

# Tenant Manual

**Skyline Arcade**  
**18 Ballarat Street**  
**Queenstown**



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# Skyline Properties

Skyline Properties is a division of Skyline Enterprises Limited responsible for managing properties owned by O'Connell's Pavilion Ltd, Skyline Properties Ltd, and Skyline Management Ltd. We are committed to ensuring properties are professionally managed and that the building environment is safe and fully functional, whilst also being conducive to comfortable occupation.

The duties, responsibilities and obligations of both landlord and tenant are outlined in the lease documentation and in the general building rules. Should there be anything that you find unclear or simply require further clarification on, please feel free to contact us directly for assistance using the contact methods listed on page 6.

The purpose of this manual is to provide you with an overview of everything you may need to know as a new or existing tenant in a building managed by the Skyline Property Management Team. This manual will assist with the efficient and effective operation of your tenancy as well as the building as a whole. The manual includes procedures for repairs and maintenance, emergency instructions, and the relevant contact information should you have a general enquiry. It also contains information that can be passed on to your employees to ensure their safe use of the building.

Skyline Properties reserve the right to amend this manual without notice.

**Please note: The lease document applicable to your individual tenancy should always take precedence over any other document, including this manual. You should therefore ensure you have taken the time to read and understand your lease and the responsibilities detailed within it, said responsibilities being applicable to both landlord (us) and the tenant (you).**

# Contact Details

Your Property Manager and Building Manager are the first points of contact for any day-to-day building or maintenance issues. If you require urgent assistance and your Property Manager and/or the Building Manager are not available, the alternative contacts, addresses and phone numbers are listed below.

## Property Manager

Alastair Clifford

Direct Tel: 03 441 0398

Mobile Tel: 021 194 2659

Email: [alastair.clifford@skyline.co.nz](mailto:alastair.clifford@skyline.co.nz)

## Property & Facilities Coordinator

Alena Harrison

Office Tel: 03 441 0377

Mobile Tel: 021 246 5048

Email: [alena.harrison@skyline.co.nz](mailto:alena.harrison@skyline.co.nz)

## General

Office Tel: 03 441 0377

3rd Floor,  
O'Connells Mall,  
30 Camp Street,  
Queenstown 9300

# Commonly Asked Questions

## Who should I call about my lease, rent review or a problem with a service?

Please ring your Property Manager or Building Manager if your enquiry relates to services or maintenance in the building, or any lease-related issues. Contact details for your Property Manager and Building Manager can be found on page 6 of this manual.

## What are the landlord's responsibilities?

In general, it is the landlord's responsibility to ensure the services that maintain the building are kept in good working order and condition. The cost of maintenance is generally charged through operating expenses (OPEX). Examples of these services can include air conditioning systems, fire alarms, lifts, security systems, automatic doors, roller doors, common area cleaning and Building Act (WOF, Fire) requirements.

## What are the tenant's responsibilities?

In the same way that you are entitled to the quiet enjoyment of your premises, you must respect the quiet enjoyment of other tenants in the building.

In general, it is the tenant's responsibility to repair, maintain and clean the premises to ensure they are kept in a tidy and tenable condition, free from all defects. Examples can include the replacement of all internal unit lights and the repair of any damaged internal walls, doors and/or windows. It may also include the maintenance of plumbing services that serve only your unit (i.e. where the supply and pipework is not shared with any other tenants). Individual leases may prescribe some differences to these responsibilities and who is responsible for the costs so please ensure you are aware of your responsibilities as per the lease agreement.

## What do I do if a building service (e.g. a Landlord responsibility) is faulty?

Depending on the nature of the issue, you should first take steps to ensure the safety of on-site staff is in no way compromised. You should then inform your Property Manager or Building Manager by email, text or telephone.

Please supply the following information:

- Location
- Fault experienced
- On-site contact (name and number)

If your call is urgent and the Property Manager is unavailable, please use any of the contact numbers found on page 6 of this manual.

In the unlikely event of a lift failure (should there be one within your building), please also be sure to advise whether there is anyone trapped at the time of placing the call. If the service or equipment is owned by the tenant, it will be the tenant's responsibility to arrange and pay for any repairs.

### What do I do in the event of an emergency?

In the event of a major emergency such as a fire, the building should be evacuated by following the specific evacuation plan that can be found in this document. Please ensure you take the time to familiarise yourself with the evacuation plans specific to your building. Once the safety of on-site staff and any visitors or customers is confirmed, immediately inform a member of the Property Team of the emergency, preferably by telephone in the first instance, followed by text or email as other contact options. The Property Team will inform you of the intended action and, where possible, come to the site and provide assistance. For more information on the emergency evacuation plan, please refer to the Fire Evacuation Scheme further down this document.

### What do I do if I identify a health and safety hazard?

You should first take appropriate steps to ensure people on-site are not exposed to any unnecessary risk, and then contact the Property Team. Where appropriate, your Property Manager will come to site to inspect the hazard and ultimately take the necessary steps to ensure the hazard is managed and/or removed.

### Who do I call with a general query about the building?

Please contact your Property Manager or Building Manager as detailed on page 6 of this manual.

### Who do I contact for assistance outside of normal business hours?

If you have an urgent building services issue outside of normal business hours, please try to contact your Property Manager. In the next instance, try the alternative contacts listed on page 6. If the situation is an emergency (i.e. poses possible harm to staff or guests, or further damage to the building), please contact one of the approved contractors as supplied by the Property team at the end of this manual. Please supply the following information:

- Building/site name and location
- Fault experienced
- On-site contact (name and number)

For routine maintenance, please leave a voice message for the Property Team or send an email. Non-urgent items will be actioned during business hours.



# Building Rules

Skyline Properties works on the principle that the rules are in existence to ensure tenants and visitors to the building feel safe and secure, and that the building is maintained to an acceptable standard.

The rules within this manual should be read in conjunction with your lease.

## After hours opening and access to the premises...

The tenant will be entitled to access the premises 24 hours a day, 365 days a year. Access to the defined tenancy outside normal business hours, weekends and public holidays included, will be governed by the lease terms and any security procedures provided by the landlord or as previously agreed with the landlord in writing. The landlord will not accept any liability should the tenant be unable to gain entry to the building.

