

# EMERGENCY MANAGEMENT AND BUSINESS CONTINUITY

Policies and Procedures



The Kind  
Foundation™

Mō tātou katoa. For all of us.

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# 1 PURPOSE

The purpose of this policy is to prepare The Kind Foundation in the event of emergencies or service outages caused by factors beyond our control (e.g., natural disasters, man-made events).

## 2 POLICY STATEMENT

### 2.1 General

All The Kind Foundation sites will implement preventive measures whenever possible to minimize operational disruptions and to recover as rapidly as possible when an incident occurs, with the wellbeing of people taking precedence over financial considerations.

### 2.2 Scope

This policy encompasses all emergency situations and includes a focus on severe incidents which are likely to have an ongoing medium to long term impact, will require significant time or resource to resolve, and will affect multiple members of staff and external parties (for example an earthquake).

### 2.3 Objectives

- Provide emergency preparedness and response plans for foreseeable emergencies.
- Serves as a guide for The Kind Foundation senior staff so they can provide leadership to their teams.
- References and points to the location(s) of critical data.
- Provides procedures and resources needed to assist in recovery.
- Identifies vendors and customers that must be notified in the event of an emergency.
- Assists in avoiding confusion experienced during an emergency by documenting, testing and reviewing recovery procedures.
- Identifies alternate sources for supplies, resources and locations.
- Documents storage, safeguarding and retrieval procedures for vital records.

### 2.4 Assumptions

- Key people (Senior Leadership, Supervisors and Team Leaders) will be available following an emergency.
- A national emergency such as nuclear war is beyond the scope of this plan.
- This document and all vital records are stored in a secure off-site location, will survive the disaster and are immediately accessible following the disaster.
- Each support organization will have its own plan consisting of unique recovery procedures, critical resource information and procedures.
- These procedures are furnished to The Kind Foundation management personnel to take home for reference.

### 2.5 Recovery Teams

- Emergency Management Team (EMT)
- Disaster Recovery Team (DRT)
- IT technical services (IT)

#### 2.5.1 Team Member Responsibilities

- Each team member will designate an alternate in case they are out of town or injured.
- All of the members should keep an updated calling list of their work team members' work, home, and cell phone numbers both at home and at work.

- All team members should keep this plan for reference at home in case the disaster happens after normal work hours. All team members should familiarize themselves with the contents of this plan.
- In the event of any situation where access to a building housing a system is denied, personnel should report to alternate locations as directed by EMT.
- Anyone not recognized by The Kind Foundation staff as being employed by the Y must be challenged by the staff who should then contact the EMT or alternatively phone the police.

Note: See Appendix 1 for details on the roles and responsibilities of each team.

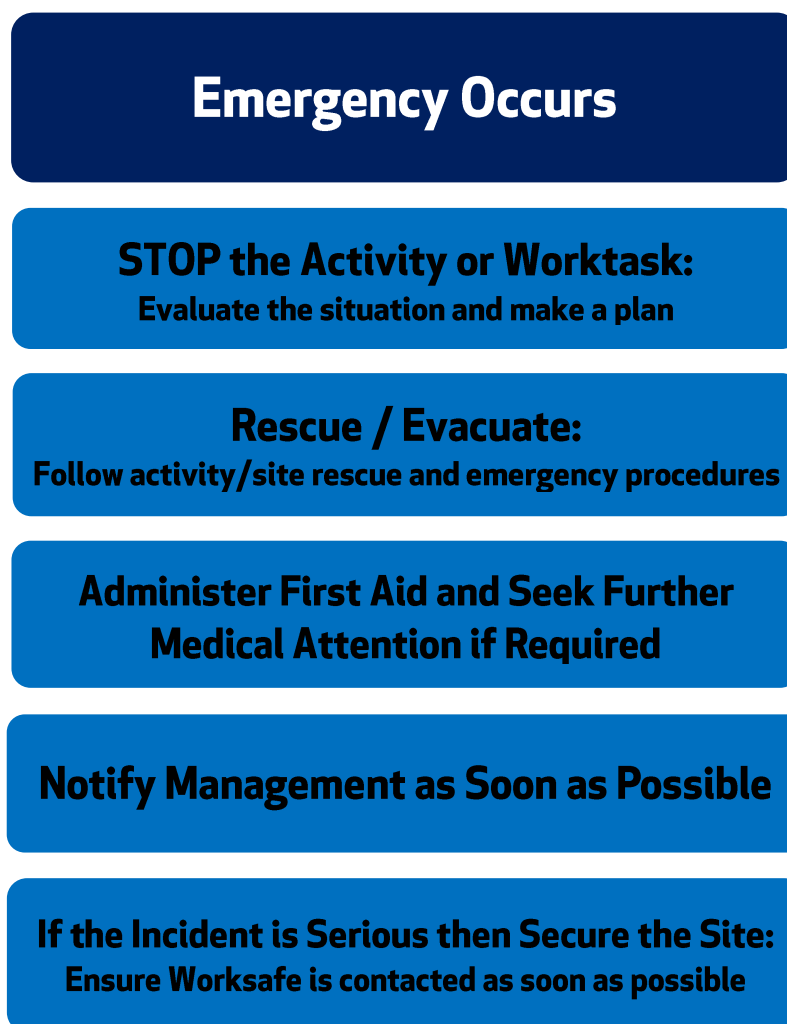
## 3 POLICY CONTENT

### 3.1 Emergency Management

#### 3.1.1 Responding to Emergencies

##### 3.1.1.1 General Emergency Procedure

Below is The Kind Foundation procedure for general emergencies:



##### 3.1.1.2 Procedures for Specific Events

Procedures for specific events, for example earthquake, armed robbery etc., can be found within Appendix 2.

