



Maintaining Approved Evacuation Schemes

Introduction

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

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.

You must also let Fire and Emergency know if certain events occur, see Other Evacuation Scheme Maintenance Responsibilities.

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Reminders

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

Reports

You must provide a report about your trial or training activity as per the approved scheme 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.

We recommend reporting online, this will ensure more accurate reminders and you will also receive an email confirming your report has been received as well as a system generated copy of your report to download and use for other compliance purposes.

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 Regulatory Compliance Group (RCG) to discuss the transfer of responsibility.

RCG Contact details

Contact the Regulatory Compliance Group (RCG) during standard business hours:

- **Phone:** 0800 REG COMP (0800 734 2667).
- **Email:** rcg@fireandemergency.nz

Requirements for Trial Evacuations

- 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 and resemble a real emergency as closely as possible.
- 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 for it to be counted as an evacuation towards your maintenance.
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.

Conducting Trial Evacuations

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

Before your trial evacuation

- Familiarise yourself with the report form to identify the key elements to look out for.
- 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) 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.
- Phone **0800 336 922 (0800 FENZCALL)** to contact the FCC.

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 is accompanied by:
 - the training programme content
 - assessment results from training programme participants.

Note: Your training assessment documents could include a signed acknowledgement from all participants that they have completed and understood the training provided or could be a list of participants that passed assessment.

Other Evacuation Scheme Maintenance Responsibilities

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 Fire and Emergency 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,
 - alterations to the means of escape from fire are required,
 - the building's life is extended,
 - 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,
 - the building is no longer required to have an evacuation scheme.
- Download the **Notification of building changes** form from: fireandemergency.nz/businesses-and-landlords/evacuation-schemes/ > [Guides, forms and examples](#) > **Printable forms** > [Notification of building changes](#).
- Complete and send this notification about building changes form by email or post to the RCG:
 - **Email:** rcg@fireandemergency.nz
 - **Postal 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 Fire and Emergency 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.
- Send this information about the change of a nominated contact person to the RCG by email or mail, either:
 - **Email:** rcg@fireandemergency.nz
 - **Postal Address:** Regulatory Compliance Group, Fire and Emergency New Zealand, PO Box 68444, Victoria Street West, Auckland 1142.

Complete and submit Reports Online

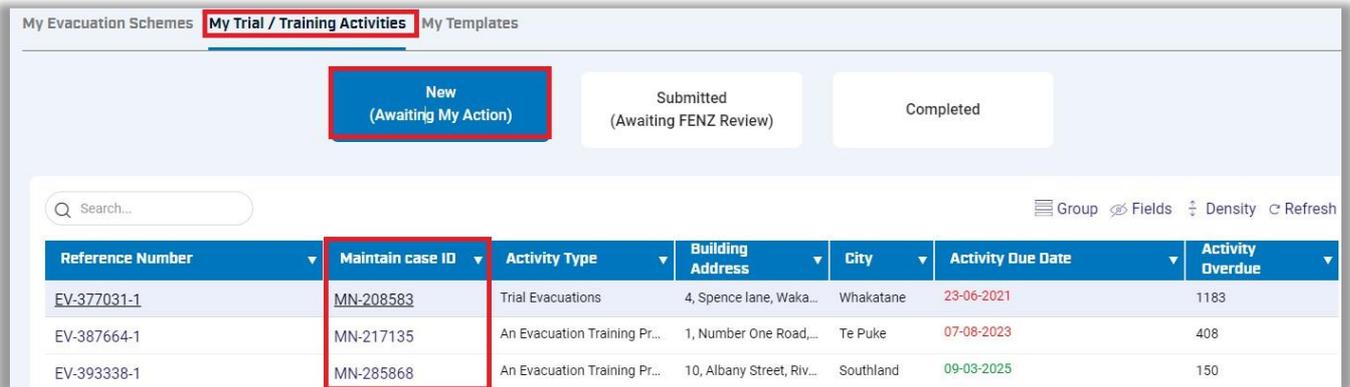
Use these steps to complete your trial evacuation or evacuation training programme reports online.

Completing an existing maintenance case

If you already received a reminder and your trial or training report is due, you will need to complete the report against the maintenance case with a MN- number that the system already generated for you.

Note: You will find the maintenance case number (MN) in the reminder email.

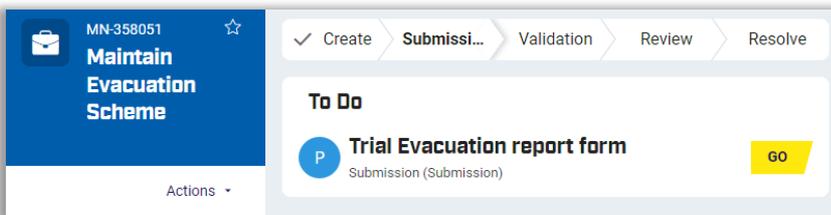
1. Find in-progress (New) reports on the Homepage > My Trial / Training Activities > **New** tab.
2. Click on the MN- number to open the case.



