

Health and Safety Procedure	
Emergency Management	
1_H_PRO_EmergencyManagement_190602	
1. Purpose	This procedural guide outlines how staff, students and other campus users should respond in the event of an emergency or critical incident at the School of Audio Engineering (NZ) Ltd, trading as SAE Institute (SAE).
2. Scope	This policy applies in the context of SAE's operations in New Zealand and is applicable to all staff, students, visitors, guests, contractors and all other campus users enrolled at, intending to enrol at, studying, visiting, working or otherwise engaged at SAE's campus in Parnell Auckland.
3. Associated Policies and Procedures	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> ● Health and Safety Policy ● Incident Management and Reporting Policy ● Disaster Recovery Policy ● Crisis Management Programme Policy ● Crisis Management Framework
4. Procedure	<p>4.1 Introduction As part of our ongoing commitment to best-practice emergency management procedures and frameworks, this procedural guide has been produced to support the safety and welfare of all students, staff, and visitors. SAE will make every reasonable effort to prepare for, and respond to, emergencies based on the situation, information and resources available.</p> <p>4.2 What is an emergency? An emergency is a situation or event that has the potential to seriously affect SAE property, staff and students. It could occur from any of the circumstances included in this procedure and may not be contained to just the SAE campus (eg, weather event).</p> <p>4.3 Ongoing operation of the campus The continuing operation of the campus will be determined by the nature of the emergency and the availability of resources such as buildings, staff, employees and other resources.</p> <p>4.4 Emergency Contact Information In the case of an emergency, staff, students or visitors should contact the New Zealand Fire, Police or Ambulance on 111.</p> <p>The Campus Director's mobile phone can also be called/texted in an emergency: Dr Suzette Major, 027 669 3119.</p>

The SAE reception landline can also be called on (09) 373-4712.

4.5 Basic Emergency Response

While every emergency event is unique, there are some basic steps to follow:

1. When the event occurs, assess the impact on you and your surroundings,
2. Depending on the event:
 - a. call 111
 - b. respond to the event as outlined in this procedure
 - c. consider the need to evacuate from your current location

In general, use common sense and respond to your own safety and wellbeing first before helping others.

Key things to do in an emergency

- Keep calm
- Alert those around you
- Follow instructions received via sms/text, desktop computer alerts, emails, emergency broadcasts or other means
- If no instructions have been provided, use your best judgment and common sense
- If you require urgent assistance, call the SAE landline, the Campus Director's mobile or Emergency Services
- If internet access is available updates and information will be available on the SAE homepage auckland.sae.edu or emergency.auckland.sae.edu
- If internet access is disrupted, information will be relayed by the most suitable available means
- Follow any directions given by a Floor/Building Warden, SAE staff or Emergency Services staff.

4.6 Evacuation Procedure

Evacuation is defined as the rapid removal of people from immediate or threatened danger in a safe and orderly manner. Evacuation from your current location, building or campus may be required to ensure the safety of staff, students and other campus users in an emergency event.

Evacuation Instructions

If the fire alarm sirens sound or alarm bells ring continuously, or you hear the automated voice message (indicating the need to evacuate) then follow these instructions:

- Evacuate quickly by the nearest exit (follow the building exit signage) – unless instructed otherwise
- Move quickly and calmly – keep noise to a minimum
- Remain calm, and attempt to calm anyone who appears anxious

- Check all areas especially toilets, storage areas and classrooms/studios/computer labs
- Evacuate to a safe area clear of all buildings, roads and potential hazards
- Comply with any requests issued by the Building/Floor Wardens (identified via fluorescent vests), or Emergency Services staff
- Assist people with disabilities if asked to do so, move them to the safest possible place
- Guide your visitors out of the building
- If you need help to evacuate, wait in the smoke-stop lobby or stair landing until help arrives
- Note any persons not willing or able to evacuate, report this to the Building/Floor Warden, or Emergency Services staff

DO NOT:

- use lifts, only use the stairs
- carry food or drink
- go back to get, or take your personal items with you
- re-enter the building until the "ALL CLEAR" has been given
- panic or run

4.7 Fire

Discovery of smoke or a fire

- Operate the nearest fire alarm by breaking the glass and pressing the switch down
- Contain fire and smoke. If safe to do so close all doors and windows
- Evacuate to a safe area clear of buildings, roads and all potential hazards
- Relocate disabled persons to a safe place and report location to Building Warden
- From a safe building, call Emergency Services on 111
- Use firefighting equipment only if you are confident, trained in its use, and it is safe to do so.

