



## CLASSIC FLYERS NZ EMERGENCY AND EVACUATION PROCEDURES

A Duty Manager will be designated each day and their name will be displayed in the public area. They will be the first point of contact and responsible for initiating the emergency and evacuation procedures.

---

### INJURED PERSON

***First of all ensure your safety. Do not under any circumstances risk your or others safety to rescue the injured person.***

Locate and alert the Company first aider on duty. Inform the Duty Manager and ensure that 111 is called and the services required are requested. Someone must stay with the patient until the ambulance has arrived.

When you have established that the scene is safe, approach the patient, reassure them that a first aider is on their way.

**Major bleeding** – pressure and elevation of the wound to stem the flow of blood

**Broken bone(s)** – do not move patient wait until the first aider arrives for advice

**Unconscious patient** – check for pulse and breathing, if you cannot establish either commence CPR. If the patient is unconscious but has a pulse and is breathing put in recovery position.

If this injury is classified in the table below and results in the permanent loss of bodily function, or temporary severe loss of bodily function (as listed below) a CF Accident 1 form will need to be filled out.

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Respiratory disease</li><li>• Noise-induced hearing loss</li><li>• Neurological disease</li><li>• Cancer</li><li>• Dermatological disease</li><li>• Communicable disease</li><li>• Musculoskeletal disease</li><li>• Illness caused by exposure to infected material</li></ul> | <ul style="list-style-type: none"><li>• Decompression</li><li>• Poisoning</li><li>• Vision impairment</li><li>• Chemical or hot metal burn of eye</li><li>• Penetrating wounds of eye</li><li>• Bone fracture</li><li>• Laceration</li><li>• Crushing</li></ul> |
|--|---|

1. Amputation of body part
2. Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic
3. Loss of consciousness from lack of oxygen
4. Loss of consciousness, or acute illness requiring treatment by a registered medical practitioner, from absorption inhalation, or ingestion, of any substance
5. Any harm that causes the person harmed to be hospitalised for a period of 48 hours or more commencing within 7 days of the harms occurrence
6. Harm also included physical or mental harm caused by work-related stress

---

## MEDICAL EMERGENCY

As soon as you have noticed that a person is feeling unwell or requires some help due to a medical condition put them in a comfortable position on the floor (if they faint or become unconscious they cannot hurt themselves further). Call for the company first aider on duty and inform the Duty Manager. Ensure that if an ambulance is required it is called. Dial 111 and ask for the service required.

Unconscious patient – check for pulse and breathing, if you cannot establish either commence CPR. If patient is only unconscious put in recovery position.

---

## FIRE

<b>Fire Warden</b>	-	Duty Manager
<b>Floor Warden</b>	-	Office Manager
<b>Café Supervisor</b>	-	Cafe Supervisor
<b>Bunker Supervisor</b>	-	Bunker Supervisor
<b>Exit Supervisor</b>	-	Volunteer Shift Supervisor

1. These are the actions that should be taken on a routine basis and describe what actions should be taken in an emergency. As an organisation that invites members of the public onto the premises, Classic Flyers NZ has a responsibility to ensure that all possible steps are taken to ensure that the facility remains as risk free as possible and to assist in the evacuation of visitors should an incident occur.
2. All members of the staff and volunteers are to be aware of fire safety in their daily routine and report anything to management that might have an implication for fire safety or any fire equipment that may be unserviceable.
3. At cease work, the Duty Manager on lock up duty of the building is to conduct a complete inspection of all facilities to ensure that all appropriate measures have been taken and equipment turned off and ensure that the fire alarm is activated.
4. The General Manager is responsible for ensuring that all statutory fire inspections are conducted.
5. **EVACUATION PROCEDURE** In the event of an actual fire, the premises are to be evacuated in entirety and the fire service contacted immediately. The Fire Warden is to ensure that Fire (111) has been called, and clearly state *name and address of the building and the nature of the emergency*. As the Fire warden exits the building he/she will close all smoke doors and turn off the power/electricity at the Mains. Visitors will be instructed to

evacuate to the airfield end of the car park beyond the Crash Gate. The Crash Gate area is to be kept clear and, if the Fire Service has been summoned the gate is to be opened. The Fire Officer is to wait at the Assembly Point.

