

# YOUR SAFETY AT TE PAE CHRISTCHURCH

Te Pae Christchurch, in collaboration with its clients and suppliers, strives to create a safe environment for everyone's enjoyment. To support our collective efforts in ensuring smooth and successful event activities, we have developed the following guidelines that we hope will assist you with the planning of your event.



## HEALTH AND SAFETY INDUCTION

All clients, suppliers and contractors accessing the Centre must complete an online health and safety induction prior to their arrival. Once at the Centre, all inductees will attend the venue familiarisation.

Exhibitors accessing the room during bump in will be required to wear a Hi Vis and enclosed shoes.



## HEALTH AND SAFETY GUIDE

Your safety, whilst at our Centre, is of utmost importance. A comprehensive set of safety guidelines detailing all relevant information is available to view [here](#).



## VENUE SECURITY

Our Centre is equipped with 24/7 security monitoring by latest CCTV technology and access control system. A two-way radio communication system ensures prompt responses in all areas. Should the need arise to contact security, dial +64 3 266 1400.

## EMERGENCY READINESS

Key personnel, including management, suppliers, security, and staff participate in an ongoing emergency response training program. Emergency readiness plans are regularly updated, and drills are conducted annually. In an emergency, our trained response team will lead the implementation of these plans and procedures. Staff members have access to the Centre's extensive internal communication system, including an internal and external public address system, allowing for prompt and clear announcements in the event of an emergency.



## FIRE ALARMS

Our Centre comprises of zones that are fully equipped to detect and contain smoke and/or fire. As we have three different zones in the building, in the event of a fire, evacuation may be staggered dependent on where the affected zone is. Our health, safety and security team, with assistance of trained operational team members, will manage all processes in the event of a fire, and evacuation procedures will be implemented if necessary. Manual fire activation call points can be found around the Centre.



## MEDICAL EMERGENCY

Te Pae Christchurch's fully trained first aiders will respond in an emergency and contact the required emergency agency if necessary. For larger and high-risk profile events, the Centre will work with you to arrange additional first aid cover with its preferred first aid and medical provider.

## FIRST AID ROOM AND EQUIPMENT

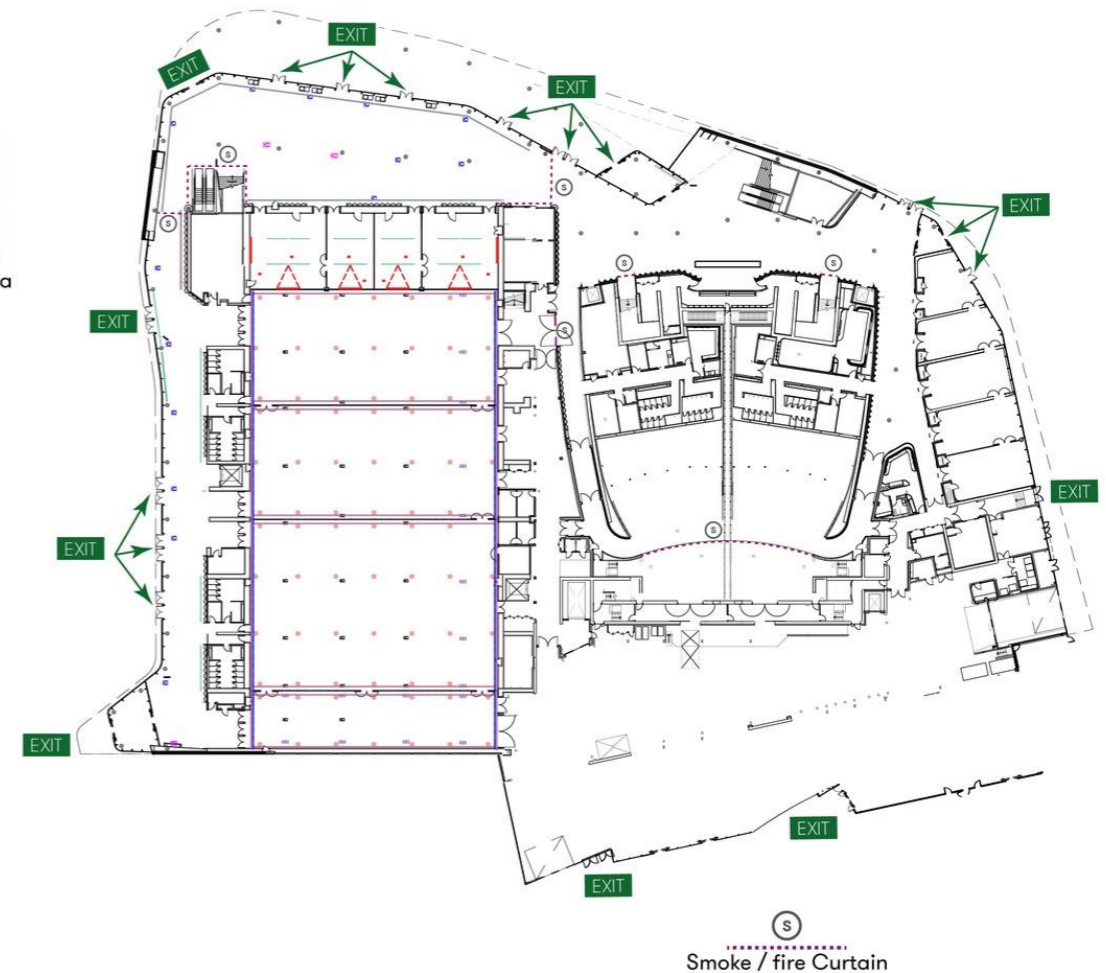
A fully equipped first aid room is located on the ground floor, and in addition, the following equipment is available:

- Portable first aid kit – located at the Guest Services Desk.
- Defibrillator – located in the first aid room and at the Guest Services Desk.
- Wheelchair – located in the first aid room and at the Guest Services Desk.
- Emergency evacuation chairs are located throughout the Centre.