##### 3.1.1.3 Evacuation Procedures

All The Kind Foundation owned or managed sites will have their own evacuation procedures that are relevant to that site. These evacuation procedures will be known to all staff members (see Section 3.1.3) and will be made evident to all clients, visitors and contractors through signage

and/or induction onto the site (for more information on induction requirements see the Overlapping Duties policy document).

For all Y activities that occur away from a specific site, for example outdoor activities, evacuation procedures will be documented along with the risk management documentation for that activity. For all adventure activities the evacuation procedures will be included in the Activity Management Plan (AMP). If the adventure activity is not occurring at a fixed site, for example the tree abseil at Wainui is a fixed site whereas kayaking or outdoor climbing may occur at a number of different sites, then the development of relevant evacuation procedures must occur as part of the risk management process for the site(s) that will be used.

After an evacuation occurs (for what ever reason) a debrief will occur with relevant staff. Appropriate actions point will be developed from this debrief and will be reported in the monthly H&S Board Report.

### **3.1.2 Reporting, Investigation and Review**

- Reporting and investigation of incidents, accidents and near misses is given within the Accident and Incident Reporting and Investigation document.
- If the incident falls within the definition of a notifiable injury, illness or incident then Worksafe must be notified as soon as possible (see Section 5 for a definition of what constitutes a notifiable injury, illness or incident).
- If the incident involves a motor vehicle then the reporting and investigation procedures will be followed as given within the Motor Vehicle Use and Safety document.

### **3.1.3 Training and Induction**

Induction and training for all new staff will include:

- Training on general emergency procedures.
- Training on relevant specific emergency procedures.
- Training on relevant evacuation procedures.
- Training on rescues relevant to the activities that the staff will be involved in.

Also:

- All staff will receive refresher training at least once per year on the above list.
- Generic emergency procedures and site-specific evacuation procedures will be posted in staff common areas.

#### **3.1.3.1 Rescue Training and Competency**

For some activities the ability for a staff member to undertake a rescue will be an important part of managing the safety of that activity. In this case departmental management must ensure that either this rescue is a part of the competency to run the activity, or that competent staff are immediately available to carry out the required rescue.

### **3.1.4 First Aid**

#### **3.1.4.1 Availability of First Aiders**

Departmental managers will ensure that there are adequately trained and qualified staff available to immediately respond to an incident, accident or emergency.

#### **3.1.4.2 First Aid Equipment**

Departmental managers will ensure that there are adequately supplied first aid supplies available to immediately respond to an incident, accident or emergency regardless of where the incident occurs.

## 3.2 Disaster Management

In the situation that an emergency, incident or accident has had severe consequences for the Y or its people (e.g. multiple fatalities from a car accident, destruction of property from severe earthquake or flooding etc.) then it may be declared as a disaster. This section details the processes that will occur in a disaster situation.

### 3.2.1 Disaster Declaration

The CEO, with input from the EMT, DRT and IT, is responsible for declaring an emergency a disaster and activating the various recovery teams as outlined in this policy.

In a major disaster situation affecting multiple business units, the decision to declare a disaster will be determined by The Kind Foundation CEO (or Acting CEO if on leave, or Board Chair if uncontactable/injured). The EMT and DRT will respond based on the directives specified by CEO.

### 3.2.2 Notification

Regardless of the disaster circumstances, or the identity of the person(s) first made aware of the disaster, the EMT and DRT must be activated immediately in the following cases:

- Two or more systems and/or sites are down concurrently for three or more hours
- Any problem at any system or network facility that would cause the above conditions to be present or there is certain indication that either of the conditions are about to occur

### 3.2.3 External Communications

The CEO (or Acting CEO if on leave, or Board Chair if uncontactable/injured) is designated as the principal contact with the media (radio, television, and print), regulatory agency, government agencies, and other external organizations following a formal disaster declaration.

## 3.3 Emergency Management Phase: Short-Term Preceding or Following Disaster

The following procedures are to be followed by The Kind Foundation personnel in the event of a disaster. Where uncertainty exists, the more reactive action should be followed to provide maximum protection and personnel safety.

### 3.3.1 IT

The disaster management plan for IT covers the design and documents test recovery of The Kind Foundation's server environment.

In the event of file or Virtual Server loss/corruption, local restoration is possible from the onsite back-ups. Should there be a disaster resulting in total loss of The Kind Foundation's server hardware, a full recovery process will be followed under the leadership and management of the Information Systems Manager.

### 3.3.2 Reporting / Status Updates / Communication Lines

The Primary Contact is to keep the CEO updated.

Site Location	Primary Contact	Back-up Primary Contact
City	Alex Berkemer	Joao Fantini
Bishopdale	Lydia Kennedy	Ken Yep
Adventure Centre	Marcus Braun	Dave Goldsworthy
Wainui Park	Marcus Braun	Nick Howard
APOEC	Marcus Braun	Alex Gillespie

Note: The above is a guideline and may not always be able to be followed depending on circumstances of the event. Staff are expected to use common sense in relation to communicating up and down the chain so good decisions can be made.