**6. AREAS TO BE CLEARED – Classic Flyers Café, Bunker, Museum and Offices - Hangar**

Areas to be cleared	Who to clear
Café Kitchen Visitor Toilets Management Office	<b>Café Supervisor</b> (daily) <b>WEARING an Orange Vest</b>
Bunker Hangar/Museum	<b>Bunker supervisor</b> <b>WEARING an Orange Vest</b>
Rear Exit – directing people to assembly point Ops Room Crew Room Workshop Staff Toilet	Appointed Cafe Staff Member <b>Volunteers' shift supervisor</b> <b>WEARING an Orange Vest</b>  <b>TAKE VOLUNTEER SIGN IN BOOK WITH YOU</b>
Sweep through total facility from Office, Café, Kitchen, Bunker, Hangar, Upstairs Ensure all smoke doors are closed	<b>Floor Warden</b> <b>WEARING an Orange Vest</b>

**NO ONE WILL ATTEMPT FIREFIGHTING UNLESS IT IS SAFE TO DO SO**

7. As each designated person has cleared their areas they must go to the assembly point and report to the Fire Warden. The Fire Warden and the Duty Manager will manage triage and the emergency.
8. The Fire Warden will receive
  - the floor wardens report
  - meet the fire service on their arrival
  - advise the fire service on the evacuation status of the building including the location of any person with disabilities and the location and type of emergency
9. For large scale gatherings in the hangar area, a safety steward is to be appointed. Hangar doors will remain *UNLOCKED* for the duration of the gathering and at all times when the public has access to this area. In the event of a fire or any other incident where the safety of the attendees may be compromised the steward is responsible for opening the hangar doors and evacuation all people over the aircraft apron to the assembly area.

**AT ALL TIMES IN AN EMERGENCY  
KEEP CALM AND DO NOT PANIC**

## Number 3 Hangar

If possible turn off Electricity at the Mains and evacuate all people to the Assembly Area that is situated at the airfield end of the car park beyond the Crash Gate. The Crash Gate area is to be kept clear and, if the Fire Service has been summoned the gate is to be opened. A

person will go to the Classic Flyers Hangar and advise the Duty Manager, who will call the fire service and any other essential services that are required and manage the situation.

## Number 5 Hangar

If possible turn off Electricity at the Mains and evacuate all people to the Assembly Area that is situated at the airfield end of the car park beyond the Crash Gate. The Crash Gate area is to be kept clear and, if the Fire Service has been summoned the gate is to be opened. A person will go to the Classic Flyers Hangar and advise the Duty Manager, who will call the fire service and any other essential services that are required and manage the situation.

**NO ONE WILL ATTEMPT FIREFIGHTING UNLESS IT IS**  
**SAFE TO DO SO**  
**KEEP CALM AND DO NOT PANIC**

---

## NATURAL DISASTER

**Once there has been a warning of a natural disaster or the disaster has occurred this plan should be followed.**

### **PERSON IN CHARGE:**

Once a warning has been issued the **Duty Manager** (on advice from the CEO/General Manager) will be responsible for all staff and *everyone* in the building. The person in charge will activate the emergency plan.

---

## EARTHQUAKE

As there will be no warning for this disaster, there will be one plan as follows:

- Staff will be advised to stay in building
- All staff to get under their desk or in a door frame
- Duty Manager to check that everybody is OK
- Duty Manager to keep in contact with Civil Defense and advise what the next course of action should be. Listen to radio if possible for recommendations
- As soon as possible exit the building and head for open spaces

### **NOTE**

These plans are our recommended course of action but we cannot stop any individuals from making their own choices as long as it does not impact on anyone else.

---

## TSUNAMI ALERT

### Warning of 2+ Hours – Low Risk

Person in charge is to get updates from the local radio station (?? Recommend). Monitor risk and advise staff of course of action for evacuation of advice of patrons. If it turns to High Risk then move to the next step in this plan.

### Warning of 1+ Hours – High Risk

All staff will be advised to go to higher ground immediately i.e.: Mount Maunganui or Mount Drury or Matapihi Road. (Attached are maps with recommended safe spots for the Mount and Papamoa).

Duty Manager to ensure building is cleared and everyone is accounted for.

---

## **BOMB SCARE PROCEDURES**

If you discover or notice a strange/suspicious object or receive a bomb threat (i.e. phone call, written note or direct threat) you should:

Immediately tell the Duty Manager. The Duty Manager will call the appropriate emergency services and clear the building as listed in the **fire evacuation plan** – all staff members and patrons to meet at the designated fire assembly point.

