



# *Business Emergency Planning Guide*

*Communities preparing together to respond together.*

**Absolutely**

**POSITIVELY**

ME HEKE KI PŌNEKE  
WELLINGTON CITY COUNCIL

**Wellington**

© Wellington City Council Emergency Management Office

Designed and printed by Wellington City Council  
Publication & Design

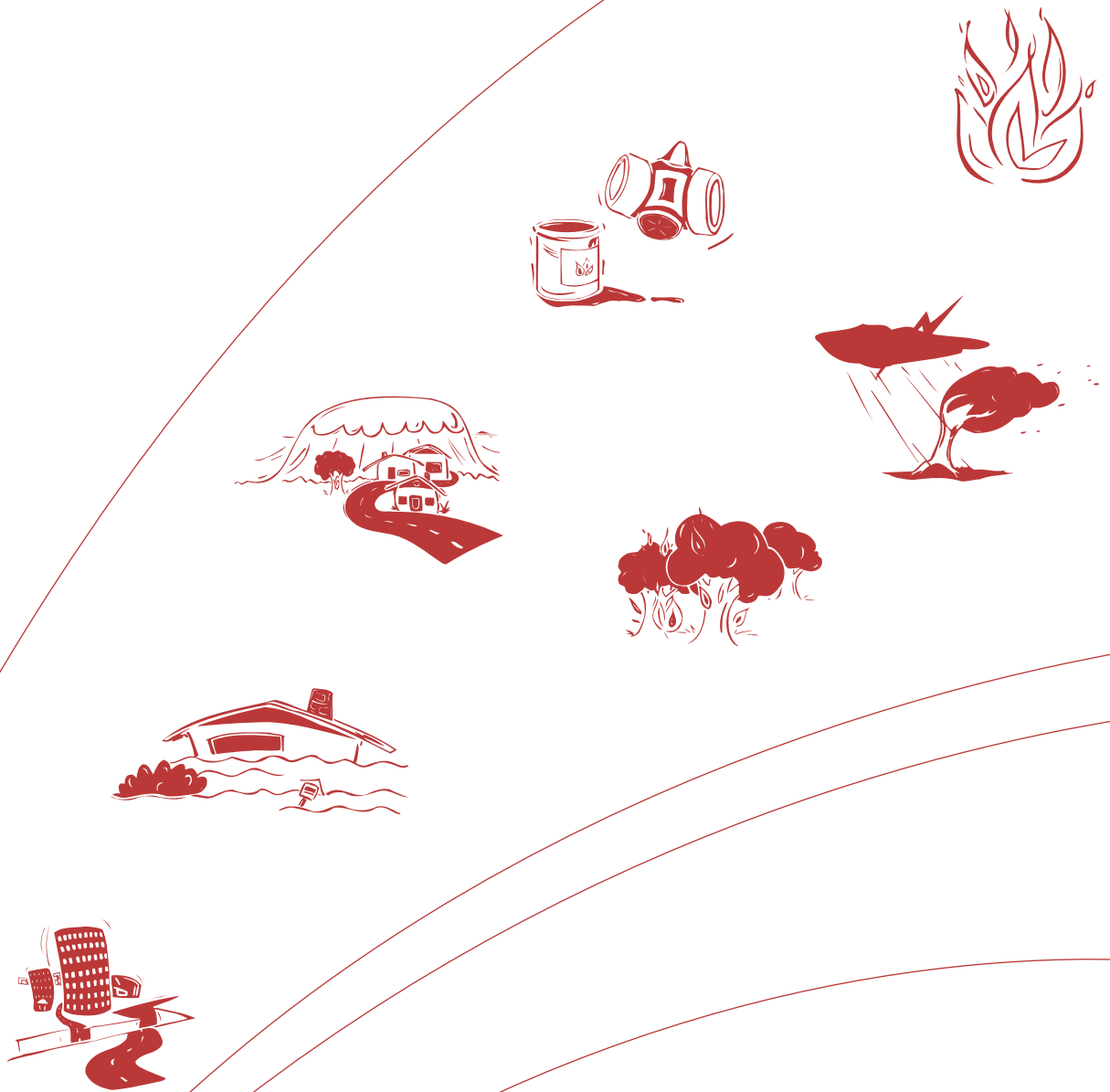
ISBN 0-909036-31-4

**Copyright**

Although not directly reproduced, some material is based on CACICSA-Z731-M91 info, with the knowledge and agreement of CSA.

**Disclaimer**

*The recommendations included in this publication are intended to improve emergency preparedness, and every reasonable effort has been made to ensure the accuracy of the information given. However, neither the Wellington City Council Emergency Management Office, nor the Wellington City Council assumes responsibility or liability for any injury, death, or property damage that may result from a natural or technological hazard.*



## ***Business Emergency Planning Guide***

- ***Risk Assessment and Risk Reduction***
- ***Emergency Preparedness***
- ***Response***
- ***Recovery***
- ***Audit***

# CONTENTS

<b>INTRODUCTION</b>	<b>4</b>
Hazard identification and analysis	4
Preparedness assessment and planning	4
The main focus of business emergency planning	4
The primary purpose of emergency planning	4
<b>Step 1 – WRITING THE INTRODUCTION</b>	<b>5</b>
<b>Step 2 – IDENTIFYING THE RISKS TO YOUR BUSINESS</b>	<b>5</b>
<b>Step 3 – EVALUATING RISK</b>	<b>6</b>
<b>HOW TO DEVELOP A BUSINESS EMERGENCY PLAN</b>	<b>7</b>
1. Introduction	7
2. Risk assessment	7
3. Emergency preparedness	7
4. Response during an emergency	7
5. Response after an emergency	7
6. Recovery	7
<b>YOUR BUSINESS RECOVERY PLAN CHECKLIST</b>	<b>8</b>
<b>SECTION 1 – HAZARD ASSESSMENT AND RISK REDUCTION</b>	<b>10</b>
How big is the risk to your business?	10
<b>HAZARD ASSESSMENT CHECKLISTS</b>	<b>11</b>
<b>EXTERNAL HAZARDS</b>	<b>11</b>
<b>EXTERNAL HAZARD MAPS</b>	<b>14</b>
Groundshaking	14
Liquefaction	15
Faultline	16
<b>INTERNAL HAZARDS</b>	<b>17</b>
Earthquake hazards	17
Fire hazards	17
<b>INTERNAL HAZARDS SURVEY</b>	<b>18</b>
<b>INTERNAL HAZARDS CHECKLISTS</b>	<b>19</b>
Common earthquake hazards	19
Common technological hazards	20
Evacuation route hazards	20
Vulnerability	21
<b>PREPAREDNESS AND PLANNING</b>	<b>22</b>
<b>HAZARD INVENTORY FORM</b>	<b>22</b>

<b>SECTION 2 – EMERGENCY PREPAREDNESS</b>	<b>23</b>
Your emergency response preparedness	23
Emergency preparedness information	23
Disaster survival items for businesses	24
PREPAREDNESS CHECKLIST	25
ELECTRONIC DATA PROCESSING CONTROL ROOM CHECKLIST	27
PEOPLE WITH SPECIFIC NEEDS CHECKLIST	28
UTILITIES CHECKLISTS	29
Electrical	29
Gas	30
Telecommunications	31
FIRE MANAGEMENT CHECKLIST	32
EMPLOYEE AWARENESS TRAINING	33
FIRST AID SUPPLIES CHECKLIST	34
ESSENTIAL SUPPLIES CHECKLIST	35
<b>SECTION 3 – RESPONSE</b>	<b>36</b>
Basic earthquake response drills to follow	36
UTILITIES INFORMATION FOLLOWING AN EARTHQUAKE	37
EMERGENCY RESPONSE PREPAREDNESS	38
EVACUATION PROCEDURES	39
<b>SECTION 4 – BUSINESS RECOVERY</b>	<b>40</b>
<b>APPENDIX 1 – KEEPING YOUR PLAN UP TO DATE</b>	<b>41</b>
<b>BUSINESS EMERGENCY PLAN AUDIT</b>	

# INTRODUCTION

The natural environment of the Wellington region has long been recognised as one which presents several different hazards, both natural and technological. The local community, and the business community in particular, has an obligation to prepare for these hazards and the potential for loss of life and damage to property that they represent. This is especially true for staff, buildings and facilities that represent an important resource before and after a disaster.

In order to successfully prepare plans against such hazards, it is necessary to consider two important aspects:

## **Hazard identification and analysis**

- What external hazards pose a risk to the building or facility?
- Does the facility have any internal hazards?
- What can be done to reduce both internal and external hazards?

## **Preparedness assessment and planning**

- What has been done, including planning, to prepare the staff, buildings or facilities for a hazard impact?
- Can more be done to make the facilities safer?
- What resources does the facility have to offer to the community following a hazard impact?

Once you have planned, the success of the plan will depend on regular practice of the procedures and regular review of their effectiveness.

