Warden and to the Avsec representative in EOC, and vice versa.

6.1.8.4 Zone Wardens are responsible for:

- Reporting to the Zone Warden Box in their assigned evacuation zone upon an evacuation or alert occurring, donning the orange Zone Warden vest, reporting in to the Building Warden on ext 90602 that they are present and familiarizing themselves with the Zone Checklist.
- Co-ordinating and directing the fire wardens within their particular zone.
- Ensuring the evacuation of the zone and the movement of evacuated persons to an Emergency Assembly Point.
- Checking all areas outlined in the Zone Warden checklist for the zone (found in the Zone Warden fire box).

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- Ensuring that any person requiring assistance is helped to an Assistance Marshalling Point and that the DTB Building Warden is informed of this (if you cannot contact the DTB Building Warden then inform the Head Building Warden at EOC).
- Ensuring that any contractors working in the area have vacated their worksite and obtaining the number of contractors evacuated to confirm to the Building Warden.
- Communicating with the Building Warden regarding completion of tasks and status within the Zone.
- Overseeing the gathering of passengers at any airside Emergency Assembly Area, and then organizing the escorting of these passengers landside via the green evacuation line and the emergency airside/landside gates at either side of the terminal. This is the default process that should occur in every evacuation unless Avsec instruct otherwise (eg if Avsec via EOC have determined that passengers may re-enter airside).
- Ensuring Fire Wardens are placed at appropriate doors and entrance points to ensure that no-one attempts to enter the evacuated zone (and also that tensa tape has been pulled across relevant doors).
- Receiving/carrying out any instructions of the Building Warden (eg, sending a Fire Warden to check another zone or to provide assistance to a person requiring special assistance).
- Supervising the re-entry process when directed to by EOC.

## 6.1.9 Fire Wardens

6.1.9.1 Fire Wardens comprise of staff working in a particular zone, such as airport staff members, retail, tenancies, ground handler and border agency organizations. They are responsible to the Zone Warden.

6.1.9.3 The Fire Wardens are identified by fluorescent yellow jerkin, inscribed with "Fire Warden".

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

6.1.9.5 The key roles of Fire Wardens are to:

- Assist staff and visitors to evacuate by directing them to the appropriate exit.
- Checking all areas are clear and free of staff and visitors (keeping themselves safe while doing so) and report to the Zone Warden that the areas they have checked are clear.
- Taking up position at the points throughout the zone as shown with an F on the Zone Evacuation Map while the zone is in evacuation (unless directed or necessary to evacuate themselves).
- Staffing the Marshalling Assistance Assembly point if requested to do so by the Zone Warden.

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- If requested to do so, assist with passenger management control on the ramp or forecourt areas for Health & Safety requirements, provide reassurance or any information or updates to evacuated guests, or escort passengers on the apron back landside via the green evacuation line to the airside/landside emergency gates.
- Controlling of doors to ensure that evacuated persons (or any other person) do not enter the evacuated area, until EOC (at the direction of AES and/or FENZ) announces it is safe to do so.
- Provide reassurance or any information or updates to evacuated guests.
- Assisting the Zone Warden in any way.
- Assisting with the re-entry process.

6.1.9.6 When 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;
- 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 the area is checked and confirmed as clear.

If there is any evidence of heat or smoke, report this to EOC or the Fire & Emergency NZ by ringing 111. If all is clear, enter to confirm the area has been evacuated.

## **6.1.10 Airport Emergency Services (AES)**

6.1.10.1 The Airport Emergency Service (AES) is Auckland Airport's emergency response team required under Part 139 of the Civil Aviation Rules. In addition to enabling Auckland Airport to meet its current ICAO Category response level if an airfield incident occurs, AES also has an industry response role as first responder for non-airfield, fire-related incidents at the Airport. The AES acts with full empowerment as a registered Industrial Brigade under the Fire & Emergency NZ Act 2017 and is the largest industrial fire brigade in New Zealand.

6.1.10.2 As such, AES is responsible for all initial emergency incidents on airport, including the containment of fires, terminal evacuations and investigative response to fire alarms. In the event of an emergency the AES Officer in Charge will initially assume command and control of the incident on the ground, until such time as Fire and Emergency NZ (FENZ) appliances arrive.

6.1.10.3 Subject to the circumstances of the incident, AES will generally respond to the mimic panel at the Sky Bus Station, and commence by checking the mimic panel there before proceeding to



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the area of the incident. Note there are also mimic panels at the Western end of the terminal (Jetstar) and the Air NZ Regional end.

## **6.1.11 Fire and Emergency New Zealand (FENZ)**

- 6.1.11.1 The Fire and Emergency New Zealand Act 2017 created a single, integrated fire and emergency services organisation known as Fire and Emergency New Zealand (FENZ) for rural and urban New Zealand.
- 6.1.11.2 Whenever an evacuation of the DTB occurs, FENZ receives an automatic alert and will send two appliances, usually from one of the local South Auckland fire stations; Mangere, Otahuhu, Papatoetoe or Manukau.
- 6.1.11.3 When FENZ appliances arrive, the FENZ Officer in Charge will legally assume command and control of the fire incident.
- 6.1.11.4 FENZ will initially report to one of the three fire mimic panels in the forecourt. The primary panel being the panel in the middle of the forecourt by the Skybus bus stop, where the DTB Warden is also located. The other mimic panels are at the Western end of the DTB (Jetstar) and eastern most end (Air NZ Regional Lounge).

## **6.2 EVACUATION ZONE MANAGEMENT**

### **6.2.1 Unique Airport Environment**

- 6.2.1.1 Management of evacuations at the domestic 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. As part of a security designated aerodrome, the DTB operates under strict security requirements set by the Civil Aviation Authority and managed by the Aviation Security Service.
  - If departing passengers who have been security screened are mixed with passengers or staff who have not been security screened all passengers will require rescreening.
  - If unscreened passengers move into the sterile airside area without security screening, then the airside area of the DTB will need to be checked and re-sterilised by Avsec before passengers can re-enter.
- 6.2.1.2 The airside external Emergency Assembly Points are on an active apron environment so passenger supervision is critical, both for aviation security requirements and the safety of evacuated guests. All apron-based workers need to assist in supervising passengers evacuated to the apron by ensuring they congregate at a designated EAP, and then move under escort or supervision along the green line to the airside/landside emergency gates. No passengers should be permitted to cross the red road system onto the taxiway.
- 6.2.1.3 As a result (other than in critical life safety emergency situations), there are strict criteria about where the various categories of passengers, guests and workers should be evacuated to.

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These are reflected in the evacuation routes and Emergency Assembly Points set out in section 7 of this Evacuation Scheme.

## **6.2.2 Remember Evacuated Persons are Airport Guests**

6.2.2.1 Airports can be stressful for travellers. A fire evacuation process will only increase stress levels for some travellers. Zone Wardens and Fire Wardens are asked to please be mindful of this as you go about your tasks. You have a key role to play in directing guests during an evacuation but please do so in a way that is human and friendly. Endeavour where-ever possible to help make our travelling guests and other visitors feel reassured and safe during any evacuation process.

6.2.2.2 The characteristics of occupants requiring evacuation from an airport terminal differ from occupants in more conventional settings. The perception of travelling guests is likely to be that airports are highly-managed spaces. As such, travellers may be unlikely to evacuate unless directed to do so – particularly if they are waiting in a queue to be processed where fines are imposed for breaching security requirements and rules. Often also these travellers will be very committed to the process they are undertaking (and their place in a queue).

6.2.2.3 Travellers may also be asleep or preoccupied and may be unfamiliar with the airport environment. There will also be a large number of travellers who are emotional, nervous or stressed in relation to their travel. Some guests will also not speak English.

6.2.2.4 Auckland Airport is a participant in the Hidden Disabilities Sunflower Lanyard programme. This allows guests with disabilities or conditions that may not be visually obvious to signal that they require additional assistance or time. Please be alert for any guests wearing a Hidden Disabilities Sunflower Lanyard and endeavour to provide that bit more help in an evacuation situation and check whether assistance is required.

6.2.2.5 It is important that Zone and Fire Wardens be aware of these special characteristics and tendencies and provide clear instructions and guidance to travelling guests unfamiliar with the airport and evacuation processes. Appendix J sets out some commonly asked questions by guests during evacuation processes and suggested responses.

## **6.2.3 Processes for Specific Zones**

6.2.3.1 While the DTB evacuates as one building, for management purposes it has been divided into 15 Evacuation Zones, each with designated Zone and Fire Wardens. The evacuation zones (wherever possible) have been designed to reflect functional requirements and align with security zones so that, subject to life safety requirements, landside and airside occupants do not mix. However, it is important to remember that all these zones evacuate at the same time.

6.2.3.2 The DTB fire engineering design require all persons in airside gate-lounges in the terminal to be evacuated airside onto the apron, rather than returning landside through the building. This is to ensure that for life safety reasons all occupants evacuate via the nearest to them. The

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doors to return landside within the DTB have been designed to maintain aviation security of the airside area, and do not meet fire engineering standards for fire exits for the full capacity of the DTB (eg they are not sufficiently wide and there are not enough of them to enable all airside occupants to evacuate quickly enough). Therefore it is important that airside occupants in gate lounges in the DTB evacuate using the nearest fire egress onto the apron area. In addition, there is a risk that persons evacuating down internal stairs may unknowingly be moving closer to a fire situation. Therefore using the external stairs within fixed links leading directly to the external apron EAPs should be the primary method of evacuation from first floor airside gate lounges, rather than evacuating downstairs internally through the normal arrivals routes.

6.2.3.3 When passengers have evacuated down to the EAPs on the Apron, then they should be escorted along the green evacuation walkway to one of two Emergency Access Gates in the security fence at each end of the terminal;. These Emergency Access gates do not auto-release upon an evacuation due to their security critical position on the airside boundary. Rather they are released by the Monitoring position in the Operations Control Centre once Avsec advise that they are in place to control access through these gates. Avsec should always send a staff member to each of these gates when an evacuation of the DTB occurs.

6.2.3.2 The specific evacuation processes for each zone and the detailed people movement of each evacuation zone are set out in Section 7 of this Evacuation Scheme. It is vitally important that Zone and Fire Wardens familiarise themselves with the relevant part or parts in Section 7 which relate to the area they will have a responsibility in as a Zone or Fire Warden if an evacuation of the DTB occurs.

6.2.3.4 There are Warden Checklists for each zone within the Zone Warden Box (example pictured) for each Zone. Where there is no Zone Warden Box, then these checklists are directly held by the organisation who will act as Zone Warden. Zone and Fire Wardens should also familiarise themselves with these check-lists.

6.2.3.5 Any checks to ensure areas are clear and evacuated must be undertaken safely, with awareness of all surroundings, and being alert for any signs of heat, fire or smoke. For detailed instructions about how to safely check behind a closed door, refer to section 6.1.9.6.

## 6.2.4 Persons Requiring Special Assistance

6.2.4.1 All organisations leasing space in the DTB or undertaking operations with a regular presence in the DTB must maintain and regularly update a Register of Persons Requiring Assistance During an Evacuation. A sample Register Template is contained at Appendix H. In an evacuation, each Organisation is responsible for ensuring that any of its workers requiring



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assistance to evacuate is in the first instance provided with this assistance, or alternatively is helped to a Marshalling Assistance Point with this reported to the Zone Warden, who then reports this to the DTB Building Warden, who will inform EOC. EOC will advise AES to provide evacuation assistance.

6.2.4.2 The number of persons who require particular assistance passing through the DTB as travellers for a short period of time makes it impractical to maintain a full assistance register. Specific processes provided by the airlines, and their ground handling agents are in place for the assistance of travellers. The Air NZ Lounges must keep a log of all guests in the lounge who require special assistance in the event of an evacuation.

6.2.4.3 Persons requiring assistance to evacuate within the DTB will be directed to gather at one of three strategic points (Assistance Marshalling Points – which have evacuation chairs available) within the building, with Zone Wardens reporting to the DTB Building Warden the number of persons requiring assistance at each location:

- Egress stairs opposite gate 31 airside at the Eastern end of the terminal
- Egress stairs QF1 airside at the Western end of the terminal by gate 21
- At the regional Air NZ Lounge.

6.2.4.4 Zone Wardens are to advise the Building Warden on ext 90602 whether persons requiring assistance are clear of evacuation zone or are remaining at a specific marshalling point or a place of safety location.

6.2.4.5 Passengers under the responsibility of the airline/ground handler will continue to be cared for by the airline/ground handler in the passage to a safe zone or place of safety.

6.2.4.6 Auckland Airport is a member of The Hidden Disabilities Sunflower Lanyard programme. The Sunflower Programme, with its cheerful sunflower emblem, is a discrete way people can indicate a non-visible disability and the need for some support or simply a bit more time when moving through the airport. Up to three quarters of disabled people do not provide a visual clue (such as an aid or device like a wheelchair, a guide dog, a white cane, or a hearing aid) to easily identify their disability.

The Hidden Disabilities Sunflower Lanyard enables people with non-visible disabilities whose particular requirements aren't immediately obvious – including for example people with autism, dementia, anxiety, or conditions that cause chronic pain – to be identified by staff and provided with additional assistance. Fire Wardens and staff should be alert for any evacuated person wearing a sunflower lanyard and take any steps possible



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to provide this guest with additional assistance or information and reassurance.

## **6.2.5 Evacuation of Tenants and Concessionaires**

- 6.2.5.1 Tenants and staff of concessionaires holding permanent Civil Aviation Authority Identity Cards must have completed the online induction course providing General Fire Awareness. They must also be familiar with the evacuation instructions for the evacuation zone their tenancy is located in. If an evacuation alarm sounds, tenants and staff of concessionaires must direct any passenger or guest in their premises to evacuate via the nearest appropriate emergency exit. Any visitor being escorted under a Temporary Avsec Identity Card must remain under escort while airside during any evacuation.
- 6.2.5.2 Tenants and concessionaires must have their supervisory and management staff trained to act as Fire Wardens for their tenancy or concession and assist with ensuring that any occupants evacuate the premises in accordance with the Fire & Emergency NZ Act 2017, Fire Safety, Evacuation Procedures & Evacuation Schemes Regulations 2018. These supervisory and management staff must have completed the Fire Warden e-learning training.
- 6.2.5.3 Retail compliance audits and inspections are regularly undertaken with results collated and reviewed with a continuous improvement focus.

## **6.2.6 Evacuation of Contractors**

- 6.2.6.1 Contractors holding permanent Civil Aviation Authority Identity Cards must have completed the online induction course modules covering evacuations in the General Fire Awareness course. Contractors airside on Temporary Airport Identity Cards must always be under the supervision of a permanent Civil Aviation Authority Identity Card holder who is responsible for ensuring they are informed of the appropriate emergency exits for the area they are working in and, if an evacuation alarm sounds, escorting this temporary contractor to the appropriate emergency exit or safe adjacent alert zone and continuing to supervise them.
- 6.2.6.2 Any tenant, concessionaire or Auckland Airport Contract Manager who has engaged contractors to be on site must ensure that the Contractor has been provided with relevant evacuation instructions prior to commencing work, including relevant maps.
- 6.2.6.3 All work sites of medium risk or greater or impacting on public facing areas must hold a Permit to Work issued by Auckland Airport and the Operations Control Centre advised of the location of works.
- 6.2.6.4 Any worker entering a plantroom, electrical room or the roof top in the DTB must advise Monitoring before entering these areas. Upon evacuation of the DTB, any worker in the plantroom, electrical room or on the rooftop must contact Monitoring to report that they have evacuated (and if they cannot get through to monitoring, then instead report to the Building Warden who will be either at the Zone Warden Box for Zone 4 inside doors 5 and 6 or at the

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fire mimic panel outside the front of the building next to the Skybus bus stop, who will relay the message to EOC).

6.2.6.5 All contractors must vacate the zone affected during any evacuation and follow the instructions of the Fire Wardens and Zone Wardens.

6.2.6.6 Contractors must report to the Building Warden after vacating any zone in evacuation. The Building Warden will communicate the number of contract staff accounted for to the Head Building Fire Warden in EOC.

6.2.6.7 Any tenant, concessionaire or Auckland Airport Contract Manager who has engaged contractors to be on site must take all reasonable steps to verify that their contractor has evacuated the DTB and, if this is unable to be verified, notify either the Building Warden or the Head Building Warden at EOC.

## **6.2.7 Process for Aircraft**

6.2.7.1 When the DTB is in evacuation, ATC must advise domestic aircraft approaching the terminal that an evacuation is underway, people may be evacuating onto the apron, and the aircraft must hold on the taxiway or at remote stands.

6.2.7.2 Aircraft at the gate must shut off engines and cease boarding or disembarkation of passengers. The Ramp Coordinators must ensure that pilots are aware of this process.

6.2.7.3 Passengers in airbridges or the terminal who have not yet boarded or who have already disembarked must evacuate by fire exits to the apron.

6.2.7.4 Passengers who have boarded, or who have not yet disembarked, must be seated, and told to await further instructions and the all clear. The aircraft door should be closed. Passengers must not disembark and enter the DTB.

6.2.7.5 EOC (upon instruction from AES or FENZ) will advise if passengers need to evacuate the aircraft, or whether the aircraft needs to be disconnected from the airbridge and moved off the gate.

6.2.7.6 Regional aircraft arriving or departing should follow the same procedure of halting embarkation or disembarkation, shutting off engines and holding back off stands. While regional aircraft do not use contact stands, ramp agents will have fire warden responsibilities, and passengers in the terminal will be using the regional walkways as evacuation routes.

6.2.7.7 In the event of a piece of ramp equipment catching fire whilst attached to the aircraft it will be the pilot's decision whether to evacuate the passengers from the aircraft. In this case, passengers evacuate off the aircraft into the DTB and return to the gate lounge.

6.2.7.8 In the unlikely event that a terminal fire alarm occurs at the same time as a ramp fire alert, then EOC will need to determine the appropriate safe location and use special PA announcements to direct people to safe zones. EOC will need to inform Avsec as the DTB Building Warden and all EOC participants of the fire on the ramp.

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## 6.2.8 Workers Outside the DTB

6.2.8.1 Staff working on the Apron should not enter the building when the alarm is sounding.

6.2.8.2 There are warning lights installed near entrances to the DTB on the apron. Red or amber flashing lights indicate that an alarm is taking place within the building and not to enter the building. Stop all activities on the domestic and regional aprons immediately.



6.2.8.3 The domestic ramp has been divided into the following 6 different areas for ease of management:

- Stands 20 – 22
- Stands 24 – 31
- Stands 31 – 33
- Stands 34 – 43
- Stands 45 – 46
- Stands 47 - 50

6.2.8.4 Apron staff need to ensure these areas each have a person overseeing them. If passengers evacuate outside onto the apron then apron workers must ensure they direct passengers to the appropriate EAPs to wait. In particular, it is essential that no passengers cross the red roadway system and enter the taxiway.

6.2.8.5 Ramp workers must also ensure they move any GSE away from the green evacuation line as passengers will need to walk along this line to return landside.

## 6.2.9 The Re-entry Process

6.2.9.1 The re-entry process is managed by the Head Building Fire Warden in EOC via a 3 stage process. Once the FENZ or AES Officer in Charge has cleared the building for re-entry to begin, AES will inform the Head Building Warden to start the re-entry process and to dispatch any building system or baggage system technical staff if they are not already in attendance.

6.2.9.2 **Stage one (resetting services)** involves resetting the fire alarm system and preparing the building systems including security, baggage systems, lifts and escalators. AES or FENZ advise EOC that Stage 1 re-entry may commence. Landside Operations staff will be able to reset or check some of these systems. For other services (eg baggage systems) essential technical staff will need to be specifically authorised by the Head Building Warden to enter the evacuated area. Only Landside Operations, AES, FENZ or essential technical staff authorised by the Head Building Warden, EOC, AES or FENZ may re-enter the evacuated areas in Stage

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1. Once these services have been given an 'all clear' by Landside Operations, the Head Building Warden can start Stage 2 re-entry (staff re-entry). 6.2.9.3 **Stage two (staff re-entry)** involves allowing essential staff to re-enter the building to prepare for processing and return of passengers. The Head Building Warden makes the decision for Stage Two to commence based upon receiving clearance from the Landside Operations staff member on site or by any technical staff undertaking checks. If no essential building systems need checking or restarting, then the Head Building Warden can determine the commencement of Stage 2 re-entry themselves. A public PA announcement will be made by EOC announcing the commencement of Stage 2 re-entry. Avsec will undertake any re-sterilisation (if required) of sterile areas during Stage 2. Zone Wardens, Fire Wardens and sufficient aviation workers will need to remain with evacuated persons during Stage 2 to staff the entry and exit points to the evacuated building. If evacuation persons are still on the apron areas at this time, sufficient staff holding AICs must remain with evacuated passengers despite Stage 2 re-entry allowing staff to re-enter the evacuated area.

6.2.9.4 **Stage three (passenger re-entry)** involves all remaining staff and evacuated guests returning to the evacuated areas. Zone Wardens, Fire Wardens and sufficient workers will need to remain with passengers evacuated to help manage the Emergency Assembly Points and the security and safety of these evacuated persons. The Head Building Warden makes the decision for Stage Three re-entry to commence, based upon the following information:

- Confirmation from Avsec that airside areas have been re-sterilised (or do not require re-sterilisation)
- Visual confirmation by CCTV (or verbally from Avsec staff present in EOC) that Avsec security screening staff are in place.

6.2.9.5 All emergency service personnel and Wardens need to be aware of this process and not allow public to re-enter prior to this final stage. Instructions for staff and public re-entry only come via EOC. Do not commence re-entry on verbal advice from AES or FENZ. This creates confusion during the re-entry process in large scale evacuations. If in doubt, check with EOC.

## 6.3 COMMUNICATION DURING EVACUATIONS

### 6.3.1 Communication to Zone and Fire Wardens

6.3.1.1 The primary methods of communication to Zone Wardens is through the use of the Auckland Airport digital radio system, direct communication through airport warden box phones, and cascading communication via EOC through the organisation's representative in EOC communicating with the Zone Warden on their organisation's own radio network.

6.3.1.2 Emergency updates are also sent to all airport stakeholders through the Noggin system (an advisory text and email alert message system).



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6.3.1.3 It is also possible using the new digital radio system for EOC to group different organisation networks into one single channel in order to align any communications during evacuation or other emergency situation.

## 6.3.2 Communication to the Public

6.3.2.1 The co-ordination of messages and communications to the public and stakeholders is via the EOC.

6.3.2.2 The primary method of communication is via the PA system. Evacuation messages provide information to building occupants regarding actions needing to be undertaken such as evacuating a zone, awaiting further instructions, re-entry or other relevant update messages.

6.3.2.3 Standard messages are set out in the table below:

Standard Evacuation Message	"The alarms are sounding. Please evacuate the building by the nearest fire exit and follow the fire warden's instructions."
Standard Recall Zone Message – staff	"Attention please, attention please. All staff may now enter the terminal to prepare for passenger processing. Passengers will be advised as soon as possible for re-entry. Thank you for your patience."
Standard Recall Zone Message – passengers and guests	"Attention please, attention please. You may now re-enter the evacuated area. Normal passenger processing has resumed. Please proceed immediately. Thank you for your patience."
Rescreening Message -	"Attention please, Attention please. All departing passengers who require re-screening should report to the Aviation Security Screening Point. Thank you."