The landlord reserves the right to close all or part of the building as may be required by law or emergency, or in the event that the landlord deems such action reasonable and necessary for the safety of any person or property within or on the building. The landlord may close or control the common areas to protect the interests and assets of the landlord, the tenant or the public as deemed necessary or desirable at such time. The landlord will not be held liable for any claim from the tenant forthcoming as a result of any closure.

Any costs associated with the occupancy of tenancies after normal business hours will be borne by the tenant. This includes (without limitation) all building services on-site. The tenant will pay all reasonable costs associated with their after-hours operation within 14 days from receipt of notification from the landlord. In the event of default in payment by the tenant, such costs and expenses shall be deemed to be rent in arrears and recoverable accordingly.

## Air conditioning, lifts and other services...

Where any equipment for heating, ventilation or air conditioning is provided or installed in the building or premises by the landlord:

- The main air conditioning plant will operate every day that the building is open to the public.
- The tenant will at all times comply with and observe the reasonable requirements of the landlord in relation to the air conditioning plant. The landlord will not permit any actions that may impair the operation of the air conditioning plant situated on the building premises.

- The tenant will be required to keep any sun protection devices installed for the purpose of reflecting solar heat in the proper operational position, as determined by the landlord, to ensure the performance of the air conditioning system. While the air conditioning is operating, the windows in the premises must not be opened by the tenant or tenant's visitors.

Where any equipment for heating, ventilation or air conditioning is provided or installed in the premises by the tenant:

- The plant/equipment shall be regularly maintained and inspected by a qualified service agent to ensure compliance with all relevant building codes, including yearly inspection and certification for the Building Warrant of Fitness (BWoF).

Where passenger lifts are provided in the building by the landlord, tenants may use the lifts for passengers only. The carriage of heavy goods is not permitted at any time without the prior express consent of the landlord.

When light goods are being carried in the lifts, it will be the responsibility of the tenant to ensure that all necessary measures are taken to protect the lift from damage. The cost to repair any damage resulting from any other use other than passenger transit may be charged to the tenant responsible.

#### Animals, birds or pets...

Tenants must not bring or keep any animals onto the property without the Landlord's express permission, except for any disability assist dog under the Dog Control Act 1996.

#### Building directory...

Please refer to your lease document.

#### Cleaning of the premises by the tenant...

The landlord will use its reasonable endeavours to provide a cleaning service from one or more contractors who will in a proper and workmanlike manner clean all parts of the building including the exterior of all communal windows, common areas, common bathrooms facilities and all car parking areas. The tenant will use cleaning services to the same or a better standard.

All cleaning costs will form part of the operating expenses of the building.

#### Dangerous goods...

The tenant will not, except for customary office applications, use or allow any person to use any large quantities of chemicals or flammable gases, fluids or substances in or on the premises and will not use or allow any person to use any method of heating or lighting the premises other than by electric current or gas as supplied through the appropriate meters.

#### Data transmission apparatus...

The tenant is not to install or attach any radio or television mast or antennae to the building, or link into any existing mast or antennae except with the written consent of the landlord (and then only in compliance with the terms of such a consent). If the landlord considers the rights or interests of other tenants are being adversely affected, they may revoke or modify any previous consent by giving 14 days' notice.

#### Doors...

The maintenance of all automatic doors, roller doors and fire exit doors shall be carried out by the landlord's nominated contractor including, but not limited to, annual inspection and certification for Building Warrant of Fitness (BWoF) compliance.

Tenants may only engage the services of third-party security providers to install time-controlled or access-controlled door systems with the prior express permission of the landlord.

#### Emergency contact...

The tenant will advise the landlord of the private address and telephone number of the appropriate contacts for the tenancy in case of an emergency and shall keep the landlord promptly informed of any changes to said information such as address or telephone number.

#### Eviction...

The landlord reserves the right to exclude or evict from the building any person who in the opinion of the landlord is under the influence of intoxicating liquor or drugs, or who in any manner willfully does any act in violation of the building rules. The landlord may also delegate this authority to any relevant security patrol contractor engaged by Skyline.

#### External window cleaning...

If the tenant requires cleaning of external window surfaces more frequently than the landlord considers appropriate, the costs of each additional clean will be

paid for by the requesting tenant. Should more than one tenant make a joint request, the costs incurred will be split proportionately, with the money owed by each tenant calculated on the area of floor space occupied.

#### Foodstuffs...

The tenant may prepare or cook food within their tenancy only with the consent of the landlord and only in the areas approved by the landlord for that purpose. The customary serving of morning and afternoon teas within the premises are excluded from this clause.

#### Forbidden activities...

The tenant will not allow members of any charitable or other organisation to hold functions or solicit donations within the premises without the prior written consent of the landlord.

#### Goods delivery...

If the tenant wishes to load or unload goods or articles of bulk or quantity in or out of the building, they must consult with the landlord to ascertain a suitable time and location of a drop-off/pick-up point. The loading or unloading of goods or articles of bulk or quantity in or out of the premises shall be conducted in those areas set aside for the purpose.

The tenant shall be responsible for managing the goods delivery operations in such a way as to safeguard the general public, its customers and staff, and other tenants and their customers. The tenant shall endeavor to ensure deliveries or collections take place as quickly and efficiently as possible in order to not block accessways and/or allow other deliveries or collections to take place.

#### Incense...

The tenant shall not nor permit the burning of any material or substance upon the premises or within the building.

#### Interference with machinery...

The tenant will not interfere with or attempt to control any part of the landlord's machinery installed or to be installed in any part of the building or in the premises, except where the tenant has individual control over air conditioning temperature or running controls.

#### Keys, access and security...

The tenant acknowledges that all keys or access cards relating to the building or

premises held by the tenant during its occupancy (whether they have been provided by the landlord or made or procured by the tenant for the tenant's own use) shall be surrendered to the landlord at the end of the lease. The tenant shall not make or allow any duplicates to be made, nor make any changes to a key or access card without the prior consent of the landlord.

