

# MAINTAINING APPROVED EVACUATION SCHEMES

## INTRODUCTION

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Use this guide to maintain your approved evacuation scheme and provide Fire and Emergency New Zealand with the required report(s).

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## INTRODUCTION

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### Activities to maintain your approved scheme

Approved evacuation schemes need regular maintenance, either by completing:

- trial evacuations
- the training and assessments required for an evacuation training programme.

You provided information about the type of maintenance activity for your scheme, and the frequency (either 6-monthly or more often), in section 4 of your application.

### Reminders

Automated reminder emails are sent to the nominated contact person's email address when it is time to maintain your scheme.

### Reports

You must provide a report about your type of maintenance activity within 10 working days of the date it happened.

Complete your report online or send it by email or post to the Regulatory Compliance Group (RCG) at Fire and Emergency New Zealand. See the section: [Contact details](#).

### Transferring the maintenance of schemes to someone else

Only the nominated contact person, who lodged the original evacuation scheme application, can provide us with the required reports about their trial evacuation or training.

You may transfer the management of an approved scheme to another person. Contact the RCG to discuss the transfer of responsibility. See the section: [Contact details](#).

### Contact details

Contact the RCG during standard business hours:

- **email:** [rcg@fireandemergency.nz](mailto:rcg@fireandemergency.nz)
- **address:** Regulatory Compliance Group, Fire and Emergency New Zealand, PO Box 68444, Victoria Street West, Auckland 1142.
- **phone:** 0800 REG COMP (0800 734 2667).

## REQUIREMENTS FOR TRIAL EVACUATIONS

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- Complete your trial evacuations as indicated in section 4 of your approved evacuation scheme application, i.e. either 6-monthly or more often. See the section: [Completing trial evacuations](#).
- The trial should be a surprise to staff and occupants.
- Provide a report to RCG within 10 working days of the date of your trial evacuation. **Note:** From 1 July 2018 it is no longer a requirement to notify Fire and Emergency in writing before holding your trial evacuation.
- You must notify your local Fire Communications Centre before and after your trial evacuations, so we know it is not a real fire emergency. See the section: [Before your trial evacuation](#).
- We recommend you hold your trial evacuation at least 2 –3 weeks before the due date. This allows time for any unexpected changes to the planned evacuation date.
- Unplanned fire evacuations, i.e. false alarms or actual fire emergencies, can be treated as trial evacuations for the purposes of the Fire and Emergency New Zealand (Fire Safety, Evacuation Procedures, and Evacuation Schemes) Regulations 2018 (the Regulations). You must provide a report of the evacuation to Fire and Emergency as required. See the sections:
  - [Complete and submit your reports online](#)
  - [Complete and send your reports by email or post](#)
- The due date of your next trial evacuation will be adjusted if you have an unplanned evacuation before the scheduled due date.

## COMPLETING TRIAL EVACUATIONS

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- Your trial evacuation must happen as detailed in your approved evacuation scheme.

## Before your trial evacuation

- If your building has a fire alarm system, ensure the person who will activate the alarm knows how to do this.
- You may choose to advise some key staff or occupants prior to the trial. To make the evacuation more realistic, we recommend this number of people is kept to a minimum.
- Contact the Fire Communications Centre (FCC) for your area 10 - 15 minutes prior, and immediately after your trial. **Note:** Warning the FCC prevents the unnecessary dispatch of a fire engine e.g. if neighbours hear your alarm and call 111.
- Use these details for the FCC your area:

FCC	Area	Contact number
Northern	North of the line between Mount Taranaki and the East Cape	09 486 7948
Central	South of the line between Mount Taranaki and the East Cape	04 801 0812
Southern	the South Island	03 341 0266

## Points to check during the evacuation

- Check the following:
  - all staff, occupants, and wardens (if used) perform their roles as expected
  - everyone is accounted for, noting that:
    - everyone evacuated to the relevant place(s) of safety
    - people identified as needing particular assistance were supported to safety.
  - evacuation is calm and orderly manner
  - someone made a 111 call.
- Time your trial evacuation.

## COMPLETING EVACUATION TRAINING PROGRAMMES

- Complete your evacuation training programme as indicated in section 4 of your approved evacuation scheme application, i.e. either 6-monthly or more often.
- Provide a report to RCG within 10 working days of the date of your evacuation training, that includes:
  - the training programme content
  - assessment results from training programme participants.
- Your training assessment documents could also include a signed acknowledgement from all participants that they have completed and understood the training provided.

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## OTHER EVACUATION SCHEME MAINTENANCE RESPONSIBILITIES

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### Other fire safety responsibilities

- Ensure that:
  - all means of escape from the building are clear of obstacles
  - flammable materials or liquids are not stored near the means of escape
  - fire safety precautions are taken with appliances used within the building.
- Refer to part 1 of the Regulations for a full list of fire safety responsibilities.