This booklet has been prepared by the *Wellington City Council Emergency Management Office* to assist businesses to develop plans for survival in the event of an emergency.

## **The main focus of business emergency planning**

Effective business emergency planning should focus on four key phases:

- risk assessment and reduction
- emergency preparedness
- response
- recovery.

## **The primary purpose of emergency planning is to:**

- minimise the potential for injury to your employees and customers
- evaluate hazards
- reduce hazards
- put tested procedures and equipment in place
- plan for business resumption following a disaster.

## STEP 1 – WRITING THE INTRODUCTION

Develop the first three segments of the introduction as follows:

- the purpose of your plan
- company policies relating to an emergency
- a summary, for everyone who will use the plan, of what emergency preparedness means for the business and for them.

If you need assistance, you can contact the Wellington City Council Emergency Management Office on 499 4444.

## STEP 2 – IDENTIFYING THE RISKS TO YOUR BUSINESS

Eight major types of hazards may confront Wellington businesses in an emergency.

### Natural hazards

- atmospheric (*includes severe winds and rain*)
- geologic (*includes earthquakes, tsunamis and landslides*)
- hydrologic (*includes coastal and river floods*)
- wildfire (*bush or vegetation fires*).

### Major technological hazards

- manufacturing problems (*e.g. explosions or spills involving hazardous substances and processes*)
- storage problems (*as above*)
- transport and disposal of hazardous substances. (*e.g. major crashes involving transporters of hazardous substances*)
- waste and contamination problems.

### Managing risk

Managing risk is all about knowing what risks there are, and doing what you can to reduce those risks to a manageable level.

To do this you will need to consider the following three questions:



What external hazards pose a risk to the building or facility?

What internal hazards pose a risk to the people or the business?

What can you do to reduce both internal and external hazards?

**Section One** of this manual contains a series of **hazard assessment checklists**, which will step you through the major risks you may face and need to manage during an emergency.

Once you have completed the checklists you will be ready to write the risk assessment section of your business emergency plan.

Then you can move on to the emergency preparedness section of your plan.

**Topics included are:**

- external hazards
- internal hazards
- vulnerability assessment
- preparedness and planning assessment
- evaluation of risk
- hazard inventory form.

**STEP 3 – EVALUATING RISK**

Checklists are provided to help you assess the risks to your facility.

- If you answered **YES** to any hazard assessment question, you will need to consider what actions can be taken to reduce the harmful impact of that hazard on your business, staff and facility.
- If you answered **YES** to any vulnerability question, you need to consider what special preparedness actions can be taken to make the facility safer.
- If you answered **NO** to any preparedness and planning question, you need to begin preparing the facility for emergencies and disasters.

## HOW TO DEVELOP A BUSINESS EMERGENCY PLAN

### Structure

*This first section of your plan should include the following headlines and sections:*

#### 1. Introduction

- purpose of the plan
- company policies relevant to your business emergency plan
- emergency preparedness summary.

*The second section should include the following*

#### 2. Risk assessment

- types of hazards/risks
- degree of risk and exposure.

*The third and largest section should be emergency preparedness and include*

#### 3. Emergency preparedness

- your emergency response preparedness
- risk reduction or elimination
- utilities, records and essential services
- employee awareness, training and procedures
- supplies and resources.

*The fourth section should encompass*

#### 4. Response during an emergency

- evacuation of buildings 'fight or flight'
- medical support
- action sheets for display.

#### 5. Response after an emergency

- life-saving actions
- damage assessment
- notification and mutual aid
- utilities.

*The final section should be all about recovery*

#### 6. Recovery

- prioritisation of tasks
- staff availability
- facility assessment/security
- supplies and services
- data systems and communications.



REMEMBER: The aim is to protect staff, customers and stay in business

## YOUR BUSINESS RECOVERY PLAN CHECKLIST

- Does your company emergency plan include resuming business?
- Does your company have an alternative location from which to operate?
- Have you identified any vital functions that must remain operating if at all possible, as well as the staff needed to perform them?
- Does your company have a staff succession plan in place? Can essential staff who may be injured or unavailable be replaced by other staff?
- Has your company assessed employee availability, such as family situation and physical address?
- Does your company have a plan for keeping essential employees at work and for the orderly departure of non-essential employees?
- Do your key staff understand their role in helping the company get back on its feet?
- Does your company have sufficient food and other necessary provisions to sustain essential employees who must stay at, or return to work, after a disaster to get computer and other vital systems operating?
- Is there a plan for the orderly return of various employee groups?
- Do employees have proper company identification that will give them access to office locations?
- If you are in a branch facility or office, is there a procedure for gathering, analysing and reporting to your headquarters, data on the impact of the disaster? (Consider injury to employees, damage to facilities, losses to shareholders etc).
- Has your company planned a debriefing procedure and professional guidance for distressed employees?
- Have people been designated to report injuries, deaths, damage and needed resources to the appropriate authorities, including the Emergency Services and employees' families?
- Does your company have in place a priority list for the replacement and/or repair of facilities and equipment?
- Does your company have a plan or pre-arranged agreement with suppliers from outside the impact zone to provide critical parts for equipment that may have been damaged?
- Do you have arrangements with suppliers etc. to ensure business can continue – are you aware of suppliers' plans? Have their plans been tested?
- Have their plans been tested?



# SECTION 1

## HAZARD ASSESSMENT AND RISK REDUCTION

### How big is the risk to your business?

In our region there are 10,000 earthquakes a year in terms of measurable seismic activity. Based on historical information, there is an 8% chance in a given 50-year period of a 7.5 scale quake – “the big one” that is estimated to be about the same as the 1994 Kobe earthquake in Japan. More likely there is a 60% chance in 50 years for a 6.3 earthquake, about the same as the one that hit Edgumbe in 1987. An earthquake of this magnitude will cause:

- a lot of non-structural damage e.g. to lifts, partitions, glazing, signs, built-on features of buildings, lights
- damage or cause congestion to landline and cellphone systems
- damage to water and electrical connection points into buildings, and fracture of water pipes in areas built on reclaimed land
- fires from gas leaks and photocopy machines
- closure of transport networks and block roads with landslides, trapping large numbers of people at work
- disrupt port and airport services.

It should be remembered that earthquakes are just one of eight potential hazards Wellington businesses like yours may have to confront.

### Overseas experience shows that many smaller size businesses do not re-open after a disaster. Will yours be one of them?

From insurance statistics we know that one third of Wellington businesses do not have business interruption insurance. These businesses are unlikely to financially survive the disruption caused by an earthquake of magnitude 6.3.

Emergency planning, preventive measures, appropriate insurance cover, and being prepared for business disruption is the only way for you, your employees and family to financially survive a major emergency. This manual contains practical checklists to assist you in planning and being prepared for the impact of such emergencies.



## HAZARD ASSESSMENT CHECKLISTS

### EXTERNAL HAZARDS

If you have numerous operations, or are spread over more than one location, complete this process for each site. A Land Information Memorandum (LIM), which contains all the information the Council holds on your business site, would be useful for hazard assessment. To obtain a LIM, contact Building Consents and Licensing Services at Wellington City Council.

#### Are strong winds a risk to this facility?

- Has this facility been damaged by strong winds in the past?
- Is this facility exposed to strong winds (on a ridge top or on the shore)?
- Does the facility have features that could be damaged by strong winds (antennas, large windows, skylights, signs, loose roofing, or drainpipes)?
- Is there anything near the facility that could be damaged by strong winds and then cause damage to your own facility (such as trees, signs, or overhead cables)?

#### Are heavy rains a risk to this facility?

- Has this facility been damaged by heavy rain in the past (basement flooding, roof leaks, small landslips)?
- Does this facility have features that could be damaged by heavy rain (electrical equipment on basement floors)?
- Could localised flooding cause access problems (flooded parking lot, washed out entrance)?
- Are drains and gutters cleared regularly?
- Is slope stability a risk to this facility?

*The immediate trigger for landslides may be heavy rain, earthquake or instability caused by the oversteepening of a slope.*

- Is your facility located within 20 metres of a steep slope that could fall or slip?

#### Is flooding a risk to this facility?

- Is your facility located within 10–20 metres of the waterfront, or on a low-lying area near a stream, reservoir or any other body of water?
- Has the facility been damaged by flooding in the past?  
(Note: consider flooding due to broken water pipes as part of the earthquake risk.)

#### Is wildfire a risk to this facility?

- Is the facility located within 100 metres of bush, especially gorse, or green belt areas?



Yes No

**Is a tsunami (seismic sea wave) a risk to this facility?**

- Is the facility built on low lying ground near the coast (such as Island Bay, Lyall Bay, Seatoun, Evans Bay, or along Port Nicholson harbour front)?