The tenant will only provide keys or access cards to employees or contractors of the tenant. A list of key and access card holders is to be maintained by the tenant. The tenant will supply this information to the landlord immediately upon request from the landlord. In the interests of effective security, the landlord has the right (at its sole discretion) to restrict the number of keys and cards issued.

If any key or access card is lost, stolen, destroyed or mutilated the tenant will pay all costs and expenses associated with either replacement of the key or card and/or ensuring the security of the building is not compromised.

Keys and/or access cards may be provided in the first instance by the landlord. The tenant must notify the landlord of, and return, obsolete cards and keys. The tenant will be held responsible for returning any access cards and/or keys if the holder is no longer a tenant or employee of the tenant.

#### Name of building..

If the name of the building is used by the tenant on letterheads or other business forms or advertising material, then the name used must be the full and proper name of the building. It is acknowledged that the landlord is the owner of all naming and advertising rights to the building.

#### Noise...

The tenant shall not make or permit to be made any improper or unseemly noise in the building nor should they operate any radio, television set, musical instrument, or other sound-producing apparatus so as to create a nuisance or annoyance to other lessees or occupants of the building.

#### Notice to landlord of damage, accident, etc.....

The tenant will give notice to the landlord immediately when it becomes aware of:

- Any damage or defects in the premises or the building or in any of the services or facilities provided by the landlord in the premises or the building; or
- Any circumstances likely to cause any damage or injury within the premises or the building or any accident or injury to any person; or
- Any damage or defects in the building's security or surveillance system; or

- Any serious or potentially serious infectious illness occurring in the premises or the building. The tenant shall also give notice of the same to the proper authorities and, at the expense of the tenant, shall thoroughly fumigate and disinfect the premises to the satisfaction of said authorities and otherwise comply with their lawful requirements.

### Obstruction...

Visitors to tenants will not use the footpath entrances, lobbies, passages, halls, lifts and staircases for any purposes other than for entry to, or exit from, the building. Tenants will also keep these areas free from obstruction, as required by fire regulations and other authorities to ensure public safety.

### Protection of services...

The tenant will not use, or permit to be used, the toilets or any other water supply/drainage apparatus for any purpose other than that for which they were designed. This includes placing tea leaves, sweepings, rubbish, rags, ashes or other foreign or corrosive substance in the apparatus.

If the tenant responsible for the damage is not conclusively identified, then the cost to repair the apparatus arising from the misuse may be borne by all tenants in proportion to the area occupied by each of them on the floor on which the damage has occurred.

### Roof access...

No person is permitted to access the roof of a Skyline owned building without the express approval of the Property team. This is to ensure roof access is strictly controlled and only accessible to competent, approved persons.

Where installed, height restraints or anchor points must be used for all work undertaken on or from the roof and only those certified and trained in the use of such devices may carry out works on behalf of the tenant or the landlord.

### Rubbish...

The tenant must not litter in any parts of the building including but not limited to the common areas including the main entrance foyer, stairways, car parks, roof of the building or in the lift wells or any public areas. The tenant must also not place any article upon any sill ledge or such like.

All rubbish from individual tenancies must be placed in the rubbish bins or recycling bins as appropriate. The tenant will be liable for the cost of any rubbish removed from inside or outside of the premises by the landlord.

### Security of premises...

The tenant shall not leave any doors or windows unlocked or unfastened when the premises are left unoccupied and the lessor reserves the right for its caretaker or other duly authorized person to enter the premises and fasten the same if left insecurely fastened or unlocked. The tenant will observe the security requirements of the landlord and in particular when obtaining access to and from the premises outside of normal business hours the lessee shall at all times leave the entrances and doors securely locked and fastened after use of the same by the tenant.

### Signage...

The tenant must not affix any signage to the exterior of the building or common areas without the prior written consent of the landlord. Signage must be compliant with Queenstown Lakes District Council bylaws and, where in place, match the style of other building signage designs.

The tenant shall be liable for all costs associated with their signage including, but not limited to, electricity consumption, painting and cleaning. The signage must be maintained to a high standard and window signs (either painted on, stuck on or hung banners) must be re-painted/replaced on a regular basis to maintain a clean and tidy appearance.

Should you vacate the tenancy, you must remove any signage that you have installed in the premises.

Further details may be included in your lease; these will take precedence.

### Smoking...

All Skyline properties sites are smoke-free. The tenant must ensure their staff, visitors and contractors observe the smoke-free status of the building and either prohibit smoking on-site or restrict it to an area outside the confines of the building. Smoking is strictly prohibited within the building and all common areas including the main entrance foyer, stairways, car parks, and roof of the building, lifts or any public area.

### Media statements...

The tenant will not issue statements, verbal or written, to the media in respect of the building. Requests for statements or interviews shall be referred to the landlord or its representatives.

### Tenant to participate in fire drills...

The landlord has the right to require the tenant to perform fire drills from time to time and observe all necessary and proper emergency evacuation procedures. This includes, without limitation, the appointment and participation of appropriate fire wardens and the tenant and the tenant's visitors' co-operation with the landlord in performing such drills and procedures.

In no case will there be any compensation payable by the landlord on account of any loss or damage caused to or sustained by the tenant and the tenant's visitors as a result of a trial evacuation or where an evacuation is required for the safety of on-site tenants and visitors.

### Window coverings...

The tenant will not erect window coverings (e.g. blinds, drapes, curtains, screens, awnings, or signage) without the consent in writing of the landlord. Such items installed in the premises shall be of non-flammable material and will comply with all relevant standards approved by the landlord.

The tenant will maintain in a neat, clean and proper state of repair, all window coverings whether supplied by the landlord or otherwise and will as often as the need (in the opinion of the landlord) arises replace at the tenant's own cost any window covering of a material or type nominated by the landlord.

Other than as provided for in the tenant's lease or this rule, the tenant will not in any way without the express written authority of the landlord cover or obstruct the windows.



# Fit-out and/or Alteration Rules

If you wish to complete a new fit-out or alter the existing fit-out, please provide a written request seeking landlord approval before starting any work.