### 3.3.3 On-Duty Personnel Responsibilities

**If in-hours** (that is, facility is open to the public):

Upon observation or notification of a potentially serious situation during working hours at a system/facility, ensure that personnel on site have enacted standard emergency and evacuation procedures if appropriate and notify the EMT.

**If outside hours** (the facility is closed to the public):

Primary contact should urgently establish if the facility has incurred damage and report it upwards.

In both cases call emergency services as appropriate.

Provide status to EMT and SMT

Contact primary/secondary contact and provide the following information when any of the following conditions exist: (See Appendix 3 for contact list.)

- Something has occurred which impacts on normal operations to the degree that normal customer service and care cannot continue after 30 minutes, or after an evacuation, AND/OR normal operations have been significantly affected due to uncertainty about safety or lack of power/IT/telecommunications.
- Any problem at any system or location that would cause the above condition to be present or there is certain indication that the above condition is about to occur.

The EMT will provide the following information to the CEO:

- Location of disaster
- Type of disaster (e.g., fire, hurricane, flood)
- Summarize the damage (e.g., injuries, damage - minimal, heavy, total destruction)
- Meeting location that is a safe distance from the disaster scene
- An estimated timeframe of when a damage assessment group can enter the facility (if possible)
- The EMT will contact other key personnel – such as I.T, engineering, property maintenance, tenants.

Decide course of action

Based on the information obtained, the CEO / EMT will need to decide how to respond to the event: mobilize IT, repair/rebuild existing site (s) with location staff, or relocate to a new facility.

Inform team members of decision

Note: If a disaster is not declared, the CEO/EMT will continue to address and manage the situation through its resolution and provide periodic status updates to all staff.



### 3.4 Disaster Recovery Phase

If a disaster is declared, the CEO/EMT will notify IT Tech Services immediately for deployment.

**Declare a disaster** if the situation is not likely to be resolved within predefined time frames. The CEO (or Acting CEO or Board Chair) are the only people authorized to declare a disaster.

**Declaration of Civil Emergency:** The local authority or central Government can declare a state of civil emergency in catastrophic situation. In this instance The Kind Foundation will follow what is required by legislation. As a community organization with assets that could assist in a recovery effort the Y will assist as far as possible with authorities to assist the recovery operation.

**Once a disaster is declared**, the 'Disaster Recovery Team' is mobilized. This team will initiate and coordinate the appropriate recovery actions. The DRT consists of the CEO, the Managers, and Property Managers. Members to assemble at the City as soon as possible. If the City is unable to be accessed members will communicate via text and establish an alternative meeting site (probably Bishopdale).

#### **Conduct detailed damage assessment (This may also be performed prior to declaring a disaster)**

1. DRT assess the damage to the affected location and/or assets. Include vendors/providers of installed equipment to ensure that their expert opinion regarding the condition of the equipment is determined ASAP.

A. Participate in a briefing on assessment requirements, reviewing:

- (1) Assessment procedures
- (2) Gather requirements
- (3) Safety and security issues

Note: Access to the facility following a fire or potential hazard substance contamination will likely be denied for 24 hours or longer.

B. Document assessment results using the forms contained in Appendix 5.

#### Building access permitting:

- Conduct an on-site inspection of affected areas to assess damage to essential hardcopy records (files, manuals, contracts, documentation, etc.) and electronic data.
- Obtain information regarding damage to the facility (s) (e.g., environmental conditions, physical structure integrity, furniture, and fixtures) from the DRT.

2. Develop a restoration priority list, identifying facilities, vital records and equipment needed for resumption activities that could be operationally restored and retrieved quickly.

3. Recommendations for required resources.

### **3.5 Business Recovery Phase**

The DRT gathers information regarding the event; contacts senior management and provides them with detailed information on status.

Based on the information obtained, DRT decides whether to continue to the business recovery phase of this plan. If the situation does not warrant this action, continue to address the situation at the affected site(s).

This section documents the steps necessary to activate business recovery plans to support full restoration of systems or facility functionality at an alternate/recovery site that would be used for an extended period of time. Coordinate resources to reconstruct business operations at the temporary/permanent system location, and to deactivate recovery teams upon return to normal business operations.

#### **3.5.1 System and Facility Operation Requirements**

The system and facility configurations for each location are important to re-establish normal operations.

#### **3.5.2 Notify IT Staff/Coordinate Relocation to New Facility**

See Appendix 3 for IT staff associated with a new location being set up as a temporary/ indefinite location (replacement for site).

#### **3.5.3 Secure Funding for Relocation**

Make arrangements in advance with suitable backup location resources. Make arrangements in advance with local banks, credit card companies, hotels, office suppliers, food suppliers and others for emergency support.

#### **3.5.4 Other Communications**

Using the call list in Appendix 3, notify the appropriate company personnel. Inform them of any changes to processes or procedures, contact information, hours of operation, etc. (This may be used for media information.)

#### **3.5.5 Operations Recovered**

Assuming all relevant operations have been recovered to an alternate site, and employees are in place to support operations, the company can declare that it is functioning in a normal manner at the recovery location.