6.3.2.4 Non-standard PA messaging will occur as required with the information the EOC needs conveyed to waiting staff, passengers and guests regarding matters such as keeping roadways and exit doors clear. EOC has a range of pre-scripted messages. FENZ and/or AES can also request the EOC to make an announcement with a particular message that FENZ and/or AES requires.

6.3.2.5 Other means of communicating information to the public available to the EOC include:

- Messages on digital mobile stands.
- Whiteboard messaging.
- Messaging via social media apps.
- Messaging via corporate web-page banner.
- Messaging via FIDs boards.
- Messaging by staff undertaking passenger processing (eg, ground handlers at check-in or disembarkation, Avsec staff at security screening points).

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- Messaging by roaming Auckland Airport staff, with or without megaphones.
- Information provided by the Contact Centre to guests phoning the airport.

## 6.4 TRAFFIC MANAGEMENT DURING EVACUATIONS

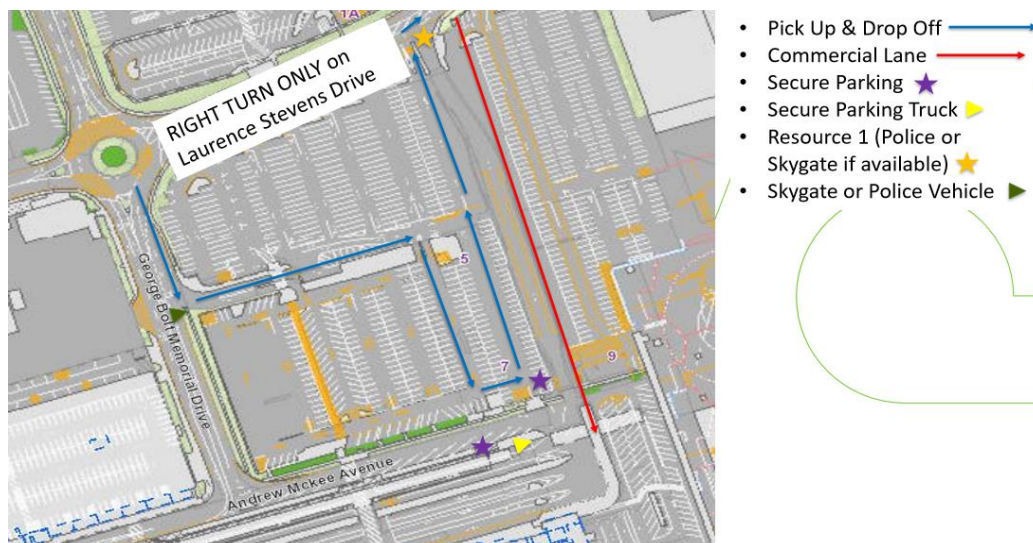
### 6.4.1 Summary of Traffic Contingency Plans

6.4.1.1 An evacuation of the terminal results in guests evacuating out the front doors across the forecourt to the Emergency Assembly Points at carparks Q and R. Traffic management needs to ensure both that evacuated persons can safely reach the Emergency Assembly Points, and also the Emergency Response Vehicles can reach the Fire Mimic Panel in front of the DTB (by the Skybus stop) and the Fire Hydrants on the outer lane of the forecourt.

6.4.1.2 Fire Wardens, Secure Parking, Skygate Security and EOC all have roles in activating the Traffic Management Plans. Police, ATOC and other AIAL staff also support the plan.

6.4.1.3 EOC holds traffic management contingency plans in the event of an evacuation of the DTB.

6.4.1.4 For public vehicles, the inner forecourt road and pick up-drop off for passengers is closed. Arriving public vehicles are diverted into carpark M to pick up and drop off travellers and exit right turn only onto Laurence Stevens Drive. Secure Parking Traffic Marshalls are located at the entrance and exit to carpark M (supported by Skygate Security and Police).



6.4.1.5 Commercial vehicles can continue to use the DTB forecourt initially, but are directed to the outer forecourt lane (shown in red in the map below). They must give way to evacuated persons crossing the road to reach the Emergency Assembly Point in the carparks and to any emergency vehicles needing to access the hydrants on the outer forecourt road. Access to the outer forecourt road will be controlled by Secure Parking Traffic Marshalls (supported by Skygate Security and Police if necessary). (The black gate controlling this area will be opened – Secure Parking and Skygate staff all have the combination).

6.4.1.6 Commercial vehicles will be directed to drop passengers off at the ITB instead of the DTB (shown in yellow in the map below) in the following situations:

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- If there is any evidence of visual smoke or fire, as in these circumstances AES and FENZ will need to access the hydrants on the DTB outer forecourt. (EOC must use CCTV to monitor for any evidence of visual smoke or fire and immediately instruct commercial vehicles to move to use the ITB drop off points in this circumstance);



- If the evacuation is prolonged; or
- If there are large volumes of evacuated persons making it unsafe for commercial vehicles to use the outer forecourt road.

## 6.4.2 Roles and Responsibilities under Traffic Contingency Plans

6.4.2.1 **Fire Wardens** should direct evacuated persons to move well into the carpark areas and not block the forecourts as emergency vehicles will need to access the fire system panels in front of the building.

6.4.2.2 **EOC** notifies Secure Parking, Skybus and ATOC that an evacuation of the DTB is underway.

### 6.4.2.3 **Secure Parking Forecourt Marshalls:**

- Stop traffic moving through the forecourt so that that evacuated guests are able to cross the forecourt safely.
- Ensure that Skybus move their busses immediately (if possible) out of the bus stops where FENZ and AES vehicles will need to park to access the fire mimic panels
- Opens the black gate on the outer forecourt to allow commercial vehicles to use this lane

### 6.4.2.4 **Skygate (or Police):**

- Place a vehicle at the entrance to car-park M on George Bolt Memorial Drive to divert traffic into car-park M
- Places a vehicle at the exit from car-park M to ensure traffic only turns right onto Laurence Stevens Drive

6.4.2.4 **Additional resource** requests must be made through EOC. Skygate security staff will assist with traffic management on their arrival. NZ Police may be able to assist further with traffic management but this must be arranged through EOC.

6.4.2.5 **Drivers of busses, taxis and other commercial vehicles** must obey the instructions of the Secure Parking Traffic Marshalls as well as Skygate Security staff, Fire Wardens, AES and FENZ officers.

## SECTION 7 EVACUATION INSTRUCTIONS FOR ZONES

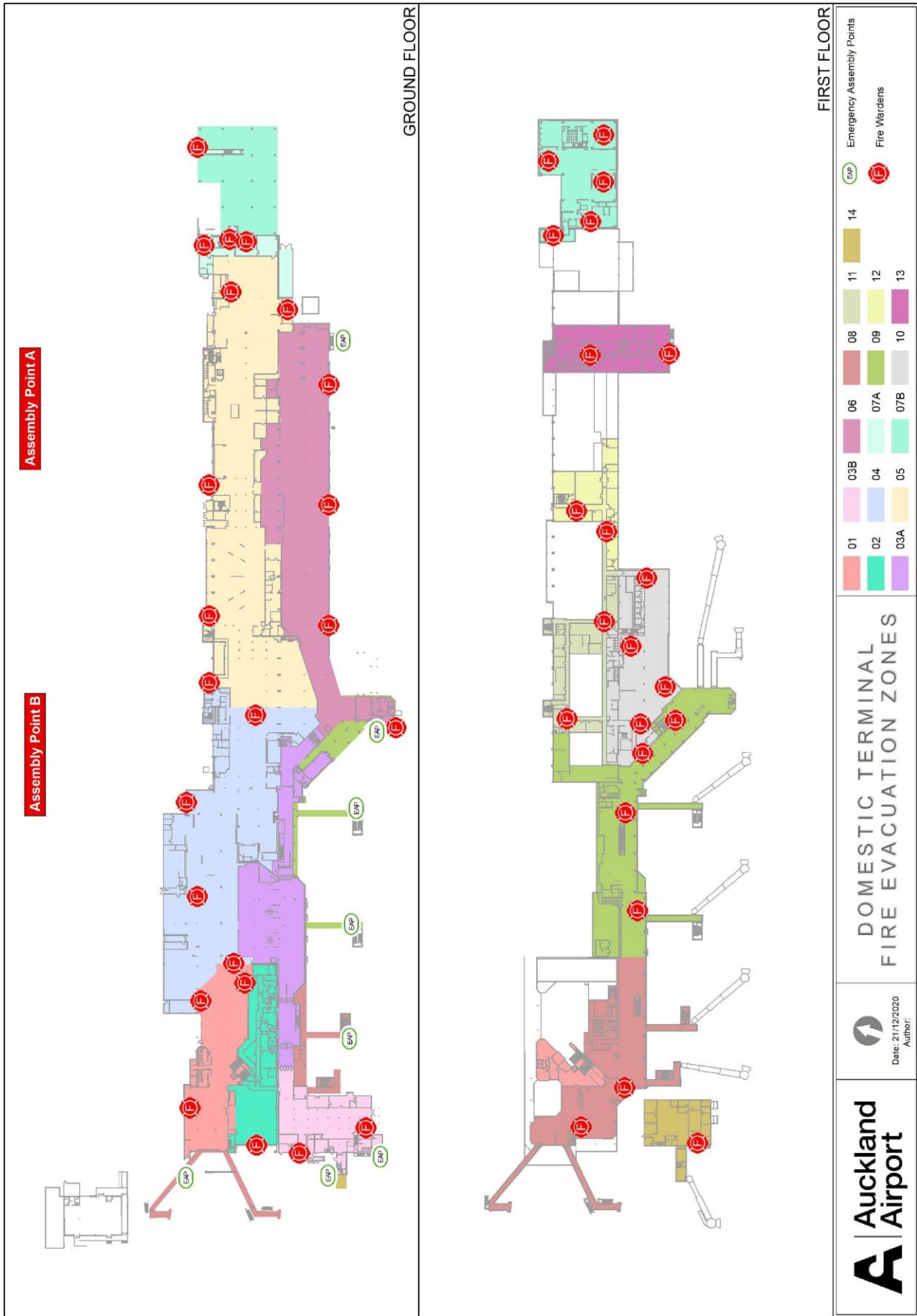
### 7.0 SUMMARY OF DTB EVACUATION ZONES

7.0.1 The DTB evacuates as a single building. If a smoke detector, manual call point, heat sensor or sprinkler is activated anywhere in the building, the entire DTB will evacuate. However, in order to make the evacuation process more manageable, the DTB has been divided into 15 evacuation zones (see map on following page) for management purposes only (noting all evacuation zones will evacuate together).

7.0.2 A summary of the 15 evacuation zones is set out in the table below.

Zone	Zone description	Zone Warden	Fire Wardens	# of Fire Wardens normally needed
1	Ground Floor – landside: Check-in – Western End	Jetstar	Jetstar	5
2	Ground Floor – landside and airside: Baggage Make-up Area and airline offices – Western End	Ramp Supervisor	Jetstar Baggage handlers	2
3A	Ground floor – Avsec queuing, security screening and recomposition areas and airside eastern end	Avsec	Avsec staff	2
3B	Ground Floor – airside: Western Annex gates 23 and 24 and toilets	Airline present (If none then Air NZ Engineering)	Airline staff present Air NZ Engineering staff	2
4	Ground Floor – landside: Retail Area, co-ordination offices, toilets	Orleans Chicken and Waffle	Retail Concessionaires	4
5	Ground Floor – landside: Air NZ check-in and bag reclaim	Air NZ Team Leader	Air NZ	5
6	Ground Floor – airside: Air NZ baggage make-up and regional airline offices	Air NZ Ramp Supervisor	Air NZ baggage handlers Regional airlines	4
7	Ground Floor and First Floor: Regional end – Air NZ Valet Parking and Air NZ Regional Lounge	Lounge Leader	Air NZ Lounge staff Valet staff	4
8	First Floor – Airside: Gate Lounges 20 – 22 and airline offices	Airline present	Airline staff present	3
9	First Floor – Airside: Gate Lounge 29 – 30	Airline present	Airline staff present	3
10	First Floor – Airside: Air NZ Lounge	Lounge Leader	Air NZ Lounge staff	2
11	First Floor – Landside: Western offices and staff areas	Avsec	Tenants Airport and Avsec workers in break rooms	1
12	First Floor – Landside: Central offices first floor	DTB Guest Services Manager	Tenants	1
13	First Floor – Landside: Air NZ Offices East	Air NZ Admin	Air NZ staff	3
14	First Floor – Landside: JetStar offices – first floor western end	Jetstar	Jetstar staff	1

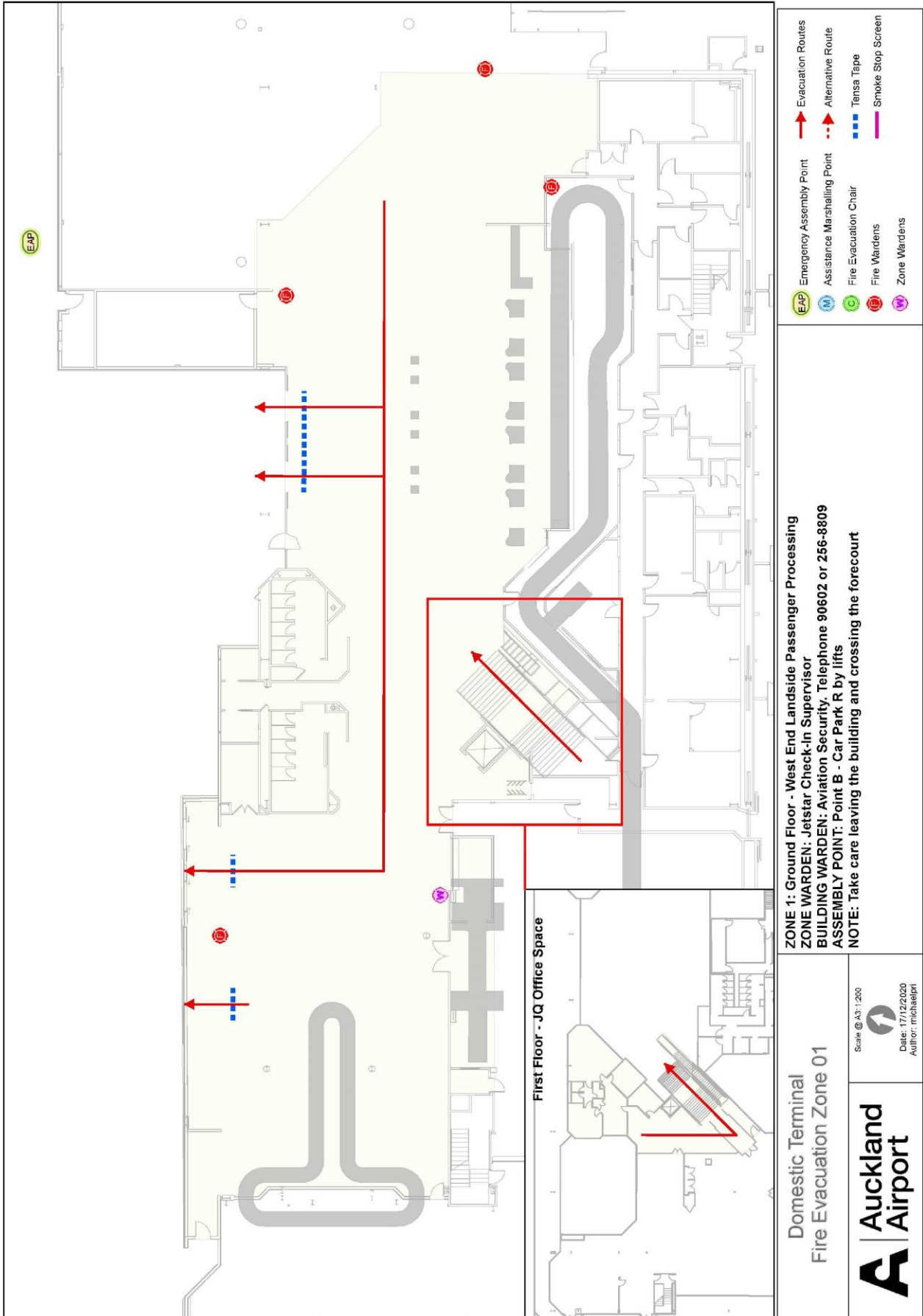
7.0.3 Maps of each evacuation zone are set out in sections 7.1 to 7.14 below with a summary table for each zone indicating specific locations of fire equipment, egress routes, exits and assembly points. Note these summary tables be read in conjunction with section 5 which sets out the DTB Fire Strategy and Systems and section 6 which sets out the roles, tasks and responsibilities of all participants during an evacuation.



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## 7.1 EVACUATION ZONE 1 INSTRUCTIONS AND MAP

<b>ZONE 1 – GROUND FLOOR JETSTAR CHECK IN &amp; LANDSIDE FIRST FLOOR OFFICES</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• Ground Floor Landside Western End Check-in and dwell (Jetstar)</li> <li>• First Floor Landside offices Western end of terminal (Swissport)</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Jetstar Check in Supervisor</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Jetstar Check in staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• Rear wall opposite doors 9/10 adjacent to the OOG</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• For first floor offices, use top of stairs and notify DTB Building Warden or EOC</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>• Evacuate via front doors (doors 7/8 &amp; 9/10) to forecourt and EAP in car-park</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Doors 7/8 and 9/19</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• Doors 7/8, 9/10, lifts and escalators</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• Doors 7/8 and 9/10</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Offices, Baggage claim area, both public toilets, parenting room, concession areas, lift, check-in desks and kiosks</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Includes first floor landside offices above check-in</li> <li>• Lift 21 is in this zone</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• Main doors 7/8, and 9/10</li> <li>• Door OG47</li> <li>• At the Avsec glass wall next to the airside delivery door DGR05</li> <li>• Door DG34 leading to back of house offices</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP B in front of car-park R by the lift entrance (ie under the skybridge)</li> <li>• Note take care crossing the road</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>



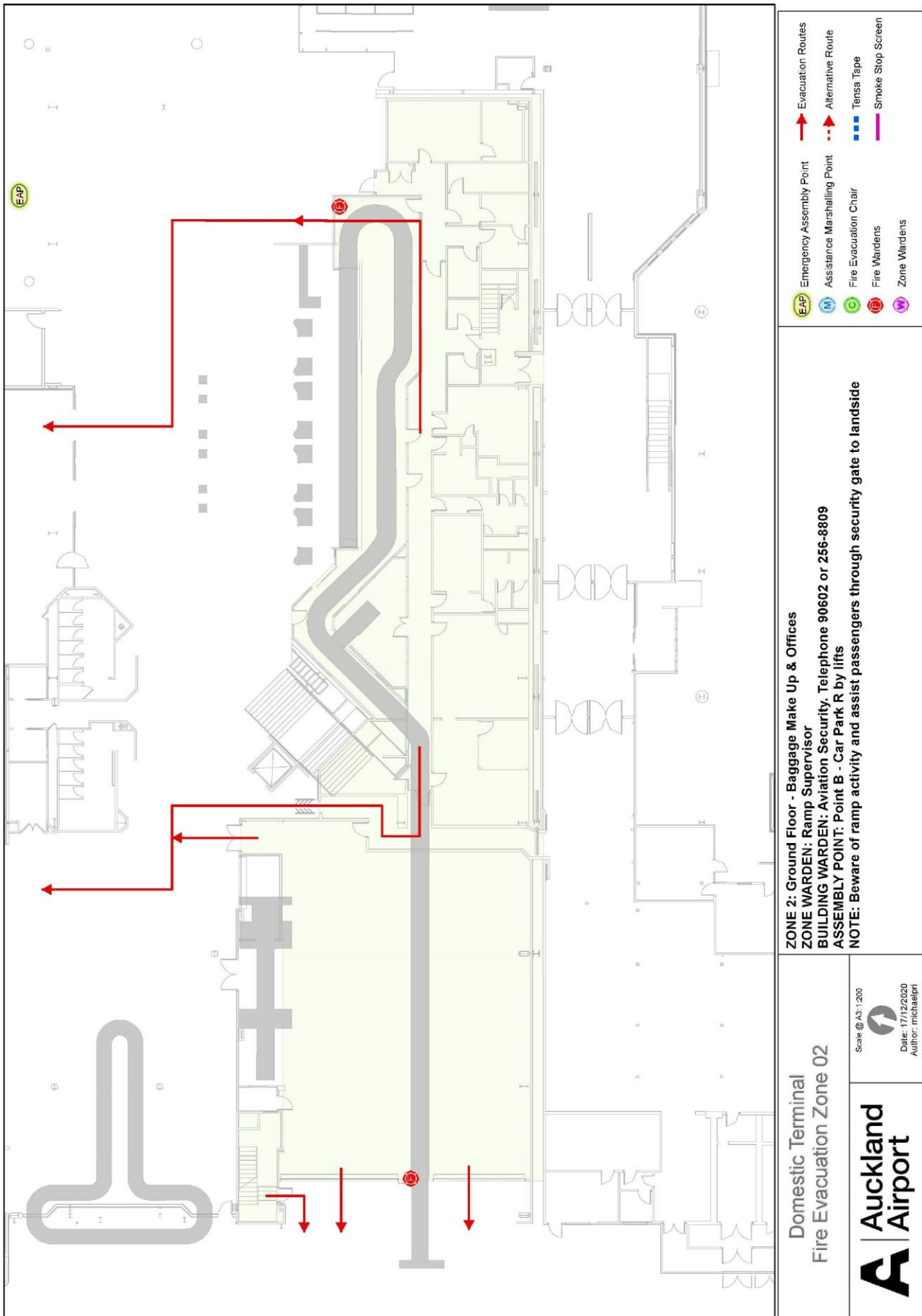
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## 7.2 EVACUATION ZONE 2 INSTRUCTIONS AND MAP

<b>ZONE 2 – GROUND FLOOR BAGGAGE MAKE-UP &amp; OFFICES</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>Ground Floor Western End Airside Baggage Make-up area used by Jetstar and Swissport Ramp Staff and landside offices at western end of terminal</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>Jetstar or Swissport Ramp Supervisor on duty</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>Jetstar office staff and Jetstar and Swissport Ramp staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>N/A – Zone Warden Checklist by phone</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>N/A as zone is on the ground floor</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>Offices evacuate via main terminal doors 7/8 and 9/10 to forecourt &amp; car-park R EAP</li> <li>Baggage make-up area staff evacuate out baggage make-up doors onto Apron EAP</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Baggage make-up entrance</li> <li>Main terminal doors 7/8 and 9/10</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>Beware any confused pax on apron descending from level 1 – corral pax at EAP and Avsec and fire wardens will escort along green lane to security exit</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>(In this order) baggage make-up area, offices, staff lunch room and rest area, staff toilets, lockers and showers, Engineering Store</li> <li>If Zone 2 occupants exit landside via Zone 1, ensure they exit building</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>If safe to do so:                             <ul style="list-style-type: none"> <li>Shut down any electrical equipment (eg baggage conveyor system)</li> <li>Move equipment so there is clear path through baggage make-up area</li> <li>Move any GSE blocking the green evacuation line</li> <li>Have engineers ready to push back any aircraft on gates if required by EOC</li> </ul> </li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>Baggage Make-up Vehicle Entrance</li> <li>Door DG34 leading to passenger check-in dwell</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP B in front of car-park R by the lift entrance (ie under the skybridge) (take care crossing forecourt and road)</li> <li>EAP C by stand 20</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 929 1816, passcode 307 367 2897 #.</li> </ul>