Please ensure that no work is commenced without written approval. Where necessary, all requirements of local or territorial authorities must be fully complied with, e.g., resource or building consent and code compliance certification. When submitting your request please include adequate plans and, where appropriate, specifications showing the proposed work. An on-site meeting may be required.

Where possible please use landlord-approved contractors when altering any building services, e.g., air conditioning and fire alarms. A list of the approved contractors for your building can be requested from the Property Team.

Under no circumstance are tenants permitted to make changes to the fabric of the building or anything listed as falling under the ownership of the landlord.

# Building Services

## Access Gates

The main passageway through the building is locked during non-business hours. They are opened each morning at 07:30am by the cleaning team. This is to ensure the security of the building. The key for the stairwell gates is a different key to the main gates at each entrance.

To gain entry through these gates outside of these hours you will need to use your key. You must ensure the gate is locked behind you when you leave the building.

## Air Conditioning

Some tenancies have individual air conditioning units that are either programmed to run at different times to the landlord's equipment or are tenant controlled. Please ensure you are familiar with your individual set-up.

## Lighting

Each tenant has their own lighting control for their floor or tenancy area. Some common area lighting is either timer or sensor controlled.

## Fire Equipment

Please see the emergency procedures section at the end of this manual for advice on the equipment installed in this building.

## Refuse Disposal

There is no communal rubbish facility at this building.

# Security

## Building Access

The main premises gate system is locked by the F&B tenancies, and unlocked by the cleaning team each morning.

To ensure the safety and security of yourself, other building occupants, property and to avoid unnecessary liability issues or incidents, please ensure access keys are not loaned to any other person including other staff members, family members, partners or friends, all of which are considered to be unauthorised users.

Moving forward, in the event of an emergency (e.g. a post-quake engineering assessment) it would be considered beneficial for the landlord to be able to access each tenancy. To that end, the Property team should be provided with a key to your premises if possible. Where tenants install their own alarms or electronic access system, the Property team should also be provided with the relevant access code or alarm operating instructions.

## Security Cameras (CCTV)

There is some CCTV coverage down the centre alleyway, and also facing out on to Ballarat Street. Please contact the Property team should you require footage checking.

## Building Monitoring

There are currently no security checks completed for the building.

## After Hours Contact

Should an issue arise outside of normal working hours relating to the building's operation, the tenant should contact the Property team using the contact details provided on page 6.

## Security Incidents

Security incidents that occur within and around the building are to be reported

to the Property team, whereby a member of the Property team will attend if appropriate, assist, follow up or record the incident in a manner that the landlord feels appropriate.

However, incidents that occur within the tenants' premises such as theft, fraud, etc. are an internal matter for the tenant to manage.

The Property team will assist as far as possible your needs in evidence gathering utilising the buildings security facilities.

### Serious Incidents

For any incidents involving immediate violence, contact the Police. If the situation dictates otherwise, contact the Property team.

If there are any persons who are deemed an unwanted visitor within your premises, please contact the Police immediately. All security incidents should be reported to the Property team.

# Occupational Health & Safety

## Introduction

Skyline Properties is committed to creating and maintaining a safe and healthy working environment for building occupiers and contractors. The primary objective of this policy is to establish the required minimum guidelines for all relevant parties who, from time to time, are involved with the property. These guidelines are intended to eliminate or, if this is not practical, minimise the risk of personal injury under the requirements of the Health and Safety at Work Act 2015.

All tenants have a duty as PCBU's under the Health and Safety at Work Act 2015 to participate in Health and Safety.

**Please note: The notes in this section are a basic guideline to the requirements under the health and safety act. You should ensure that you have taken the time to read both the Tenant Compliance Schedule and the Contractor Compliance Schedule. Both of these documents are available via our website and will take precedence over this document.**

## Duties of persons with control of places of work

It is the responsibility of anyone who has control of any place of work to take all reasonable practicable steps to ensure that people in the place of work, and people in the vicinity, are not harmed by any hazard that is, or arises, there.

People who have control of places of work relating to this situation include Skyline as landlord and you as tenant. All contractors on site have ultimate control of the area they are working in and are required to delay commencement of any work until satisfied that the environment is safe or that all reasonable practicable measures have been taken to eliminate any hazard or to minimise the risk of personal injury.

Prior to having any work carried out on the tenanted unit by a contractor, tradesman or other person, tenants shall first advise the Property team of the work to be undertaken and by whom.

No tenant or contractor is permitted to switch off, adjust, alter or otherwise, any piece of equipment or plant which is used by or affects the common areas or other tenants without first gaining express permission from the landlord. This includes all electrical, gas and water services.

Any person or company engaged to undertake work on a tenanted unit will

first provide their Health and Safety Policies and Procedures to the Skyline Property team.

All incidents, accidents or near misses are to be reported as soon as practical to the Property team.

Serious harm must be immediately reported in the first instance to Worksafe and where reasonably practical, the scene frozen until it is cleared by a Worksafe Inspector. Once this has been done, a member of the Property team must be notified of the situation. Refer to page 6 for contact details.

Where Skyline have a good reason to believe health-monitoring is required, they will request at any time for a tenant to monitor the health of any of their management team or employees, at the contractors or tenants' cost.

Skyline reserve the right to carry out regular health and safety inspections of tenanted sites without notice.

Tenant's safety performance will be monitored by management annually to ensure all steps required are being actioned.

After the occurrence of an event such as an earthquake, the building may be closed until clearance is obtained from the relevant authority. The landlord will not be held liable for any claim from the tenant as a result of the building or tenancy closure.

#### Duties of the people in control of a place of work

Every person in control of a place of work shall take all reasonable practicable steps to ensure that:

- No officer, invitee or employee of a tenant, contractor or sub-contractor; and
- No individual, contractor or sub-contractor;

is harmed while lawfully occupying the property or completing any work that the contractor was engaged to do.

Through the nature of its activities, Skyline cannot be on site at all times. This policy therefore is intended to act as a management guide to tenants, employees, contractors and sub-contractors of Skyline.