## 4 ACCOUNTABILITY AND RESPONSIBILITY

Role	Responsible for
The Kind Foundation Board	<ul style="list-style-type: none"> <li>Ensuring adequate resources are allocated to allow effective implementation.</li> <li>Provide support to the CEO and staff during emergency situations.</li> </ul>
Chief Executive Officer	<ul style="list-style-type: none"> <li>Facilitate communication with the media during emergency situations.</li> </ul>
Managers	<ul style="list-style-type: none"> <li>Ensure emergency plans exist for their sites of responsibility.</li> <li>Ensure testing of emergency evacuation procedures occur.</li> <li>Ensure contractors and tenants adhere to The Kind Foundation emergency procedures.</li> <li>Ensure emergency procedures are communicated to staff.</li> </ul>
Staff and Volunteers	<ul style="list-style-type: none"> <li>Adhere to emergency procedures.</li> <li>Follow the instructions of wardens and other staff controlling emergency situations or tests.</li> <li>Communicate relevant emergency procedure information to clients and visitors.</li> </ul>
Contractors/Consultants and other involved people	<ul style="list-style-type: none"> <li>Adhere to the relevant The Kind Foundation emergency procedures.</li> <li>Follow the instructions of The Kind Foundation wardens and other staff controlling emergency situations or tests.</li> </ul>
Children, young people, parent/guardians and clients	<ul style="list-style-type: none"> <li>Follow the instructions of The Kind Foundation wardens and other staff controlling emergency situations or tests.</li> </ul>

## 5 DEFINITIONS

Disaster:

Any loss of utility service (power, water), connectivity (system sites), or catastrophic event (weather, natural disaster, fire, vandalism, serious injury or death) that causes an interruption in the service provided by The Kind Foundation operations.

Emergency:

Refers to any occurrence, whether natural, social or technological that impacts on one or more staff members, contractors, clients, visitors or stakeholders of The Kind Foundation.

Notifiable Injury or Illness:

(from Health and Safety at Work Act 2015)

Notifiable injury or illness, in relation to a person, means –

(a) any of the following injuries or illnesses that require the person to have immediate treatment (other than first aid):

(i) the amputation of any part of his or her body:

(ii) a serious head injury:

(iii) a serious eye injury:

(iv) a serious burn:

(v) the separation of his or her skin from an underlying tissue (such as degloving or scalping):

(vi) a spinal injury:

(vii) the loss of a bodily function:

(viii) serious lacerations:

(b) an injury or illness that requires, or would usually require, the person to be admitted to a hospital for immediate treatment:

- (c) an injury or illness that requires, or would usually require, the person to have medical treatment within 48 hours of exposure to a substance;
- (d) any serious infection (including occupational zoonoses) to which the carrying out of work is a significant contributing factor, including any infection that is attributable to carrying out work—
  - (i) with micro-organisms; or
  - (ii) that involves providing treatment or care to a person; or
  - (iii) that involves contact with human blood or bodily substances; or
  - (iv) that involves handling or contact with animals, animal hides, animal skins, animal wool or hair, animal carcasses, or animal waste products; or
  - (v) that involves handling or contact with fish or marine mammals;
- (e) any other injury or illness declared by regulations to be a notifiable injury or illness for the purposes of this section.

Notifiable Incident:

(from Health and Safety at Work Act 2015)

A notifiable incident means an unplanned or uncontrolled incident in relation to a workplace that exposes a worker or any other person to a serious risk to that person's health or safety arising from an immediate or imminent exposure to—

- (a) an escape, a spillage, or a leakage of a substance; or
- (b) an implosion, explosion, or fire; or
- (c) an escape of gas or steam; or
- (d) an escape of a pressurised substance; or
- (e) an electric shock; or
- (f) the fall or release from a height of any plant, substance, or thing; or
- (g) the collapse, overturning, failure, or malfunction of, or damage to, any plant that is required to be authorised for use in accordance with regulations; or
- (h) the collapse or partial collapse of a structure; or
- (i) the collapse or failure of an excavation or any shoring supporting an excavation; or
- (j) the inrush of water, mud, or gas in workings in an underground excavation or tunnel; or
- (k) the interruption of the main system of ventilation in an underground excavation or tunnel; or
- (l) a collision between 2 vessels, a vessel capsize, or the inrush of water into a vessel; or
- (m) any other incident declared by regulations to be a notifiable incident for the purposes of this section.

## **6 RELATED DOCUMENTS**

### **6.1 The Kind Foundation Documents**

- Safety Management Plan

### **6.2 Legislation**

- Health and Safety at Work Act 2015
- Health and Safety at Work Adventure Activities Regulations 2016
- Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018

### **6.3 Standards and Codes of Practice**

- Safety Audit Standard for Adventure Activities

### **6.4 Other**

- NA

## 7 DOCUMENT CONTROL

### 7.1 Policy Owner

- Health and Safety Officer

### 7.2 Parent Policy

- Safety Management Plan

### 7.3 Date of Implementation

- September 2023

### 7.4 Review Date

- September 2024

### 7.5 Document Control Procedure

This document is considered a 'living document' and as such, regardless of the review date, this document remains relevant until such time as a new version is produced or it is retired.