### Building changes

- You must notify RCG as required in section 7 of your evacuation scheme application. This includes, but is not limited to, any of these situations:
    - any times when the building's fire detection and suppression systems are non-operational
    - building work that significantly affects the means of escape
    - changes to the building occupancy that result in the means of escape no longer being adequate
    - changes to the place(s) of safety specified in the evacuation scheme
    - change of purpose or activities within the building.
1. Download the **Notification of building changes** form from: [onlineservices.fire.org.nz](https://onlineservices.fire.org.nz) > Online Services Evacuation Schemes > Printable forms > **Notification of building changes**.
  2. Complete and send this notification about building changes form by email or post to the RCG:
    - **email:** [evacuations@fireandemergency.nz](mailto:evacuations@fireandemergency.nz)
    - **address:** Regulatory Compliance Group, Fire and Emergency New Zealand, PO Box 68444, Victoria Street West, Auckland 1142.

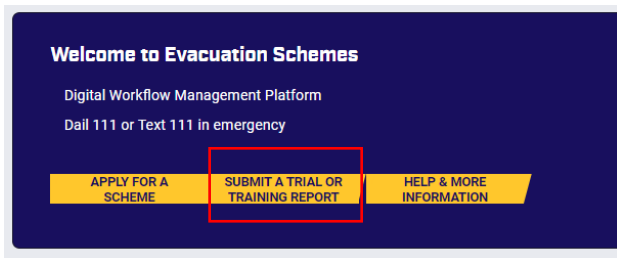
### Managing nominated contact person absences

- You must notify RCG as required in section 7 if the nominated contact person for the evacuation scheme is going to be overseas for at least 21 consecutive days. You must notify Fire and Emergency of the dates, and the contact details for an alternative contact person.
  - You must also notify Fire and Emergency if the nominated contact person is no longer the contact person for the building.
3. Send this information about the change of a nominated contact person to the RCG by email or mail, either:
    - **email:** [rcg@fireandemergency.nz](mailto:rcg@fireandemergency.nz)
    - **address:** Regulatory Compliance Group, Fire and Emergency New Zealand, PO Box 68444, Victoria Street West, Auckland 1142.

## COMPLETE AND SUBMIT YOUR REPORTS ONLINE

Use these steps to complete your trial evacuation or evacuation training programme reports online.

4. Click **Login with RealMe** on the **Evacuation Schemes Ngā Mahere Putanga** homepage and log in to RealMe. **Result:** Your **Evacuation Schemes** homepage displays.
5. Click **Submit a Trial or Training Report**. **Result:** The **Maintain Evacuation Scheme** box displays with a Maintain Evacuation Scheme case number. **Note:** Each case has a unique reference number, i.e. MN-26001 that gets linked to the relevant approved evacuation scheme (see step 3).



6. Click the down arrow to select the reference number of the relevant approved evacuation scheme, e.g. EV-31049-01 in the example below.

7. Click **Create**. **Result:** The following report forms display as required for your maintenance activity, either:
  - a **Trial Evacuation report form**
  - an **Evacuation training form**.

## Information about completing and submitting a trial evacuation report

- The **Trial evacuation report form** displays your approved evacuation scheme maintenance form with prepopulated fields.
- The tabs along the top of the report form help you navigate through the process of completing and submitting your report. The example below, is at the **Create** stage.
- You can click **Save** at the bottom of the report form at any time. This saves your report as a draft that you can return to later.
- Follow these steps to complete and submit your trial evacuation report.

## Steps to complete and submit a trial evacuation report

The screenshot shows a web interface for a 'Trial Evacuation report form'. At the top, there are five tabs: 'Create' (highlighted with a red box), 'Submission', 'Validation', 'Review', and 'Resolve'. Below the tabs, the form is titled 'Trial Evacuation report form' with a 'PU' icon. It is divided into two main sections: 'Building description' and 'Contact person details'. Each section contains several input fields with pre-filled text and asterisks indicating required fields.

**Building description**

Building's name ABCD building	Scheme reference EV-31049-01
Building's unit number Suite 7A	Building's street number* 120
Building's street name* 120 The Terrace	Building's suburb* Wellington Central
Building's city* Wellington	Building's postcode* 6011

**Contact person details**

Contact person's first name* First name	Contact person's last name* Last name
Phone number	Mobile number* 021 1112223
Email address* name@fireandemergency.nz	

1. Enter the trial evacuation details as follows:

Field	Action
Date of evacuation	Click the calendar icon to select the required date.
Time of evacuation	Click the calendar icon to select the required time.
Time taken to evacuate in minutes	Enter the minutes
Time taken to evacuate in seconds	Enter the seconds

2. Click the relevant radio button in questions 1–7 in the **Assessment outcome** section.  
**Important:** Provide as many details as possible when you answer **No** to any question. This

helps Fire and Emergency understand what happened during the trial evacuation and what support you may require.