**ZONE 2: Ground Floor - Baggage Make Up & Offices**  
**ZONE WARDEN: Ramp Supervisor**  
**BUILDING WARDEN: Aviation Security. Telephone 90602 or 256-8809**  
**ASSEMBLY POINT: Point B - Car Park R by lifts**  
**NOTE: Beware of ramp activity and assist passengers through security gate to landside**

**Domestic Terminal**  
**Fire Evacuation Zone 02**

Scale @ A3: 1:200  
 Date: 17/12/2020  
 Author: michaeaprt

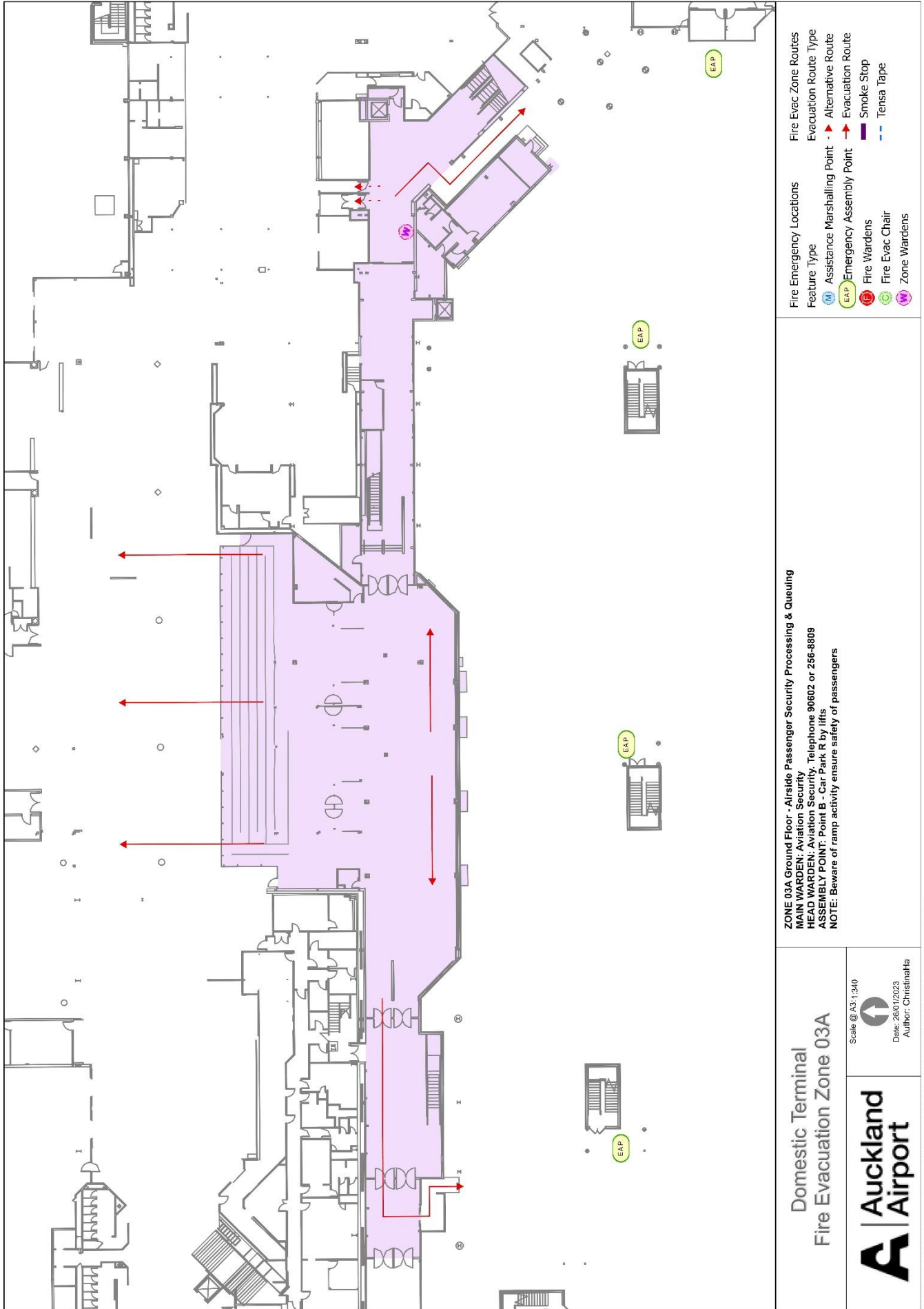


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## 7.3A EVACUATION ZONE 3A INSTRUCTIONS AND MAP

<b>ZONE 3A – GROUND FLOOR AVSEC PROCESSING AND AIRSIDE RECOMPOSITION AND EASTERN CIRCULATION</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• Avsec landside queuing area and security screening processing area</li> <li>• Eastern Ground Floor Airside circulation and Avsec post processing space</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Avsec Team Leader</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Avsec staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• Beneath eastern escalator opposite the airside exit to Air NZ bag reclaim</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• N/A as zone is on the ground floor</li> </ul>
<b>Evacuation Route and final fire exit:</b>	<ul style="list-style-type: none"> <li>• For unscreened passengers and those in the recomposition area, evacuate via main front doors (doors 5/6) and dedicated fire exit DGR03 (in the food court by Orleans Chicken) to forecourt and EAP in car-park</li> <li>• Airside security screened passengers in eastern circulation area, exit via nearest door to apron area and EAP I outside stand 32 (or secondary exit using security doors to return landside noting these have a lower capacity due to security measures on doors)</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• Corral pax on apron EAPs and supervise until all gathered, then escort along green lane to landside security gate</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• Release queuing tensa tape in Avsec queuing areas as soon as evacuation alarms sound</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Corridors, lifts</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• This zone includes landside and airside areas adjacent to the security screening points</li> <li>• Lifts 43 and 45 are in this zone – lift returns to ground floor upon evacuation alarms – ensure it is empty</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• Airside near the doors leading landside to Air NZ bag reclaim so as to direct travelers to the airside fire exit</li> <li>• EAP to manage pax airside</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP I outside stand 32</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>

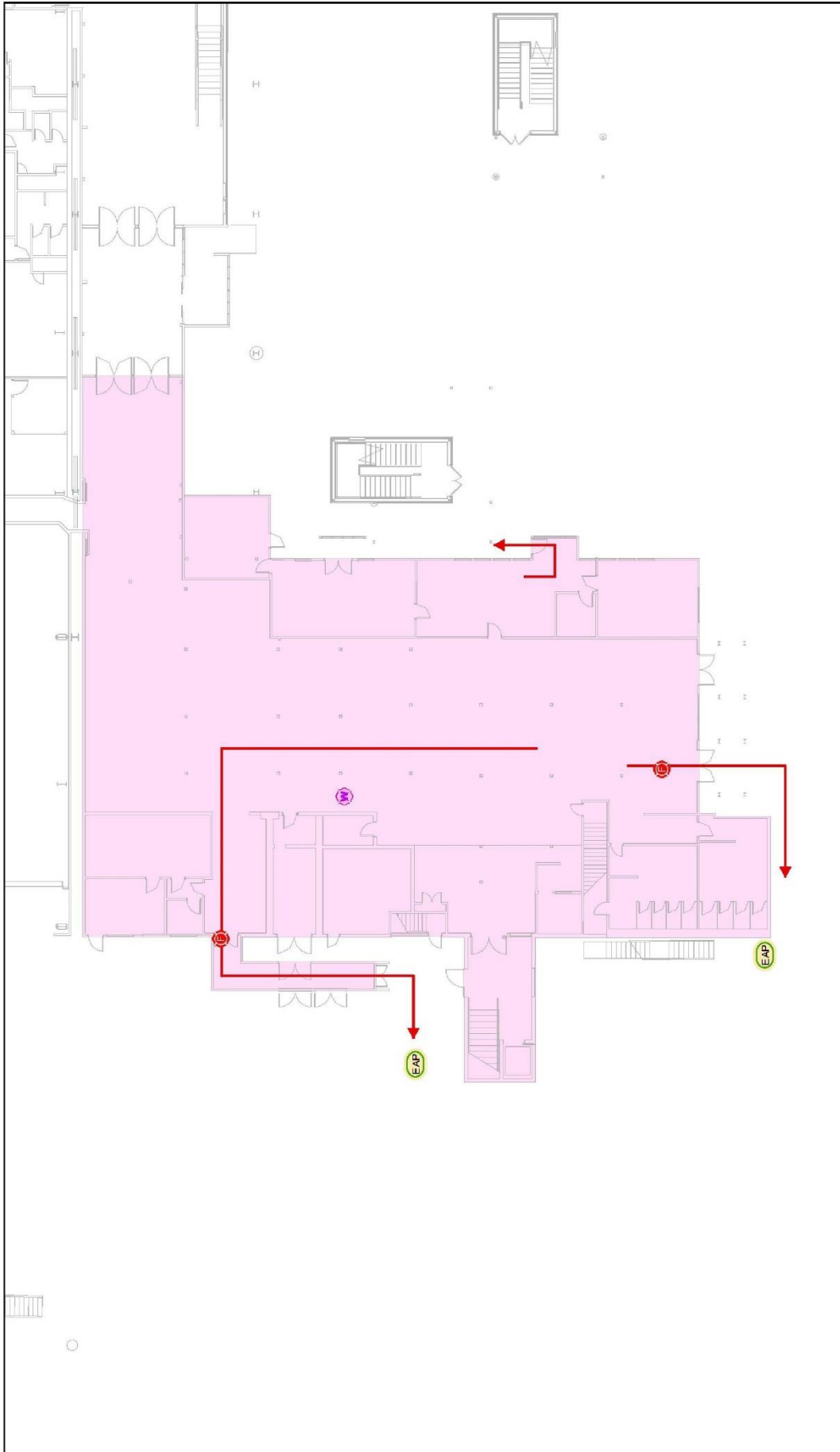


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## 7.3B EVACUATION ZONE 3B INSTRUCTIONS AND MAP

<b>ZONE 3B – GROUND FLOOR AIRSIDE WESTERN GATES &amp; DWELL</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• Ground Floor Western Airside dwell and gates 23 and 24</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Airline (if present) or Air NZ Engineering Supervisor</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Airline ground handling staff (if present)</li> <li>• Air NZ Engineering staff</li> <li>• Jetstar and Swissport Ramp staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• Gate 23</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• N/A as zone is on the ground floor</li> </ul>
<b>Evacuation Route and final fire exit:</b>	<ul style="list-style-type: none"> <li>• Exit via nearest door (DG 24/25 by Gate 24 and DG40 by Gate 23) to apron area and appropriate EAP D outside Stand 22, EAP E outside stand 24, and EAP F outside stand 28/29.</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• Corral pax on apron EAPs and supervise until all gathered. Then escort along green lane to exit landside at emergency access gate.</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Gate 23 and 24, public toilets (both), lifts, engineers offices, plantrooms</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Lifts 43 and 45 are in this zone</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• Middle of Gate 23/24 dwell area to direct passengers and provide assistance</li> <li>• EAPs to manage pax airside</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP D outside Stand 22, EAP E outside stand 24, and EAP F outside stand 28/29</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>

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

**ZONE 3B: Ground Floor - Airside Passenger Processing**  
**ZONE WARDEN: Airline if present or Air NZ Engineering Supervisor**  
**BUILDING WARDEN: Aviation Security. Telephone 90602 or 256-8809**  
**ASSEMBLY POINT: Point B - Car Park R by lifts**  
**NOTE: Beware of ramp activity ensure safety of passengers**

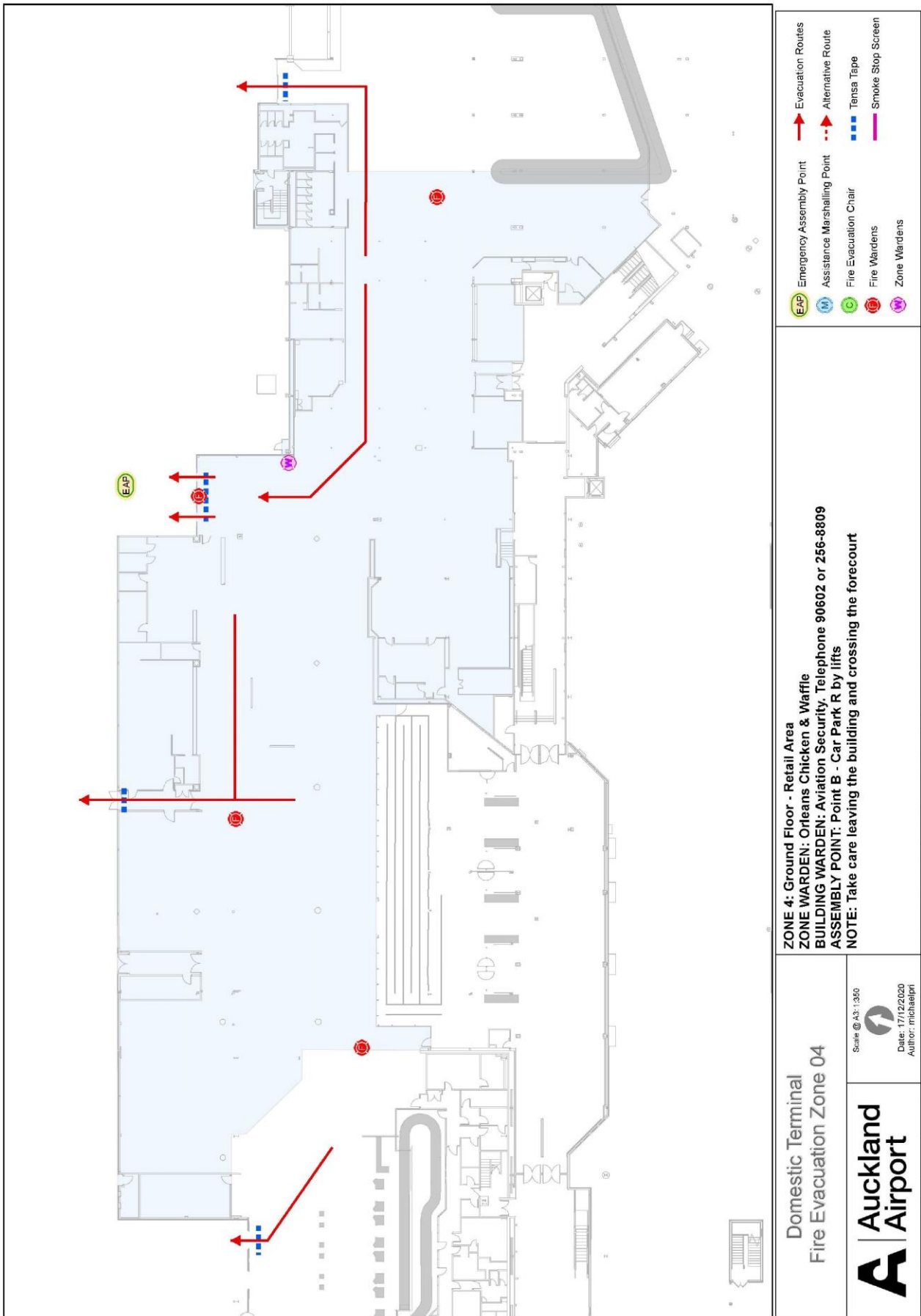
<p>Domestic Terminal Fire Evacuation Zone 03B</p>	<p>Scale @ A3: 1:200</p> <p></p> <p>Date: 17/12/2020 Author: michaeljpi</p>
<p><b>Auckland Airport</b></p>	

File: 1\01\_AirportInformation\StandardPlans\FireAndEvacPlans\02\_DTBDTB Fire Evacuation Plans Data\ZonePlans\FireEvacZones\_DataDriven DTB\_Ground.mxd

# [Printed Versions are Uncontrolled]

## 7.4 EVACUATION ZONE 4 INSTRUCTIONS AND MAP

ZONE 4 – GROUND FLOOR LANDSIDE RETAIL AREA	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>Ground Floor Landside Retail and Food-court Area</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>Orleans Chicken and Waffle Supervisor</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>Concessionaire staff from all retailers</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>Corner by Dunkin Donuts and the bank ATMs</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>N/A as zone is on the ground floor</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>Evacuate via main front doors (doors 5/6) and dedicated fire exit DGR03 (in the food court by Orleans Chicken) to forecourt and EAP in car-park</li> <li>Note main doors 7/8 in JQ check-in area also available as final fire exits</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Doors 5/6 and DGR03</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>Door 5/6 and DGR03</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>Doors 5/6</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>Ensure shops are cleared and roller screens in place</li> <li>Check public toilets</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>Doors 5/6</li> <li>Orleans Chicken leading to DGR03</li> <li>Next to Relay</li> <li>Next to the Air NZ bag reclaim</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP B outside the front of car-park R by the lifts (under the skybridge)</li> <li>Note take care crossing the road</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>

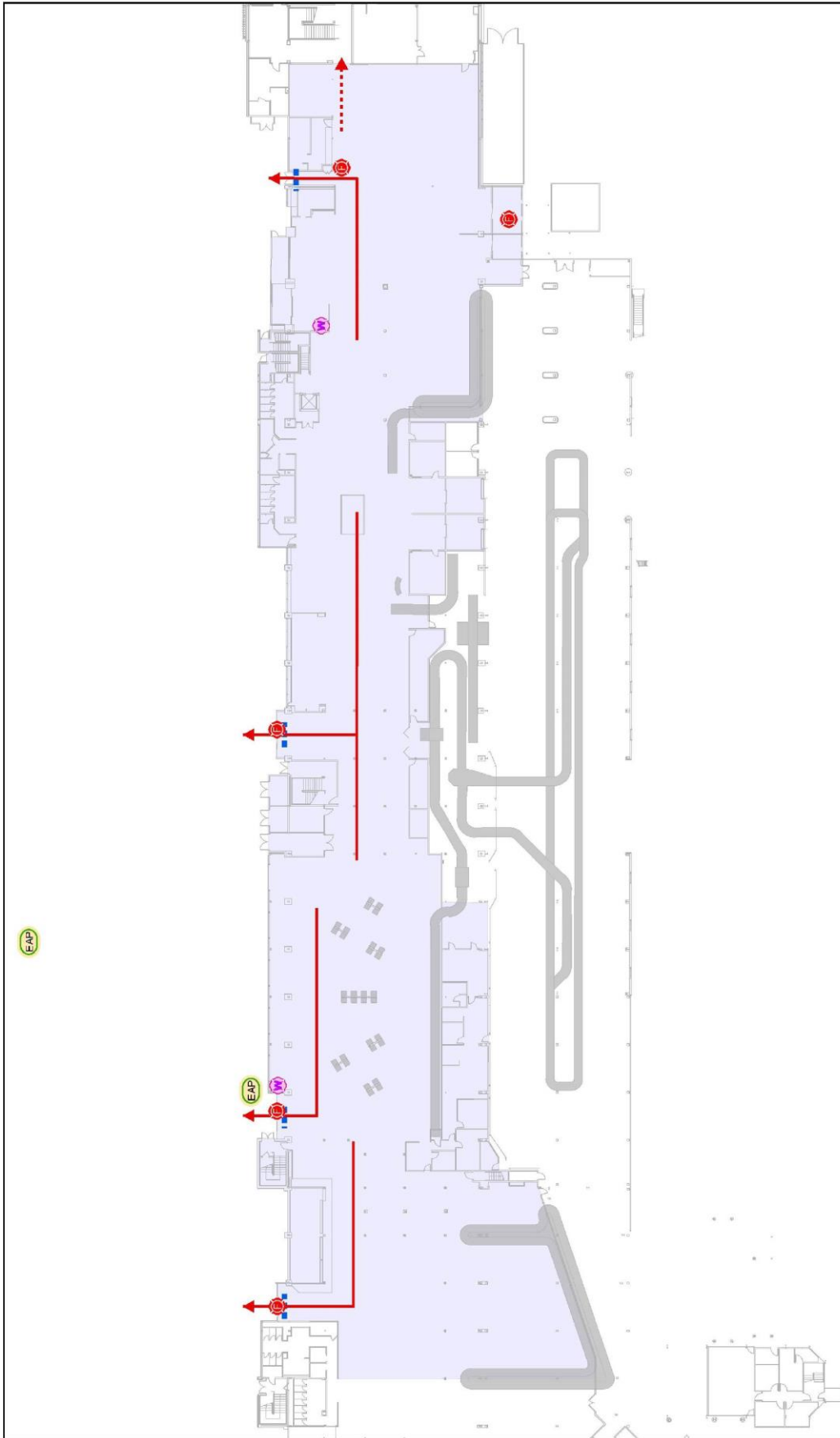


# [Printed Versions are Uncontrolled]

## 7.5 EVACUATION ZONE 5 INSTRUCTIONS AND MAP

<b>ZONE 5 – GROUND FLOOR EAST LANDSIDE PAX PROCESSING AND DWELL</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>Ground Floor Landside Passenger processing areas and dwell at eastern end of terminal and regional airline offices (Air NZ jet and regional, Air Chatham, Fly My Sky, Great Barrier Air)</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>Air NZ Team leader</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>Air NZ staff, Regional airline staff, concessionaire staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>By door 3 adjacent to trolley return</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>N/A as zone is on the ground floor</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>Evacuate via front doors (doors 1, 2, 3 and 4) to forecourt and EAP A in car-park Q</li> <li>Regional Lounge internal entrance from terminal is also a secondary fire egress</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Doors 1 (DG6B), 2, 3, and 4 or via regional lounge foyer</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>Door 1(DG6B), 2, 3, and 4 and passengers in the regional walkways</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>Doors 1(DG6B), 2, 3, and 4 and regional lounge/valet parking entrance</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>Ensure shops are cleared and roller screens in place</li> <li>Ensure baggage claim, check-in counters, kiosks and bag drop, toilets, parenting room and first aid room are all cleared (in that order)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>Passengers who have passed regional check-in should be directed to the Eastern End of the regional walkways and exit landside at the security gate</li> <li>First aid room</li> <li>Ensure bag belts turned off</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>Doors 1 (DG6B), 2, 3, and 4</li> <li>Exit to regional walkway</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP A outside in car-park Q</li> <li>Note take care crossing the road</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>