Documents will be identified by a header and footer that states the version number and total number of pages within the document.

Any previous versions or copies will be removed from circulation if obsolete or marked clearly that they are not current. Archived copies and other safety-related records will be kept for seven years and archived accordingly.

Once printed, documents are uncontrolled.

### 7.6 Version Table

Version	Amendments made	Approved by	Date
1.0	<ul style="list-style-type: none"> <li>• Converted original document to new format</li> </ul>	Josie Ogden Schroeder	1/4/2016
2.0	<ul style="list-style-type: none"> <li>• Added Section 3.1 on General Emergency Management</li> <li>• Updated staff members and contact numbers within Appendix 5 and Section 3.2.2</li> </ul>	Josie Ogden Schroeder	Aug 2017
2.1	<ul style="list-style-type: none"> <li>• Updated Managers names and contact details</li> <li>• General edit</li> </ul>	Josie Ogden Schroeder	Oct 2018
2.2	<ul style="list-style-type: none"> <li>• General edit</li> <li>• Updated Managers names and contact details</li> <li>• Removed reference to Nector Group</li> <li>• Removed reference to Kinetics</li> <li>• Included the Information Systems Manager within relevant IT sections</li> <li>• Section 9.9 - Updated Organisational chart</li> <li>• Section 9.5 – Updated Contact List</li> <li>•</li> </ul>	Josie Ogden Schroeder	Sep 2019
2.3	<ul style="list-style-type: none"> <li>• General edit</li> <li>• Update Section 5.2 with relevant legislative changes</li> <li>• Updated Y hierarchy nomenclature</li> <li>• Updated relevant staff names and contact details</li> <li>• Updated relevant contractors' names and contact details</li> </ul>	Josie Ogden Schroeder	Sep 2021

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2.4	<ul style="list-style-type: none"><li>• General edit</li><li>• Updated due to change in organisation name and branding</li><li>• Updated relevant staff members names and contact details</li></ul>	Josie Ogden Schroeder	Sep 2023
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## 8 APPENDIXES

### 8.1 Appendix 1: The Kind Foundation Recovery Teams

#### 8.1.1 Emergency Management Team (EMT)

- CEO
- COO
- Managers/Supervisors
- Property, IT Systems and Health & Safety staff

NOTE: See Appendix 3 for contact list.

Charter:

Responsible for overall coordination of the disaster recovery effort; evaluation and determining disaster declaration; and communications with senior management/staff/board.

Support Activities:

1. Evaluate which recovery actions should be invoked and activate the recovery teams
2. Evaluate damage assessment findings
3. Set restoration priority based on the damage assessment reports
4. Provide senior management/team leaders/board with ongoing status information
5. Act as a communication channel to staff teams and customers/stakeholders
6. Work with vendors and IT to develop a rebuild/repair schedule

#### 8.1.2 Disaster Recovery Team (DRT)

- CEO
- Senior Leadership Team
- Property Managers
- Health & Safety
- IT

NOTE: See Appendix 3 for contact list

Charter:

Responsible for overall coordination of the disaster recovery effort; establishment of the emergency command area; and communications with senior management and the EMT.

Support Activities:

1. Coordinate with EMT and senior management
2. Determine recovery needs
3. Establish command centre and assembly areas
4. Notify all company department heads and advise them to activate their plan(s) if applicable, based upon the disaster situation
5. If no disaster is declared, take appropriate action to return to normal operations using regular staff
6. Determine if vendors or other teams are needed to assist with detailed damage assessment
7. Prepare post-disaster debriefing report
8. Coordinate the development of site-specific recovery plans and ensure they are updated semi-annually

### **8.1.3 IT Technical Services (IT)**

#### Charter

IT will facilitate technology restoration activities.

#### Support Activities

1. Upon notification of disaster declaration, review and provide support as follows:
2. Facilitate technology recovery and restoration activities, providing guidance on replacement equipment and systems, as required
3. Coordinate removal of salvageable equipment at disaster site that may be used for alternate site operations



## 8.2 Appendix 2: Guidelines for Specific Events

### 8.2.1 Natural Disaster: Earthquake

In the event of a major catastrophe affecting a The Kind Foundation facility, immediately notify your primary/secondary contact, and ensure the CEO, Josie Ogden Schroeder – is informed on 027 675 2300 or Home phone: 03 3299691.

STEP	ACTION
1	Ensure safety of people. This means reassurance and evacuation if in any doubt of safety of building. Where power is lost, or visible damage can be seen, evacuate and seek advice from COO or CEO.
2	If catastrophic and evacuation obvious, ensure all people have left building and re-grouped at gathering point. If possible take a register of names and note on that register name/phone/injuries and where they have gone (if they leave). Appoint a 'Staff Member in Charge' who stays in one point and provides communication updates. This person should be the staff member on hand who is the least distressed, and is willing and able to lead.
3	Senior staff to stay with clients/customers until EMT have dismissed. Youth clients should not be allowed to leave the gathering area without adult/parental/caregiver permission or supervision. Where possible assist Y clients to contact family/whanau. Where possible provide food/drink/shelter to any person requiring it.
4	Remind people of the drop and hold (turtle) to keep safe during after-shocks. Use phones to a minimum – conserve battery, text only.
5	Where possible: Provide emergency services with information and access to The Kind Foundation buildings – particularly assist with info re water/master keys, contact number of CEO / EMT. Take laptops / phones / wallets when evacuating.
6	Follow instructions of emergency services/ civil defence and assist where possible.
7	Post event: <ul style="list-style-type: none"> <li>• Safety of people highest priority</li> <li>• Consider wellbeing of people after event</li> <li>• Ensure communications between staff is kept current</li> <li>• Where impact on wellbeing of people will be minimal, consider closure of facilities.</li> <li>• Assess whether the building(s) require engineering assessment (refer to Appendix 6 and 7 for guidelines)</li> <li>• Where facilities are closed due to damage/civil defence instruction, move staff to alternative premises</li> <li>• City based – move all staff to one site as most appropriate in circumstances (CEO/EMT to advise)</li> <li>• Staff to work from home if appropriate.</li> </ul>