## EVACUATION

If required to evacuate the building, an alarm will sound, and instructions will be given via the Centre's public address system and displayed on all digital signage. Wardens will direct everyone to vacate the building via the emergency exits and meet at the nearest assembly area.



Evacuation chairs have been fitted in the Centre to aid persons who are unable to self-evacuate via the stairs.

Please let your Event Coordinator know which is your preferred option for briefing event attendees:

1. MC / Te Pae Christchurch health and safety team member briefs the audience prior to the event.
2. Voice over prior to the event – preferable for exhibitions and live events.
3. Visual presentation prior to the event - displayed on the screen in the booked room.



## RISK ASSESSMENT

Our health and safety team will conduct a risk assessment on all events prior to the start of the event. Please supply information of your event or submit your own risk assessment to your event coordinator detailing the following:

- Concept and content of the event
- Profile and details of participants in the event (if appropriate)
- Possible controversial aspects of the event i.e. political, environmental, social impact, notifiable activities, etc.

An activity specific risk assessment must be submitted by contractors supplying services to your event and relevant forms for these activities need to be completed for necessary approval. These application and permit forms can be found on our website by clicking on the [Toolkit](#) link.

## COVID SAFETY

As a member of the ASM Global network, Te Pae Christchurch has integrated the ASM Global VenueShield program into our operating processes. ASM Global VenueShield provides Te Pae Christchurch with advice on protocols, developed in line with New Zealand guidelines from the World Health Organisation and other leading international authorities.



For more information on the EventSafe Operating Framework at Alert Level 1 and 2, please click on the below links:

[Alert Level 1](#) and [Alert Level 2](#)

## EARTHQUAKE (Drop, Cover, Hold)

- Stay away from windows. If indoors, move no more than a few steps, then drop, cover, and hold.
- Stay indoors until the shaking stops and you are sure it is safe to exit unless you are asked to evacuate by a Te Pae Christchurch staff member.
- If in a lift, drop, cover, and hold. When the shaking stops try to get to the nearest floor if you can do so safely.
- If outdoors, move no more than a few steps from the building, trees, streetlights, and power lines, then drop, cover, and hold.
- If evacuation is required, refer to the evacuation procedure.

### After an earthquake

- Check yourself for injuries and get first aid if necessary.
- Help others if you can.
- Only use the phone for short essential calls to keep the lines clear for emergency calls.
- Return to the building only if safe to do so and only if advised by the Duty Director.
- Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire.
- Watch out for fallen power lines or broken gas lines and stay out of damaged areas.

## ACTIVE ARMED OFFENDER

In general, how a person responds to an active offender will be dictated by the specific circumstances of the encounter. The first and utmost action is to determine the most reasonable way to protect your life. Guests at our Centre will likely follow the lead of our staff during an incident, however the guidelines below should be followed if you find yourself in an active armed offender scenario:

- Remain calm and do not activate the fire manual activation call points.
- If using the Guest Services desk, alert the Centre security personnel by pressing the duress alarm.
- Know your surroundings, exits and where they lead to.
- Adopt a strategy to either **evacuate**, **hide** or **take action** (outlined in the table below).
- If evacuation and hiding out are not possible, remain calm and dial “111” to alert the police.
- When safe and clear of immediate danger, please notify a staff member detailing the following:
  - Your name and current location
  - Exact location of incident (office, meeting room etc.)
  - Number of suspects as well as physical description (if possible)
  - Description of weaponry in use (if possible)
  - Indication of number of people onsite (if known)
- Our staff will contact emergency services to attend the site and acquaint them of the situation.

Evacuate	Hide	Take Action
Have escape route and plan in mind.	Keep out of sight of offender.	Try to disarm offender – last resort.
Evacuate regardless of whether others agree to follow.	Lock the door and blockade it with heavy furniture, turn off lights / close blinds, silence mobile phone / any source of noise. Remain quiet.	Act as aggressively as possible.
Leave belongings behind and help others escape, if possible.	Take cover behind something sturdy i.e. concrete wall, thick desks, filing cabinet.	Throw items and improvising weapons.
Prevent individuals from entering an area where the offender may be.	Do not trap yourself or restrict your options for escape.	Shout out.
Follow instructions of police officers; do not attempt to move wounded people.	Do not respond to voice commands until you can verify with certainty they are being issued by a police officer or venue management.	If with a group of people, spread out and plan to take down assailant if they enter your immediate area.

### Information to provide

- Your name and location and state, “we have an active armed offender at Te Pae Christchurch Convention Centre”.
- Current location of the offender.
- If you were able to see the offender/s, provide a description of the person/s.
- If you observed any victims, provide a description of the location and number of possible victims.
- If you observed weapon/s, provide a description.

For further information, please do not hesitate to contact your dedicated Event Coordinator.

**We look forward to welcoming you to our Centre.**