Hearing the Fire Alarm

DO NOT:

- linger – leave the building as quickly as possible
- attempt to return to your room
- run – walk calmly and quickly
- use lifts – keep left on stairs
- return to the building until the all clear is given
- panic – remain calm
- Evacuate to a safe area clear of all buildings, roads and potential hazards
- Ensure any visitors are included in the evacuation and a responsible person assists visitors/students/staff with disabilities.

If caught in smoke

- Drop to your hands and knees and crawl to the exit
- Stay low to the floor as smoke will rise to the ceiling. Hold your breath as much as possible
- Breathe shallowly through your nose and use dry clothing (shirt, jacket, etc) as a filter

If trapped in a room

- Place cloth material around or under the door to prevent smoke from entering. Close as many doors as possible between you and the fire
- Be prepared to signal from a window but do not break the window unless necessary

4.8 Earthquakes and Aftershocks

During an earthquake or aftershock:

If indoors

- If inside, stay inside, advise others to do the same
- Drop, Cover, Hold – Drop, take Cover under a desk or table and Hold onto the legs until the shaking stops
- If that is not possible, seek cover against an interior wall or doorway and protect your head and neck with your arms
- Keep away from windows, shelves containing heavy objects and other large/tall items of furniture
- Stay indoors until the shaking stops
- Do not try to move while the ground is shaking
- When shaking has stopped, and/or fire alarm has activated, evacuate building immediately
- Check for damage and hazardous conditions and report them to the Floor/Building Wardens
- Phone systems may be severely impacted. Limit phone use to emergency calls only and texts
- Take keys, personal items, emergency supplies only if convenient, and safe to do so
- Make your way to the nearest assembly area or open area if safe to do so.

If there is no shelter

- Kneel on floor, face away from windows
- Clasp both hands behind the head, covering the neck. Bury face in arms, close arms tightly
- Stay in this position until the earth tremors have subsided and it is safe to get up.

If outside

- Stay outside, advise others to do the same

- Do not pass back through campus to get to a safe area – use external routes and roads
- Do not isolate yourself – stay with others
- Move to an open clear area if safe to do so and avoid falling hazards
- Stay clear of buildings, trees or other possible falling hazards and liquefaction.

In an elevator/lift

- If power fails, elevators/lifts will stop and lights will go off
- Be patient and try to remain calm
- Use the lift emergency phone or phone 111 and wait for a rescue.

In a vehicle

- Pull over and stop in clear area
- Avoid overpasses, power lines and structural hazards
- Stay in your vehicle.

When the shaking stops

- Ensure your personal safety first
- Check others for injuries. If anyone requires medical assistance, call Emergency Services (111) and/or administer first aid
- Assess your surroundings
- Evacuate if required or instructed to do so
- If your location is near the coast line or a large body of inland water, be aware of the possible risk of Tsunami
- Listen to the radio for instructions from Civil Defence
- Proceed with caution, look out for live electric wires and other hazards
- Expect aftershocks and more things falling. Heading home
- If a full evacuation has been declared, it may not be possible to return to your building immediately
- In the event of a major earthquake, be prepared for many streets and buildings being closed due to damage or allowing Emergency Services only
- Enact your personal/family emergency plan
- If you leave campus, inform someone by advising a staff member or fellow student

4.9 Severe Weather

Major storms can affect wide areas and can be accompanied by strong winds, heavy rain or snowfall, thunder, lightning, tornadoes and rough seas. They can cause damage to property and infrastructure, affect crops and livestock, disrupt essential services, and cause coastal inundation. Severe weather watches and warnings are issued by the MetService and available through the broadcast media, by email alerts, and at metservice.com

Flooding

Flooding can happen quickly and have serious impacts. Flooding may be caused by heavy rain, overflowing creeks and rivers and high tides or tsunamis in coastal and low-lying areas. Floods within a building can also be caused by normal wear and tear failures of pipe joints, vandalism, or be the result of earthquakes. In a flooding event:

- Check source of the flood and that no one else is in danger
- Switch off any electrical equipment and gas that could be affected by water
- Move any chemicals, documents, equipment and valuables to a safe area if time allows
- Call SAE reception if time allows and provide information about the flooding event and location of evacuees
- If the building is in danger of being flooded, evacuate all staff, students and visitors to a safe area unaffected by flooding. Otherwise, do not evacuate unless instructed by the Floor/Building Warden or Emergency Services staff
- If flood is due to burst pipes, etc, turn off the water at the mains if possible

Storms and gale-force winds

Storms can affect SAE services and operations due to high winds, the potential for hazards and damage to property.