**Is ground shaking caused by an earthquake a risk to this facility?**

*Under the Building Act 2004 Section 122*

- *A building is earthquake prone for the purposes of this Act if, having regard to its condition and to the ground on which it is built, and because of its construction, the building:*
  - *will have its ultimate capacity exceeded in a moderate earthquake (as defined in the regulations); and*
  - *would be likely to collapse causing:*
    - *injury or death to persons in the building or to persons on any other property; or*
    - *damage to any other property*
- *Subsection (1) does not apply to a building that is used wholly or mainly for residential purposes unless the building:*
  - *comprises two or more storeys; and*
  - *contains three or more household units.*

**Is the facility located in a high ground shaking zone?**

- Does the facility have anything that could be damaged by strong ground shaking (large water tanks, unsecured equipment or furniture, lifts, signs, suspended ceilings or lights)?
- Is there anything near the facility that could be damaged by strong ground shaking and then cause damage to the facility (older buildings, signs, overhead cables, hazardous substances, underground pipes)?

**Is liquefaction a risk to this facility?**

*When water saturated sediment is subjected to shaking it may temporarily lose its strength and behave as a liquid. This is called liquefaction. When it occurs, buildings may sink into the ground or tilt, causing structural damage.*

- Is your facility located within the ground shaking zone on the map? (Liquefaction is closely associated with ground shaking. The shaded area on the map is a good indication of the liquefaction zone).

**Is earthquake ground rupture a risk to this facility?**

- Is the facility located within the fault line (as shown on the map)?

**Is post earthquake fire a risk to the facility?**

- Is the facility located within 100 metres of another structure or bush?
- Is the facility within 200 metres of flammable hazardous substances storage (petrol, LPG, other fuels)?

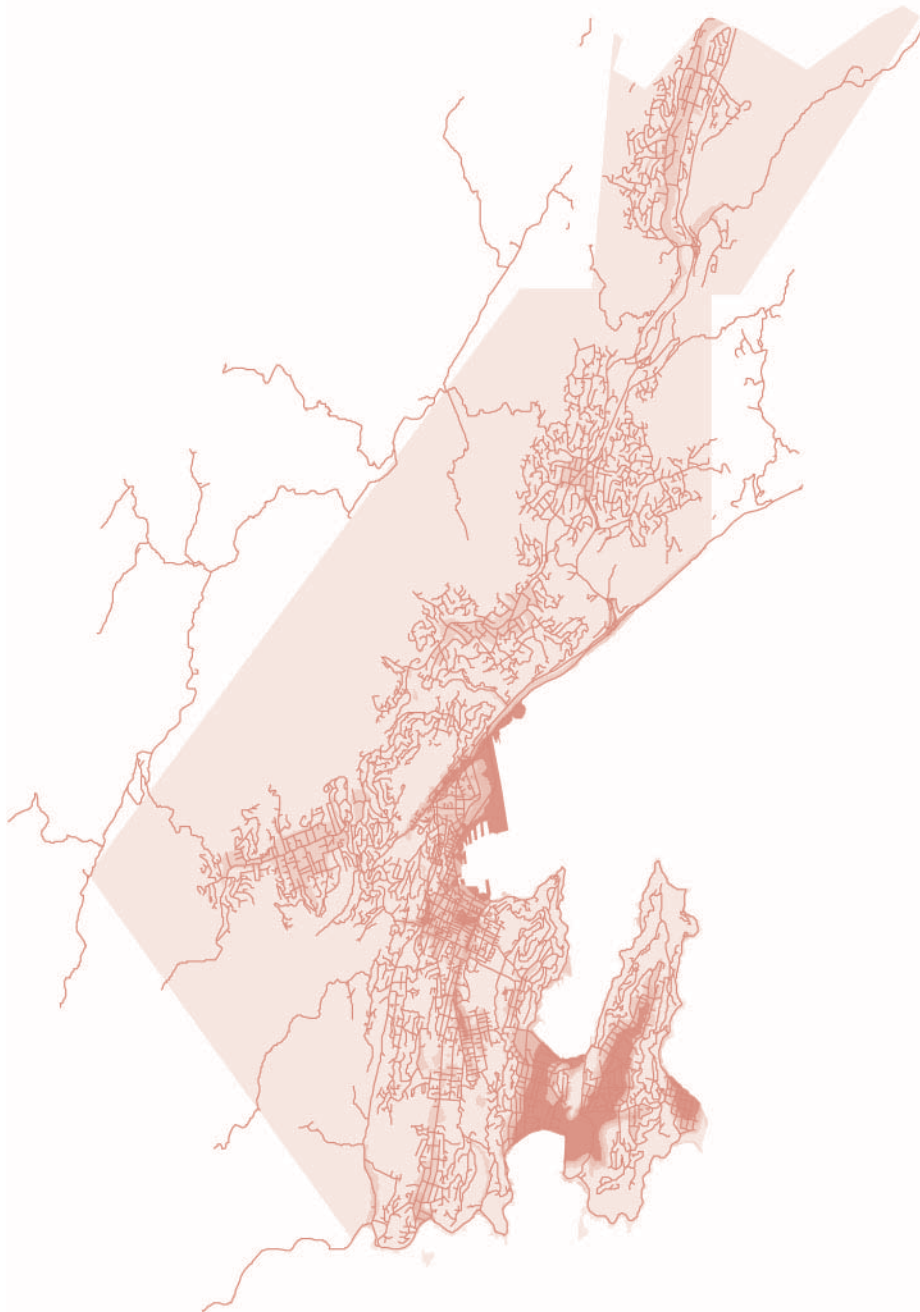


Yes No

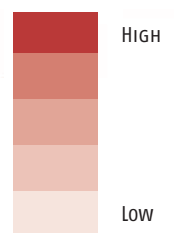
**Are hazardous substances a risk to this facility?**

- Is the facility within 200 metres of any hazardous substance storage (petrol, LPG, or other fuel tanks, or any other chemical storage)?
- Is the facility within 200 metres of any other building or facility that uses, sells, stores, or disposes of hazardous substances (including paints, fuels, solvents, dry cleaners, petrol stations, compressed gas or any other dangerous goods)?
- Does your facility use or store hazardous substances (such as chlorine, petrol, or LPG)?
- Are they properly stored (according to law or codes of practice)?
- Is the facility within 200 metres of a major transportation route (rail line, roadway used frequently by heavy trucks and tankers, major pipeline)?

