

Policy / Procedure:	Manual No.	Authorised By:	Section:	Effective:	Review Date:
Emergency Evacuation Information	HSW-EEI	Governance Group	Health and Safety (HSW)	Upon approval	April 2029; 3-yearly

## Emergency Evacuation Information (EEI)

*Public-facing emergency evacuation summary for visitors, hirers, tenants, volunteers, staff and community users*

Property of Glenfield Community Centre Incorporated  
Last reviewed April 2026 | Next review April 2029 | Version 2026.1

### 1 Purpose:

The purpose of this document is to provide a clear, public-facing summary of what people should do if an emergency evacuation is required at Glenfield Community Centre Incorporated (GCC).

It is intended for website publication and for general circulation to visitors, hirers, tenants, volunteers, staff, contractors, members and community users. It simplifies the approved emergency evacuation arrangements so that people can understand the main safety instructions without needing access to the full internal Evacuation Scheme Instruction Manual.

This document does not replace the full evacuation scheme, fire action notices, warden instructions, hire agreement requirements, emergency services instructions, or any direction given by Fire and Emergency New Zealand, Police, ambulance, Civil Defence, Auckland Council, the Centre Manager, wardens or another authorised person during an emergency.

### 2 Scope:

This information applies to all people using or entering GCC premises at 96 Bentley Avenue, Glenfield, Auckland, including the main Centre, offices, rooms for hire, Mission Hall, kitchen, toilets, courtyards, lower areas, carparks and other areas controlled or managed by GCC.

It applies during normal office hours, after hours, during room hire, during tenant activities, during GCC events, and during any other time the building or site is occupied.

This document covers general evacuation information for fire alarms, suspected fire, smoke, emergency evacuation, earthquake and civil-defence style events. Detailed warden lists, evacuation boards, trial evacuation forms, fire equipment records and compliance-schedule information are retained internally and managed through the approved evacuation scheme and related records.

This document must be read consistently with the GCC Constitution, including Governance powers, operational delegations, decision-making authority, duties to act in the interests of GCC, financial stewardship, dispute-resolution processes and Appendix A principles.

### 3 Information Statement:

GCC is committed to supporting safe, prompt and orderly evacuation where an emergency requires people to leave the building or move to a safer place.

The safety of people comes first. In an emergency, people must act quickly, follow instructions, leave by the nearest safe exit, move clear of buildings and emergency access routes, and wait until an authorised all-clear is given.

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GCC maintains an approved evacuation scheme and works with appropriate specialists, service providers and emergency services to support compliance with fire safety, health and safety and building safety requirements.

GCC expects hirers, tenants, contractors, programme providers and event organisers to understand and follow the evacuation instructions that apply to their activity, including taking reasonable responsibility for people under their care or supervision.

GCC will provide simplified evacuation information to the public and more detailed instructions to staff, wardens, tenants, hirers and other people who need them for their role or activity.

## 4 Definitions:

**Emergency Evacuation:** A situation where people must leave the building or area promptly because of fire, smoke, alarm activation, suspected danger, emergency-services direction, earthquake, civil-defence event or another serious risk.

**Fire Alarm:** The building alarm or warning system that indicates people must evacuate immediately unless emergency services or an authorised person clearly directs otherwise.

**Evacuation Scheme:** The approved fire evacuation arrangement for the building, including warden roles, evacuation protocols, assembly points, assistance arrangements, trial evacuations, notices and related records.

**Building Warden:** The person responsible for coordinating the overall evacuation at the time of an alarm or evacuation, as set out in the approved evacuation scheme or as required by the circumstances.

**Floor Warden:** A person responsible for helping evacuate a particular area and reporting the area status to the Building Warden where this is required by the evacuation scheme.

**Person in Charge:** For a hirer, tenant, contractor, programme or group, the person responsible at the time for supervising the group or activity and helping ensure their area is evacuated safely.

**Assembly Point:** A safe area outside and clear of the building where people gather after evacuation and wait for instructions or the all-clear.

**Assistance Register:** A record used to help identify people who are likely to require assistance during an evacuation and the type of assistance that may be needed.

**All-clear:** Confirmation from Fire and Emergency New Zealand, emergency services, the Building Warden, Centre Manager or another authorised person that people may re-enter or leave the assembly point.

## 5 Roles and Responsibilities:

Governance Group responsibilities include approving this public-facing information, maintaining oversight of emergency management risk, and ensuring emergency evacuation arrangements are appropriately resourced, reviewed and aligned with GCC's legal duties and constitutional responsibilities.

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The Centre Manager is responsible for maintaining this public-facing information, liaising with the evacuation scheme provider where required, ensuring staff and relevant users receive appropriate information, arranging governance reporting where required, and ensuring the public version remains consistent with the approved internal evacuation scheme.

Wardens are responsible for carrying out the warden duties assigned under the approved evacuation scheme, including assisting evacuation, receiving or providing area reports, supporting persons requiring assistance, and liaising with emergency services where required.