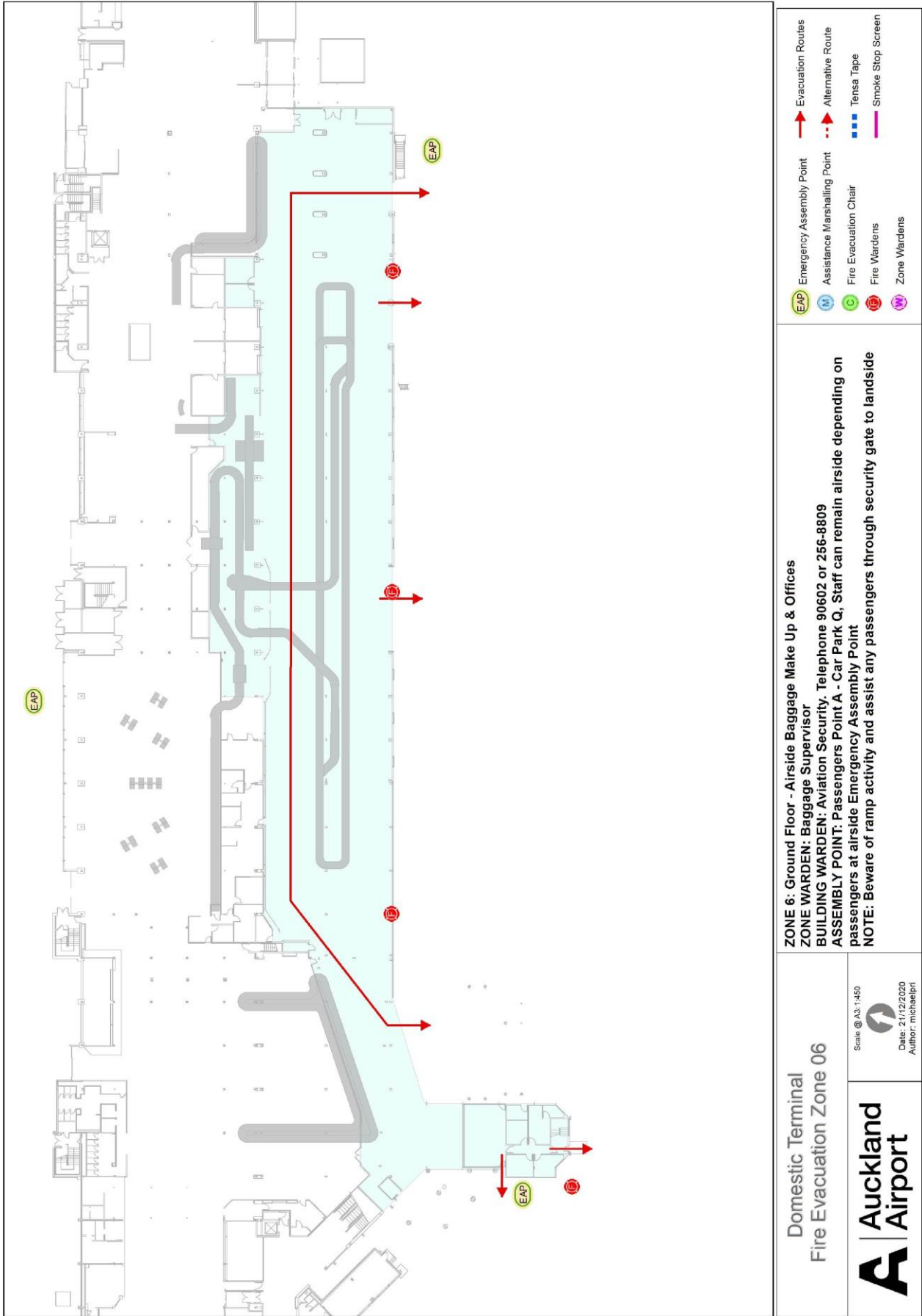
<p><b>Domestic Terminal</b> <b>Fire Evacuation Zone 05</b></p> <p>Scale @ A3: 1:450</p> <p>Date: 17/12/2020 Author: michaelpr</p>	<p><b>ZONE 5: Ground Floor - Landside Passenger Processing East</b>  <b>ZONE WARDEN: Air NZ Team Leader</b>  <b>BUILDING WARDEN: Aviation Security. Telephone 90602 or 256-8809</b>  <b>ASSEMBLY POINT: Point A - Car Park Q undercover</b>  <b>NOTE: Take care leaving the building and crossing the forecourt</b></p>	<ul style="list-style-type: none"> <li> Emergency Assembly Point</li> <li> Assistance Marshalling Point</li> <li> Fire Evacuation Chair</li> <li> Fire Wardens</li> <li> Zone Wardens</li> <li> Evacuation Routes</li> <li> Alternative Route</li> <li> Tensa Tape</li> <li> Smoke Stop Screen</li> </ul>
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# [Printed Versions are Uncontrolled]

## 7.6 EVACUATION ZONE 6 INSTRUCTIONS AND MAP

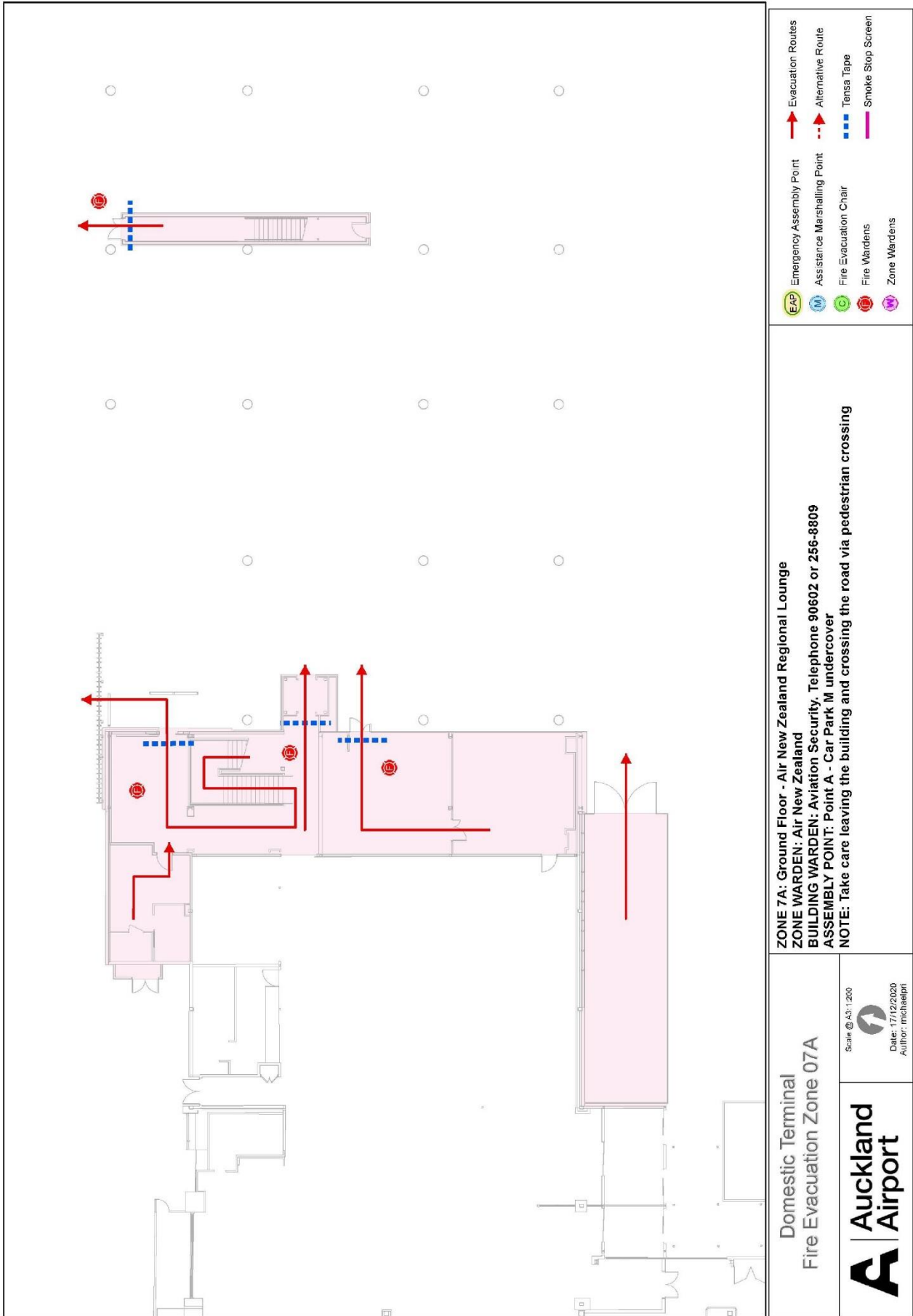
<b>ZONE 6 – GROUND FLOOR EAST BAGGAGE MAKE-UP</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>Ground Floor East Baggage Makeup and Air NZ offices</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>Air NZ Baggage Supervisor</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>Air NZ baggage handlers</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>N/A – zone warden instruction card laminated and on wall by phone</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>N/A as zone is on the ground floor</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>Evacuate via baggage make-up hall vehicle entrances and exits to apron EAP between stands 31 and 32</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Baggage make-up hall vehicle entrances and exits</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>No members of the public are expected to be in this area, however if any pax are present at the EAP, assist to supervise these passengers, until airline customer staff escort them along the green line to Emergency Evacuation Gate A</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>Ensure baggage make-up area, ramp offices and toilets are all cleared (in that order)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>If safe to do so:                             <ul style="list-style-type: none"> <li>Shut down any electrical equipment (eg baggage conveyor system)</li> <li>Move equipment so there is clear path through baggage make-up area</li> <li>Move any GSE blocking the green evacuation line</li> <li>Have engineers ready to push back any aircraft on gates if required by EOC</li> </ul> </li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>Baggage make-up hall vehicle entrances and exits to ensure staff and passengers do not enter</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP J on apron at stand 35 (beware of ramp activity)</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>

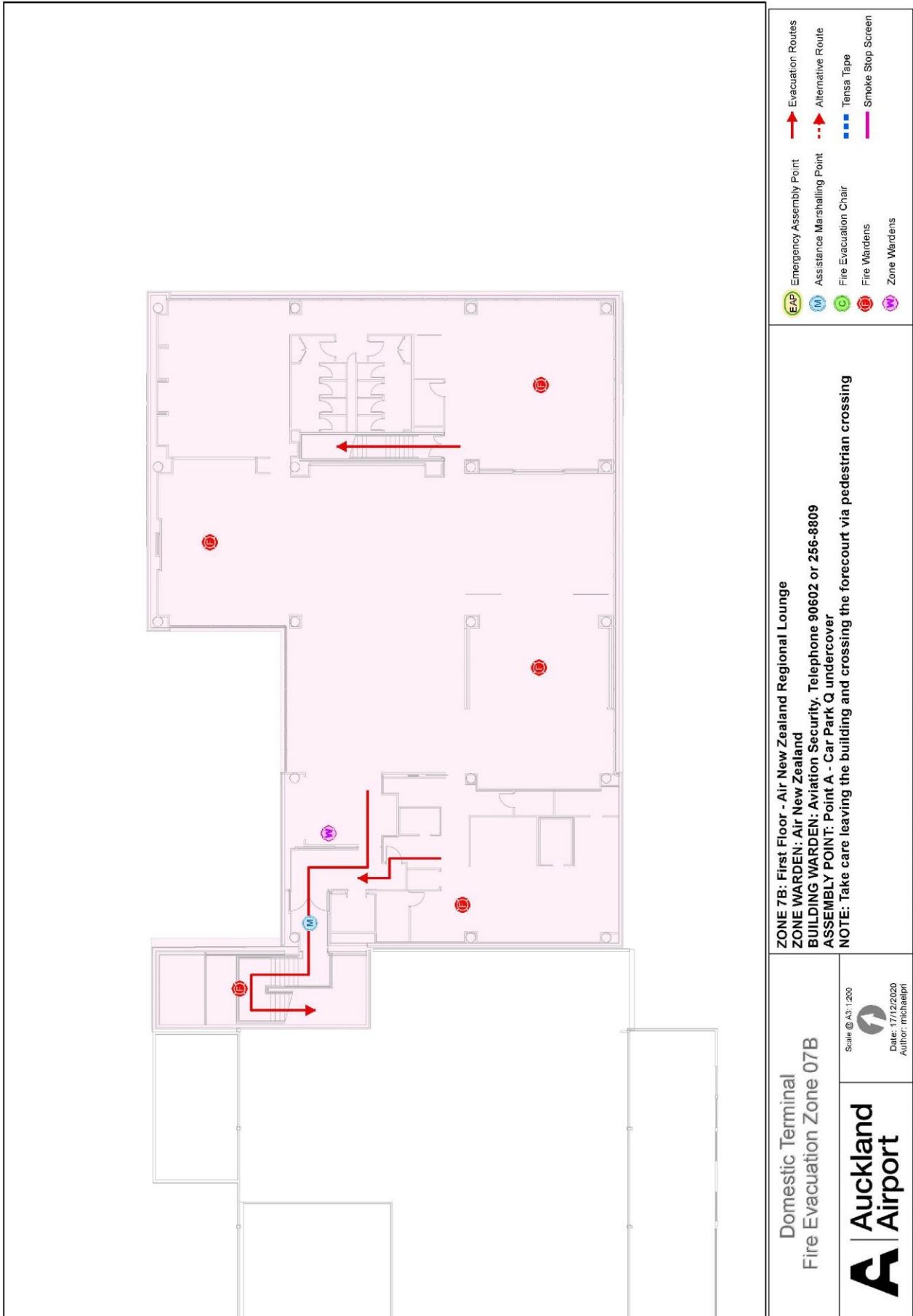


# [Printed Versions are Uncontrolled]

## 7.7 EVACUATION ZONE 7 INSTRUCTIONS AND MAP

<b>ZONE 7 – Air NZ VALET &amp; REGIONAL LOUNGE</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>Ground floor Air NZ Valet Parking offices and undercroft, First Floor Air NZ Regional Lounge</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>Regional Lounge Leader (Valet Leader in their absence)</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>Air NZ valet parking staff</li> <li>Air NZ Regional Lounge staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>N/A – fire warden vests and Zone Warden Checklist located at office area by reception</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>Top of stairs/by the list (so long as there is not a kitchen fire)</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>Exit lounge using front stairs or rear stairs and exit via doors on ground floor</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Main Lounge and valet parking doors (but continue to EAP at carpark Q and do not remain in valet drop off undercroft)</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>Assist from upstairs Regional Lounge</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>Main entrance to valet and Regional Lounge</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>Ensure toilets, lounge dwell, staff, kitchen and parking offices are all cleared (in that order)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>Do not allow passengers and guests to remain in valet drop-off undercroft of regional lounge</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>Regional Lounge entrances and exits</li> <li>EAP A outside in car-park Q across the forecourt</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP A outside in car-park Q across the forecourt</li> <li>Note take care crossing the road</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>





**ZONE 7B: First Floor - Air New Zealand Regional Lounge**  
**ZONE WARDEN: Air New Zealand**  
**BUILDING WARDEN: Aviation Security. Telephone 90602 or 256-8809**  
**ASSEMBLY POINT: Point A - Car Park Q undercover**  
**NOTE: Take care leaving the building and crossing the forecourt via pedestrian crossing**

**Domestic Terminal**  
**Fire Evacuation Zone 07B**

Scale @ A3: 1:200  
 Date: 17/12/2020  
 Author: michaelpr



File: T:\01\_AirportInformation\StandardPlans\FireAndEva\Plans\02\_DTBDTB Fire Evacuation Plans Data\Zone Plans\FireEva\Zones\_DataDriven\DTB\_First.mxd

# [Printed Versions are Uncontrolled]

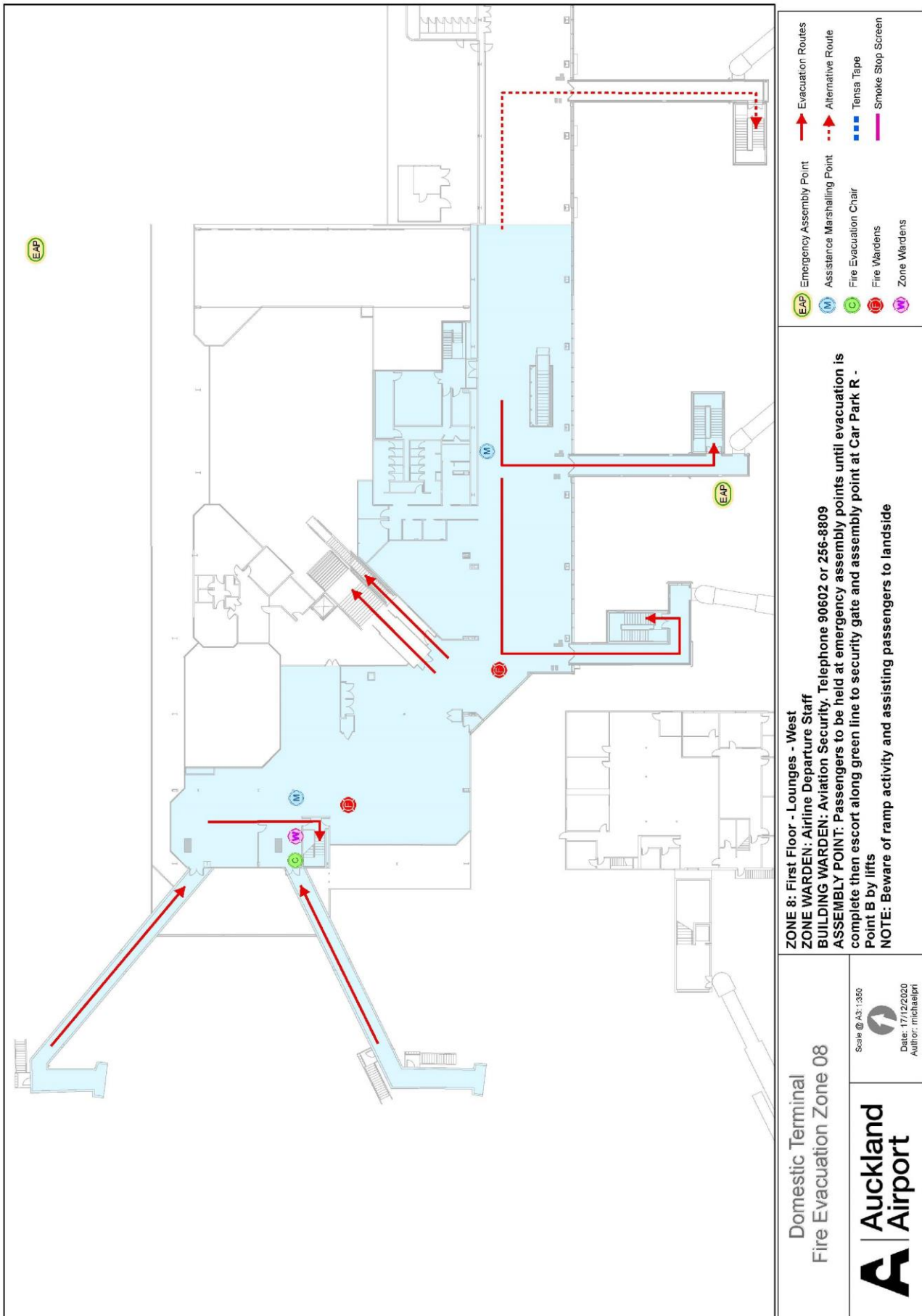
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# [Printed Versions are Uncontrolled]

## 7.8 EVACUATION ZONE 8 INSTRUCTIONS AND MAP

<b>ZONE 8 – FIRST FLOOR AIRSIDE WESTERN END</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• First Floor airside, western end of terminal, gate lounges 20, 21, 28 and 29 and dwell area</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Airline Gate Departure staff</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Airline Gate Departure staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• By stairs opposite gate 21</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• By Gate 29 outside the toilets</li> <li>• By stairs opposite gate 21</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>• Evacuate airside via fire egress stairs adjacent to gate 21 or on fixed links at gates 28 and 29 to apron EAPs on the relevant aircraft stands</li> <li>• Evacuate landside via stairs to bag reclaim</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Stairs to Apron if evacuating airside</li> <li>• Main terminal doors if evacuating landside</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• Stairs exiting landside to bag reclaim opposite Gate 28</li> <li>• Fire exit stairs adjacent to gate 21</li> <li>• At the evacuation stairs on fixed links at gates 28 and 29</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Ensure stairwell, gate lounge dwell, toilet areas, parenting room, airbridges, Manager's office and staff toilets are all cleared (in that order)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Evacuate passengers airside initially to EAPs on Apron and supervise. When evacuation zone is clear escort all passengers landside along the green evacuation line to the Western security gate. Confirm via airline rep in EOC that Avsec is in place at the Western security gate to let passengers exit landside.</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• Next to boarding desks at gates 20, 21, 28 and 29</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAPs on apron next to stand 20 (EAP C), 21 (EAP D), 24 (EAP E), 28/29 (EAP F) (beware of ramp activity)</li> <li>• EAP B in front of car-park R by the lift entrance (ie under the skybridge)</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>