Reference Number	Maintain case ID	Activity Type	Building Address	City	Activity Due Date	Activity Overdue
EV-377031-1	MN-208583	Trial Evacuations	4, Spence lane, Waka...	Whakatane	23-06-2021	1183
EV-387664-1	MN-217135	An Evacuation Training Pr...	1, Number One Road,...	Te Puke	07-08-2023	408
EV-393338-1	MN-285868	An Evacuation Training Pr...	10, Albany Street, Riv...	Southland	09-03-2025	150

Result: The maintenance case will be displayed with a To Do task at the top.

3. Click the yellow **GO** button to complete and submit the report.



MN-358051
Maintain Evacuation Scheme

✓ Create → **Submissi...** → Validation → Review → Resolve

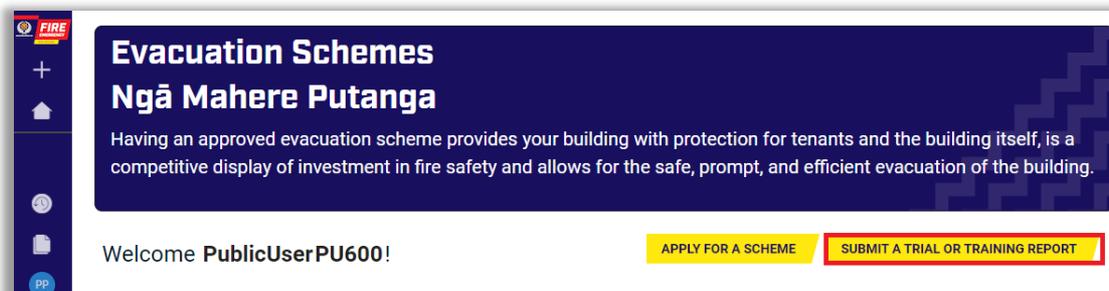
To Do

Trial Evacuation report form **GO**
Submission (Submission)

Creating a new maintenance case

If you have not received a reminder email and you are reporting early or an unscheduled event like a false alarm, follow these steps to create a new maintenance case.

1. Click **Submit a Trial or Training Report**,



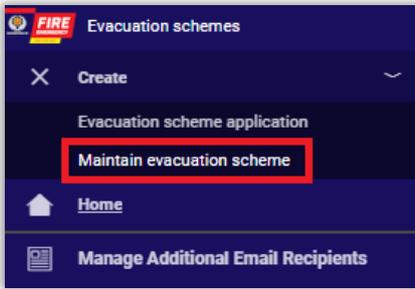
Evacuation Schemes
Ngā Mahere Putanga

Having an approved evacuation scheme provides your building with protection for tenants and the building itself, is a competitive display of investment in fire safety and allows for the safe, prompt, and efficient evacuation of the building.