Follow the guidelines below to ensure you are safe during a storm or gale-force winds:

- Listen to the radio for updates and advice
- Monitor all SAE communications channels for advice
- Be prepared to evacuate quickly if necessary
- Move critical equipment and documents to higher levels
- Switch off electrical equipment
- Do not attempt to walk or drive through storm waters, unless necessary and it is safe to do so
- Move all people away from windows
- Close all curtains, drapes and blinds
- Shelter in strongest part of building (eg central corridors)
- Stay clear of large areas with glass atriums or glass roofs
- Stay inside.

4.10 Volcanic Eruption and ash fall

If the campus is in the path of potential ash fall or any other potential volcanic activity, be prepared to evacuate when asked to by controlling authorities (ie, Emergency Services, Civil Defence, etc).

When a volcanic eruption threatens:

- Listen to the radio for updates and advice
- Be prepared to evacuate quickly if necessary

- Protect machinery and sensitive electronics and do not uncover until the environment is totally ash free.

During a Volcanic Eruption

If inside

- Stay inside; advise others to do the same
- Protect yourself from inhaling volcanic dust and gas fallout
- Close doors and windows to limit the entry of volcanic ash
- Mask your face
- If possible, turn off any air conditioner that is going
- Report all injuries to SAE staff or Emergency Services (111)
- Close all windows and doors
- Place damp towels at thresholds.

If outside

- Seek shelter in a car or a building
- If caught in volcanic ash falls, wear a mask, or use a handkerchief or cloth over your nose and mouth
- If you must go outside use protective gear such as masks and goggles and keep as much of your skin covered as possible.

Ash Fall

During an ash fall event, follow the procedure below:

- Ensure that staff and students stay indoors. Have dust masks available
- Give medical attention to people with respiratory problems
- Close windows and doors
- In heavy ash falls, windows and doors may need additional sealing to avoid ash entering the buildings
- Turn off air-conditioning units and any other equipment that draws or blows air
- Protective clothing (especially if working in the ash fall) should be worn and goggles used to protect the eyes of anyone who has to work outside in an emergency
- Monitor the amount of ash on roofs. Roofs may collapse under the weight of ash causing injury to the occupants. Evacuate buildings that show signs of roof sagging
- If possible, have outdoor equipment, cars, etc, parked under-cover or cover them

4.11 Bomb Threats

Specific threat

- Specific information/location will be given about the device, or a suspicious item and/or location

- A dialogue with the caller is important as information that may be gleaned from the caller can help assess the current situation and help police with further inquiries
- Let the caller talk, ask questions as the opportunity arises and avoid being confrontational

Non-specific threat

- No information given other than “There is a bomb in the building”
- Call SAE reception, the Campus Director or emergency services (111) state you have received a “non-specific bomb threat” and provide as many details as you can
- Evacuate the area, leave doors and windows open
- If a suspicious object is found in your area – LEAVE IT AS IT IS

4.12 Violent or aggressive incidents

Threatening behaviour and aggression (physical/verbal)

- Obey instructions – keep calm
- Remove yourself and others from immediate danger if possible and it is safe to do so
- Do not argue or try to negotiate – do what is asked
- Ensure the safety of other staff, students and campus users
- DO NOT take risks – do not try to disarm or struggle with the person
- Observe the aggressor for:
 - Physical features or clothing worn
 - Distinguishing features, voice or tattoos
 - Any weapons
 - Anything touched or taken
 - Escape route, vehicle
- If you feel unsafe at any time, immediately contact SAE reception, the Campus Director or the Police, giving exact location and details of events
- Take note of all you observed.