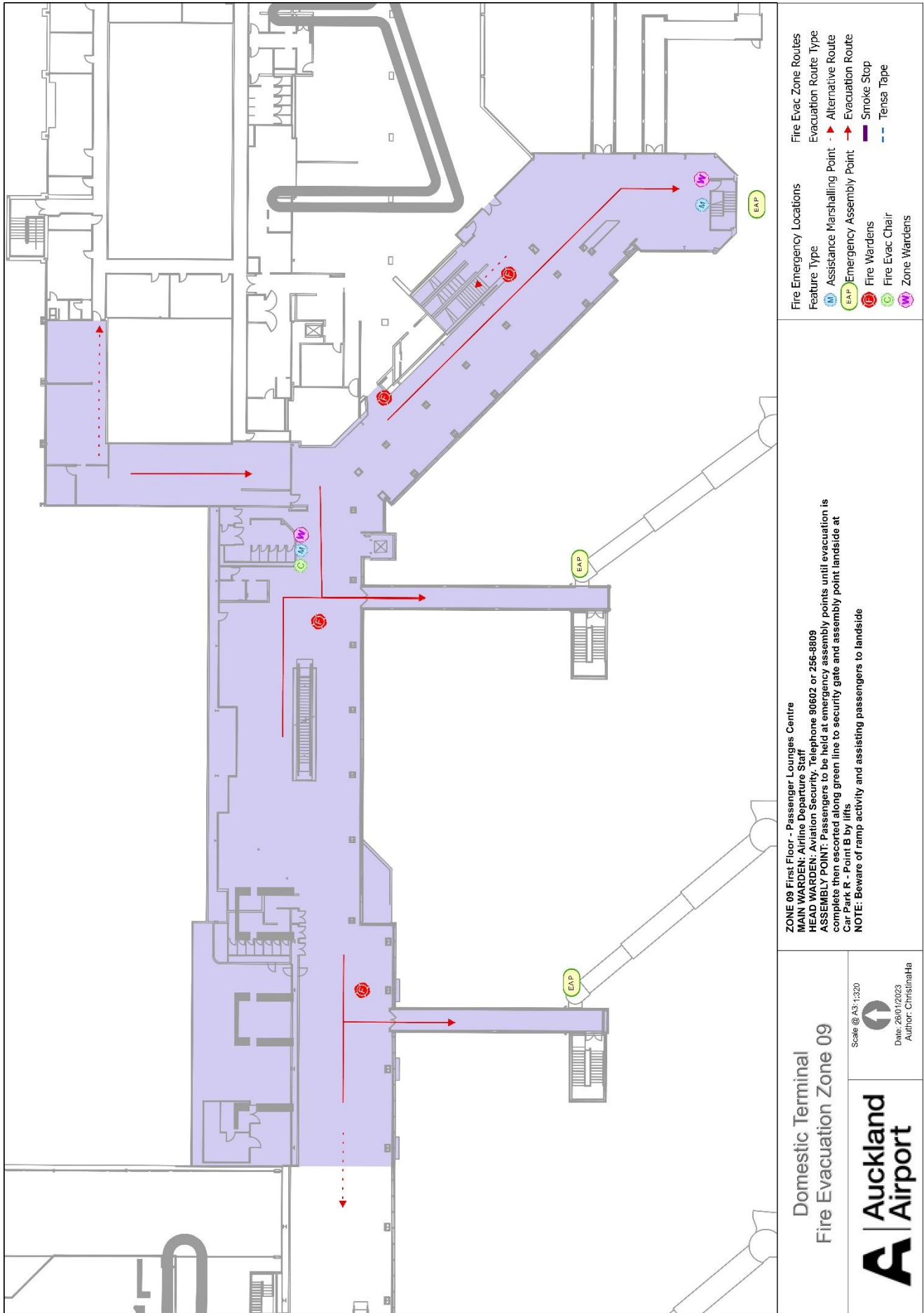




# [Printed Versions are Uncontrolled]

## 7.9 EVACUATION ZONE 9 INSTRUCTIONS

<b>ZONE 9 – FIRST FLOOR AIRSIDE EASTERN END</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• First floor airside gate lounge 30, 31, 32, 32A and 33 and Air NZ crew area</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Airline Gate Departure staff</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Airline Gate Departure staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• By fire evacuation stairs adjacent to gate 32A</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• By fire evacuation stairs adjacent to gate 32A</li> <li>• By the toilets opposite gate 31</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>• Evacuate via the stairs at the end of the fixed link at gates 30 or 31 or using the stairs at the Eastern most end of the terminal by gate 32A to the apron EAPs</li> <li>• The internal stairs are available as a secondary exit. Use if the emergency is upstairs. Note there is insufficient capacity for all passengers to evacuate using these stairs plus a risk that unseen fire could be below therefore only use these stairs as a secondary exit.</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Evacuation stairs on gates 30, 31 and 32A</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• Stairs and escalator by gate 31 and 33</li> <li>• At the evacuation stairs on gates 30, 31 and 32A</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Ensure stairwell, gate lounge dwell, toilet areas, showers, Air NZ crew area, airbridges, are all cleared (in that order)</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Because it is impractical to know whether or not there is a fire on the ground floor of the building all persons on the first floor must be directed to evacuate out onto the Apron using the fire egresses on the fixed links (unless the emergency is upstairs when internal stairs can be used as well to supplement the main egress routes through the fixed link stairs).</li> <li>• Evacuate passengers airside initially to EAPs on Apron and supervise. When evacuation zone is clear escort all passengers landside along the green evacuation line to the Western security gate. Confirm via airline rep in EOC that Avsec is in place at the Western security gate to let passengers exit landside.</li> <li>• Air NZ crew area</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• Entrance to fixed link at gates 30 and 31; at Koru Lounge entrance; at the top of the escalators leading to gate 33; at top of evacuation stairs by gate 32A</li> <li>• EAPs on apron at EAP G (stand 30), EAP H (stand 31) and EAP I (stand 32)</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP G (stand 30), EAP H (stand 31) and EAP I (stand 32)</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation &amp; when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>



**Fire Evac Zone Routes**  
 Evacuation Route Type  
 - Alternative Route  
 - Evacuation Route  
 - Smoke Stop  
 - Tensa Tape

**Fire Emergency Locations**  
 Feature Type  
 - Assistance Marshalling Point  
 - Emergency Assembly Point  
 - Fire Wardens  
 - Fire Evac Chair  
 - Zone Wardens

**ZONE 09 First Floor - Passenger Lounges Centre**  
**MAIN WARDEN:** Airline Departure Staff  
**HEAD WARDEN:** Aviation Security, Telephone 90602 or 256-8809  
**ASSEMBLY POINT:** Passengers to be held at emergency assembly points until evacuation is complete then escorted along green line to security gate and assembly point landside at Car Park R - Point B by lifts.  
**NOTE:** Beware of tramp activity and assisting passengers to landside

**Domestic Terminal**  
**Fire Evacuation Zone 09**

Scale @ A3: 1:320  
 Date: 26/01/2023  
 Author: Christina Ha

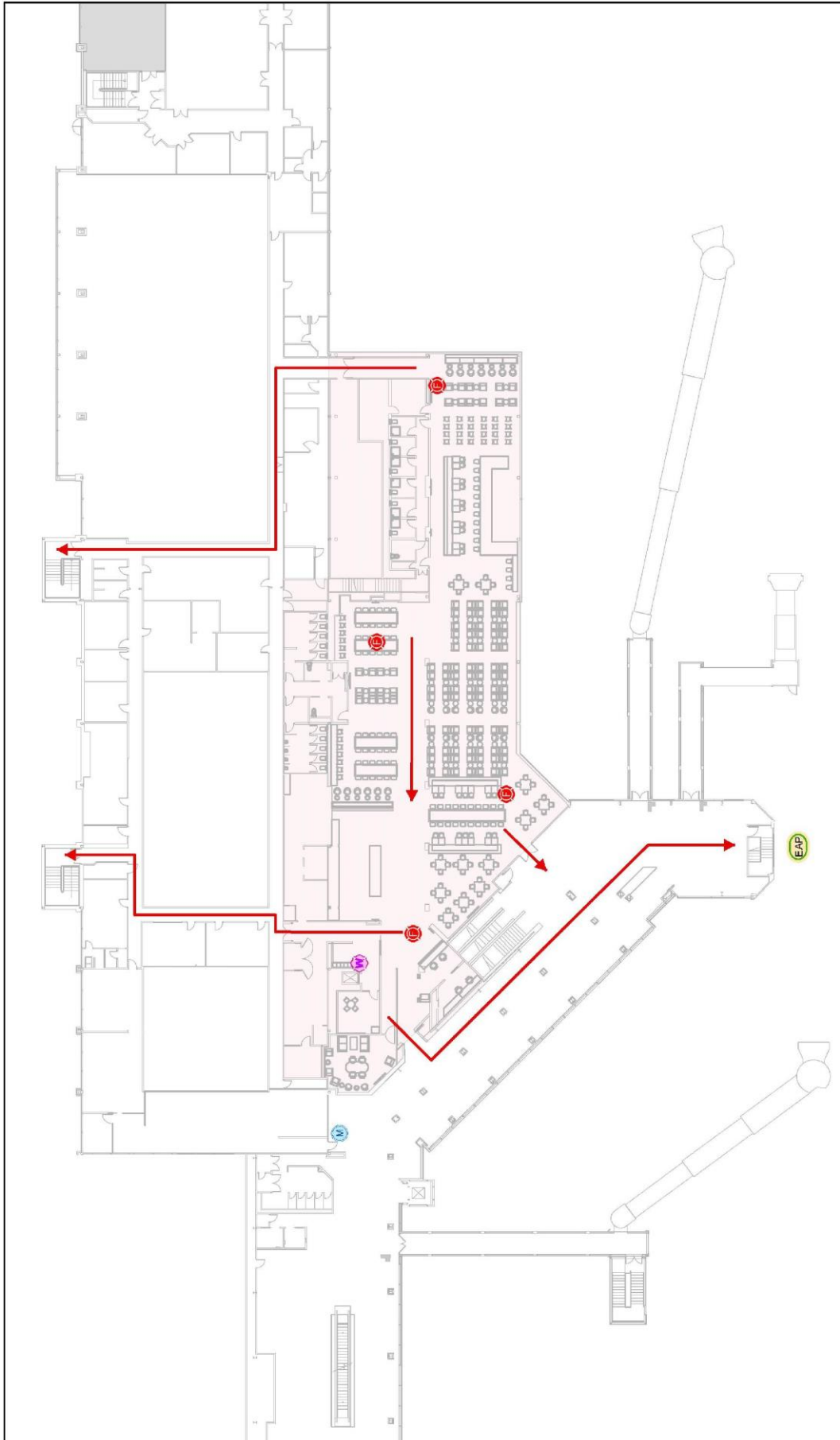
**Auckland Airport**

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# [Printed Versions are Uncontrolled]

## 7.10 EVACUATION ZONE 10 INSTRUCTIONS

<b>ZONE 10 – FIRST FLOOR KORU LOUNGE</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• First floor Koru Lounge</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Air NZ Lounge Leader</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Air NZ Lounge staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• N/A – warden vests and zone warden checklist held at lounge office</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• By fire evacuation stairs adjacent to gate 32A</li> <li>• By the toilets opposite gate 31</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>• Evacuate via lounge front entrance to fire egress stairs by at the end of the fixed link at gate 31 or using the stairs at the Eastern most end of the terminal by gate 32A to the apron EAPs</li> <li>• Use fire egress doors behind the main reception and at eastern end of the Lounge which both lead to the first floor landside office areas in zone 11 leading to landside stairs exiting to the forecourt</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Evacuation stairs on gates 31 and 32A</li> <li>• Landside first floor office stairs leading to forecourt stairs and doors</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• Assist any guests requiring mobility or visual assistance to the assistance marshalling point and report this to the Building Warden</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Ensure Lounge VIP areas, toilets and showers, store-room, office and kitchen are all cleared</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Because it is impractical to know whether or not there is a fire on the ground floor of the building all persons on the first floor must be directed to evacuate out onto the Apron using the fire egresses on the fixed links (unless the emergency is upstairs when the public internal stairs can be used as well to supplement the main egress routes through the fixed link stairs)..</li> <li>• Evacuate passengers airside initially to EAPs on Apron and supervise. When evacuation zone is clear escort all passengers landside along the green evacuation line to the Western security gate. Confirm via airline rep in EOC that Avsec is in place at the Western security gate to let passengers exit landside.</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• Fire egress behind the main reception</li> <li>• Fire egress corridor at the eastern end of the Koru Lounge</li> <li>• At main lounge entrance to direct guests to exits at gates 31 and 32A</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP H (stand 31) &amp; EAP I (stand 32) for passengers using airside apron evacuation routes</li> <li>• EAP A outside in car-park Q for passengers using fire egress doors within the lounge</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>



EAP	Evacuation Routes
M	Alternative Route
C	Tensa Tape
F	Smoke Stop Screen
W	Emergency Assembly Point
	Assistance Marshalling Point
	Fire Evacuation Chair
	Fire Wardens
	Zone Wardens

**ZONE 10: First Floor - AirNZ Lounge**  
**ZONE WARDEN: AirNZ Lounge Lounge Supervisor**  
**BUILDING WARDEN: Aviation Security. Telephone 90602 or 256-8809**  
**ASSEMBLY POINT: Passengers to be held at emergency assembly points until evacuation is complete then escort along green line to security gate and assembly point at Car Park R - Point B by lifts**  
**NOTE: Beware of ramp activity and assisting passengers to landside. If PAX is evacuating via Landside Offices corridor - Fire Warden need to provide guidance**

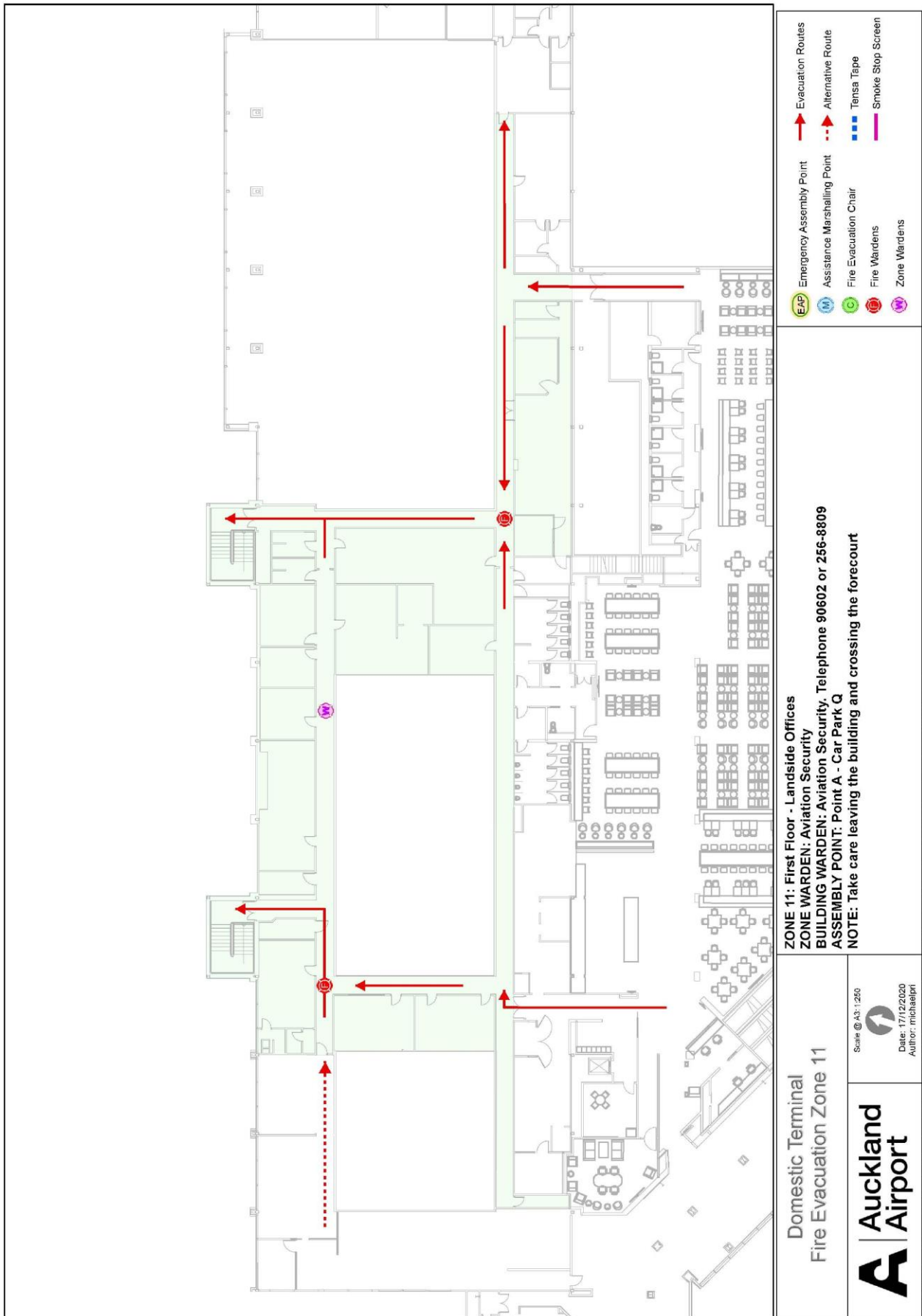
<b>Domestic Terminal</b>	
<b>Fire Evacuation Zone 10</b>	
Scale @ A3: 1:350	
Date: 17/12/2020	Author: michaelp
<b>Auckland Airport</b>	

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# [Printed Versions are Uncontrolled]

## 7.11 EVACUATION ZONE 11 INSTRUCTIONS AND MAP

<b>ZONE 11 – FIRST FLOOR LANDSIDE OFFICES – WESTERN MID SECTION</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• First floor offices (western middle section of offices)</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Avsec staff present in Avsec break out area (if present)</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Staff in offices</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• In corridor adjacent to Avsec breakroom and Interteck Office</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• Use top of stairs and notify DTB Building Warden or EOC</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>• Evacuate via one of the two sets of stairs to forecourt</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Doors DG16A and DG16 at bottom of the two sets of stairs</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• Members of the public will not normally be in this area, however note that the Air NZ Lounge has secondary evacuation doors which lead to these corridors, and if these are used, evacuating passengers will require direction to the exit stairs.</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Ensure offices, staff areas, toilets and showers</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• Passenger showers are located in this zone</li> <li>• Two secondary evacuation routes from the Koru Lounge use these corridors for evacuated persons to reach the stairs leading to the forecourt.</li> <li>• There are many offices and other rooms closed off in this area due to the presence of asbestos. Do not enter areas labelled as closed.</li> <li>• Communicate with zone warden for Zone 12 to confirm first floor in zones 11 and 12 has been checked – if unable to confirm, also check zone 12</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• The two T intersections in the corridor (currently by OCS office and NPM office and toilets)</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP A outside in car-park Q</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>



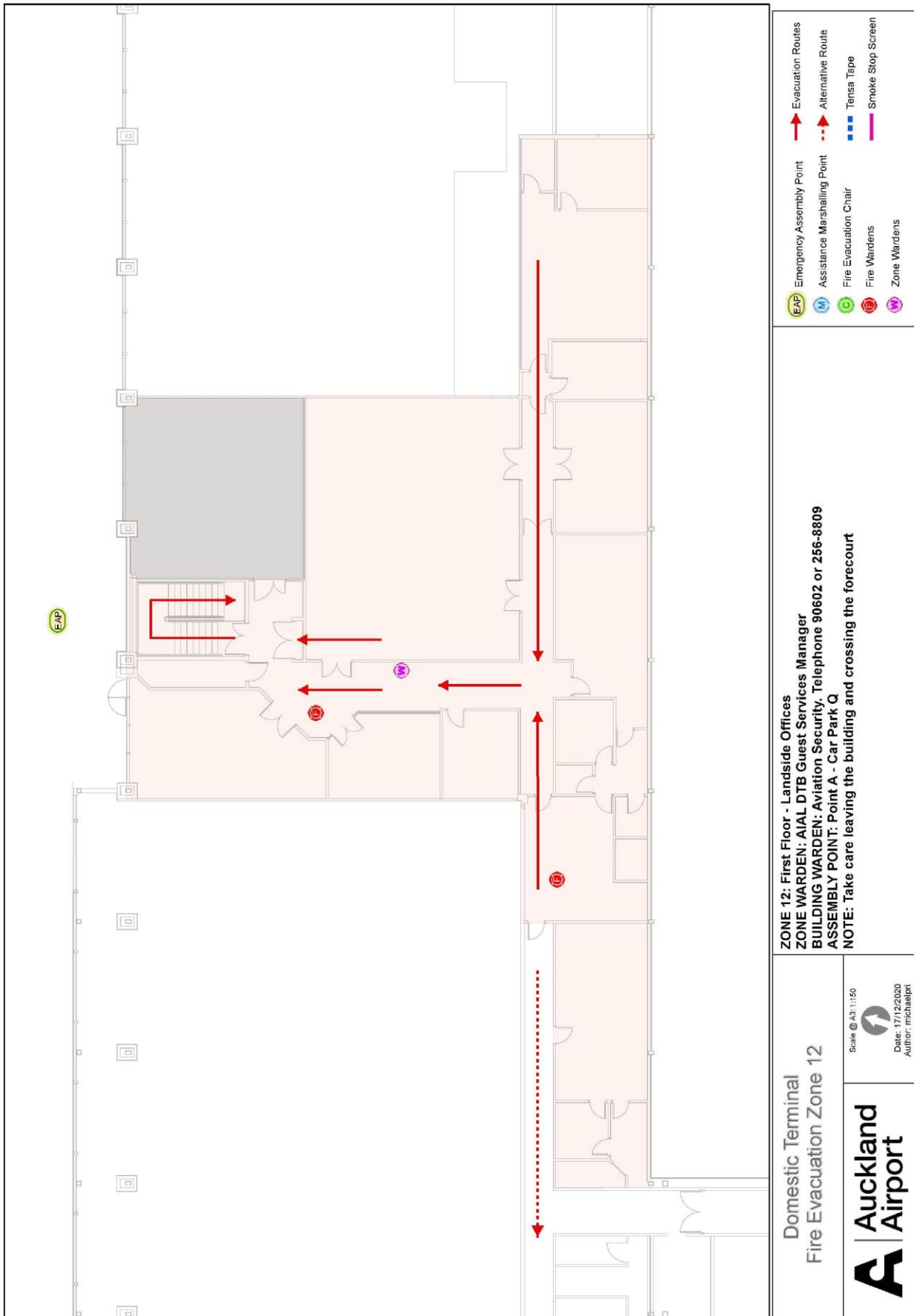
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## 7.12 EVACUATION ZONE 12 INSTRUCTIONS AND MAP

<b>ZONE 12 – FIRST FLOOR LANDSIDE OFFICES – EASTERN MID SECTION</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>First floor offices, middle section, including DTB Coordinator, Delaware, Skybus, Air Chathams and the Prayer Area.</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>Auckland Airport DTB Guest Services Manager</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>Auckland Airport staff, Avsec staff, tenants</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>In the foyer area at the top of stairs outside the Delaware office/storage area</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>Use top of stairs and notify DTB Building Warden or EOC</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>Evacuate via stairs to ground floor and exit by door to forecourt</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>Door to forecourt at base of stairs</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>Passengers or guests may be using the Prayer Room</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>Ensure offices, corridors and prayer area are all cleared</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>There are many offices and other rooms closed off in this area due to the presence of asbestos. Do not enter areas labelled as closed.</li> <li>The Prayer Room for the DTB is present in this zone</li> <li>Two secondary evacuation routes from the Koru Lounge use the adjacent zone 11 corridors for evacuated persons to reach stairs leading to the forecourt.</li> <li>Communicate with zone warden for Zone 11 to confirm first floor in zones 11 and 12 has been checked – if unable to confirm, also check zone 11</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>The foyer at the top of the stairs</li> <li>Outside the Prayer Area</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>EAP A outside in car-park Q</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>



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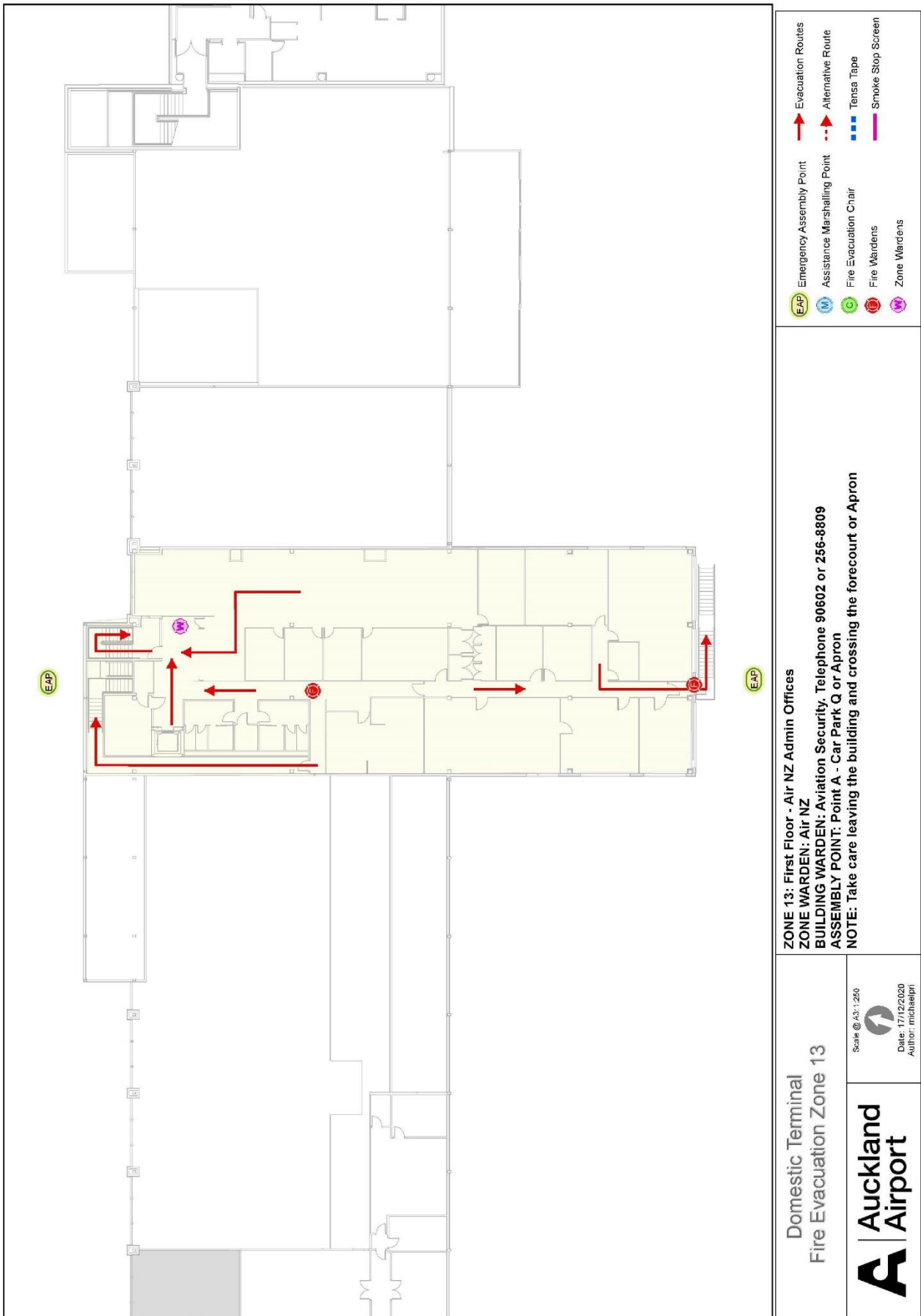