All Skyline employees, contractors and their sub-contractors or their tenants, sub-tenants and other occupiers of Skyline properties must abide by all current

and future legislation in the conduct of their duties, in so far as those duties are undertaken on or in the vicinity of the property of which Skyline is the steward.

#### Health and Safety Policies and Procedures

All best endeavours will be used to provide tenants with a copy of the Skyline Health and Safety Policy.

All tenants must provide Skyline as landlord with a copy of their Health and Safety Policies and Procedures. (If the information is available via a website, a link to the website will be sufficient). The tenants Health and Safety Manual shall at a minimum meet the requirement of Skyline's Health and Safety Policies and Procedures.

Tenants are encouraged to inform the Property team of any health & safety matters that may arise, including any hazards or risks that are not covered in the landlord's health & safety policy.

#### Business Continuity Plan / Crisis Management Plan

Skyline maintains a business continuity plan to be enacted in the event of an emergency. In the event of a significant disaster or emergency that has potential to disrupt either your or our business, your Property team will still be contactable.

We strongly encourage you to prepare a business continuity plan to reduce your business risk during times of emergency. A business continuity plan may include:

- what to do if a disaster strikes
- evacuation routes and how to contact your team
- how you plan to continue business operation

We also suggest that you discuss business interruption insurance with your insurance providers.

If you have a business continuity plan, please send a copy to the Property team.

# Civil Defence Information

The best means to avoid serious harm to employees and detrimental effects to your business is to be prepared. We strongly encourage you to have a business continuity plan and a survival kit at your premises. The survival kit should contain medical supplies, a radio and batteries and a torch and batteries.

In the event of an earthquake...

## **BEFORE:**

- You should have an emergency plan.
- Identify safe places very close to your workplace such as under a sturdy table or next to a structural wall.
- Secure heavy objects.
- You should also remember to keep insurance up to date.

## **DURING:**

- Move no more than a few steps to a safe place then **DROP, COVER and HOLD**.
- Do not run outside.
- If you are in a lift then **DROP, COVER and HOLD** and when the shaking stops try to exit at the nearest floor if it is safe to do so.
- Stay indoors until the shaking stops.

## **AFTER:**

- Treat injuries.
- You should remain inside unless you are instructed to leave or evacuated in the event of a fire.
- Use the stairs not elevators.
- Check your surroundings before leaving the building – there will likely be numerous hazards including fallen power lines.
- Tell others where you are going.
- Be prepared for aftershocks.

In the event of a storm...

When a strong wind warning is issued, secure outdoor furniture and place tape across large windows to prevent shattering.

During a severe storm you should stay indoors, close the curtains and stay away



from windows and doors. Do not go driving unless absolutely necessary and avoid dangling and broken power lines – these should be reported to your local power company.

#### In the event of a tsunami warning...

Listen to the radio and follow civil defence instructions; if you are close to a river or beach, move inland to high ground; go at least one kilometer inland or 35 meters above sea/lake level.

#### In the event of a volcanic eruption...

Before a volcanic eruption: learn about the surrounding area's warning systems and emergency plans.

During a volcanic eruption: stay indoors as much as possible; save water as supplies may become contaminated; and if you must go outside, use protective clothing, cover your head, breathe through a mask or cloth, and carry a torch.

#### In the event of a flood...

Before a flood: find out about the flood risk in your locality; know how to reach the nearest safe ground; and keep your insurance cover up to date.

When the flood threatens: listen to the radio and follow civil defence instructions; disconnect all electrical appliances; raise and remove valuables, weed killers and chemicals. If you are being evacuated, turn off your electricity and gas and take your emergency kit with you; avoid flooded areas; and do not drink flood water as it could be contaminated.

#### In the event of a pandemic...

If the building is open during the pandemic: stay home if you are sick; wash your hands before handling food and after coughing, sneezing or using the bathroom; use tissues to cover coughs and sneezes and throw away tissues in a rubbish bin; give fluids to people who have a fever and/or diarrhea (paracetamol can be used to bring down high fevers).

For further information, please see the Ministry of Health website:

[www.moh.govt.nz/influenza](http://www.moh.govt.nz/influenza).

**For more information on how to be prepared, contact your local council or see the Civil Defence website [www.getthru.govt.nz](http://www.getthru.govt.nz).**

# Emergency Procedures

Emergency Procedures prepared by FSN



**EMERGENCY PROCEDURES**

**FOR**

**SKYLINE ARCADE  
18 BALLARAT STREET  
QUEENSTOWN**

**PREPARED BY:**



**17 March 2013**

*Fire Safety Net*

[www.fsn.co.nz](http://www.fsn.co.nz)