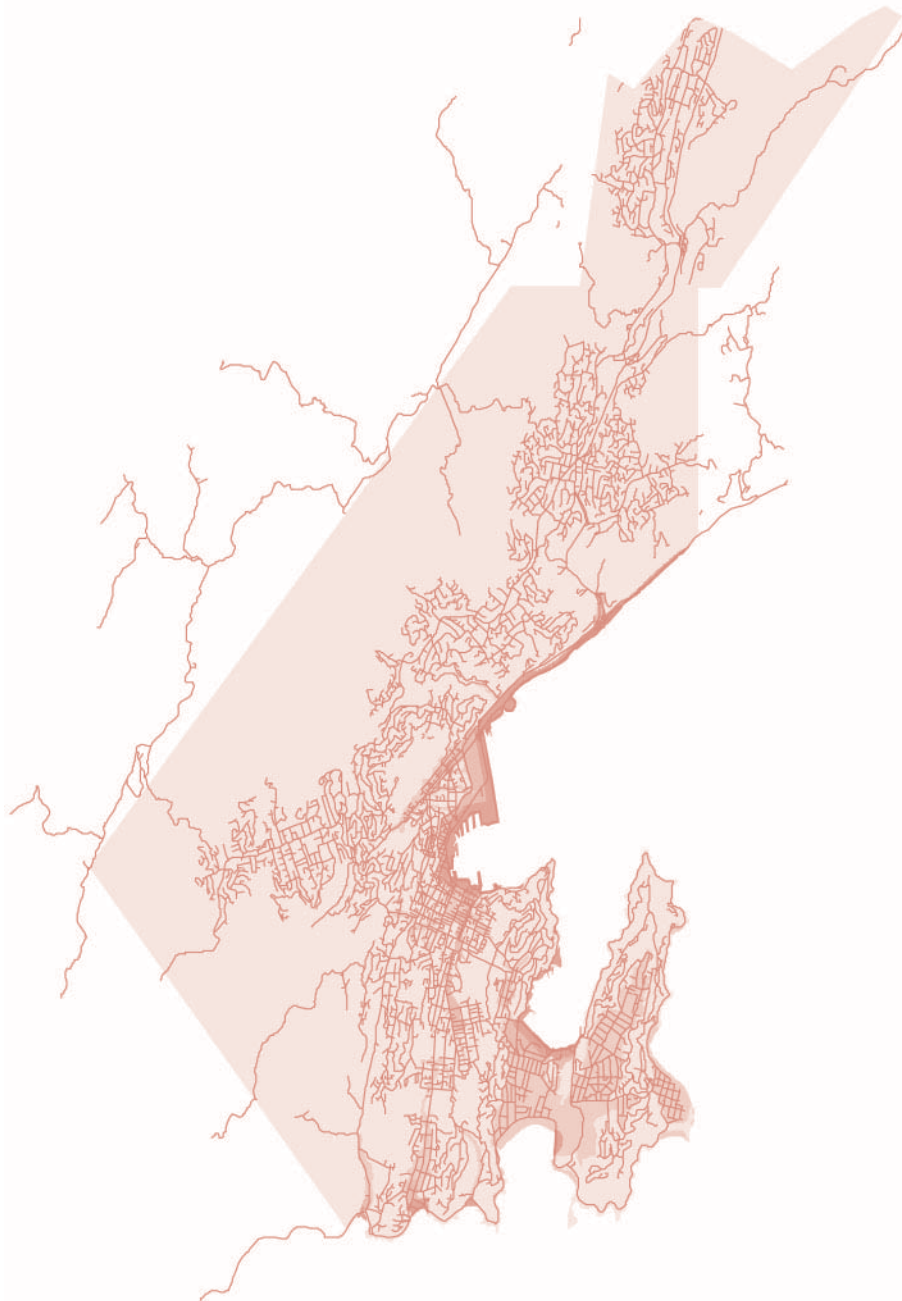
## GROUNDSHAKING MAP



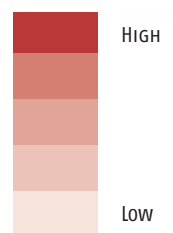
RELATIVE HAZARD



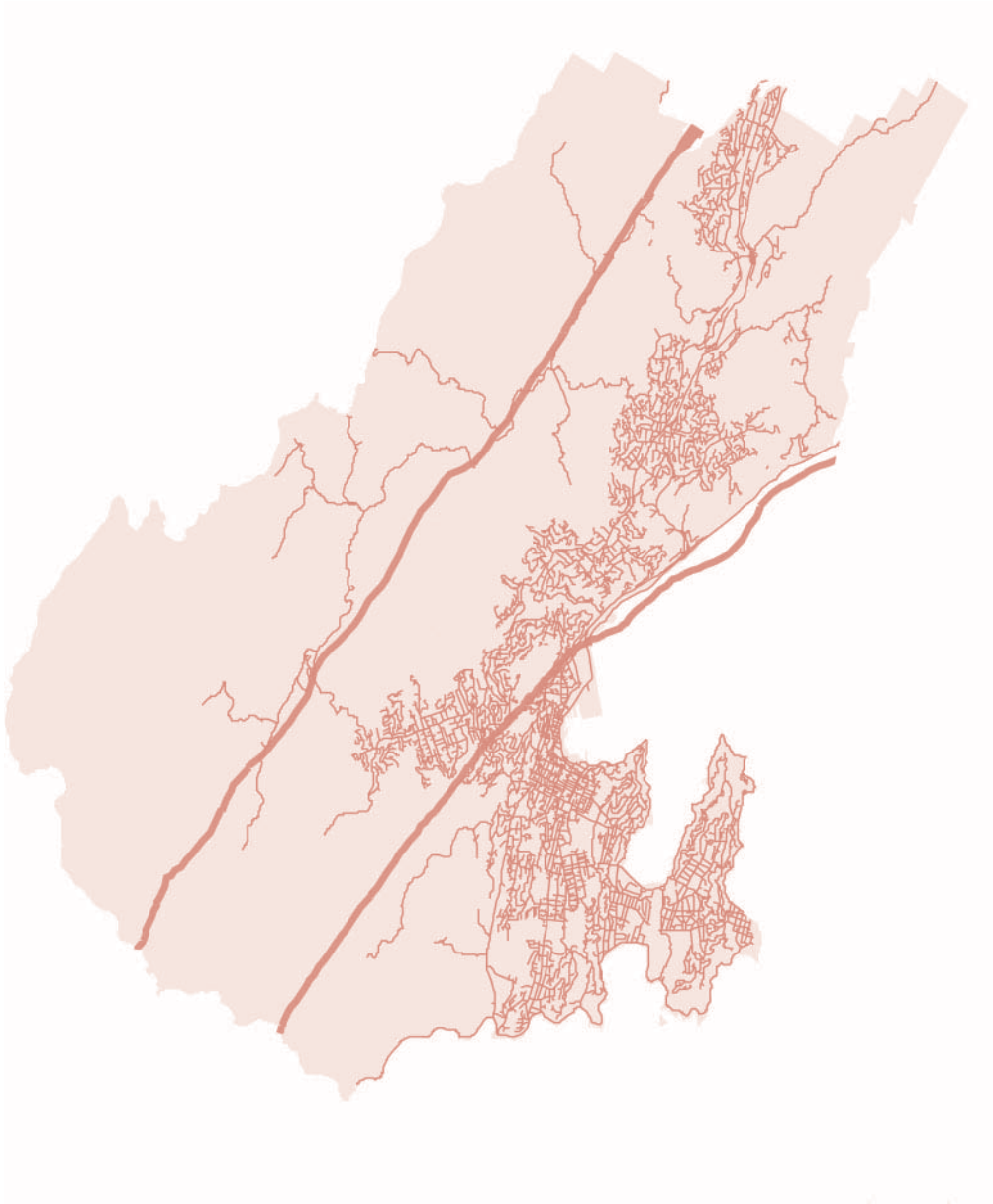
# LIQUEFACTION MAP



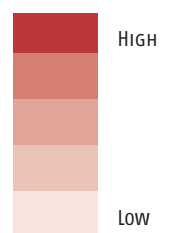
RELATIVE HAZARD



## FAULTLINE MAP



RELATIVE HAZARD





Yes No

## INTERNAL HAZARDS

### Earthquake hazards

Does your business have any of the following internal hazards (non-structural hazards), commonly found in most businesses?

- Glass that shatters or 'flies' inside rooms, hallways or stairways.
- Objects that could restrict movement to a safe place (books on floor, overturned equipment/ furniture, broken glass).
- Objects set on wheels.
- Computers and monitors not secured to desks.
- Objects stored above head level.
- Open shelving without restraining straps or lips.
- Cabinets without latches.
- Free standing cabinets.
- Blocked exits.
- Equipment and furniture in hallways that may impede movement.
- The location of people with respect to emergency hazards (staff sitting near large windows under resource equipment, or near cabinets).

### Fire hazards

Fire presents a special hazard to businesses. The New Zealand Fire Service is able to offer the best advice on fire safety. As an introduction, check for the following common fire hazards:

- chimneys and flues
- open fires and heating appliances
- misuse of electrical installations and appliances/poor maintenance
- storage of hazardous materials
- freestanding bar or fan heaters that are not secured.

## INTERNAL HAZARDS SURVEY

As a key administrator, start the inspection process in your office. Then take a walking tour of the hallways to get a general impression of how your building sizes up in terms of emergency safety. Think about the movement of people through these hallways during and immediately following an emergency. Try to imagine problems people will encounter.

Checklists in this section cover how to identify potential emergency hazards in:

- offices
- buildings
- building evacuation routes.

### Plot map and floor plan

A combination plot map and floor plan will serve many purposes. Your building manager, or landlord for rented properties, may already have a floor plan you can use. It can be used to note potential hazards and the location of utilities, emergency equipment and supplies. Further, it will provide a basis for:

- establishing an evacuation route
- identifying safe, assembly areas both indoors and outdoors
- developing procedures for conducting emergency response activities e.g. search and rescue and damage assessment.

Mark clearly the names and locations of offices, conference and special use (i.e. library) rooms, toilets, heating plant, hallways and all doors and closets.

### In addition, locate:

- main shut-off valves for water/gas (Note: Do not turn off gas unless you can smell it)
- electrical power master switch
- overhead power lines
- underground gas lines and power cables
- chemical storage and gas lines in laboratories
- hazardous materials stored by custodians and gardeners
- sewer lines
- stoves, heating/air conditioning equipment
- portable, battery-powered public address equipment/radios/lighting
- outside water taps/fire hoses
- fire extinguishers
- first-aid equipment
- rescue equipment
- open areas.

As you work through this and subsequent steps, make a list of your information needs, such as the locations of sewer and underground gas lines. Then contact the appropriate information source(s) in your business district or community (e.g. the New Zealand Fire Service or the appropriate utility company).



## INTERNAL HAZARDS CHECKLISTS

The checklists below will help you identify common emergency hazards that can be reduced or eliminated at little or no cost. Much of this assessment may be covered under your Health and Safety in Employment responsibilities. You may wish to liaise with your safety officer if appropriate.

The checklist can be used to:

- determine the scope of potential hazards throughout the building
- develop plans to reduce these hazards.

### Common earthquake hazards

- Are heavy objects removed from high shelves?
- Are aquariums and other potentially hazardous displays located away from seating areas?
- Is heavy equipment secured against rolling during an earthquake?
- Are wall-mounted objects (clocks, maps, etc) secured against falling?
- Are hanging plants secured to prevent them from swinging free or breaking windows during an earthquake?
- Are freestanding cabinets, bookcases and wall shelves secured to a structural support?
- Are TV or computer monitors securely fastened to a well-anchored platform, or a portable (rolling) cart with lockable wheels?
- Are all heating units firmly secured in each room?
- Do all exposed heating appliances have a close-mesh guard (or similar) securely fixed to the front?
- Are hazardous materials (flammable goods, cleaning products etc) stored away from heaters, or any area where they could cause a fire? (Spontaneous combustion can occur when flammable products are mixed or when cleaning rags containing linseed oil or turpentine are stored or discarded)
- Are all electrical outlets being appropriately used (i.e. correctly wired and not overloaded)?
- Are light fittings kept well away from softboard ceilings?