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## 7.13 EVACUATION ZONE 13 INSTRUCTIONS AND MAP

<b>ZONE 13 – FIRST FLOOR OFFICES AT EASTERN END OF TERMINAL</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• First floor offices occupied by Air NZ at the eastern end of the terminal</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Air NZ AOC Team Leader</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Air NZ AOC staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• At the foyer by the lift on the northern side of the offices</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• By the lift on the northern side of the offices</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>• Evacuate via stairs at the northern side of the offices to reach the ground floor and exit by nearest main door</li> <li>• Evacuate via stairs on the southern side of the offices to apron EAP by stand 30</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• Door to forecourt via stairs at northern (forecourt) side of offices</li> <li>• Southern stairs reach the apron directly</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• No members of the public are expected to be in this area, however if any pax are present at EAP on the Apron, assist to provide supervision</li> <li>• Guests without Avsec passes must be evacuated landside. Guests with temporary Avsec passes must remain under escort if evacuated airside.</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Ensure offices, toilets, showers and lockers are all cleared</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• The zone is a mixture of Air NZ access control system within the offices and AIAL access control system on the stairs. All access systems release upon evacuation alarms.</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• The corridor next to the toilets</li> <li>• The top of the egress stairs leading to the forecourt</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP A outside in car-park Q for users of the Northern stairs</li> <li>• EAP on apron next to stand 32 (beware of ramp activity)</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>

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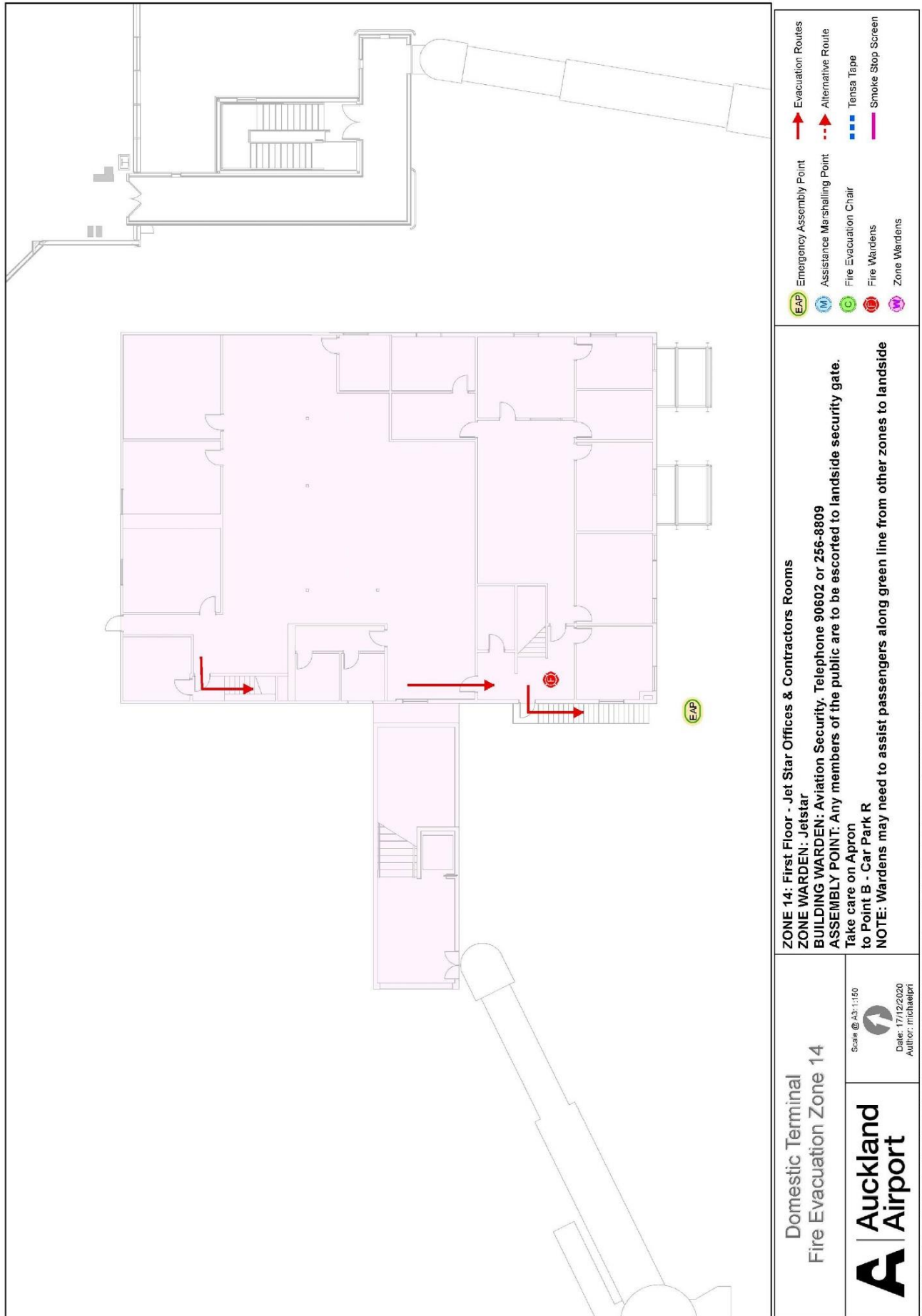


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## 7.14 EVACUATION ZONE 14 INSTRUCTIONS AND MAP

<b>ZONE 14 – FIRST FLOOR WESTERN END OFFICES</b>	
<b>Zone Coverage:</b>	<ul style="list-style-type: none"> <li>• First floor offices at western most end of DTB, used by Jetstar and contractors</li> </ul>
<b>Zone Warden:</b>	<ul style="list-style-type: none"> <li>• Jetstar Duty Person</li> </ul>
<b>Fire Wardens:</b>	<ul style="list-style-type: none"> <li>• Jetstar office staff</li> </ul>
<b>Zone Warden Box:</b>	<ul style="list-style-type: none"> <li>• N/A – Warden Checklist and vests held at Jetstar offices</li> </ul>
<b>Marshaling Assistance Point:</b>	<ul style="list-style-type: none"> <li>• Use top of stairs and notify DTB Building Warden or EOC</li> </ul>
<b>Evacuation Route:</b>	<ul style="list-style-type: none"> <li>• Evacuate via external stairs F174 leading to Apron</li> </ul>
<b>Final Fire Exits:</b>	<ul style="list-style-type: none"> <li>• External stairs F174</li> </ul>
<b>Assist pax:</b>	<ul style="list-style-type: none"> <li>• No members of the public are expected to be in this area, however if any pax are present at the EAP, assist to supervise these passengers, until airline customer staff escort them along the green line to Emergency Evacuation Gate A</li> </ul>
<b>Pull tensa tapes at:</b>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
<b>Areas to check:</b>	<ul style="list-style-type: none"> <li>• Ensure offices, toilets, showers and lockers and any back rooms are all cleared</li> </ul>
<b>Any Unusual Areas or Features</b>	<ul style="list-style-type: none"> <li>• There is an internal stairwell between gate 24 on the ground floor (evacuation zone 3B) and the Jetstar offices. This is NOT a fire exit.</li> </ul>
<b>Position Fire Wardens at:</b>	<ul style="list-style-type: none"> <li>• At the door leading to the external fire egress stairwell leading to the Apron</li> </ul>
<b>Emergency Assembly Points:</b>	<ul style="list-style-type: none"> <li>• EAP E by Stand 24</li> </ul>
<b>DTB Building Warden</b>	<ul style="list-style-type: none"> <li>• Avsec located outside main fire indicator panel on building front by Skybus bus station, contact on ext 90602 when in position commencing evacuation and when evacuation complete</li> </ul>
<b>Important Phone Numbers</b>	<ul style="list-style-type: none"> <li>• Head Building Warden on an internal airport phone use ext 98882 / 98809 / 98111 or 256 8809</li> <li>• ICR position at the Operations Control Centre on an internal airport phone use ext 98777, 256 8777 or on a cell phone call 0800 677 242 ext 9</li> <li>• EOC conference call line for phoning in for briefings when EOC open dial 09 9291816, passcode 307 367 2897 #. 1816, passcode 307 367 2897 #.</li> </ul>



## SECTION 8 RAMP FIRE MANAGEMENT

### 8.1 TRAINING

- 8.1.1 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.
- 8.1.2 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.
- 8.1.3 Training via e-learning modules are all available on-line at:  
<http://aial.litmos.com/online-courses>

### 8.2 RAMP AREAS

- 8.2.1 The Domestic 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.

Stands	Emergency Assembly Point
Stands 20 – 22	EAP C and D
Stands 24 – 31	EAP E, F and G
Stands 31 – 33	EAP H – I
Stands 34 – 43	EAP J
Stands 45 – 46	EAP J
Stands 47 – 48	EAP J

- 8.2.2 Aircraft movements may be affected on any parts of the ramp. Co-ordination will be required between with Air NZ AOC, AOT, Airways NZ and the Response Coordinator (Head Building Warden) at the EOC ext 98882 (256-8882).
- 8.2.3 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.

### 8.3 SAFETY EQUIPMENT ON THE RAMP

- 8.3.1 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 Extinguisher locations.

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- 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.

8.3.2 Should ramp staff find any Auckland Airport provided items requiring maintenance then please report this to the Airport Operations Control Centre 256 8813. Airline provided items should be reported to the airline engineers.

8.3.3 The plan at the end of this Appendix shows the location of these safety features at the various sections of ramp.

## 8.4 FIRE ON THE RAMP

8.4.1 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.

8.4.2 On discovering a fire on the ramp:

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

8.4.3 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

8.4.4 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).

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- 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'.

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

8.4.6 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.

8.4.7 Once any fire has been extinguished AES or FENZ must confirm that it is safe for the equipment to be inspected. The relevant ramp handling engineer is to certify that the equipment can be removed. The ramp agents are then to do this. Following safe removal ramp operations can continue.

## 8.5 TERMINAL EVACUATION

8.5.1 Management of evacuations at the domestic 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.

8.5.2 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.

8.5.3 Staff working on the Apron should not enter the building when the alarm is sounding.

8.5.4 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





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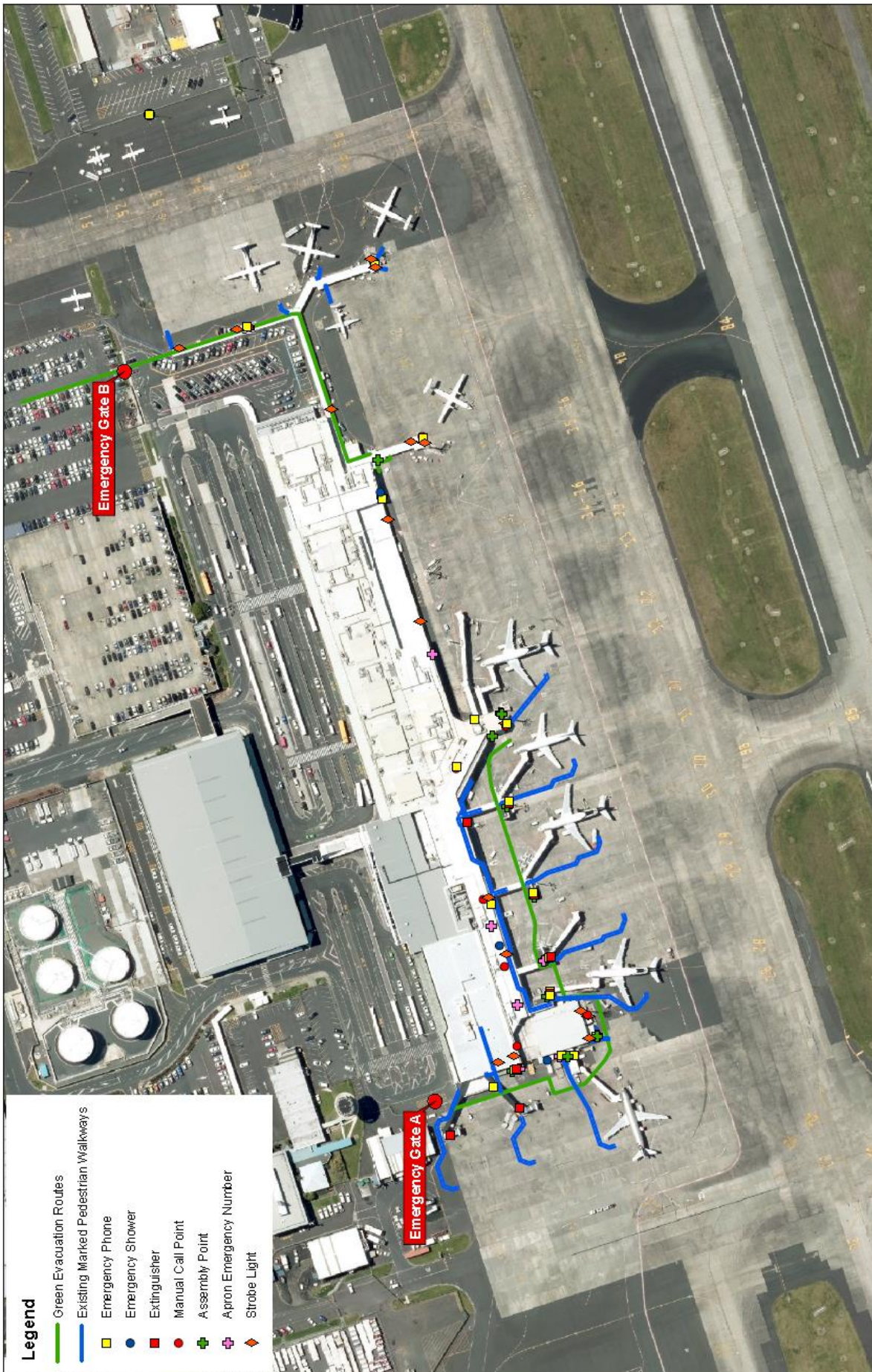
alarm is taking place within the building and not to enter this part of the building. Amber flashing lights indicate that an alarm is sounding in an adjacent building Zone and you should enter the building with caution.

## 8.5.5 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 airport roads adjacent to the DTB will be closed for non-emergency vehicles.
- All vehicle movements into, out of or through the baggage make-up and drop off breezeway must halt.
- Aircraft coming onto the Domestic Terminal Building or Regional Apron must be held back off the Pier or regional stands.

8.5.6 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.

8.5.7 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.



**Legend**

- Green Evacuation Routes
- Existing Marked Pedestrian Walkways
- Emergency Phone
- Emergency Shower
- Extinguisher
- Manual Call Point
- Assembly Point
- Apron Emergency Number
- Strobe Light



Date: 3/09/2016

DTB Ramp Fire Management  
Apron Green Line  
OverView



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## SECTION 9 OVERVIEW OF OTHER EMERGENCIES AND HAZARDS

### 9.1 OVERVIEW

- 9.1.1 How Auckland Airport responds to emergencies is documented in detail in the Aerodrome Emergency Plan (AEP). The AEP covers a range of emergency scenarios, as required under Civil Aviation Rule Part 139 and the CDEM Act 2002. These scenarios include aircraft events, natural hazards and emergencies relating to core utilities (power, water, sewerage, communications, gas, fuel, etc).
- 9.1.2 The AEP provides vital “first response” information for emergency services as well as information for other important stakeholders (eg, Aviation Security, the Auckland Airport Operations Control Centre, Skygate Security, airlines, government agencies, etc). It defines the roles, responsibilities, procedures, and actions assigned to each of these organisations in the event of an emergency.
- 9.1.3 Auckland Airport Emergency Operations and ICR have access to both the AEP and detailed contingency plans for all the emergencies listed below. Contact them on the Airport Emergency Phone 256 8777. They will provide direction for how these emergencies are to be handled.

### 9.2 HAZARDOUS GOODS

- 9.2.1 Staff need to be aware of any dangerous goods or chemicals located on premises they control. There may be harmful cleaning chemicals used in small quantities that good housekeeping practices and WorkSafe training should cover.
- 9.2.2 Dangerous goods must be stored as per regulations of hazardous substances that affect human health and safety in the workplace under the Health & Safety at Work Act 2015. This includes bunding requirements.
- 9.2.3 For any hazardous substance, Material Safety Data sheets should be available and inspected to determine correct storage and the level of response required, if for example a hazardous substance or chemical spill was to occur. Material safety data sheets for any chemicals should be readily available to be handed to any fire service personnel attending the scene. It will not be possible to return inside a building to retrieve these.
- 9.2.4 If a spillage occurs, the Auckland Airport Emergency Service team is trained to deal with such incidents. Evacuate as per normal however, depending on the chemical, it may be suitable to bund any spillage or use a spill kit to absorb the material. Any evacuation for a chemical spill should be at least 200 metres away in an upwind location.
- 9.2.5 The following emergency response numbers can assist:
- Incident Control Room 256 8777 (extn 98777 from an airport telephone).

# [Printed Versions are Uncontrolled]

- Chemical Industry Council Emergency Response Technical Advisory Service Number 0800 243 622.
- National Poisons Centre Emergency Response Number 0800 764 766.
- National Radiation Laboratory Emergency Response Number 021-393-632.

## 9.3 ELECTRICITY FAILURE/SHOCKS

9.3.1 If possible, and safe to do so, turn off the power. Delegate someone to contact ICR on 256-8777, extn 98777. They will contact relevant emergency services. Auckland Airport Engineering Services can shut down main supplies as required from information received by ICR.

9.3.2 Assist any casualties but be aware of any electrical equipment. Use heavy dry gloves, any rubber item, dry cloth or wood. If a person has lost consciousness, start resuscitation immediately if breathing is not evident and follow any emergency services instructions. AED Automated External Defibrillator devices are located throughout the terminal, signposted with a heart symbol. Defibrillator locations across the Airport are set out in Appendix F.



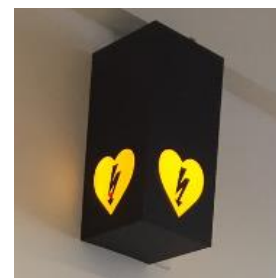
9.3.3 Identify any faulty equipment as unsafe while waiting for Engineering Services or contractor support. Ensure other people have evacuated to a safe area. Keep yourself safe.

## 9.4 GAS RISK

9.4.1 In a smell of gas, immediately phone 256 8777 to report it to ICR. The Airport Emergency Service will be dispatched to investigate and will determine if a gas leak has occurred and shut off supplies accordingly, in conjunction with the Engineering Services team.

9.4.2 If the gas leak is readily-identifiable and linked to a heat source, shut off the gas supply if it is safe to do so.

9.4.3 Monitor the area for people's safety. If anyone is overcome, if it is safe to do so, move them into an area of fresh air. If a person has lost consciousness, start resuscitation immediately if breathing is not evident and follow any emergency services instructions. AED Automated External Defibrillator devices are located throughout the terminal, signposted with a heart symbol. Defibrillator locations across the Airport are set out in Appendix F.



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- 9.4.4 Auckland Airport utilizes the On Gas Energy emergency contact procedure available here <https://ongas.co.nz/emergency-information>. The on-gas contact number for all Natural Gas emergencies or faults is 0800 809 709. This is supplied to gas users to supplement their existing information.

## 9.5 EARTHQUAKES / TSUNAMIS

- 9.5.1 Remain in the room, it is safer. Move away from windows and glass partitions and away from any equipment that could be dangerous if it fell over. Take cover under solid furniture such as tables or desks. Use the Drop, Cover and Hold process initiated by Ministry for Civil Defence. Keep calm. Assist anyone who may be inclined to panic.
- 9.5.2 Evacuate if the order is given to proceed to assembly zones, leaving by the nearest stairway, following the same procedure as for fire. If you are unable to evacuate, phone ICR on 256-8777, ext 98777 from airport telephone to report this to ICR.
- 9.5.3 Persons in the lift at the time are to leave the lift at whatever floor at which the lift stops and remain on that floor until directed to evacuate.
- 9.5.4 Check for any damage if able to do so such as gas leaks, fires, electricity failures, etc. Notify ICR on 256-8777 or ext 98777 from an airport telephone.
- 9.5.5 Be aware of after-shocks.

## 9.6 CYCLONES AND SEVERE STORMS / FLOODING

Stay inside and take shelter away from glass panels. Report any flooding to ICR on 256-8777, extn 98777. Follow any evacuation messages to move to a safe zone.

## 9.7 CIVIL UNREST / ARMED HOLD UP / SHOOTING

- 9.7.1 Do not attempt to deal with disturbed /threatening people. Do exactly as the offenders suggest (eg, robbery). Try to get an accurate description of the offender and any vehicle(s) involved.
- 9.7.2 In the event of an active offender, all airport users should adopt a 'escape – hide – tell' methodology. This means moving quickly and quietly away from danger, staying out of sight, silencing your phone and - when it is safe to do so - calling Police on 111. This is the strategy the NZ Government and the CAA recommend and have adopted.
- 9.7.3 When safe to do so, report the incident on the Airport emergency phone to ICR (256-8777 ext 98777). ICR will contact NZ Police and other security services. . Airport EOC actions will be guided by the Senior NZ Police representative present at the time, in consultation with all agencies' representatives in the EOC.



**In the event of an attack**

<p><b>ESCAPE</b></p>  <p>Move quickly and quietly away from danger, but only if it is safe to do so</p>	<p><b>HIDE</b></p>  <p>Stay out of sight and silence your mobile phone</p>	<p><b>TELL</b></p>  <p>Call the Police by dialling 111 when it is safe</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------

 [www.police.govt.nz/crowdedplaces](http://www.police.govt.nz/crowdedplaces)

New Zealand Government  
English

9.7.4 Trauma kits are located in the DTB in strategic landside areas, usually adjacent to defibrillators and Warden Assistance Marshalling Points.