Staff and volunteers must know the basic evacuation instructions, follow warden and emergency-services directions, help visitors where safe and appropriate, and report hazards or issues affecting evacuation routes, exit doors, alarms, signage or assembly areas.

Tenants, hirers, contractors, programme providers and event organisers are responsible for ensuring that people under their supervision know what to do in an emergency, that their area can be evacuated safely, and that any person who may need assistance is considered before and during their activity.

Visitors, members and community users are responsible for following displayed fire action notices, responding promptly to alarms, leaving by the nearest safe exit, moving to an assembly point, and not re-entering until authorised.

## 6 Procedure / Implementation:

### 6.1 If you discover a fire or smoke

1. Warn people nearby if it is safe to do so.
2. Activate the nearest fire alarm/manual call point immediately.
3. Leave by the nearest safe exit. Do not delay to collect belongings.
4. Call 111 from a safe place and ask for Fire. Give the address: Glenfield Community Centre, 96 Bentley Avenue, Glenfield, Auckland 0629.
5. Move to the nearest assembly point and remain clear of buildings, driveways and emergency access routes.
6. Tell a warden, the person in charge or Fire and Emergency New Zealand if anyone may still be inside or may need assistance.
7. Do not re-enter the building until the all-clear is given by Fire and Emergency New Zealand or another authorised person.

### 6.2 If you hear the fire alarm or are told to evacuate:

1. Stop what you are doing and leave immediately by the nearest safe exit.
2. Walk quickly but do not run.
3. Do not use lifts if any are present.
4. Do not stop to collect bags, equipment, food, drink or personal belongings.
5. Follow the instructions of wardens, GCC staff, the person in charge of your group or emergency services.

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6. Assist others only if it is safe and reasonable to do so.
7. Go to the nearest assembly point and wait for further instructions.
8. Do not re-enter until the all-clear is given.

### 6.3 Assembly points:

The main assembly areas identified in the internal evacuation scheme are:

Area	Use
Lower carpark, clear of the building	Primary assembly point, including the area outside the lower-level rooms/Sweet Charity area where appropriate.
Upper carpark, clear of the building	Secondary assembly point or nearest safe assembly point depending on where people exit.
Early Learning Centre external area near the library side	Specific assembly area for Early Learning Centre use, where applicable.

People should move to the nearest safe assembly point once they have left the building. If an assembly point is unsafe, blocked or affected by smoke, traffic, weather, falling material or another hazard, move further away to a safe open area and follow emergency-services or warden instructions.

### 6.4 Hirers, tenants and after-hours users:

When GCC is occupied after normal office hours or by a hirer, tenant, contractor, programme provider or event organiser, the person in charge of the group or activity must take practical responsibility for the people in their area until emergency services or an authorised person takes control.

- Make sure the group knows the nearest exits and assembly point.
- Keep exits, corridors, doors and evacuation routes clear at all times.
- Ensure the hired or occupied area, including toilets used by the group, is evacuated if the alarm sounds.
- Tell people not to re-enter the building until authorised.
- Report to the Building Warden or Fire and Emergency New Zealand, if safe and practicable, whether the group or area is clear and whether anyone may need assistance.
- For larger events or activities, ensure enough responsible people are available to help guide occupants and support safe evacuation.

### 6.5 People who may need assistance:

Anyone who may need help to evacuate should, where possible, tell GCC staff, the hirer, tenant, organiser, facilitator or person in charge before the activity starts. This may include people with mobility, sensory, cognitive, communication, medical, age-related or temporary assistance needs.

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Hirers, tenants, programme providers and event organisers should consider assistance needs for their group and identify a practical way to support evacuation if an alarm sounds. Personal information about assistance needs must be handled respectfully and only shared with people who need it for safety reasons.

During an evacuation, wardens, staff, group leaders and other suitable people may assist where it is safe and reasonable to do so. If someone cannot be evacuated safely, their location must be reported urgently to Fire and Emergency New Zealand or the Building Warden.

### 6.6 Firefighting equipment:

Fire extinguishers and hose reels are for trained or competent people and only for very small, contained fires. They must never delay evacuation or the 111 call.

A person should only consider using firefighting equipment if the alarm has been raised, emergency services have been called, people are evacuating, the fire is small and contained, there is a safe exit behind them, and they are confident they can act safely. If there is smoke, heat, uncertainty or risk, leave immediately.

### 6.7 Earthquake or civil-defence style emergency:

During an earthquake, drop, cover and hold where possible. Move away from windows, heavy objects and falling hazards. Do not rush outside while shaking is occurring unless remaining inside is more dangerous.

After shaking stops, check for immediate danger and follow instructions from GCC staff, wardens, emergency services or Civil Defence. If evacuation is required, leave by the safest route and move to an open area clear of buildings, power poles, trees, glass and other hazards. Be prepared for aftershocks.