**8.2.2 Natural Disaster: Large Weather Event or Tsunami**

In the event of a major catastrophe affecting a The Kind Foundation facility, immediately notify your primary/secondary contact, and ensure the CEO, Josie Ogden Schroeder – is informed on 027 675 2300 or Home phone: 03 3299691.

STEP	ACTION
1	Notify EMT and DRT of pending event, if time permits.
2	<p>If the impending natural disaster can be tracked, begin preparation of site within 48 hours as follows:</p> <ul style="list-style-type: none"> <li>• Deploy support equipment and staff as required (different for each site, refer to site specific procedures).</li> </ul> <p><u>Consider:</u></p> <ul style="list-style-type: none"> <li>• Generators</li> <li>• Personnel</li> <li>• Food/water (esp. for Wainui)</li> <li>• Evacuation in advance</li> <li>• Fuel (petrol/diesel)</li> <li>• Facilities department on standby for replacement shelters (civic emergency site)</li> <li>• Basic necessities are acquired by support personnel when deployed:</li> <li>• Cash for one week</li> <li>• Food and water for one week</li> <li>• Gasoline and other fuels</li> <li>• Supplies, including chainsaws, batteries, rope, flashlights, medical supplies, etc.</li> </ul>
3	<p>24 hours prior to event:</p> <ul style="list-style-type: none"> <li>• Create an image of the system and files</li> <li>• Back up critical system elements</li> <li>• Verify backup generator fuel status and operation</li> <li>• Create backups of e-mail, file servers, etc.</li> <li>• Fuel vehicles and emergency trailers</li> <li>• Communications to all staff</li> </ul>
4	<p>During / Post event:</p> <ul style="list-style-type: none"> <li>• Safety of people highest priority</li> <li>• Consider wellbeing of people after event</li> <li>• Ensure communications between staff is kept current</li> <li>• Where impact on wellbeing of people will be minimal, consider closure of facilities.</li> <li>• Where facilities are closed due to damage/civil defence instruction, move staff to alternative premises</li> <li>• City based – move all staff to one site as most appropriate in circumstances (CEO/EMT to advise)</li> <li>• Staff to work from home if appropriate.</li> </ul>

**8.2.3 In the Event of a Fire**

If fire or smoke is present in the facility, evaluate the situation, determine the severity, categorize the fire as major or minor and take the appropriate action as defined in this section. Call 1-1-1 as soon as possible if the situation warrants it.

- Personnel are to attempt to extinguish minor fires (e.g., single hardware component or paper fires) using hand-held fire extinguishers located throughout the facility. Any other fire or smoke situation will be handled by qualified building personnel until the local fire department arrives.
- In the event of a major fire, call 1-1-1 and immediately evacuate the area.
- In the event of any emergency situation, system security, site security and personal safety are the major concerns. If possible, the senior member of staff on site should remain present at the facility until the fire department has arrived.
- In the event of a major catastrophe affecting the facility, immediately notify EMT.

STEP	ACTION
1	Dial 1-1-1 to contact the fire department. A fire alarm activation at Bishopdale or City will automatically summon the fire brigade, but if possible also call them.
2	Follow standard evacuation procedures.
3	Contact EMT and Jason Smith (Property Manager) for all sites except Wainui – for Wainui contact John Genefaas.
4	Provide emergency personnel with keys/access and assist with info re water supply etc. (Providing a master key means less damage is done during search/clear operations). Advise where water can be turned off if building is flooding.
5	If necessary contract external building security if site is evacuated and left insecure.
6	Contact all tenants for the building and keep informed.
7	All personnel evacuating the facilities will meet at their assigned outside location (assembly point) and follow instructions given by the designed authority. Under no circumstances may any personnel leave without the consent of EMT.

**8.2.4 In the Event of a Network Services Provider Outage**

In the event of a network service provider outage to any location, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	Notify senior management of outage. Determine cause of outage and timeframe for its recovery.
2	If outage will be greater than one hour, route all calls via alternate services. If it is a major outage and all carriers are down and downtime will be greater than 12 hours, calls can be diverted to EMT cell phone/s.

### 8.2.5 In the Event of a Flood or Water Damage

In the event of a flood or broken water pipe within any computing facilities, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	Assess the situation and determine if outside assistance is needed; if this is the case, dial 1-1-1 immediately.
2	Contact Property Manager, Jason Smith (City sites) or John Genefaas (Wainui) immediately.
3	Immediately notify all personnel in the facility of the situation and be prepared to evacuate and/or cease operations accordingly.
4	Turn off water at mains if this is the cause of the flooding, as soon as possible. Turn off mains electricity if water is observed in any of the power boards. Save and shut down all computers until it is cleared that there is no water threat to servers or IT equipment.