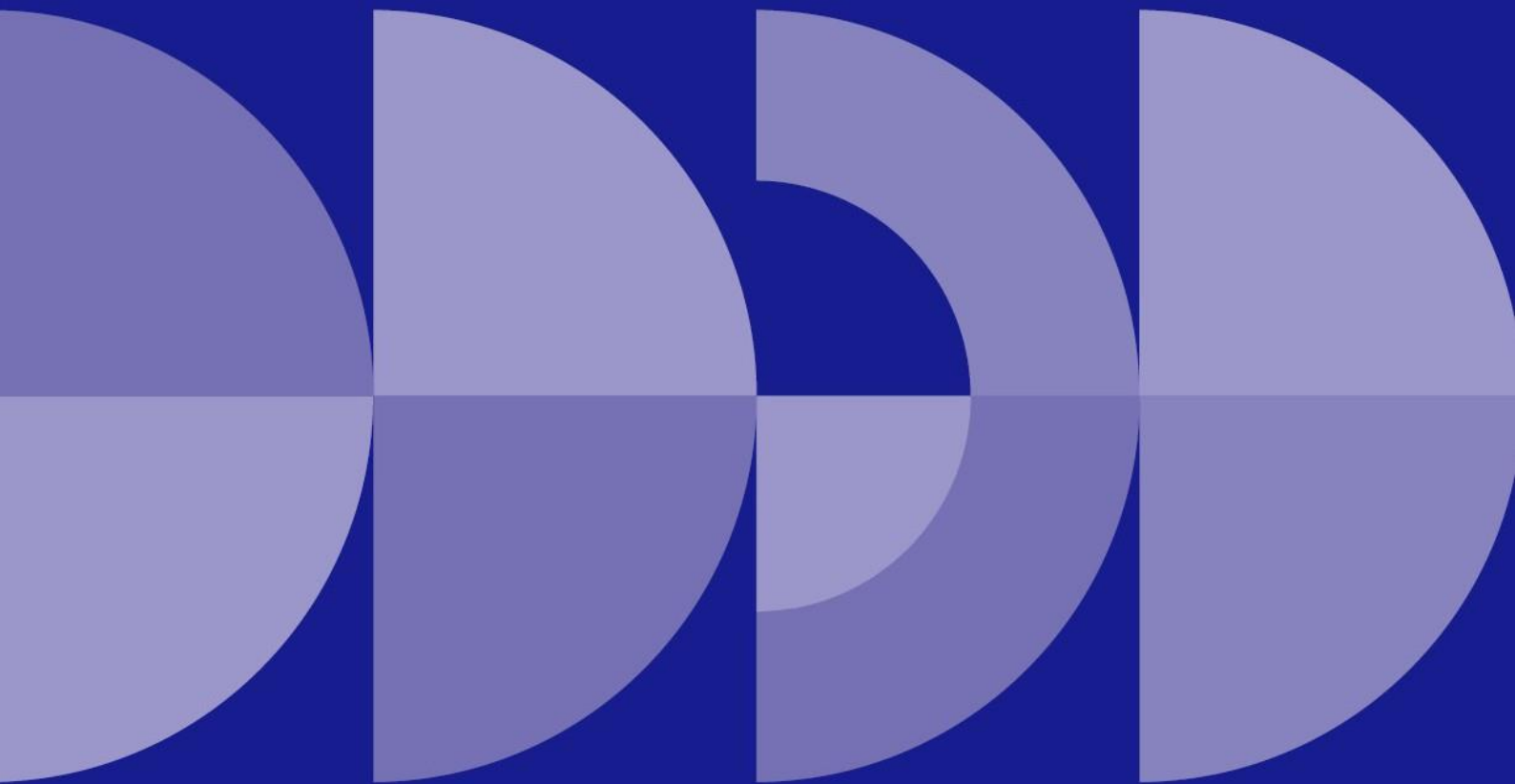
## 9.8 BOMB THREAT

9.8.1 The procedures for dealing with bomb threats and large-scale evacuations are covered in section 11 of the Aerodrome Emergency Plan.

9.8.2 The CAA bomb threat check list card identifies the recommended steps to be taken and information to be recorded if a bomb threat is received. This card is available at all supervisor desks at check-in. Copies can be obtained free of charge from the CAA Regulatory Unit – email [security@caa.govt.nz](mailto:security@caa.govt.nz)

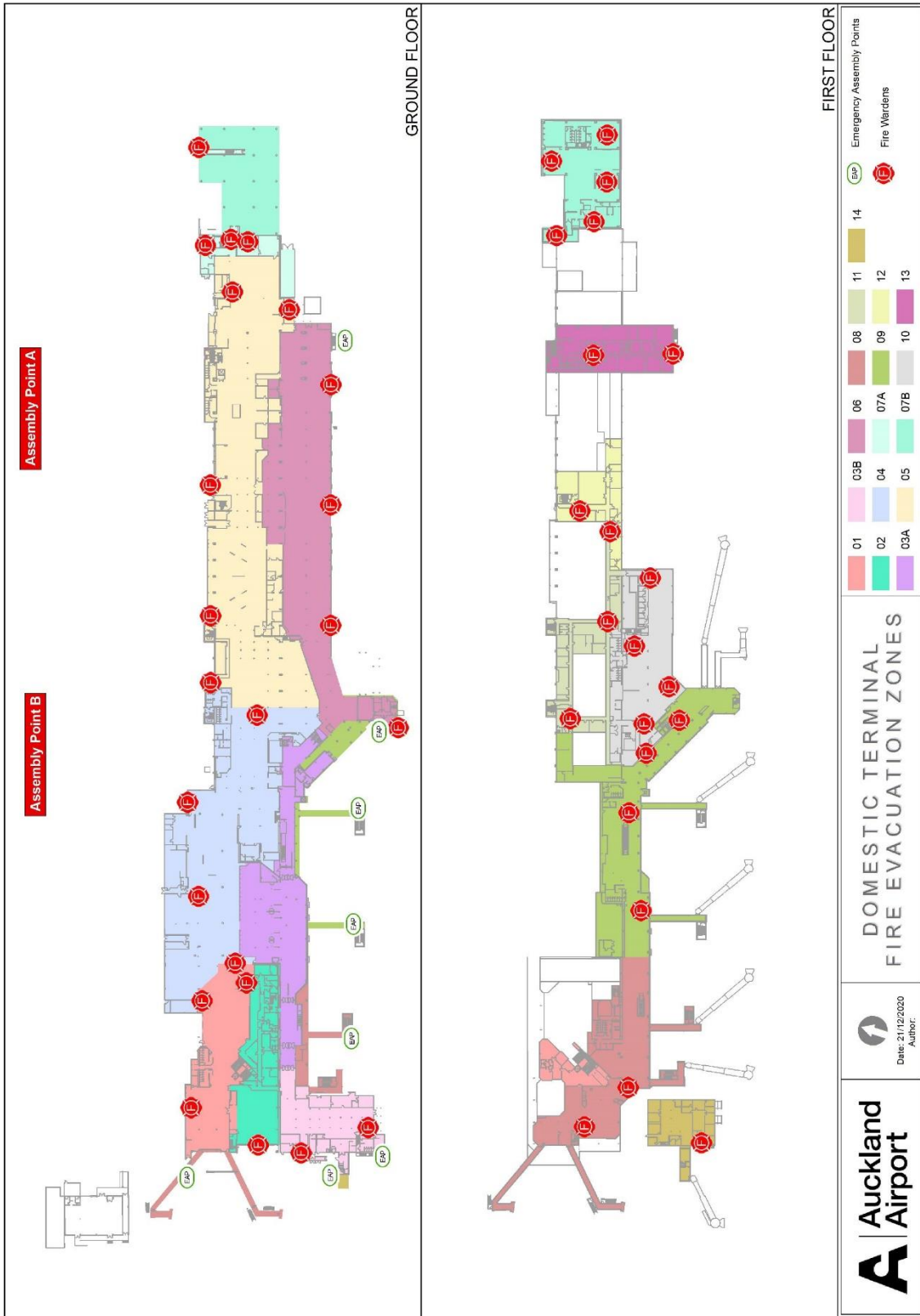
# Appendices

DTB Evacuation Scheme



# APPENDICES

## APPENDIX A – DTB FIRE EVACUATION ZONE MAP

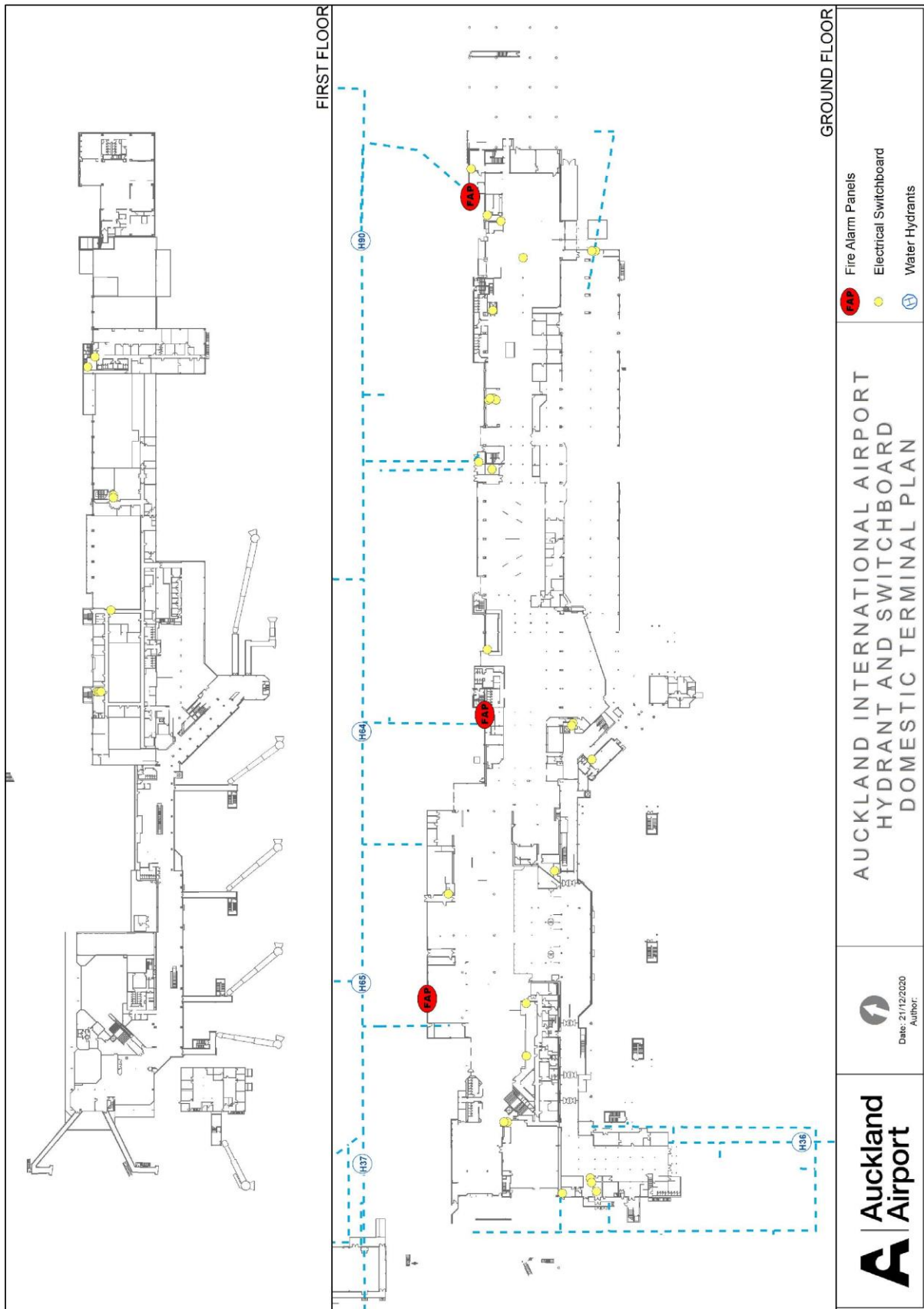


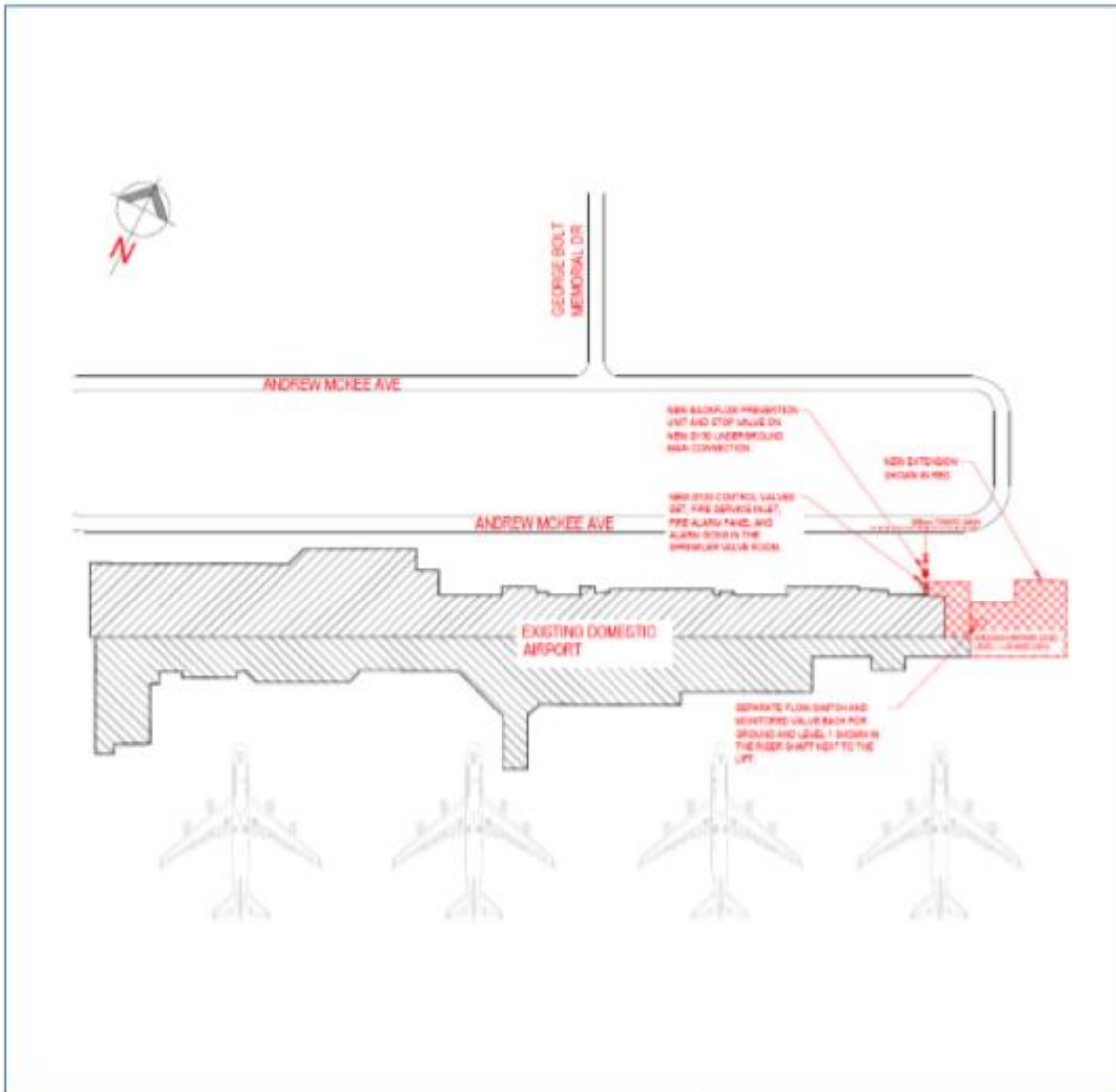


APPENDIX B – MAP OF EMERGENCY ASSEMBLY POINTS



APPENDIX C – FIRE SYSTEM PLANS AND DIAGRAMS



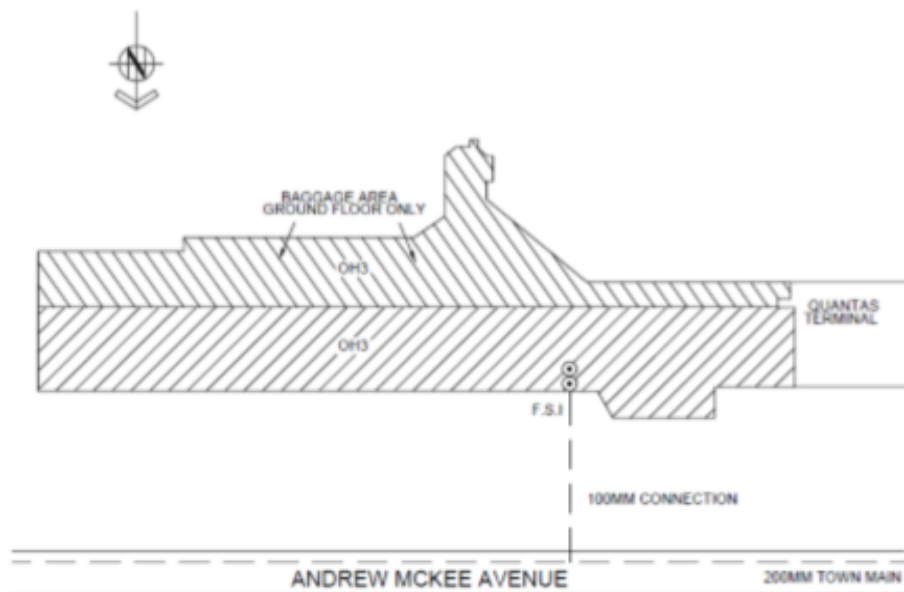


HAZARD CLASSIFICATIONS: OH3, OH2, OH1		<b>LEGEND:</b>	
No OF LEVELS: 2		⊗	EXTERNAL SPRINKLER HEAD
HIGHEST HEAD: 3108		⊙	CONTROL VALVES
OCCUPANCY: Airport		▲	STOP VALVE
		▼	NON-RETURN VALVE
		○	EXPOSURE HAZARD
		FSI	FIRE SERVICE INLET

This SITE PLAN is not intended as a block plan. The information on this SITE PLAN is indicative only. Any persons undertaking work based on this information shall satisfy themselves as to its accuracy prior to commencing any works. Not to scale.  
 The COPYRIGHT of this SITE PLAN belongs to AON New Zealand.

Survey of AIAL Domestic Carpark and New Regional Lounge at Andrew McKee Ave, Mangere, Auckland  
 On behalf of Auckland Airport

## SITE PLAN



HAZARD CLASSIFICATIONS:	XLH,OH3,OH3	<b>LEGEND:</b>	
No OF LEVELS:	Two	⊗	EXTERNAL SPRINKLER HEAD
HIGHEST HEAD:	9m	⊙	CONTROL VALVES
OCCUPANCY:	Airport Terminal	▲	STOP VALVE
		▼	NON-RETURN VALVE
		○	EXPOSURE HAZARD
		FSI	FIRE SERVICE INLET

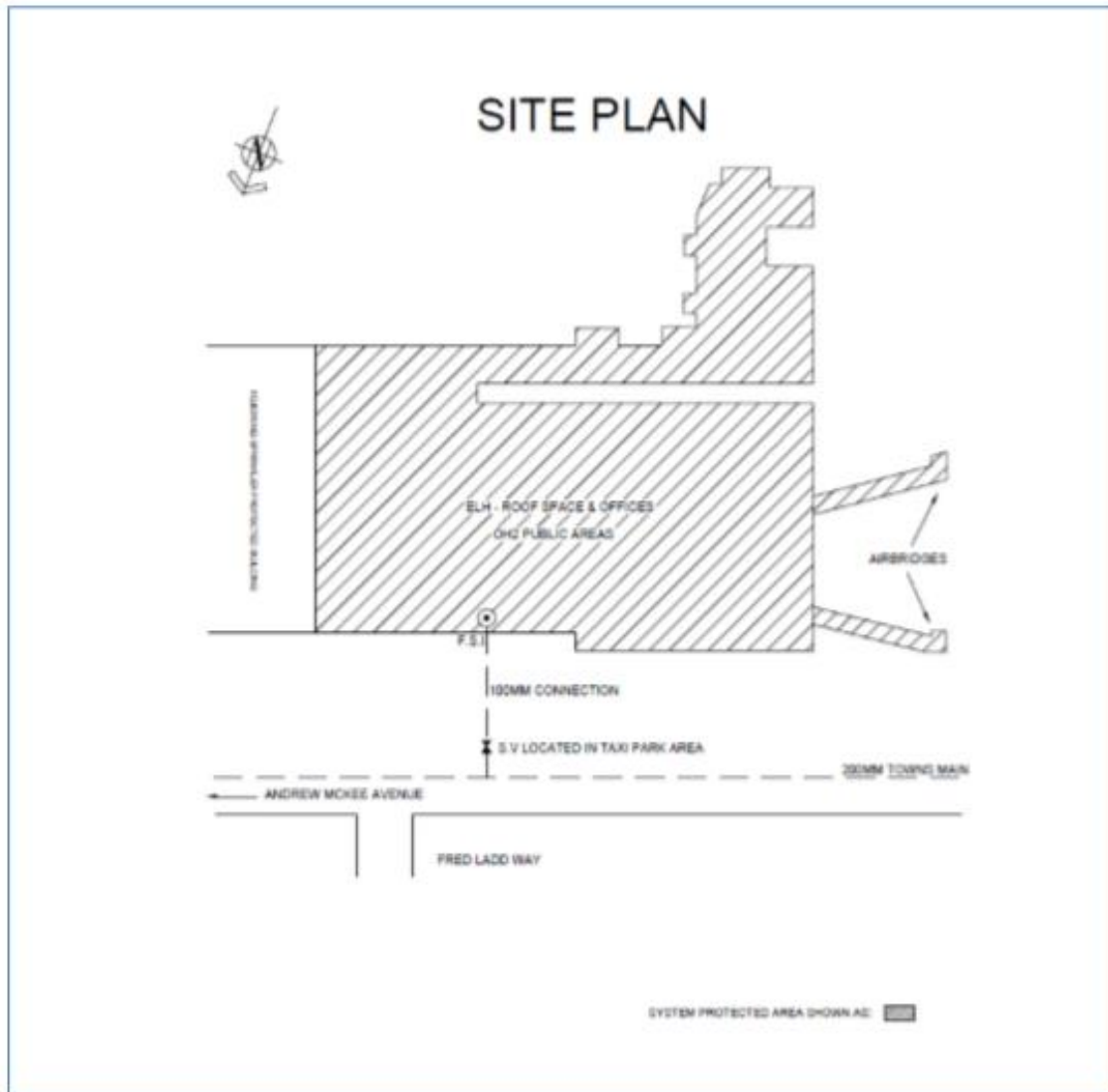
This SITE PLAN is not intended as a block plan. The information on this SITE PLAN is indicative only. Any persons undertaking work based on this information shall satisfy themselves as to its accuracy prior to commencing any works. Not to scale.  
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Survey of AIAL Domestic Terminal Air New Zealand, Building 2 at 2 Andrew McKee Avenue, Mangere, Auckland  
 On behalf of Auckland Airport

Issue A

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<b>HAZARD CLASSIFICATIONS:</b> XLH, OH2 <b>No OF LEVELS:</b> Two <b>HIGHEST HEAD:</b> 6.7m <b>OCCUPANCY:</b> Airport Terminal		<b>LEGEND:</b> ✕ EXTERNAL SPRINKLER HEAD ⊙ CONTROL VALVES ▲ STOP VALVE ▼ NON-RETURN VALVE ○ EXPOSURE HAZARD FSI FIRE SERVICE INLET	
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This SITE PLAN is not intended as a block plan. The information on this SITE PLAN is indicative only. Any persons undertaking work based on this information shall satisfy themselves as to its accuracy prior to commencing any works. Not to scale.  
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Survey of AJAL Domestic Terminal, Jetstar at Fred Ladd Way, Auckland Airport, Auckland  
 On behalf of Auckland Airport

# [Printed Versions are Uncontrolled]

## APPENDIX D – CAUSE AND EFFECT MATRIX

AIAL DTB Fire Activations Cause and Effect Matrix

Effect		Brigade Call		Building wide evac (Sounder)	Indication on fire alarm panel	AHU shut down	Sliding doors open	Access control systems release	Sound system override PA/BGM	Door hold open release	Fire curtain Air NZ Regional Lounge drops	Fire extinguishing agent release (kitchen hood) in Air NZ Regional Lounge <sup>Note3</sup>	
		Fire & Emergency New Zealand (FENZ)	Airport Emergency Services (AES)										
Cause	Sprinkler activates	√	√	√	√	√	√	√	√	√	x	x	
	Smoke detector activates (single knock) <sup>Note 5</sup>	x	√	x	x	x	x	x	x	x	x	x	
	Smoke detector activates (double knock)	√	√	√	√	√	√	√	√	√	√	x	
	Localised smoke detector adjacent to the fire curtain	x	√	x	x	x	x	x	x	√ <sup>Note4</sup>	√ <sup>Note5</sup>	√	x
	Manual call point activates	√	√	√	√	√	√	√	√	√	√	x	x
	Fusible link heat detector activates <sup>Note1</sup>	√	√	√	√	√	√	√	√	√	√	x	√
	Air NZ Regional Lounge Manual actuator activates <sup>Note2</sup>	√	√	√	√	√	√	√	√	√	√	x	√

Note:

1. The fusible link heat detector is part of the kitchen hood suppression system in the hood and duct.
2. Manual actuator is part of the kitchen hood suppression system located along the egress paths or exits.
3. The kitchen hood suppression system shall be capable of operating gas or power shut off devices to isolate supplies to the cooking appliances in the event of a fire emergency.
4. The Front Door of the Air NZ Regional Lounge (Level 1) Hold Open will release only during activation of localised hold open detector and any other detector.
5. Effect occurs on activation of localised curtain detector and any other detector.
6. Excluding the localised smoke detector installed adjacent to the fire curtain

Version: 1  
Late Update Date: 10/03/2022

# [Printed Versions are Uncontrolled]

## APPENDIX E – FIRE EXTINGUISHER GUIDANCE

E1 Fire extinguishers should only be used when it is safe to do so, e.g. the fire is no larger than a waste-paper basket or pot on a stove. Always have a safe path of escape if you are attempting to extinguish a fire, and ensure Fire and Emergency has been called.