Welcome **PublicUserPU600!**

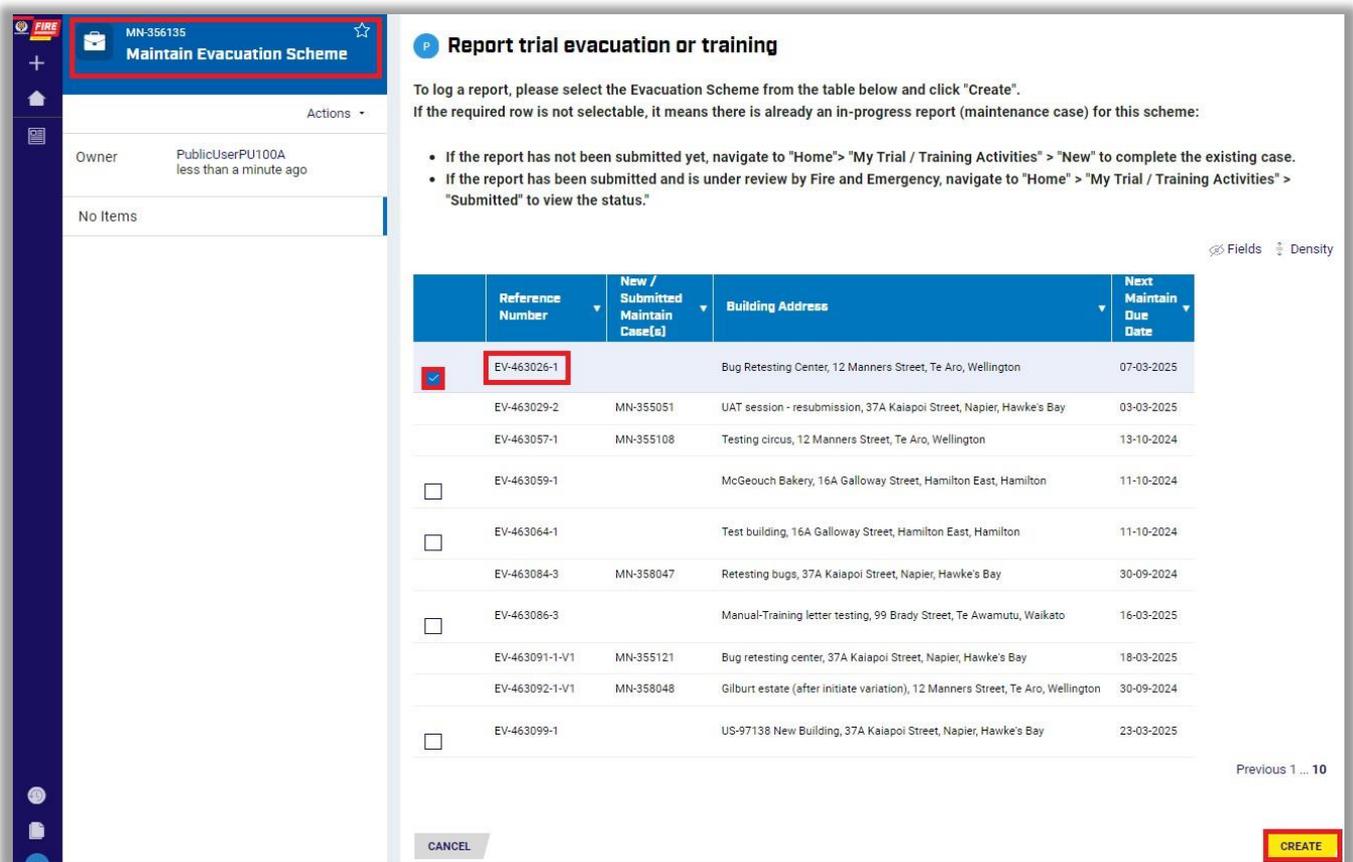
APPLY FOR A SCHEME **SUBMIT A TRIAL OR TRAINING REPORT**

Or, hover your mouse over the vertical stripe on the left side of the Homepage and click Create > Maintain evacuation scheme.



Result: The **Maintain Evacuation Scheme** window displays with a Maintain Evacuation Scheme case number.

Note: Each maintenance case has a unique reference number, i.e., **MN-xxxxx** that gets linked to the relevant approved evacuation scheme (see step 3).



2. Select an Evacuation Scheme

Note: If a scheme already has an in-progress maintenance case, you will not be able to select it.

Refer to [“Completing an existing maintenance case”](#) above and complete the in-progress maintenance case first.

Reference Number	In-Progress Maintain Case	Building Address	Next Maintain Due Date
EV-37054-2-V1	MN-55752	DEMO1BASIC, 11 Sunburst Court, Paraparamu Beach, Parapar...	28-12-2024

- If a scheme does not have an in-progress maintenance case, it will be available for selection.

- 3. Tick the box for the relevant scheme and click **Create**.

	Reference Number	In-Progress Maintain Case	Building Address	Next Maintain Due Date
<input checked="" type="checkbox"/>	EV-37058-1		DEMO1BASIC, 11 Sunburst Court, Paraparaumu Beach, Parapar...	27-12-2024

CANCEL CREATE

Result: The report form will be displayed.

Submitting a Trial or Training Report

- The **report form** displays with prepopulated fields similar to the below.

Create
 Submission
Validation
Review
Resolve

Trial Evacuation report form

Building description

Building's name	Scheme reference
Retesting bugs	EV-463084-3
Building's unit number	Building's street number
--	37A
Building's street name	Building's suburb
Kaipoi Street	Napier
Building's city	Building's postcode
Hawke's Bay	5810

Contact person details

Contact person's first name *	Contact person's last name *
<input type="text" value="Alayne"/>	<input type="text" value="Online-Trial"/>
Phone number	Mobile number *
<input type="text"/>	<input type="text" value="730 809 3837"/>
Email address *	
<input type="text" value="irene.sch@email.com"/>	

Click here to add additional recipients [MANAGE ADDITIONAL RECIPIENTS](#)

One-off Additional Recipient 1 One-off Additional Recipient 2

- Provide all relevant information and click the **Submit** button on the bottom of the form to submit the report. See following sections on content specific to trial and training reports.
- If you want to continue the report later, click **Save** at the bottom of the report form at any time.