---

## **COVID-19**

Our teams are taking guidance from the local authorities as we navigate this ongoing situation. For now, we are continuing to operate as normal, not only with a common-sense approach, but with refreshed and updated procedures in place to help prevent the spread of COVID-19.

Here are some of the steps we have taken towards providing a safe and enjoyable experience for our customers.

- Increased public signage and promotion of awareness levels.
- We have added additional cleaning procedures and sanitization practices for customer access areas to help prevent the spread of any microorganisms. (Bathrooms and high traffic areas especially)
- We are encouraging our guests to use our readily available hand sanitisers and to use EFTPOS to reduce the need to handle cash.
- Increased personal space for group/individuals when gathering and seated along with maximum group numbers appropriate to government alert level guidelines.
- As always, our kitchen has a high level of food safety and continues to take all possible precautions regarding food prep and service, and also with special supervisory scrutiny ongoing and regularly reported.
- Staff who are feeling unwell are instructed to stay home and/or see their doctor and report to management.
- Influenza vaccine shots are provided by Classic Flyers for all staff. At the time, they become available.

This is unprecedented territory for many, and as the virus situation continues to change, we ask for your understanding at this time.

We know that this threat will eventually pass us all by – so our intention is to maintain a professional approach while also taking appropriate action with relation to Covid-19.

---

## ARMED ROBBERY

The relative isolation of the Café and the occasional late opening may make it a target for potential thieves. To minimize the risk to employees the following steps should be taken:

- There should always be at least 2 staff present when a late night is anticipated
- Cashing up should be postponed to the following morning and cash placed in a timelock safe as soon as sales end
- A small sum of 'bait' money should be available in the till(s) for use in case of an attack. The serial numbers of all bills should be recorded to assist police with their investigations
- For the purpose of this instruction stock and cash are regarded as the same

### IN CASE OF ATTEMPTED ROBBERY

- Do not try to resist any robber who appears to be armed with a weapon
- Do not antagonize the robber either verbally or with your attitude
- Try to avoid direct eye contact
- Surrender the 'bait' money on demand. Point out the time lock notice
- Comply with any other instructions given by the robber
- Try to memorise any details such as dress, height, colour, tattoo, body piercing, accent, scars or other physical defect

### POST EVENT ACTION BY STAFF MEMBER(S)

As soon as possible

- Notify the police, dial 111
- Record the name of the police recipient of your report and the time of your call
- Notify the Duty Manager, who will notify the CEO and General Manager
- Sit down and write as full an account of what happened as you can
- Make a list of lost items / cash taken

### FOLLOW UP ACTION BY TRUST

- Staff involved should be interviewed by the CEO / General Manager as soon as convenient to reassure them that their conduct during the event was perfectly acceptable and fully supported by management
- Counseling should be offered, even insisted upon to avoid future psychological problems from arising
- Security procedures and practices should be reviewed and improved where possible

---

## FIRE ON TARMAC

(Dial 9 for an outside line) Call 111 and ask for the appropriate service. All non essential people sent to the fire evacuation area – ensure their safety. Use fire extinguisher where appropriate.

**NO ONE WILL ATTEMPT FIREFIGHTING UNLESS IT IS  
SAFE TO DO SO**

## LIST OF EMERGENCY NUMBERS

<b>Fire, Police, Ambulance</b>	<ol style="list-style-type: none"><li>1. Dial 9 for outside number – 111</li><li>2. Ask the operator for desired serviced, either fire, ambulance or police</li><li>3. Wait until you are connected</li><li>4. Say ' I am calling from Classic Flyers at 9 Jean Batten Drive, Mt Maunganui. Tell them your name and your phone number – (07) 572 4000</li></ol> <p>Tell them all of the details that you know – including number of injured</p>
<b>Department of Labor</b>	Western Bay of Plenty Unit 2 ProMed House Cnr Tenth Ave & Edgecumbe Rd Box 66, TAURANGA Ph : (07) 578 2090 Fax (07) 577 6396
<b>Medical / Hospital</b>	Medical Centre, Tauranga Hospital Ph: (07) 579 8000
<b>Water</b>	Tauranga District Council Ph : 0800 738 393
<b>Pollution</b>	Tauranga District Council Ph : 0800 738 393
<b>Council</b>	Tauranga District Council Ph : (07) 577 7000
<b>Chemcall</b>	0800 Poison Ph : 0800 764 766
<b>Civil Defence</b>	Tauranga Ph : (07) 571 8008