Violent intruder or incident

If you are a victim of, or witness to violence or a crime in progress:

- Remove yourself to a place of safety where possible
- Call SAE reception, the Campus Director or emergency services (111)
- NO HEROICS - your safety comes first
- If you are not directly involved stay well away from the scene
- If you are involved, keep calm, alert others, and get help if possible
 - Prevent other people from entering the area if possible
- Without endangering yourself, attempt to get a description of the offenders, and/or vehicles.

Armed hold-up/robbery

- Remain calm; avoid eye contact
- Do not risk your safety or that of others nearby
- Obey instructions; do exactly what is asked - NO HEROICS
- Observe the following and write all information down when safe to do so:
 - Clothing and jewellery worn
 - Ethnicity and gender
 - Physical features, eg height, hair colour and length, build (thin, athletic, solid, large, etc)
 - Other features: Scars, tattoos, voice if it was distinctive, did they walk with a limp, etc
 - Any weapons used or seen
 - Anything touched or taken
 - Escape method and direction
 - Escape vehicle details (make, model, colour, registration number if known)
- When it is safe to do so, call Police 111 and state “armed hold-up”
- Ask all witnesses to remain until Police arrive and interview them
- Restrict access to the area until the arrival of Police or Campus Director/SAE staff
- Do not touch anything at all within the scene.

Hostage situation

- Ensure personal safety; do not become a hostage yourself
- If possible, immediately call Police 111 and state “Hostage”, giving exact location and details of events
- Secure immediate area, close doors
- Observe:
 - Number of persons taken
 - Number and description of captors
 - Any weapons
- Document any threats or demands if possible
- Ask all witnesses to remain until police arrive and speak to them
- Restrict entry to area until the Police arrive
- Do not speak to media.

Becoming a hostage

- Follow the captor’s instructions
- Speak only when spoken to
- Be as calm as possible, as the captor may use your emotions to his/her advantage
- Sit down if possible, to avoid appearing aggressive
- Do not make any suggestions to the hostage-taker.

Sexual assault

As a victim:

- Get to a safe place and call out for help
- Contact SAE reception, the Campus Director or emergency services (111) or ask someone to ring for you and state “Sexual Assault” giving exact location and details;
- do not delay reporting an incident
- SAE will arrange any emergency and medical help needed.

As a witness:

- Everyone is asked to assist to make the campus a safe place by being alert to suspicious situations and promptly reporting them
- Immediately contact SAE reception, the Campus Director or emergency services to report the incident.
- State the following:
 - Nature of the incident
 - Location of the incident
 - Description of person(s) involved
 - Description of property involved
- Follow the instructions of the Campus Director/emergency services
- Stay with the victim, providing comfort and support until the Campus Director/emergency services arrive.

4.13 Active Shooter on campus

In response to the sound of gunfire, the report of a shooting or witnessing a shooting event, the following procedures should be followed.

Shooter is inside your building and you can escape

- Do so by the nearest exit or window. Notify anyone you encounter to exit the building immediately
- Evacuate to a safe area away from the danger, and take protective cover. If you get out of the building and do not see a Police Officer, phone 111 immediately.

Unable to escape the building

- Move out of hallways and into an office or classroom and lock the door if possible
- If the door will not lock, barricade it with whatever is available.
- Turn off the lights
- Stay away from doors and windows
- If possible phone Police 111
- Silence cell phones
- Wait for the police to come and find you
- Do not answer the door or respond to commands until you are certain they are being issued by a Police Officer

Shooter enters your office or building

- If possible, phone Police 111
- If you cannot speak, leave the line open so the police can hear what is going on
- If you are hiding and escape is impossible, attempts to negotiate with the offender may be successful
- Playing dead is also a consideration
- Attempting to overcome the offender with force is a last resort, but could be used in extreme circumstances.

If outside

- If within a few metres of a safe place or cover, duck and run to it
- Move or crawl away from gunfire, trying to utilise any obstructions between you and the gunfire
- When you reach a place of relative safety, stay down and do not move
- If possible, phone Police 111, wait and listen for directions from police

4.14 Campus Lockdown

A lockdown is initiated when there is a violent or dangerous situation that poses an immediate deadly threat to individuals on campus.