### 6.8 Emergency access and carparks:

During an evacuation, carparks, entrances and driveways must be kept clear for emergency vehicles. People must not move vehicles unless directed by emergency services or unless it is clearly safe and necessary to reduce immediate risk.

## 7 Monitoring, Reporting and Breach Management:

GCC will monitor and maintain emergency evacuation arrangements through the approved evacuation scheme, regular review, trial evacuations, inspection of escape routes, fire-safety checks, signage checks, contractor servicing and incident reporting.

Issues affecting emergency evacuation must be reported promptly to the Centre Manager. Examples include blocked exits, locked or obstructed exit doors, damaged signs, alarm issues, missing or obstructed fire equipment, unsafe storage, wedged fire doors, poor lighting, evacuation confusion, assembly point issues, or concerns arising from a drill or actual emergency.

Trial evacuations, warden training, evacuation reports, assistance registers, fire-safety checks, compliance-schedule records and related documentation will be retained internally in accordance with GCC record-management requirements and applicable legal or regulatory obligations.

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Any significant emergency event, failed trial evacuation, repeated non-compliance, serious hazard, injury, regulatory issue, insurance issue, reputational concern or unresolved corrective action must be escalated to the Centre Manager and, where appropriate, to the Chair and Governance Group.

Failure by a hirer, tenant, contractor, staff member, volunteer, visitor or other person to follow reasonable emergency instructions may be managed under the relevant hire agreement, tenancy arrangement, employment process, contractor terms, incident reporting process, complaints process, trespass process or other lawful action.

## 8 Legal and Compliance Requirements:

This document is informed by, and must be applied consistently with, the following requirements and guidance where relevant:

- GCC Constitution;
- Fire and Emergency New Zealand Act 2017;
- Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018;
- Health and Safety at Work Act 2015;
- Health and Safety at Work (General Risk and Workplace Management) Regulations 2016;
- Building Act 2004 and related building compliance requirements;
- Civil Defence Emergency Management Act 2002;
- Fire and Emergency New Zealand evacuation scheme guidance;
- WorkSafe New Zealand workplace emergency plan guidance;
- Auckland Council, lease, building compliance, insurance and funding obligations; and
- recognised good practice for community facilities, emergency management, accessibility and public safety.

Where law, regulator direction, emergency-services direction or the approved evacuation scheme imposes a higher or more specific requirement than this public-facing summary, that higher or more specific requirement applies.

## 9 Related Documents:

- GCC Constitution;
- Emergency Evacuation Scheme Instruction Manual and approved evacuation scheme records;
- Fire Action Notices displayed at GCC;
- Building Assistance Register;
- Trial Evacuation Reports;
- Daily / Monthly Safety Checklist;
- Health and Safety Policy;
- Incident Reporting Policy and Procedure;
- Infectious Disease and Pandemic Response Policy;
- Complaints and Feedback Policy;

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- Privacy and Confidentiality Policy;
- Dogs / Animals on Site Policy;
- Smoke-free, Alcohol and Drug-free Site Policy;
- Room Hire Agreement and hirer conditions;
- Tenancy agreements or tenant information where relevant;
- Contractor induction and health and safety requirements where relevant;
- Master Policy and Procedure Register.

## 10 Document Management Control:

<b>Prepared by</b>	Centre Manager
<b>Policy Owner</b>	Centre Manager
<b>Authorised by</b>	Governance Group
<b>Approved by</b>	Governance Meeting Motion: [insert motion number]
<b>Date issued</b>	April 2026
<b>Last reviewed</b>	April 2026
<b>Review frequency</b>	Three-yearly, or earlier if the approved evacuation scheme, building layout, fire-safety systems, tenancy or hire arrangements, emergency procedure, legislation, regulator guidance, incident history, trial evacuation results, governance direction or operational requirements change
<b>Next review</b>	April 2029
<b>Effective date</b>	[insert date approved]
<b>Version</b>	2026.1
<b>Visibility</b>	Public - Website
<b>Document ID</b>	HSW-EEI

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## Appendix One - Quick Reference for Website Publication:

In an emergency at Glenfield Community Centre:

- If you discover a fire or smoke, warn people nearby, activate the nearest alarm, leave by the nearest safe exit and call 111 from a safe place.
- If the fire alarm sounds, leave immediately. Do not collect belongings. Do not re-enter the building.
- Go to the nearest safe assembly point: the lower carpark, the upper carpark, or the Early Learning Centre assembly area where applicable.
- Move clear of buildings, driveways and emergency access routes.
- Tell a warden, group leader or emergency services if someone may still be inside or may need assistance.
- Hirers and group leaders must help evacuate their own group and report any concerns to the Building Warden or Fire and Emergency New Zealand.
- Wait for the all-clear before returning to the building.

## Appendix Two - Controlled Definitions Register Note:

The following definitions should be added to, or checked against, the GCC controlled definitions register: Emergency Evacuation; Fire Alarm; Evacuation Scheme; Building Warden; Floor Warden; Person in Charge; Assembly Point; Assistance Register; All-clear.