Encourage staff participation in this hazard assessment so they will be more familiar with the hazards associated and will be more receptive to mitigation measures.



Yes No

### Common technological hazards

- Are toxic, corrosive, flammable materials securely stored to withstand falling and breaking?
- Are dangerous chemicals stored above levels where they are less likely to be reached by floodwaters and in waterproof containers?
- Are outdoor furniture, rubbish bins and other equipment secured in case of storm winds?
- Are warning signs posted in areas housing hazardous materials?
- Are appliances (e.g. water or space heaters) securely anchored?
- Are fire extinguishers secured against falling?
- Are office file cabinets secured against falling and do file drawers have adequate latches to prevent contents from spilling?
- Are light fixtures adequately supported?
- Are windows made of safety glass?
- Are 'portable' buildings properly secured to foundations?
- Are automatic gas shut-off valves installed?
- Are water tanks secured?

### Evacuation route hazards

The key to developing procedures for a quick and orderly evacuation is a thorough assessment of the hazards likely to be encountered enroute from offices and other activity rooms to safe, open-space areas. Help with this assessment and subsequent planning steps may be obtained from the New Zealand Fire Service.

- Are signs posted near elevators prohibiting their use in emergencies? (Elevators are extremely vulnerable to damage from earthquakes. Ground shaking may cause counterweights and other components to be torn from their connections, causing extensive damage to elevator cabs and operating mechanisms.)
- Are lockers, bookshelves, and other storage units which may line hallways fitted with secure latches?
- Are freestanding storage units secured to prevent falling?
- Are glass panels in hallways and/or doors made of safety (wired) glass?
- Have staff been warned that following an earthquake, hallways may be cluttered with debris from ceilings, fallen light fixtures, broken glass, and toppled storage units?



Yes No

- Is lighting dependent on electricity rather than sunlight? (If the lighting system fails in enclosed hallways or stairways, resulting darkness will make it difficult to navigate safely.)
- If emergency (battery-powered) lights are available, are they secured against falling?
- Do building exit routes pass through arcades, canopies, or porch-like structures? (Columns supporting arcades or porches may fail and roof overhangs may sag or fall.)
- Are there clay or slate tiles on the roof of your building, or is the building faced with parapets, balconies or cornices? (Roof tiles, parapets, balconies, cornices and other facades and decorations may fall during an earthquake. And, because they have been weakened, these components may fall after the ground stops shaking.)
- Have staff been instructed to move quickly past building exits? (Danger of injury is high in these hazardous areas.)
- Are gas, sewer and power lines near outdoor assembly areas?

## Vulnerability

### Does this facility have a vulnerable population?

- Is the facility occupied 24 hours a day?
- Does the facility have a resident (live-in) population?
- Is the population transient (are new people using the facility, what is your worker turnover rate)?
- Do people with specific needs use the facility (senior citizens, children, people with disabilities, non-English speaking people, new arrivals to the city)?
- Is the facility used at maximum capacity (full occupancy)?
- Does the facility rely on gas (heating, cooking)?
- Does the facility rely on electrical power (heating, cooking, light)?
- Does the facility rely on any special equipment (pumps, forced air ventilation, exhaust fans)?
- Do the occupants rely on lifts to leave higher floors?



Yes No

## PREPAREDNESS AND PLANNING

- Does the facility have an emergency plan (other than the basic fire evacuation plan) that outlines how the facility will cope following an emergency?
- Are building evacuation and other public safety plans prominently displayed in the facility?
- Is the facility plan reviewed regularly and when changes occur at the facility?
- Do new staff receive a comprehensive briefing on their role in an emergency?
- Do you work with your neighbours (both resident and other businesses) in developing your own contingency plan?
- Do the residents/users receive a regular briefing of their role in an emergency?
- Does the facility maintain a suitable emergency kit of the appropriate size (food, water, blankets, battery radio and torches) that is easy for staff and/or visitors to find?
- In residential facilities, are the tenants encouraged to prepare their own flats with emergency plans and kits?

## HAZARD INVENTORY FORM

- Are strong winds a risk to this facility?
- Are heavy rains a risk to this facility?
- Are floods a risk to this facility?
- Are bushfires a risk to this facility?
- Are earthquakes (ground shaking, fault rupture, fires) a risk to this facility?
- Are tsunamis a risk to this facility?
- Are hazardous substances a risk to this facility?
- Does this facility have a vulnerable population?
- Is this facility prepared for the hazards identified?
- Is this facility constructed to any particular design standard or with any special engineering features?

# SECTION 2

## EMERGENCY PREPAREDNESS

### Developing the preparedness section of your emergency plan.

#### 1. Your emergency response preparedness

If you are a medium to large organisation with a complex structure, you should set up a specific emergency response team (ERT).

For a smaller business, your entire staff may be your emergency response team. It is crucial, even with a small team, to designate emergency readiness roles and responsibilities clearly.

When an emergency hits, chaos can occur and people may panic. A **clear and simple plan** for all employees, together with the knowledge of what part they have to play in an emergency, will minimise the impact.

*Properly executed emergency plans may well save lives.*

To develop this section, use the worksheet entitled 'emergency response preparedness' on p38.

#### 2. Emergency preparedness information

An essential ingredient in risk reduction is preparedness.

Becoming prepared includes identifying, and where possible, eliminating hazards which might:

- kill or injure people
- destroy or damage property
- ruin or impair business operations.

It also includes advance preparation and ongoing updates for the procedures needed to restore your operation in a timely manner following a major emergency event.

You should be aware that if your business is in leased premises, the building owner, pending a check of the building safety, might deny you access to your facilities.

There is a high probability a disaster will happen outside normal business hours, and you may not be able to get to your business to check on damage for some time. Therefore, preventative measures to reduce damage from the hazards identified in your plan must be applicable to the establishment outside of working hours.

To assess how prepared you are for an emergency, work through the emergency preparedness worksheets. This will provide you with the information needed to complete the emergency preparedness section of your plan, which should include the following sections.

Emergency preparedness

- Your emergency response preparedness.
- Risk reduction or elimination.
- Utilities, records and essential services.
- Employee awareness, training and procedures.
- Supplies and resources.

The *Employee Awareness Training* worksheet on p33 will help you gather the information needed to plan and streamline an employee training programme and develop the material you'll need to use for that training, and for reference in the plan. This should include procedures to follow and key contact numbers for emergency services, emergency contract help, key staff etc.

There are also a number of worksheets to help you assess the supplies and resources required to keep on hand for emergencies, and list and provide location information for them in your plan. To help you begin working through this section, we have recommended disaster survival items for businesses, and provided two useful checklists – one for first aid supplies, and the other for food, water and other supplies.

You need to consider other essential supplies required to keep your business operating as normally as possible e.g. a method of communicating with the outside world if the phone systems go down.

## Disaster survival items for businesses

The following items are recommended requirements for a Civil Defence survival kit cabinet:

- woollen blankets
- blanket – foil, hypothermia rescue sheet
- stretcher
- rope
- torches and spare batteries
- light sticks
- plastic bags for sanitation
- radio and spare batteries
- water containers and water (*three litres per person for three days – BUT MORE IS BETTER*)
- gloves
- dust masks
- hard hats
- hacksaw
- wrecking bar/sledgehammer
- axe
- CD disaster first aid kit and first aid manual
- food (*three days supply*)
- soap
- toilet rolls
- can opener
- fire extinguisher
- knife
- if possible, a cooking source (*solid fuel or gas*) and utensils
- plastic sheeting and duct tape.

Suggested food supplies:

- skim milk powder or condensed milk
- fruit juice (tinned or foil sealed)
- dried fruit e.g. sultanas/raisins
- tinned food e.g. baked beans, spaghetti, meat, vegetables, and health fruit bars
- bottled water.