# Emergency - Fire

## FIRE EVACUATION SCHEME

<b>PURPOSE OF SCHEME</b>	<p>To comply with the NZ Fire Service Fire Safety and Evacuation of Building regulations 2006.</p> <p>We promote the method and practice that will ensure the systematic and orderly evacuation of all parts of the building by the nearest safe means of exit in the least possible time.</p> <p>To ensure that all Wardens are appointed throughout the building and are fully acquainted with their duties. Wardens will be trained in Fire Evacuation and encouraged to attend additional training in Fire extinguisher training, First Aid and Civil Defence.</p> <p>The Tenants of SKYLINE ARCADE are to ensure that all new and current staff have a copy of this document and are made aware of the evacuation instructions / scheme during their induction / review to the work place / new to the building.</p>
<b>PERSONNEL</b>	<p>Personnel responsible for carrying out the instructions and procedures in this manual are designated as follows:</p> <ul style="list-style-type: none"> <li>• CHIEF WARDEN</li> <li>• DEPUTY CHIEF WARDEN</li> <li>• AREA / SEARCH WARDENS</li> </ul>
<b>ACTION TO BE TAKEN IF YOU DISCOVER A FIRE</b>  	<ol style="list-style-type: none"> <li>1. Sound the alarm by using any of the alarm call points which are located in this building (this will activate the alarms throughout the building).</li> <li>2. On the sounding of the alarms a call is to be made by telephone to the NZ Fire Service by dialling "111" and ask for the "Fire Service". Then confirm the address (SKYLINE ARCADE, 18 BALLARAT STREET, QUEENSTOWN) and the nature of the emergency. If you can give any further information about the type of fire and its precise location within the building then do so. The phone call should be made clear of the building once you are evacuated where possible. Report to Chief Warden.</li> <li>3. Evacuate the building.</li> <li>4. Fire extinguishers should only be used if you are trained to use them and no personal risks are taken.</li> </ol> <p><i>* NOTE: you may need to obtain an outside line first when making a 111 call</i></p>
<b>IF ALARMS ARE ACTIVATED!</b>	<p>Upon hearing the <u>continuous</u> sound of the fire alarm, all occupants will:</p> <p>Leave the building immediately. (As you leave close all doors behind you.)</p> <p>If a Warden gives an instruction to evacuate the building, then all occupants must do so even if the alarms cannot be heard.</p> <p>Follow all fire exit signs and/or directions from your warden.</p> <ul style="list-style-type: none"> <li>• <b>DO NOT</b> Carry drinks or food during an evacuation (if spilt this may cause an accident and delay the evacuation).</li> <li>• <b>DO NOT</b> Return to the building for any reason until the Chief Warden / Fire Service indicates that it is safe to do so.</li> </ul>
<b>DISABLED PERSONS</b>  	<p>A register identifying disabled persons is held in the Evacuation Clearance Board (See Chief Warden) All Wardens who have persons that may require assistance are to advise the Chief Warden. The register identifies persons with disabilities who are regular users of the building and the form of assistance required in each case. The register identifies persons assigned to assist regular disabled users and disabled visitors of the building.</p> <p>Staff must advise wardens when they have visitors with a disability type that could effect the evacuation of the building.</p>

# Emergency - Wardens Duties

## WARDENS DUTIES

<p><b>CHIEF WARDEN</b></p> <p><b>(First Shop Owner to the Ballarat Entrance)</b></p>	<p>The Chief Warden is charged with co-ordinating the activities of the Area Wardens and ensuring that clearance reports are received from all areas following the evacuation. The Chief Warden will liaise in turn with the Senior Fire Officer or Civil Defence Officer co-ordinating emergency services. Wardens are to follow Chief Warden and Senior Fire Officers' instructions.</p> <p><u>The Chief Warden will upon the sounding of the fire alarms:</u></p> <ul style="list-style-type: none"> <li>▪ Collect the Evacuation Clearance Board and the Hi Viz Chief Wardens Vest then proceed outside to the Ballarat Street Front Entrance of the building.</li> <li>▪ Ensure the NZ Fire Service has been called dial "111" (From a Safe Area) and advise them alarms are sounding and confirm name and address of the building (<b>SKYLINE ARCADE, 18 BALLARAT STREET, QUEENSTOWN</b>) "You should assign a suitable staff member to call"</li> </ul> <p><i>* NOTE: you may need to obtain an outside line first when making a 111 call</i></p> <ul style="list-style-type: none"> <li>▪ Wait by Entrance and receive evacuation clearance reports from all Wardens.</li> <li>▪ Assign Wardens to keep public clear of building.</li> <li>▪ Assign door security monitors</li> </ul>
<p><b>AREA WARDEN DUTIES</b></p> <p><b>(Each Shop Owner)</b></p>	<p>Each Warden is required to direct, enforce and have full charge of evacuating all personnel located within their assigned area during the period of an emergency or trial evacuation.</p> <p>Wardens are to advise the Chief Warden of any disabled persons, whether a temporary or a permanent disability working within the building. Wardens are to nominate assistants to attend to disabled persons, and All Wardens will discuss evacuation procedures with disabled persons.</p> <p style="text-align: center;"><b>On the sounding of the Fire Alarm</b></p> <ul style="list-style-type: none"> <li>➤ Ensure Warden Identification (armband) is worn</li> <li>➤ Check and evacuate all areas in your assigned search areas to safe exit</li> <li>➤ Keep people moving steadily to avoid panic</li> <li>➤ Ensure that after the evacuation all internal doors are closed and lights are on</li> <li>➤ Report to Chief Warden at the Main Front Entrance of the building near the Fire Alarm Panel</li> </ul>
<p><b>FLOOR CLEARANCE &amp; REPORTING PROCEDURES</b></p>	<p>Wardens will ensure that their floor / area's are completely evacuated by checking all rooms and enclosed areas. The Warden should start checking the floor from the furthest point on the floor working systematically toward the exit, or the point closest to the fire working toward the exit.</p> <p>Evacuation of disabled persons should only be made when safe to do so. Evacuate any persons to the safe assembly area. The disabled persons assistants or nominees must remain with that person until the emergency is over.</p> <p>When the Wardens have determined that their area is completely evacuated and any disabled persons are accounted for, they will leave via the nearest fire exit.</p> <p><b>"THEN REPORT TO THE CHIEF WARDEN"</b></p> <p>All Wardens report area clearance to the Chief Warden. The Evacuation Clearance Report must then be adjusted to show clearance or otherwise.</p> <p><i>Wardens are to ensure that all doors are closed following evacuation and lights are left on.</i></p>

# Emergency – Earthquake

## EARTHQUAKE EMERGENCY PROCEDURES

1. Remain in the building - it is safer.
2. Move away from windows and any equipment/ furniture which may be dangerous if it falls over.
3. Take immediate shelter under solid furniture such as tables or desks.
4. Keep calm and assist those who panic.
5. If an evacuation order is given, follow the fire evacuation procedures.
6. Follow the instructions from Wardens.

## YOUR BUILDINGS SAFETY EQUIPMENT

### MANUAL FIRE ALARMS

BREAK GLASS & DIAL 111



(you may need an outside line first)

### SPRINKLERS



YOUR BUILDING HAS PORTABLE FIRE EXTINGUISHERS AND HOSE REELS  
KNOW THEIR LOCATION \* LEARN HOW TO USE THEM  
FIRE EXTINGUISHERS ONLY BE USED IF NO PERSONAL RISKS ARE TAKEN!