## Assessment outcome

1. Was this trial evacuation completed without injury to any person? \*

Yes

No

2. Was the evacuation alarm/method of alerting occupants clearly heard in all areas of the building? \*

Yes

No

If no, detail issue and action taken to remedy it: \*

3. Were all exit ways clear? \*

Yes

No

4. Were 'FIRE ACTION NOTICES' in place? \*

Yes

No

5. Were systems in place to assist anyone who could not self-evacuate and if so, did the systems function? \*

Yes

No

6. Did any equipment to assist with the evacuation work as intended? \*

Yes

No

NA

7. Occupants accounted for or building determined to be clear in accordance with the evacuation scheme? \*

Yes

No

8. When was the last training session for permanent occupants held? \*



3. Click the calendar icon and select the date of the last trial evacuation training session in question 8 of the **Assessment outcome** section.
4. Enter comments in the optional **Additional comments** field. **Note:** The RCG will use this information to evaluate your report.
5. Type your name in the **Contact person's signature > Signature** field.
6. Click the calendar icon on the **Date** field and select the date you are submitting your report.
7. Click the checkbox if you want to talk to the RCG about your trial evacuation. **Result:** The Regulatory Compliance Group will contact you.

Additional comments:

**Contact person's signature**

Signature \*

Date \*

📅

Tick this box if you would like to speak to someone about your trial evacuation programme

CANCEL
SAVE
SUBMIT

8. Click **Submit** to submit your trial evacuation report for the RCG to assess. **Result:** A confirmation email is sent to confirm RCG has received and will now process your report.

### Information about completing and submitting an evacuation training report

- The **evacuation training report form** displays with your with the information from your evacuation scheme prepopulated.
- The tabs along the top of the report form help you navigate through the process of completing and submitting your report. The example below, is at the **Create** stage.
- You can click **Save** at the bottom of the report form at any time. This saves your report as a draft that you can return to later.
- Follow these steps to complete and submit your evacuation training programme report.



## Steps to complete and submit an evacuation training programme report

✓ **Create** Submission Validation Review Resolve

**PU Evacuation report form**

Attachment instructions:  
 Complete this form to report on your evacuation training programme. Attach the:  
 • summary of the content of the evacuation training programme  
 • assessment results for the permanent occupants who completed the programme.  
 Note: Ensure each person's assessment results indicate whether it was their initial or refresher training

**Building details**

Building's name <input type="text" value="ABCD building"/>	Scheme reference EV-34002-01
Building's unit number <input type="text" value="Suite 7A"/>	Building's street number* <input type="text" value="120"/>
Building's street name* <input type="text" value="120 The Terrace"/>	Building's suburb* <input type="text" value="Wellington Central"/>
Building's city* <input type="text" value="Wellington"/>	Building's postcode* <input type="text" value="6011"/>
Building owner's first name* <input type="text" value="First"/>	Building owner's last name* <input type="text" value="Name"/>
Building owner's postal address* <input type="text" value="An address"/>	Building owner's email address* <input type="text" value="name@fireandemergency.nz"/>

- **Note:** The building owner or nominated contact person's details are prepopulated in the fields on the report form.
1. Update the building owner or nominated contact persons' details to reflect who was responsible for the training on the day, if required.

**Contact details for person responsible for training**

Contact person's first name* <input type="text" value="Training"/>	Contact person's last name* <input type="text" value="Person"/>
Phone number <input type="text" value="11111111"/>	Mobile number* <input type="text" value="11111111"/>
Email address* <input type="text" value="name@fireandemergency.nz"/>	

2. Enter the relevant training programme details in the fields as follows:

Field	Action
Number of permanent occupants completed Refresher training	Enter the required number of people
Number of permanent occupants completed the initial training	Enter the required number of people
Training Completion Date	Click the calendar icon and select the relevant date

## Training programme details

Number of permanent occupants completed Refresher training \*

Number of permanent occupants completed Initial training \*

Training Completion Date \*

3. Enter any additional comments in the optional **Additional comments** field. **Note:** The RCG will use this information to evaluate your report.
4. Type your name in the **Contact person's signature > Signature** field.
5. Click the calendar icon on the **Date** field and select the date you are submitting your report.
6. Click the checkbox if you want to talk to the RCG about your trial evacuation. **Result:** A Regulatory Compliance Group staff member will contact you.

Additional comments:

**Contact person's signature**

Signature \*

Date \*

Tick this box if you would like to speak to someone about your trial evacuation programme

CANCEL
SAVE **SUBMIT**

7. Click **Submit** to submit your trial evacuation report for the RCG to assess. **Result:** A confirmation email is sent to confirm RCG has received and will process your report.

## COMPLETE AND SEND YOUR REPORTS BY EMAIL OR POST

### Step(s)

1. Complete your scheme maintenance report on a paper form if you are unable to complete your report online.
2. Download the relevant report forms from [onlineservices.fire.org.nz](https://onlineservices.fire.org.nz) > Online Services Evacuation Schemes > Printable forms, either the:
  - [Trial evacuation report](#)
  - [Notification of evacuation training programme.](#)

### Guides, forms and examples

View available guides and documents to help complete and maintain your evacuation scheme.

Quick reference guides	▼
Application and supporting document examples	▼
Fire action notices	▼
Printable forms	▼

3. Send your report by email or mail to the Regulatory Compliance Group at either:

- **email:** [evacuations@fireandemergency.nz](mailto:evacuations@fireandemergency.nz)
- **address:** Regulatory Compliance Group, Fire and Emergency New Zealand, PO Box 68444, Victoria Street West, Auckland 1142.