E2 Not all fires are the same so there are different types of fire extinguishers. The table below recommends which extinguishers are suitable for different fire types. For more information, refer to the manufacturer’s instructions or New Zealand Standard NZS 4503:2005 which explains the selection and use of fire extinguishers and covers their installation, distribution and maintenance.

Fire extinguisher suitability						
Type of extinguisher	Types of fire					
	Flammable solids e.g. paper, plastic, wood  Class A	Flammable liquids e.g. paint, petrol, oil  Class B	Flammable gases <sup>2</sup> e.g. butane, CNG, LPG  Class C	Flammable metals <sup>3</sup> e.g. titanium, magnesium  Class D	Electrical equipment e.g. cables, computers, switchboards  Class E	Cooking oils and fats e.g. chip pans, fryers  Class F
Water						
Wet chemical						
Foam						
Dry powder						
Carbon dioxide						
<b>Key:</b>		= Recommended Most effective on this type of fire.		= Limited May be effective on small fires of this type.		= Not Suitable Not effective on this type of fire.

<sup>1</sup> [Impacts of changes in provision of hand-operated firefighting equipment in non-residential buildings.](#)

<sup>2</sup> Always turn off the supply of gas before extinguishing gas fires.

<sup>3</sup> Special purpose extinguishers are available for metal fires.

# [Printed Versions are Uncontrolled]

## APPENDIX F – AUCKLAND AIRPORT DEFIBRILATOR LOCATIONS

Defibrillator locations in the ITB are sign posted with an illuminated heart. Defibrillators in public facing areas in the ITB are connected with the ICR position at the Operations Control Centre. When the door to the Defibrillator is opened ICR is automatically notified and will dispatch AES to the location to provide assistance.



Box	Location	Camera
1	Inside Door 5, Ground Floor, Landside, ITB	1004, 515, 1271
2	Next to MPI service window, Arrivals Area, Ground floor, Landside, ITB	1236, 2300, 233
3	Next to Zone 4 Warden station, Centre Skybridge, First Floor, Landside, ITB	311, 320
4	Inside Door 4, by Pandora Store, Ground Floor, Landside, DTB *	616
5	Inside Door 7, by JQ check in Ground Floor, Landside, DTB *	1348, 1345
6	Next to Carousel 5, Baggage Hall, Ground Floor, Airside, ITB	482
7	Next to Arrivals Customs TS desk, First Floor, Airside, ITB	471, 472
8	Between Gates 2 and 4, Arrivals Corridor, First Floor, Airside, ITB	411, 410, 413
9	Between Hudsons and Air NZ Koru Lounge, gate 31, 1 <sup>st</sup> floor, airside, DTB*	663 / 664
10	Entry to Air NZ Koru Lounge, behind Aroha Café, 1 <sup>st</sup> floor, airside, ITB	1040
11	Zone 9 Warden station by Air New Zealand Transfer desk, Second Floor, Airside, ITB	513, 512
12	Gate 15 Departures, next to Aelia Duty-Free, 2 <sup>nd</sup> Floor, Airside, ITB	550, 862
13	The Depot (SES) – Skygate Lunch Room *	806 **
14	Quad 5 – Between lift and First aid room *	858
15	Ops Admin Lunch Room ITB *	902 **
16	AOT – ITB Staff Room, Ground floor Gate 5 *	41 / 49 **
17	Zone 17 Bus Lounge 16A/16B, Ground Floor, Airside, Pier B, ITB	429, 430
18	Jetstar Regional Bus Lounge, Ground floor Landside, DTB	613, 619
19	Customs Departures, 1 <sup>st</sup> Floor Airside before AVSEC Screening Point, ITB	554, 518, 578
20	Avsec Screening Point, next to the Avsec Temp ID Window, Ground Floor, Landside, DTB*	620
21	Next to Zone 5 Warden station, beside Mountain Jade, 1 <sup>st</sup> floor airside atrium, ITB	307, 308, 1041
22	Gate 17 Arrival Corridor, 1 <sup>st</sup> Floor Airside Pier B, ITB	188
23	Gate 17 Departures 2 <sup>nd</sup> Floor Airside Pier B, ITB	195
25	The Base (Tūāpapa) – New ESS Building, Jimmy Ward Crescent	808/1183**
26	Air NZ Regional, Inside Door 2, Ground Floor, Landside, DTB	602
27	Skygate Security and Operations Excellence Centre, 8 Leonard Issit Drive, Ground Floor	



## APPENDIX G – EVACUATION PLAN SAMPLE SIGNS

# FIRE EVACUATION PROCEDURES

## Zone 5

2-378

### IF YOU DISCOVER A FIRE:

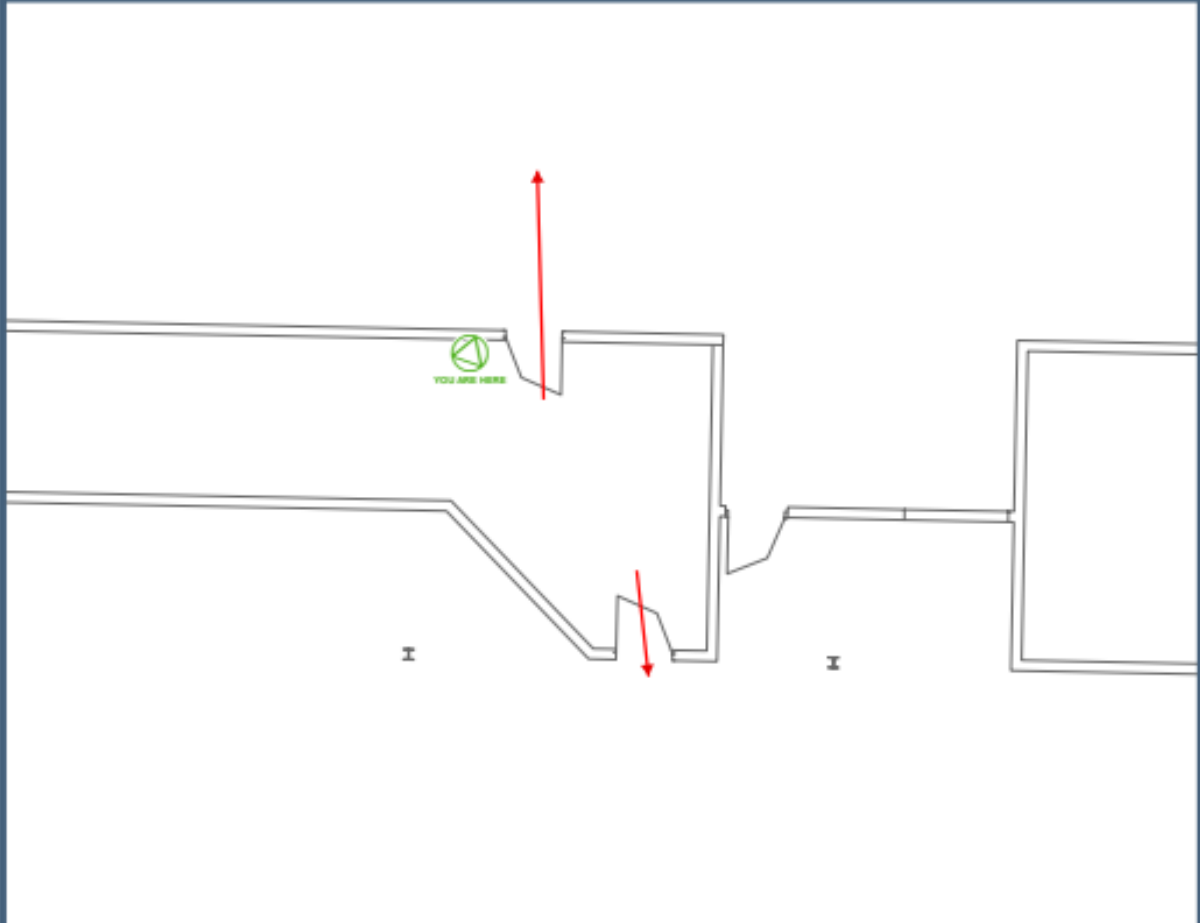
- OPERATE THE NEAREST FIRE ALARM
- CALL 98777 FROM AIRPORT TELEPHONE OR 111 FROM YOUR OWN PHONE

### IF YOU HEAR THE FIRE ALARM SOUNDING:

- Evacuate to the nominated assembly area and remain there until directed to do otherwise
- Follow the instructions of the Fire Wardens

### IF YOU HEAR THE ALERT TONE SOUNDING:

- Remain in terminal but be prepared to evacuate if required



### FOLLOW THE INSTRUCTION OF THE FIRE WARDENS

# [Printed Versions are Uncontrolled]

## APPENDIX H – SAMPLE REGISTER OF PERSONS REQUIRING ASSISTANCE DURING AN EVACUATION

This Register (or one similar) should be used by all organisations leasing premises in the ITB or DTB or undertaking business with a permanent presence in those buildings to record any of their workers who needs assistance during an evacuation from the International or Domestic Terminal Buildings. It must be regularly reviewed and maintained. In the event of an evacuation the organisation must report to the Zone Warden advising that all persons listed on this Register have either been safely evacuated, or are waiting at the Assistance Marshalling Point for the Evacuation Zone and require assistance. The Zone Warden must report this to the Head Building Warden at EOC who will arrange assistance for evacuation..

Name:	
Cell phone:	
Type of assistance needed during an evacuation:	
Duration:	Permanent                      Temporary until _____
Normal location of work in terminal:	
Fire evacuation zone	
Normal hours of work (or roster)	

Name:	
Cell phone:	
Type of assistance needed during an evacuation:	
Duration:	Permanent                      Temporary until _____
Normal location of work in terminal:	
Fire evacuation zone	
Normal hours of work (or roster)	

## APPENDIX I – EVACUATION PROCESS SUMMARY

EOC – HEAD BUILDING WARDEN	AVSEC – DTB BUILDING WARDEN	ZONE WARDENS	AES/FENZ
<ul style="list-style-type: none"> <li>• Open EOC</li> <li>• Interrogate AMPAC system</li> <li>• Notify AES and FENZ</li> <li>• Notify ATC and AOT (AOT send vehicles to assist apron management)</li> <li>• Confirm DTB Building Warden in place and evacuation underway</li> <li>• Notify Secure Parking and activate Contingent Traffic Management Plan</li> <li>• Ensure arriving aircraft held back</li> <li>• Determine if safe for pax on board aircraft on gates to remain on board</li> <li>• Release airside/landside emergency exit gates when Avsec controller in place</li> <li>• Check Rooftop/plant room entry log</li> <li>• Have DG Register available</li> <li>• Confirm with DTB Building Warden evacuation complete and all checks made</li> <li>• Send AES to assist any persons requiring special assistance</li> <li>• Oversee management of Building, EAPs, forecourt &amp; traffic management by CCTV</li> <li>• Send additional staff if required and if available</li> <li>• Make any required announcements</li> <li>• Coordinate specialised trades required</li> <li>• Silence alarms upon FENZ advice</li> <li>• Direct and coordinate re-entry</li> <li>• Coordinate stand assignments and aircraft movements</li> <li>• Hold any debriefs</li> </ul>	<ul style="list-style-type: none"> <li>• Report to Building Warden Box by the Skybus stop (next to the Fire Mimic panel) outside door 5 and 6</li> <li>• Act as chief contact point for Head Building Warden/EOC</li> <li>• Report to EOC that in place and evacuation underway</li> <li>• Receive contact from each Zone Warden that they are in place and commencing evacuation</li> <li>• Assign a Fire Warden to go to any Zone that has not reported in</li> <li>• Receive and check off reports that Zones are checked and cleared</li> <li>• Brief AES/FENZ on arrival at the mimic panel by the Skybus stop</li> <li>• Inform EOC of location and number of any persons requiring special assistance</li> <li>• Assign Avsec staff to control airside/landside emergency exit gates</li> <li>• Ensure all pax evacuated airside to apron have returned landside</li> <li>• Ensure airside/landside emergency access gates are secure once evacuation complete</li> <li>• Re-sterilise terminal if required once FENZ all clear given</li> <li>• Manage re-entry process on the ground following EOC directions</li> <li>• Manage rescreening of passengers</li> </ul>	<ul style="list-style-type: none"> <li>• Report to Zone Warden box</li> <li>• Ring DTB Building Warden on 90602 to say in place, alarms sounding and evac commencing</li> <li>• Use Zone Warden Card in warden box as a guide</li> <li>• Ensure Fire Wardens direct people to evacuate via designated exits</li> <li>• If EAP is airside, ensure one Fire Warden sent to EAP to manage evacuated persons</li> <li>• Ensure Fire Wardens check all areas in checklist</li> <li>• If anyone requires assistance ensure they are assisted to Assistance Marshalling Point and report this to DTB Building Warden on 90602</li> <li>• Be in contact with your organisation's rep in EOC</li> <li>• Once all areas checked ring DTB Building Warden on 90602 to report this</li> <li>• Ensure tensa tape pulled at doors and station Fire Warden at doors to prevent re-entry (if applicable)</li> <li>• Escort airside pax evacuated onto Apron back landside using green route</li> <li>• Ensure sufficient Fire Wardens stay with pax at staff re-entry</li> <li>• Manage guest re-entry</li> </ul>	<ul style="list-style-type: none"> <li>• Report to main mimic panel by Skybus stop upon arrival</li> <li>• Receive briefing from DTB Fire Warden</li> <li>• Take command of the incident on the ground</li> <li>• Determine if safe for pax to stay on board aircraft</li> <li>• Determine if any aircraft need to be pushed back off pier</li> <li>• AES assist any persons requiring special assistance</li> <li>• Escort any technical trades needing to access area (eg electricians, mechanics)</li> <li>• Resolve incident</li> <li>• Advise EOC when incident resolved and alarms can be silenced</li> <li>• Provide all clear to EOC when area safe for re-entry</li> </ul> <div data-bbox="1137 1178 1453 1267" style="background-color: #003366; color: white; padding: 2px;"><b>BAGGAGE HANDLERS, RAMP, ENGINEERS, PILOTS</b></div> <ul style="list-style-type: none"> <li>• Stop apron activities immediately</li> <li>• Turn off any plant in baggage make up areas</li> <li>• Move any GSE that would impede flow of evacuating persons along green evacuation route</li> <li>• Turn off aircraft engines and APUs for aircraft on gates</li> <li>• Close aircraft doors on the stand if advised safe for pax to remain on board</li> <li>• Hold any arriving aircraft back off the stands</li> <li>• Move aircraft if instructed by EOC</li> </ul>

# [Printed Versions are Uncontrolled]

## APPENDIX J – FAQs BY GUESTS DURING DTB 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 you leave your baggage where it is. It is vital 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. 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.

**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.

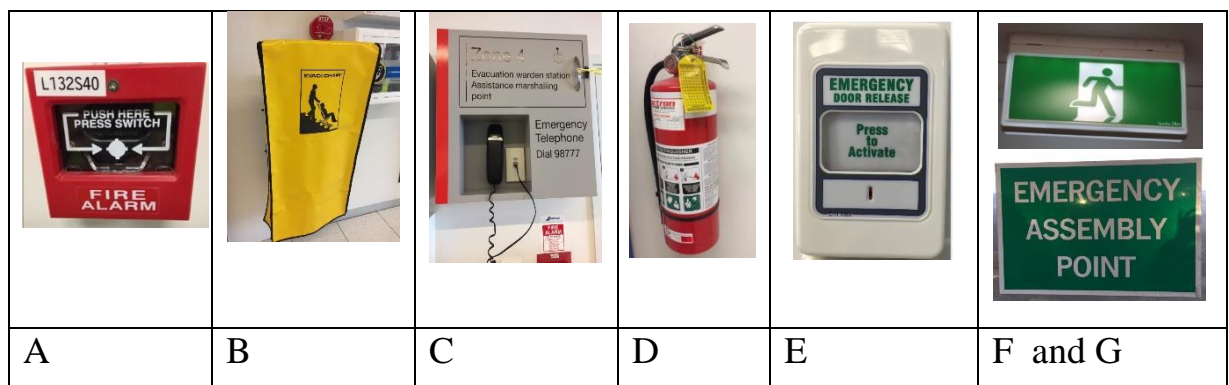
# [Printed Versions are Uncontrolled]

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.

## APPENDIX K – WARDEN CHECK SHEET

It is important to make sure you are familiar with the contents of this Evacuation Scheme and the evacuation processes. Complete the on-line Fire Warden training every year and participate in any trial evacuations. Familiarisation training is also available by contacting [FireSafetyCompliance@aucklandairport.co.nz](mailto:FireSafetyCompliance@aucklandairport.co.nz). Complete the questions below to check your familiarity with the fire evacuation processes and the zone you work in.

1. What numbers could I ring to report fire or smoke?
2. What evacuation zone do I work in?
3. Who is the Zone Warden for the evacuation zone I normally work in?
4. Where is the Zone Warden box (or equipment) for the evacuation zone I normally work in?
5. What is the contact phone number to ring the DTB Building Warden?
6. What are the main fire egress routes for the evacuation zone I normally work in?
7. Where are the Manual Call Points in the area I normally work in?
8. Where is the nearest Marshalling Assistance Point for any guests requiring assistance?
9. Which Emergency Assembly Point should I use for the evacuation zone I normally work in?
10. Does tensa tape need to be pulled across external doors when everyone is clear of the building – yes or no?
11. Do Fire Wardens need to remain at doors once tensa tape is pulled? Yes or no?
12. Do Fire Wardens need to supervise guests at Emergency Assembly Points?
13. When should passengers evacuated airside be returned landside by walking along the green evacuation line under supervision?
  - a. As soon as all passengers have been evacuated outside onto the apron?
  - b. When EOC directs?
  - c. Only if visible smoke or fire is seen?
14. Who communicates the direction for staff and then guests to re-enter the terminal?
15. Name these pieces of equipment?



ANSWERS: Q1: 111 or 256 8777 or 98777 from airport phone; Q5: 90602; Q10: yes; Q11: yes; Q12: yes; Q13: A; Q14: EOC; Q15: A = manual call point; B = Evacuation chair; C = Zone Warden Box; D = fire extinguisher; E = break glass to release door; F = emergency exit sign; G = Emergency Assembly Area sign.

## APPENDIX L – FENZ APPROVAL OF DTB EVACUATION SCHEME



09 April 2021

### **Notification of approval of evacuation scheme MUEV-2021-023642**

Your evacuation scheme for the Auckland Airport Domestic Terminal Building at Andrew McKee Avenue, Auckland Airport, Auckland is approved under section 77 of the Fire and Emergency New Zealand Act 2017.

The building owner must ensure that the evacuation scheme is maintained by carrying out and reporting on the regular implementation of an evacuation training programme. This programme must be implemented and notified to Fire and Emergency New Zealand no more than 30 days after the date of this approval, with further training and assessment on an ongoing basis, and reporting to Fire and Emergency New Zealand in accordance with the frequency specified in your approved evacuation scheme. As you did not submit an electronic application, please use the manual notification and reporting forms available at <https://onlineservices.fire.org.nz/Home/PrintableForms> to complete these steps.

A full guide to maintaining your approved scheme is available at <https://onlineservices.fire.org.nz/Home/QuickReferenceGuides>.

You must comply with the requirements of the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018. In addition to details about maintaining your evacuation scheme, these regulations set out general fire safety precautions you must follow. They also require you to notify Fire and Emergency New Zealand when certain events happen in your building.

You will find more information about the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018 at: <https://onlineservices.fire.org.nz/Home/EvacuationSchemes>.

Telephone                    0800 FIRE INFO (0800 347 346)  
Email                         [fireinfo@fireandemergency.nz](mailto:fireinfo@fireandemergency.nz)  
Postal Address             Fire and Emergency NZ - Fire Information Unit  
                                     P O Box 68444, Victoria St West, Auckland 1142  
SH-07/04