**Don't forget to check for "use by" dates and schedule regular replacements of items which may perish. Put a regular reminder in your diary or calendar.**



Yes No

## PREPAREDNESS CHECKLIST

- Does your building or business have an emergency plan that includes all the hazards identified in your hazard assessment?
- Does your building or business have a coordinator for developing/updating an emergency plan, with responsibility to implement it after impact?
- Does your business have a specific emergency plan for each building occupied, and does it integrate with the emergency plans of other tenants?
- Are there designated response personnel, including backups, within each building (and for each floor and part floor) that your business occupies?
- Do all persons who could be called upon to implement any portion of your emergency plan know what could be expected of them?
- Do you have clear, explicit and up-to-date notification procedures and a call-out list covering both business and non-business hours?
- Do you have adequate warning systems in place – both audible and visual?
- Does your emergency plan identify telephone numbers – and other means of communicating– for emergency services such as police, fire, hospital, ambulance, utilities, etc?
- Do you have alternatives if emergency demands delay responses of such agencies for up to 72 hours?
- Does the plan deal with the hazards of flying glass, collapse of a building or its components (such as ceilings, or light fixtures), overturned furniture and equipment, fires caused by damage to utility lines and pipes?
- Does your plan include evacuation procedures and routes?
- Has your company or business designated an alternate site to operate from?
- Are mutual aid agreements in place with nearby businesses for accommodating each other's employees and operations?
- In multi-use buildings, are all tenants involved or aware of your emergency plans?
- Are mutual aid business pacts pre-arranged to effect speedy recovery where your business or another business could temporarily operate from the other's facilities?
- Are operating and leasing records, legal and financial information and other important records, documents, etc. kept in secure fireproof on-site facilities and/or duplicated and stored in secure fireproof facilities elsewhere? Do you have a list of the locations?
- Is a current assets register kept up-to-date? (Needed to identify lost/destroyed items for insurance claims.)
- Are essential computer data bases, programmes and software etc. backed up off-site sufficiently often to facilitate a timely business recovery?
- Is backup hardware available?
- Do you regularly practise the restoration of your computer systems via a contractor or staff?



Yes No

- Do you have a contract with an equipment supplier for priority supply in an emergency?
- Are building plans included in your plan?
- Does the company have a required inspection schedule to reduce potential hazards?
- Are the heating systems and air ducts covered with asbestos insulation that could spill particles into the heating/cooling system if a disaster causes duct connections to break?
- Are you aware modern buildings with sealed windows may have to be evacuated if power fails during a very hot day due to the shutdown of air conditioning systems?
- Are you aware any building may have to be evacuated if power failures prevent fans from clearing carbon monoxide, particularly from underground car parking facilities?
- Does your location require/have an emergency generator which automatically cuts in if commercial power fails? (If so, is it securely anchored?)
- Is the fuel supply sufficient to operate generator(s) for a minimum of 72 hours?
- Does it have a low fuel alarm and flexible couplings for fuel and power?
- Is the emergency generator tested once a month to ensure reliability?
- Are there lists of maintenance personnel available to perform emergency repairs?
- Does your location have battery-operated auxiliary lights which come on automatically if commercial power or emergency power fails?
- Have emergency lighting levels been checked for adequacy?
- Are batteries checked on a regular monthly basis?
- Have provisions been made to protect fire suppression systems (sprinkler, carbon dioxide, etc.) from damage?
- Has the company formulated a policy for the preparedness arrangements required for employees/customers with physical disabilities? Include this in the policy section of your plan.
- Does the plan take into consideration that outside help probably will not be available to the company for perhaps three days or more after a major emergency?
- Are the business recovery concerns included in the response plan?
- Have families made their own personal/family/household emergency plans?



Yes No

## ELECTRONIC DATA PROCESSING CONTROL ROOM CHECKLIST

- Has your company developed a comprehensive disaster preparedness plan for its electronic data processing facilities?
  - Has your computer or control room facility been prepared to resist earthquakes in the following ways:
    - Has the built-up floor in the computer room been braced?
    - Are all walls and light fixtures braced?
    - Are all ceiling grids braced to handle sway?
    - Has the computer been placed away from walls or columns to minimise the possibility of damage due to falling objects?
    - Has the computer equipment and tape storage shelving been anchored?
    - Have cables and their connections been tested for ability to resist a major earthquake?
    - Have cables been secured to avoid unnecessary movement?
    - Have air conditioning and cold/hot water supply systems been made earthquake-resistant?
    - Are there plastic or vinyl tarpaulins/covers available to protect computers from leakage from fire sprinklers and pipes in the area?
  - Are control room staff familiar with evacuation procedures and emergency/auto shutdown procedures?
  - Do you have a UPS (uninterruptible power supply) unit to ensure safe shutdown of your systems automatically?
- Is your electronic data control room facility preparedness complete?

If not, list priorities to complete: \_\_\_\_\_

---

---

---

---

---

---

---

---

---

---





Yes No

## UTILITIES CHECKLIST – ELECTRICAL

Are your employees familiar with the following electrical power utility features and procedures?

• Have they been informed of the location of the main service shutoff and shutdown procedures?

• Have they designated personnel to switch electricity off at the mains?

• Are all main switches and/or breakers clearly identified as to their function in electrical rooms/vaults?

• Is electrical equipment such as transformers, breakers and switchgear adequately secured?

• Are any of your electrical services below groundwater level?

• Are there any emergency procedures in place to ensure the shutdown of machinery and equipment in an emergency?

Is your electrical utility preparedness complete?

If not, list priorities to complete: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



Yes No

## UTILITIES CHECKLIST – GAS

- Are procedures in place for gas shutoffs?

Name people responsible and procedure: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- Is there a crescent-type spanner approximately 30cm long available in a location where anyone needing to turn off the main gas service will find it?
- Do you know that unnecessary shutoffs of gas may result in long delays while waiting for service to be restored? What impact might this have on your business and staff?
- Do other tenants (where applicable) know this?
- Do all employees know where the main gas shutoff valve is located, if turning it off becomes necessary? Call your local gas utility office now if assistance is needed to find it.

Location: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

- Have you contacted your gas utility if the meter appears vulnerable to vehicular traffic or objects falling from overhead structures?
- Are gas piping, water piping, sewage piping, electrical conduits, etc. secured against excessive movement and protected from objects that could fall from overhead structures?

Is your gas utility preparedness complete?

If not, list priorities to complete: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



## UTILITIES CHECKLIST – TELECOMMUNICATIONS

Telephones should not be used for emergency situations requiring assistance. Telephone services, including pagers and cellular phones, are likely to be congested right after a major emergency because many people will be attempting to make calls at the same time.

- Are you aware that loss of electrical power will result in your telephone switchboard/network being inoperable?
- Have you pre-arranged for a distant (out-of-region contact) to act as your message centre in the event of a major disaster?

Note contact and procedure: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Have key clients been pre-advised to check with that contact?
- Have provisions been made for a communications system other than the telephone so families of the employees can be informed of employees status and vice versa?
- Has a communication network been organised so families of employees can go to a central communication point near their homes where two-way radio or other link can be made with the office, i.e. internet?
- Has a notification network been established using "fan-out" or alternate reporting site call procedures to facilitate distribution of information to employees and their families?

Is your telecommunications utility preparedness complete?

If not, list the priorities to complete: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Note: Where phone lines are unavailable communication via email may still be possible.



Yes No

## FIRE MANAGEMENT CHECKLIST

- Are periodic fire safety drills conducted?
- Are fire inspections conducted on a regular basis by trained employees and/or New Zealand Fire Service personnel?
- Is your facility equipped with an approved fire alarm and/or voice communication system?
- Are all fire exits clearly marked?
- Do fire exit areas have battery-operated auxiliary lights which come on automatically if commercial power fails?
- Do all employees understand the signals for evacuation?
- Is there an approved smoke control system?
- Is your facility equipped with carbon dioxide and/or sprinkler systems?
- Have these systems been evaluated for seismic capabilities, in accordance with the requirements of the applicable standards?
- Are fire/smoke alarms and/or sprinkler systems periodically inspected and continuously maintained in accordance with the Building Act or equivalent legislation?
- Are sufficient fire extinguishers available?
- Are fire extinguishers located along usual paths of travel?

Locations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Are employees trained in the location and use of the fire extinguishers and any other fire emergency systems?
- Are fire extinguishers inspected regularly and serviced annually?

Inspection schedule: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Is your fire management preparedness complete?

If not, list priorities to complete: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Contact the New Zealand Fire Service for more information and for training advice.*



Yes No

## EMPLOYEE AWARENESS TRAINING

The following checklist is designed to assist you to evaluate your employee awareness and training needs for emergency planning.

- Are emergency plans and procedures part of your company employee training programme?
  - Does your programme include preparedness at home for your employees?
  - Does that programme include preparedness for contact with family and friends of employees after a disaster?
  - Do you have an emergency response team to deal with all emergency situations?
  - Are objectives established for training and drills of emergency teams?
  - Have you developed an inventory of your company's emergency response training requirements, e.g. first aid, rescue, survival, fire extinguisher usage?
  - Have you completed a survey of your employees' skill levels?
  - Have you assessed what staff resources might be available after a major disaster?
  - Do all employees understand their duties and responsibilities during an emergency or disaster?
  - Do all staff know where floor plans are posted, and know exit routes from their floor areas?
  - Are all appropriate personnel familiar with emergency shutdown procedures and controls in their work areas?
  - Are all employees fully aware of the meaning of different audible and/or visual alarm devices?
  - Are all personnel trained in the use of the portable fire extinguishers installed in your facility?
  - Are all employees familiar with the operation of fire suppression systems?
- Is your employee awareness training complete?**

If not, list priorities to complete: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## FIRST AID SUPPLIES CHECKLIST

- Are emergency first aid supplies available?
- Are emergency first aid supplies in a cabinet safe from damage?