## MANAGEMENT OF MEANS OF ESCAPE

Checks of the means of escape will be undertaken at regular intervals to ensure that:

- a) They are kept clear of obstacles at all times;
- b) Exit doors are not locked, barred or blocked so as to prevent occupants from leaving the building when the building is occupied;
- c) Smoke control and fire stop doors are not kept open by methods other than hold open devices that comply with the Building Code;
- d) Stairways and passageways which are designed specifically for means of escape from fire are not used as places of storage or places where refuse is allowed to accumulate
- e) Flammable cleaning liquid or material or any other like flammable liquid or material shall not be stored near or within any part of the building used as a means of escape from fire, and shall be in non combustible containers with close fitting lids.

**YOUR EVACUATION CLEARANCE  
BOARD IS LOCATED AT:**

**WITH THE CHIEF WARDEN**

**WARDENS IN YOUR BUILDING  
WILL BE WEARING:**

**WARDENS  
ARM BANDS**



## ASSEMBLY AREA'S

**20 mts clear of Arcade Building**

# Emergency – Bomb Threat

## **BOMB THREAT AND EXPLOSIVES - EMERGENCY PROCEDURES**

When a Bomb Threat call is received there is no alternative but to treat it as a potential danger.

### **ACTION TO BE TAKEN WHEN A TELEPHONE CALL IS RECEIVED IN RESPECT TO BOMB THREAT**

1. Although the majority of Bomb threat calls are hoaxes, each call must be treated as genuine until confirmed otherwise. Following a Bomb Threat, the Police and Chief Warden must be advised immediately.

#### **DO NOT SET OFF THE FIRE ALARMS AS THIS MAY DETONATE THE BOMB**

2. It is the decision of the Police to determine what action is to be taken. If a search of the premises or part thereof is required, it is better carried out by the occupants and wardens. The Police or Chief Warden will instruct Wardens on what action is to be taken.
3. Assessment of a call and the information divulged by the caller may influence what action management takes, police advice and assistance will still be required. Specific details from the caller, about the make-up of the organisation and personalities therein, will add credence to the threat. If, however, the caller is vague and does not give specific details about the premises, layout, people, etc, then the possibility of a device being present is reduced but cannot be discounted.
4. Remain calm during the conversation.
5. Keep the caller talking as long as possible but do not interrupt. If possible pay attention to any background sound which may give an indication as to where the call is coming from.

Any answers to these questions could give an indication as to whether or not this is a hoax, and as much of this information as possible should be passed on to the Police or Chief Warden.

# Emergency – Suspicious Packages

## DISCOVERY OF UNUSUAL OBJECTS

### **ACTION TO TAKE ON DISCOVERY OF ANY UNUSUAL OBJECT:**

1. When a suspicious object is found the Chief Warden should be notified as for Bomb Threat
2. Suspicious items received through the mail should preferably be left where they may have been delivered, but if circumstances dictate, they may be gently moved and isolated in a secure area. However, objects which have been discovered or left by an unknown person should definitely not be touched.
3. **THE OBJECT MUST NOT BE TOUCHED OR TAMPERED WITH**
4. Following a room or area being evacuated, secure and prevent access. This does not mean locking doors, etc., unless absolutely necessary, but ensuring that personnel who may be oblivious to the emergency cannot enter the danger area.
5. Experience has shown that explosive devices can be made to resemble almost anything. It is wise, therefore, to treat any suspicious object found in an unusual place with utmost of care.
6. The Police will determine what action is to be taken.
7. Remain calm and inform only those "who need to know".

**DON'T TOUCH IT -- DON'T MOVE IT**  
**RING THE CHIEF WARDEN AND/OR THE POLICE**

### **SPECIAL NOTE - STAFF PROCEDURES**

**WARDENS ARE TO ACT ON INSTRUCTIONS GIVEN BY EITHER THE CHIEF WARDEN, POLICE OR FIRE SERVICE.**

**EVACUATION WOULD BE BY WORD OF MOUTH AND THE MANUAL ALARM WILL NOT SOUND**

Please note that for health and safety reasons you must have fire escape route signage visible in your unit at all times.

# Ground Level Evacuation Plan

## EMERGENCY PROCEDURES

### FIRE

#### IF YOU DISCOVER FIRE



- Activate nearest Fire Alarm
- Phone Fire Service "Dial 111" (From a safe area) – You may need to obtain an outside line.
- Evacuate the Building

#### IF THE FIRE ALARM SOUNDS



- Evacuate using the nearest Fire Exit
- Follow all instructions given by Wardens
- Help disabled people to a safe area
- Go to the Assembly Area

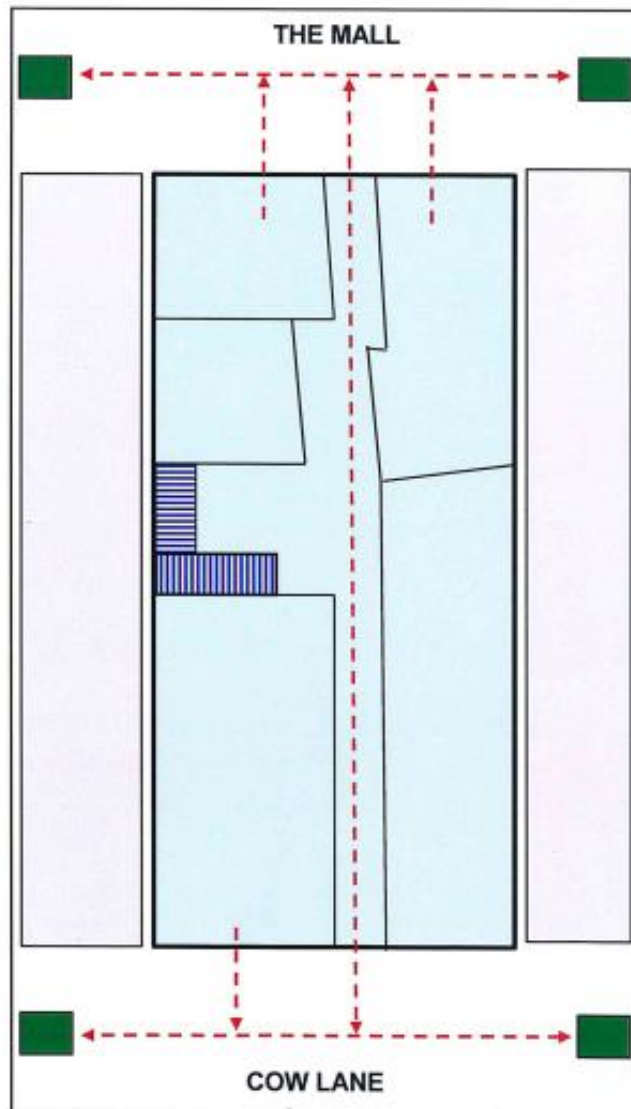
#### DO NOT!