There are two types of lockdowns, external threat lockdown and an internal threat lockdown. An internal threat lockdown is one where there is a dangerous intruder or situation that is already happening on campus. An external threat lockdown is where there is a situation in the surrounding community that could be a threat to the campus.

Campus lockdown alerts and notifications

In the event of a campus lockdown, some of the following communication tools are used to deliver notifications during the incident.

- SMS/text/Slack: During a lockdown, students and staff will receive alerts via messages to their mobile phones, provided they have supplied their numbers
- Website: During a lockdown, updates will be posted on the SAE website
- Emergency sirens: If possible, Emergency siren alarms and alerts will sound when there is a campus lockdown
- Voice message: if possible a Talk-a-Phone voice message may be broadcast outdoors to alert staff, students and visitors on campus of a lockdown situation

Internal threat lockdown

An internal threat lockdown is one where there is a dangerous intruder or situation that is already happening on campus. In such an event:

- Lock, if able, and barricade doors in your immediate area

- Evacuate to a safe area outside if possible
- Turn off lights
- Place signs in exterior windows to identify the location of injured persons
- Block interior windows; close interior blinds if any
- Turn off radios and computer monitors
- Keep occupants calm, quiet and out of sight
- Keep yourself out of sight and take adequate cover/protection (ie, concrete walls, desks, filing cabinets)
- Silence cell phones (do not turn off)
- If able, take out the intruder, which could mean just disrupting or distracting the intruder's actions to give first responders time to arrive
- Do not endanger or jeopardise your life or the lives of others at anytime

What to report:

- Your specific location: building name and office/room number/name
- Number of people at your specific location
- Injuries: number injured, types of injuries
- Assailant(s): location, number of suspects, race/gender, clothing description, physical features, types of weapons, backpack, separate explosions from gunfire, etc
- Individual(s) identity if known.

Un-securing an area:

- Consider risks before un-securing rooms; the individual may be trying to enter the room
- The individual may or will not stop until he/she is engaged by an outside force
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area
- Consider the safety of those secured in the room vs those outside the room
- If doubt exists for the safety of the individuals inside the room, the area should remain secured

External threat lockdown

An external threat lockdown is where there is a situation in the area surrounding the SAE campus or local community that could be a threat to staff, students or other campus users. Once an external lockdown is initiated, follow the procedures below:

- A timely warning will be immediately distributed campus wide
- All outside/entrance doors will be locked
- Monitors will be placed at some doors to allow authorised access

- Classes and all other campus functions may continue as normal
- No one will be allowed to leave until an all clear is given

4.14 Medical emergency, serious injury or death

All staff, students and other campus users need to be prepared and know how to manage a traumatic incident involving a medical emergency, death or serious injury.

Medical emergency

- Assess the scene to ensure it is safe for you to help
- Check area for your own safety before entering area
- Move the patient only if they are in immediate danger
- Check for patient response to speech and touch
- If you are trained or confident in first aid, provide emergency assistance until the arrival of an ambulance or qualified medical expert
- Shout or send for help
- Call or ask someone to call SAE reception or the Campus Director
- If an ambulance is needed urgently, call 111, and then inform SAE reception or the Campus Director
- Send someone to show the ambulance staff into building/area if they have been called
- Provide as much detail of the event as you can to Emergency Services staff, ie, exact location of the victim, possible cardiac or respiratory arrest, accident, mental health episode, seizure, etc.

Serious injury or death on campus

- Ensure your own safety
- Assess immediate area for danger (eg, live wires, poisonous substances, etc)
- Do not assume death has occurred; give immediate first aid if confident, call Emergency Services (Ambulance)
- Isolate and contain the area of incident
- After medical/emergency personnel have taken over, provide as much information as possible to Emergency Services staff
- Complete any incident reporting with all known details at a suitable time
- If the death or serious injury occurs outside of campus, follow the appropriate steps noted above

4.15 Civil Defence Emergency

During a Civil Defence emergency event SAE is committed to:

- Ensuring the safety of students, staff and campus users
- Helping the wider local community during a Civil Defence emergency, as part of a response coordinated by the local territorial authority

5. Records	1_H_PRO_EmergencyManagement_190602 DRAFT version released 2 June 2019 FINAL version approved by SAE Auckland Company Directors and released 15 August 2019 Reviewed with minimal updates, 2 June 2023
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