Locations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Are there enough emergency medical supplies so that minor injuries can be cared for?
- Are there enough supplies to handle the needs of clients and others whom the business may have some legal liability to protect?
- Are first aid supplies dispersed to locations throughout the office so that they are convenient to all employees?

Locations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Are medical supplies portable in case they need to be moved to safer locations in an emergency?
- Are some emergency medical supplies secured so they will be available when needed and can be strictly controlled by the emergency response team?

Locations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Are the first aid supplies regularly inspected and replenished?

List schedule and person responsible: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Have selected employees been trained in first aid and the use of all the medical supplies?
- Are your first aiders identified and known to the staff?

Names: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If not, list priorities to complete: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



## ESSENTIAL SUPPLIES CHECKLIST

- Is there at least a three-day supply of non-perishable food and water stocked in the work place and periodically replaced to maintain freshness? (One person will need about three litres of water per day.)
- Is this supply sufficient for all employees/customers who may be at this location?
- Are staff encouraged/able to have their own food supplies?
- Is the water kept in appropriate unbreakable, non-transparent containers and changed every six months?

Person responsible and schedule of changes:

---

---

---

---

---

---

- Are supplies of sanitary materials such as toilet paper and plastic refuse/garbage bags maintained?
- Are blankets or their substitutes available?
- Have employees been instructed in the rationing of food and water?
- Does each floor of your building have an adequately stocked and easily recognisable emergency supplies cabinet?

Location: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- Is food stored in locations least vulnerable to destruction?
- Are food supplies secured to ensure their availability at a time of emergency?
- Are there means to move food supplies to another location in case they are endangered?

**Are your food, water and other supplies complete?**

If not, list priorities to complete: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# SECTION 3

## RESPONSE

### Responding to an emergency

You've identified risks, done your preparation and documented policies, procedures, roles and responsibilities.

But suddenly a real emergency engulfs you. In the heat of the moment, it is essential to have a **Response** section, which provides clear instructions about actions and priorities when an emergency first hits.

The severity of the emergency may be such that you have only two priorities:

- to get everyone to a safe location as quickly as possible; and
- to provide immediate medical support where needed.

An evacuation procedure worksheet is at the end of this section for you to work through. This will help develop your own evacuation procedure and the information and signage required to make it as safe and fast as possible in an emergency.

### Basic earthquake response drills to follow

The following points need to be included in the response section of your plan and practised regularly. Much of this information is also applicable to other emergencies likely to happen in Wellington outlined earlier in this guide.

Develop a list of instructions for your plan.

#### Employees should:

- not run outside, either during an earthquake or when the shaking stops
- not use the stairways or lifts or escalators until notified that these are safe to use by a designated safety person
- know where their designated assembly area is if evacuation of the building is necessary
- know that if designated evacuation routes are blocked, the designated safety person will instruct employees on what alternate routes are to be taken
- know the emergency response team will take a roll call at the assembly area to establish who is safe and who is missing – including people who were visiting or in the building at the time the quake hit, e.g. clients, suppliers, etc.

#### You will need to arrange for:

- A list of those present and those missing, matched to lists of who should have been in the building at the time (from reception records, and department records).
- Suitable places for temporary alternative shelter to be identified in your response plans, both inside and outside the building.
- Families of staff need to be informed as soon as possible of the evacuation and alternative shelter plans along with how to keep in contact. An updated contact list should be included in your response booklet.
- If you have several locations, coordinate your lists of people, missing and present, to ensure unnecessary searches for people are not made. You will also need these lists for working with the authorities and families wanting information.

The **utilities information** which follows should also be included in your response section.

## UTILITIES INFORMATION FOLLOWING AN EARTHQUAKE

### Gas

- **DO NOT** shut off the gas, unless there is a strong gas odour, a fire or major foundation and structural damage is apparent.
- Report any smell of gas immediately to your gas utility or Fire Service.
- If the gas odour is very strong inside or around a building, follow these procedures:
  - evacuate everyone to at least 100 metres from the building
  - extinguish cigarettes and all other potential sources of ignition
  - shut off the gas supply to the building at the gas meter, using a wrench approximately 30cm long (12")
  - **NEVER** open a gas valve after a momentary shutoff
  - only a trained fully-qualified person can reactivate the gas supply.

### Electrical

- **DO NOT** operate any electrical switches.
- **DO NOT** plug in or remove any electrical cords/appliances.
- Treat all downed electrical wires as live, unless confirmed otherwise by a representative of the electrical utility.
- Report any downed wires to the electrical utility or Community Emergency Centre, rope off/secure areas where downed wires are involved, maintaining a distance of a minimum of 10 metres from barriers to downed wires.
- Ensure telephones are not used for any calls, except for emergencies requiring immediate assistance.
- Replace all telephone receivers that may have been dislodged.

### Water and sewage

- Conserve water as much as possible. Water tanks and toilet tanks are sources of stored water.
- If you suspect that water and sewer mains are broken near your location, shut off the water supply to your building both to conserve your supply and avoid contamination.
- If your water supply is operating, fill available containers with cold water for storage – service still may be damaged by aftershocks.
- Do not use toilets if water or sewer lines are obviously broken. Make alternate arrangements for human waste disposal, such as using the plastic bags in your emergency supplies.
- Store the bags away from people and food areas until they can be disposed of safely.





# SECTION 4

## **BUSINESS RECOVERY**

The effectiveness of a business recovery plan after an emergency can mean the difference between the success and failure of your business.

Your chances of survival as a business will be dependent on many factors, but good planning will put you ahead of competitors who have not planned.

In developing an effective business recovery plan, the business recovery worksheet which follows will help you consider the major issues.

Don't forget to make arrangements for any computer-based data systems of essential information to have back-up discs stored in a secure off-site location.

# APPENDIX 1

## KEEPING YOUR PLAN UP TO DATE

### BUSINESS EMERGENCY PLAN AUDIT

Business emergency plan audit	42
Why do an audit of an existing emergency business plan?	42
Hazard identification	43
Preparedness and planning	44
Emergency response preparedness	45
Resources	46
Flooding	47
Storms	48
Fire	49
Earthquakes	50
Acknowledgements	51

## **BUSINESS EMERGENCY PLANNING AUDIT**

Planning is only successful when it is regularly reviewed. There is no point creating a plan which is put in a drawer and forgotten about. An annual audit is essential.

As your business needs change, so should your business emergency plan.

This audit section will take you through the process of updating your plan.

### **FOR MORE HELP, CALL THE WELLINGTON CITY COUNCIL EMERGENCY MANAGEMENT OFFICE ON:**

**Phone: 4-499 4444**

**Email: [wemo@wcc.govt.nz](mailto:wemo@wcc.govt.nz)**

**[www.Wellington.govt.nz/services/emergencymgmt](http://www.Wellington.govt.nz/services/emergencymgmt)**

## **WHY DO AN AUDIT OF AN EXISTING EMERGENCY BUSINESS PLAN?**

All businesses are dynamic. Changes can include taking on new staff, moving to a different location or moving into new business ventures. These changes can also mean a change in potential hazards, or the level of emergency preparedness of your business. It is important for your business emergency plan to change as your business changes.

The checklists are designed to take you through an internal audit of the main aspects of your business emergency plan:

- **hazard identification**
- **preparedness and planning**
- **emergency response preparedness**
- **resourcing.**

Under the Health and Safety in Employment Act, you are obligated to safeguard all inhabitants of the building from possible injury, have adequate fire exits, and prevent adverse effects arising from any emergency. This audit could be done in conjunction with your existing obligations under this Act.

An annual audit of your existing business emergency plan will help ensure that all your employees, facilities and business activities are prepared to meet emergency conditions.

The scale of your audit will depend on the type and degree of change to your business. If substantial changes have occurred, it would be worthwhile working back through the checklists in the Business Emergency Planning Guide to fully prepare your business for an emergency.



## HAZARD IDENTIFICATION

There are eight major types of hazards Wellington businesses may have to confront.

**There are four natural hazards:**

- atmospheric (includes severe winds and rain)
- geologic (includes earthquakes, tsunamis and landslides)
- hydrologic (includes coastal and river floods)
- wildfire (bush or vegetation fires).

**Then there are four major technological hazards such as:**

- manufacturing problems (e.g. explosions or spills involving hazardous substances and processes)
- storage problems (as above)
- transport problems (e.g. major crashes involving mass transport or hazardous substances)
- waste and contamination problems.

**Have there been any changes in your business, causing changes in the existing hazard analysis?**

**For example:**

- Has your business moved to new premises, built new buildings or extended existing buildings? Are any of these new buildings in areas likely to be affected by any of the above hazards?