- Run or carry drinks and food



FOR  
SKYLINE ARCADE  
THE MALL  
18 BALLARAT STREET  
QUEENSTOWN

### GROUND ASSEMBLY AREA



FIRE SAFETY NET – Ph: 03 3592111 or email: [office@fsn.co.nz](mailto:office@fsn.co.nz).



# Level 1 Evacuation Plan

## EMERGENCY PROCEDURES

### FIRE

#### IF YOU DISCOVER FIRE

**DO**

- Activate nearest Fire Alarm
- Phone Fire Service "Dial 111" (From a safe area) – You may need to obtain an outside line.
- Evacuate the Building

#### IF THE FIRE ALARM SOUNDS

**DO**

- Evacuate using the nearest Fire Exit
- Follow all instructions given by Wardens
- Help disabled people to a safe area
- Go to the Assembly Area

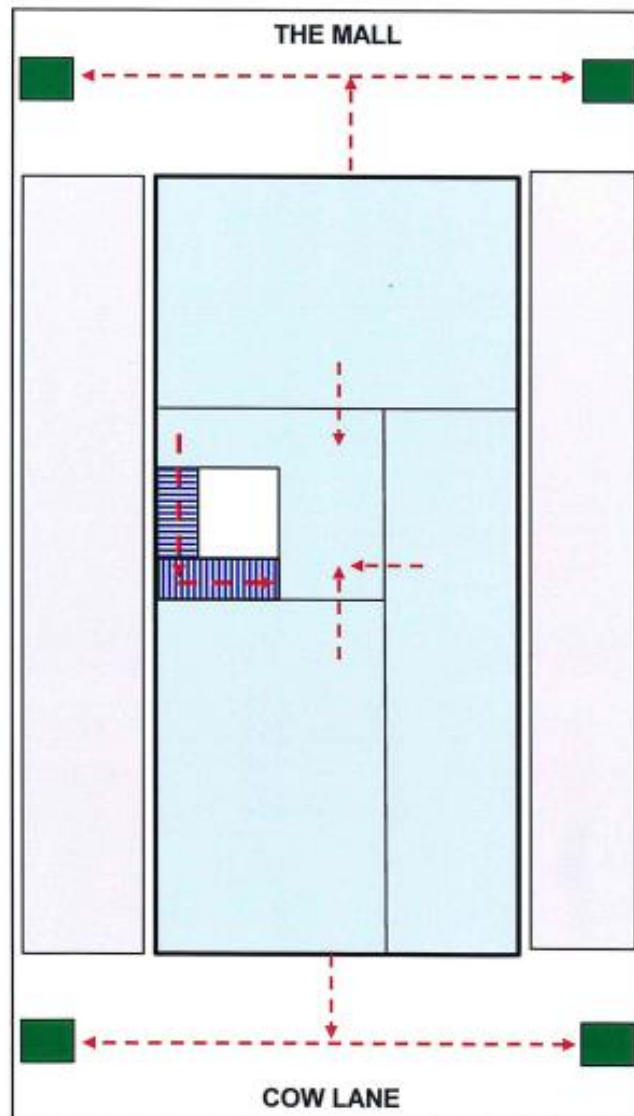
#### DO NOT!

- Run or carry drinks and food



FOR  
SKYLINE ARCADE  
THE MALL  
18 BALLARAT STREET  
QUEENSTOWN

LEVEL 1 ASSEMBLY AREA



FIRE SAFETY NET – Ph: 03 3592111 or email: [office@fsn.co.nz](mailto:office@fsn.co.nz).

# Asbestos

The Skyline Arcade building contains some presumed asbestos products used during construction.

Please contact the Property team prior to commencing all alterations. The relevant paperwork relating to the removal or discovery of asbestos is available from the landlord. No work is permitted to be carried out without first carrying out the due diligence required.

A copy of the buildings' Asbestos Management Plan can be obtained by contacting the Property team or via the Skyline Properties website. A copy of the Asbestos Inspection report prepared by Asbestos Survey Group is also available on the website.

If you have any concerns about anything to do with asbestos, please contact the Property team who will be happy to assist or advise.

# Approved Contractors List

Please note that this list is subject to change. It is recommended that you contact the Property team to discuss any maintenance work prior to engaging the services of a contractor. Below is a list of reputable contractors we recommend:

<b>Electrical:</b>	Service Plus Brent Duffield	<u>0212 473711</u>
<b>Roofing:</b>	Paul Duncan Roofing Paul Duncan :	<u>0272 347077</u>
<b>Air-Conditioning:</b>	Alpine Heat Pump Services Zane Kaihe:	<u>027 251 4051</u>
<b>General Builders:</b>	Naylor Love Niall Quinn:	<u>021 805 727</u>
<b>Security:</b>	Cougar Security Ricky Campbell:	<u>021 226 2851</u>
<b>Plumbing:</b>	The Maintenance Plumber Paul Drummond:	<u>027 437 4181</u>
<b>Drainage Issues:</b>	Full Flush Anthony Wills:	<u>0275 660 654</u>
<b>Cleaning:</b>	House of Hygiene Glenn Campbell	<u>0275 745 993</u>
<b>Fire:</b>	Fire Protection On call number	<u>0210 856 8432</u>