**8.2.6 In the Event of Spill or Release of Hazardous Substances**

In the event of a spill or release of hazardous substance at any location, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	<p><b>Evacuate areas affected by the release and</b> assess the situation and determine if outside assistance is needed; if this is the case, dial (1) 1-1-1 immediately.:</p> <p><b>Note:</b> anyone sent to assist with evacuation must not enter an area where they can be affected by the release.</p> <ul style="list-style-type: none"> <li>• Move people upwind and only as far as necessary for safety – they may transfer contamination</li> <li>• Accommodate those held where medical help can reach them quickly and ambulance access is easy</li> <li>• Control and hold all those exposed or potentially exposed (they will need to be briefed and their details recorded in case of delayed effects)</li> </ul>
2	Provide first aid as necessary.
3	Contact and advise site/department management of incident.
4	Collect all Information about the substance and incident (if safe to do so).

### 8.2.7 In the Event of Severe Winter Conditions

When snow falls in Christchurch it is common that some staff are unable to safely get to work. In these instances the Y will undertake to enforce a policy which is fair across all staff, ensuring at the same time that core services can continue wherever possible while also taking responsibility for staff safety.

It is a The Kind Foundation responsibility as well as an individual responsibility to make sensible decisions that affect personal safety.

STEP	ACTION
1	Staff who are able to be productive remotely may be given permission to work from home. It is expected in these circumstances that staff working from home are productive and that this only occurs when absolutely necessary because travelling to and from work is considered to pose an unnecessary safety risk to the staff member. In most cases this will apply only to management and therefore it is even more important that the privilege is not abused.
2	Frontline staff who are required on site to work, due to the fact that their work involves engaging directly with customers, will be expected to show up for work
3	If any staff member cannot show up for work due to transport issues, then the staff member will be expected to take a day of annual leave, a day in lieu, or a day of unpaid leave. This will need to be approved by their Manager as early as practicable before their shift starts.
4	<p>If snow is forecast in advance it is expected that Management will make some decisions about how to best cover essential tasks if snow prevents staff from coming to work.</p> <ul style="list-style-type: none"> <li>• Management may choose to close services in advance, or on the day. In the event that services are closed, all staff who would ordinarily have worked to run those services, regardless of whether or not they are able to get to work, will be given a paid days leave of absence. This could apply to the childcare, health &amp; fitness, adventure centre etc. Managers need to be aware that this is a significant cost to the business and should only happen in extreme circumstances.</li> <li>• Managers should note that significant amounts of snow and closures of other businesses would indicate a closure is necessary. The mere fact of snow is not a reason to close – due to the fact that many people need these services when there is snow. This is particularly true of childcare, but also true of other indoor programmes which will be well attended when the weather outdoors is inclement (health &amp; fitness, adventure centre, term programmes, holiday programmes).</li> <li>• It is not an option to close City Accommodation. If staff are given paid leave of absence for health &amp; fitness at the city due to closure, then those staff who are unable to get to work for Accommodation due to transport will be paid, and those who are rostered who can get to work will be paid time and a half.</li> <li>• All staff who are given a paid days absence due to closure are expected to remain 'on call' to return to work within 30 minutes of a phone call, should the road conditions improve</li> </ul>
5	At Wainui if there is snow on the ground it is NOT expected that any staff members travel. If travel is required on the peninsula roads to get to or from Wainui park for work, and there is snow falling, those staff members will be granted a paid days leave, but remain on call to come to work when the road conditions are clear.
6	It is expected that after a week in which a snow day/s occur, that the information provided to the wages clerk is very clear as to what has occurred. The Senior Leadership Team should peer review wages information post a snow day/s to ensure it is accurate.

**8.2.8 In the Event of Armed robbery**

In the event of armed robbery at any location, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	Keep calm, make no sudden movements and do what the offender says.
2	Try to memorise as many details about the offender as possible.
3	Note the direction and method of escape.
4	Notify the Police as soon as it is safe to do so by dialling 111. Leave the phone line open until the Police arrive.
5	Provide first aid to victims, and lock outside doors.
6	Contact and advise site/department management of incident.



### 8.2.9 In the Event of Aggressive or Threatening Situations

In the event of aggressive or threatening situations either over the phone or at any location, the guidelines and procedures in this section are to be followed.

STEP	ACTION
1	Remain professional. Keep your language unemotional and avoid using sarcasm and cynicism or patronising and aggressive language.
2	Warn the person that their behaviour is unacceptable and advise them that you will stop the meeting/conversation.
3	<p>If aggressive or threatening behaviour continues:</p> <p>On the telephone:</p> <ul style="list-style-type: none"> <li>• Do not tolerate verbal threats</li> <li>• Do not tolerate abusive or obscene language</li> <li>• End the call</li> <li>• Get support and organise a debrief of the call</li> </ul> <p>At a meeting:</p> <ul style="list-style-type: none"> <li>• Do not try to approach or restrain them</li> <li>• Leave the reception area or meeting area immediately or lock down the area if applicable</li> <li>• If you are unable to leave, raise the alarm by dialling 111</li> <li>• Get support</li> <li>• If there is a risk to other employees or customers, remove them from the area</li> </ul>
4	Contact and advise site/department management of incident.