**Potential risks can arise from the manufacturing, storage, transportation of and disposal of hazardous substances.**

- Has your business moved into any new ventures using hazardous substances? Has the use of hazardous substances changed nearby that could endanger your business?
- Have you considered your obligations under the Hazardous Substances and New Organisms Act 1996?

**Under the Act, your business is obligated to be prepared to manage an emergency involving hazardous substances, should it arise. It also regulates the performance standards of systems used to respond to hazardous substance emergencies. Contact the Environmental Risk Management Authority (ERMA) for more information.**

If you answered **yes** to any of the **Hazard Identification** questions you need to consider what action can be taken to reduce the harmful impact of that hazard on each facility. Working through the checklists in this manual is a good way to assess your preparedness for any new hazards identified.



## PREPAREDNESS AND PLANNING

Changes in staff, facilities or business ventures will all alter your level of preparedness. By making advance preparations and ongoing updates to your plan, your operations will be restored in the minimum of time.

The following checklist is a guideline for auditing your preparedness:

- Does your business have a current emergency plan?
- Does it include any new hazards identified in the hazard identification checklist on the previous page?
- Does your business have a specific emergency plan for each building occupied?
- Does your building or business have a coordinator for developing/updating its emergency plan?
- Do all new facilities have adequate warning systems in place?
- Are emergency lighting and batteries present in all your buildings?
- Is essential equipment connected to backup power supplies?
- In multi-use buildings are any new tenants (and existing tenants) aware of your emergency plan?
- Do you have clear, explicit and up-to-date notification procedures and a call out list covering both business and non-business hours?
- Are essential computer databases and software, etc backed-up off-site regularly?
- Does your plan address the probable occurrence of different types of emergencies occurring simultaneously? (e.g. after an earthquake you may have to contend with fire, flooding from burst pipes and continuing aftershocks).
- Does the company have a required inspections schedule to reduce potential hazards?
- Have business recovery concerns been included in the response plan?
- Have employees' families made their own personal/family emergency plans?

If you have answered **no** to any of the **Preparedness and Planning** questions you need to further prepare your facility for an emergency.

Referring to the **Business Recovery and Preparedness** sections in the **Business Emergency Planning Guide** can assist this.



Yes No

## EMERGENCY RESPONSE PREPAREDNESS

- Does your business have an emergency response plan?
- Have all staff been trained in evacuation procedures?
- Are all emergency response team members given training at least once a year?
- Are all changes to employees responsible for key roles in an emergency made known to all staff, e.g. safety wardens, first aiders etc?
- Have you had a comprehensive emergency drill in the last year?
- Have modifications been made to your plan to improve any areas of weakness discovered during your drill?
- Has a chain of command been established and identified in the plan for your emergency response?
- Do the employees who will be involved in emergency responses meet regularly for planning and coordination?
- Do all employees have a current copy of business emergency management procedures, containing detailed fire response, evacuation, search and rescue and first aid information?

If you have answered **no** to any of the **Emergency Response Preparedness** questions you need to further prepare your facility for an emergency. Referring to the **'Emergency Response Preparedness'** **'Employee Awareness Training'**, **'Evacuation'** and **'People with Specific Needs'** sections in the **Business Emergency Planning Guide** can assist this.



Yes No

## RESOURCES

- Are adequate first aid kits prepared for your business?
- Are first aid kits checked regularly?
- Do all staff know where first aid kits are kept?
- Is there at least a three-day supply of non-perishable food and water?
- Have employees been instructed in the rationing of food and water?
- Do you have gas, power and telecommunications alternatives in an emergency?
- Are all your utilities suppliers prepared for an emergency?
- Are your staff trained in emergency shut-down procedures for utilities?
- Do you have a communications system other than a telephone for contacting employees' families and emergency services if necessary?

If you have answered **no** to any of the **Resource** questions you need to further prepare your facility for an emergency. Referring to the **Utilities, First Aid and Food and Water** sections in the **Business Emergency Planning Guide** can assist this.



Yes No

## FLOODING

Floods are common in New Zealand, and water damage can be devastating to businesses. If you determine that your business is prone to flooding in the hazard assessment, extra emergency preparedness steps need to be taken.

- Is your building as protected against floods as it can be?
- Do your staff know what to do during a flood?
- Do you need to have a supply of sandbags or know where to obtain them from if needed urgently?
- Have you installed pumps and emergency power supplies?
- Are essential records and equipment stored in a high place, or can they be easily transferred to a high place during flooding?
- Are vital pieces of equipment, such as emergency generators, located above expected water levels?
- Do you have an emergency supply of food and water above the high water mark?
- Are chemicals stored in a high place or can they be easily transferred to a high place during flooding?

If you answered **no** to any of the **Flood** questions you need to further prepare your business for an emergency.



Yes No

## STORMS

Most people living in Wellington realise how exposed the city is to storms. Businesses can prepare themselves in order to minimise the risk of damage or injury.

- Do your employees know what to do during a storm?
- Have you established a system whereby employees are told to stay home, or released from work early?
- Have all loose external fittings, such as boards and roofing iron been secured?

If you answered **no** to any of the **Storm** questions you need to further prepare your facility for an emergency.



## FIRE

Fire presents a special hazard to businesses. The New Zealand Fire Service is able to offer the best advice on fire safety.

The following checklist outlines the major steps to reduce the fire hazard of your business:

- Are periodic fire drills conducted?
- Are fire inspections conducted on a regular basis by trained employees and/or New Zealand Fire Service personnel?
- Are fire/smoke alarms and/or sprinkler systems installed in all facilities?
- Are all employees (especially new employees) familiar with the location of fire extinguishers, fire alarms and evacuation procedures?
- Are fire/smoke alarms and/or sprinkler systems periodically inspected and maintained in accordance with the Health and Safety in Employment Act 1992?
- Are fire extinguishers inspected regularly and serviced annually?

If you answered **no** to any of the **Fire** questions you need to further prepare your facility for an emergency. Refer to the **Fire Management** section in the **Business Emergency Planning Guide**. Contact the New Zealand Fire Service about any further obligations your business may have.



## EARTHQUAKES

Earthquakes are a major hazard in Wellington. Businesses should take extra steps to improve their preparedness for an earthquake. This could be done in conjunction with your obligations under the Health and Safety in Employment Act 1992 and Building Act 2004 or equivalent legislation.

The following checklist can be used to audit your existing earthquake preparedness:

- Are there regular inspections to identify potential internal hazards in an earthquake? For example, unsecured generators or water heaters, heavy furniture not secured to walls or the floor, etc.
- Have any new buildings been checked for their earthquake resistance?
- In new buildings, have external components been checked by qualified professionals?
- Are all employees familiar with basic earthquake drills?
- Is space beneath desks and tables kept clear and readily accessible for shelter during an earthquake?
- Have you fulfilled your obligations under the Health and Safety in Employment Act 1992 and Building Act 2004 or equivalent legislation?

If you answered **no** to any of the **Earthquake** questions you need to further prepare your facility for an emergency. Refer to the '**Office/Workplace Hazards Evaluation**' in the **Business Emergency Planning Guide**.

## NEED HELP?

The Wellington City Council Emergency Management Office has a great deal of material to help you with your business emergency plan to manage emergencies and disasters so that you can continue your operations with minimum disruption.

To contact us:

**Phone: 4-499 4444**

**Email: [wemo@wcc.govt.nz](mailto:wemo@wcc.govt.nz)**

**[www.Wellington.govt.nz/services/emergencymgmt](http://www.Wellington.govt.nz/services/emergencymgmt)**

## ACKNOWLEDGEMENTS

The Wellington City Council acknowledges the assistance of the following businesses for their comments and contributions to this manual.

Aon Risk Services Ltd

Building Owners and Managers Association (BOMA)

EDS New Zealand Ltd

Newstalk ZB

Tse Group Ltd

Greater Wellington Regional Council

The following publications have assisted in the writing of these manuals:

- Canadian Standards Association, "Emergency Planning for Industry – A National Standard of Canada" CANICSA-2731-M91
- Federal Emergency Management Agency (FEMA, "Disaster Planning Guide for Businesses and Industry" FEMA 141, August 1987
- Insurance Bureau of Canada, "Earthquake Planning for Businesses", April 1992.



**OTHER PUBLICATIONS AVAILABLE FROM THE WELLINGTON EMERGENCY  
MANAGEMENT OFFICE:**

- *Be Ready for an Emergency* (for households)
- *What to do after an Emergency* (for households)
- *Home Survival Planner* (brief checklist available in English, Samoan, Cook Island Maori, Maori, Tongan, Niuean, Fijian, Chinese, Somali and Arabic)
- *Make a Clean Break: Live in a Safety Zone*
- *Emergency Planning Guide for Childcare Centres*

**You can contact WEMO by phone on:**

**Phone: 4-499 4444**

**Email: [wemo@wcc.govt.nz](mailto:wemo@wcc.govt.nz)**

**[www.Wellington.govt.nz/services/emergencymgmt](http://www.Wellington.govt.nz/services/emergencymgmt)**