## 8.3 Appendix 3: Recovery Team Contact Lists

### 8.3.1 Emergency Management Team (EMT)

Site	Name	Backup	Phone Numbers
Overall leadership and direction	Josie Ogden Schroeder	Alex Berkemer Steve Clarke Jon Purdue	Josie 027 6752300 Alex 027 765 2233 Steve 021 447 069 Jon 027 448 4239
City	Alex Berkemer	Crispian Hills Jason Smith	Alex 027 765 2233 Jason 027 4315 292 Crispian 027 534 3920
Bishopdale	Alex Berkemer	Ken Yep Lydia Kennedy	Alex 027 765 2233 Lydia 027 337 9502 Ken 0278945362
Adventure Centre	Marcus Braun	Dave Goldsworthy	Marcus 027 367 7508 Dave 021 741 795
Wainui Park	Marcus Braun	Nick Howard John Genefaas	Marcus 027 367 7508 Nick 027 411 4569 John 027 417 6102 / 03 325 6102
APOEC	Marcus Braun	Alex Gillespie	Marcus 027 367 7508 Alex G 03 359 8320

### 8.3.2 Disaster Recovery Team (DRT)

Name	Title and Key Role during EM phase	Home	Mobile
Josie Ogden Schroeder	CEO; Oversight / leadership of EMT; Communication to Board / Media / Staff / Stakeholders; Engagement of consultants as required	03 3299691	027 675 2300
Alex Berkemer	COO		027 765 2233
Dave Goldsworthy		03 926 2565	021 741 795
Mandy Fastier	Executive Assistant to CEO; Assist CEO / IT	03 980 3060	021 0290 2517
Jason Smith	Property Manager; Contractors, emergency services, property		027 431 5292
Crispian Hills	Health & Safety Officer; Assist all areas as required, advise re H&S		027 534 3920
Zane Woodfield	IT technical services		021 503 746

## 8.4 Appendix 4: Emergency Contact Numbers

### 8.4.1 First responders, Public Utility Companies, Others

Name	Contact Name	Phone
Emergency Services	State Fire, Ambulance, Police	1-1-1
Christchurch City Council <ul style="list-style-type: none"> <li>• Water</li> <li>• Animals</li> <li>• Civil Defence</li> <li>• Building inspector</li> </ul>		03 941 8999 or 0800 800 169
Orion (Power outage)		Emergency 24-hour 03 363 9898 or 0800 363 9898
Spark (City Y Land lines, some mobile phones)		0800 110 062 or 126
2 Degrees (Mobile phones)		0800 022 022 or 200
Vodafone (Mobile phones)		0800 800 021 or 777
DTS System	Zane – Information Systems Manager	021 503 746
E-Can (sewage event)		03 353-9007 or 0800 324 636

## 8.5 Appendix 5: Forms

### Incident/Disaster Form

Upon notification of an incident/disaster situation the on-duty personnel will make the initial entries into this form. It will then be forwarded to the ECC, where it will be continually updated. This document will be the running log until the incident/disaster has ended and "normal business" has resumed.

TIME AND DATE

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TYPE OF EVENT

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LOCATION

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BUILDING ACCESS ISSUES

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## 8.6 Appendix 6: Building Evacuation Procedure

### 8.6.1 The Kind Foundation Engineering Inspection of Buildings/Structures Policy

Following the significant earthquake events experienced in 2010 and 2011, the following can be taken as a policy guideline for Y staff who are tasked with making decisions in relation to evacuations of premises, engineer inspections and staff responsibilities.

Safety of our people is paramount. However, a blanket rule for all scenarios we have learned is extremely difficult in the 'real world.' The difficulty lies in the fact that each event is quite different, and making policy based on Richter scale measurements alone is not necessarily satisfactory or meaningful.

#### 8.6.2 The policy guidelines are therefore:

Buildings to be evacuated if any ONE of the following apply:

- Electricity is lost.
- Damage is obvious.
- There is significant fear amongst those staff on duty – i.e.: it 'feels' bad.

Buildings to be re-occupied when:

- Power is restored AND an engineer has given the all-clear OR
- When a Manager has inspected the property for obvious damage and the CEO, Property Manager or Departmental Manager has given the OK to re-occupy.

Engineers to inspect when:

- The CEO instructs for this to happen.
- If the CEO is not able to be consulted within an 8 hour period, the decision to get inspections lies with the relevant Manager/s and/or the Acting CEO.

Please note: An engineer check will be important when there is obvious damage to buildings. We will in all instances where there has been a significant shake get another inspection completed. However, this will not always be before the building is re-occupied, for the reason being that engineers are not always available immediately. Also for the reason that Management and Property staff are now quite familiar with what to look for in terms of signs of structural damage – and the Accommodation building in particular has had extensive inspections done to the degree that I have confidence that any serious structural damage would be very apparent to the naked eye.

Of course any concerns as to the safety of the building in which you work should be relayed to your Manager or myself without delay and we will do our best to address them.

## 8.7 Appendix 7: Building Evacuation Diagram