This saves the report with the maintenance case number as a draft. You can find draft reports on the Homepage > **My Trial / Training Activities** tab > on the **New (Awaiting My Action)** tile > MN-number.

Contact person's signature

Signature *

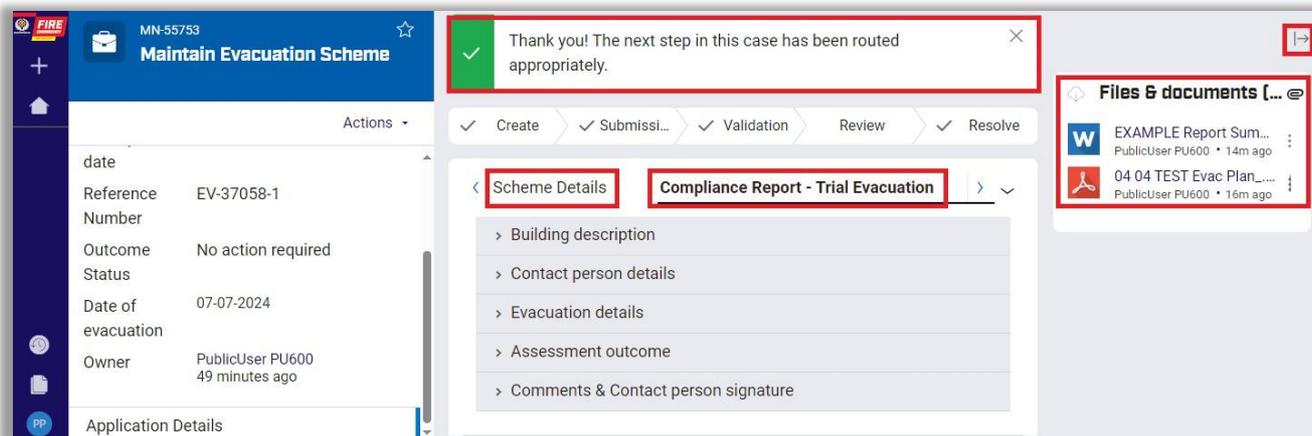
Date *

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

Additional comments:

CANCEL
SAVE
SUBMIT

- After the report has been submitted, a Confirmation message is displayed at the top of the window and a confirmation email is sent to the contact person and any additional recipients (if any) to confirm the report has been received, this will include a PDF version of the report.



Trial Report Content

1. Check the **Contact person details** and amend as necessary. Here you can also add or manage **Additional Email Recipients**. See below section on [Navigating and viewing reports](#) for more information.
2. 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

Example: If the total time is 2 minutes and 15 seconds – enter 2 in the "minutes" fields and enter 15 in the "seconds" field.

3. Click the relevant radio button in questions 1–7 in the **Assessment outcome** section.

Important: Provide as much information as possible when you answer **No** to any question(s). This helps Fire and Emergency understand what happened during the trial evacuation and what support you may require.

Note: For further information hover on the question mark icon .

Assessment outcome

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

Yes No

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

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

Yes No

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? * 

- For Question 8, click the calendar icon and select the date of the last training session in the **Assessment outcome** section.
 - Type your name in the Contact person's signature > **Signature** field.
 - Click the calendar icon on the **Date** field and select the date you are submitting your report.
 - (Optional) Click the checkbox if you want to talk to someone about your trial evacuation.
 - You must enter comments in the **Additional comments** field if you have requested someone to contact you. This field is optional if you did not tick the contact box.
- Note:** This information will help Fire and Emergency to evaluate your report.
- Click **Submit** to submit your trial evacuation report.

Contact person's signature

Signature *
Sally Smith

Date *
10-06-2024

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

Additional comments:

CANCEL SAVE **SUBMIT**

Result: A confirmation email is sent to the contact person and any additional recipients (if any) to confirm the report has been received, this will include a PDF version of the report.

Training Report Content

- Check the **Contact person details** and amend as necessary. Here you can also add or manage **Additional Email Recipients**. See below section on [Other reporting features](#) for more information.
Note: The building, building owner or nominated contact person's details are prepopulated in the fields on the report form.

Contact details for person responsible for training

Contact person's first name *
Minnaminnie

Contact person's last name *
Lune

Phone number
[Empty]

Mobile number *
596 766 3203

Email address *
Aee@fireandemergency.nz

Click here to add additional recipients ? **MANAGE ADDITIONAL RECIPIENTS**

One-off Additional Recipient 1 [Empty] One-off Additional Recipient 2 [Empty]

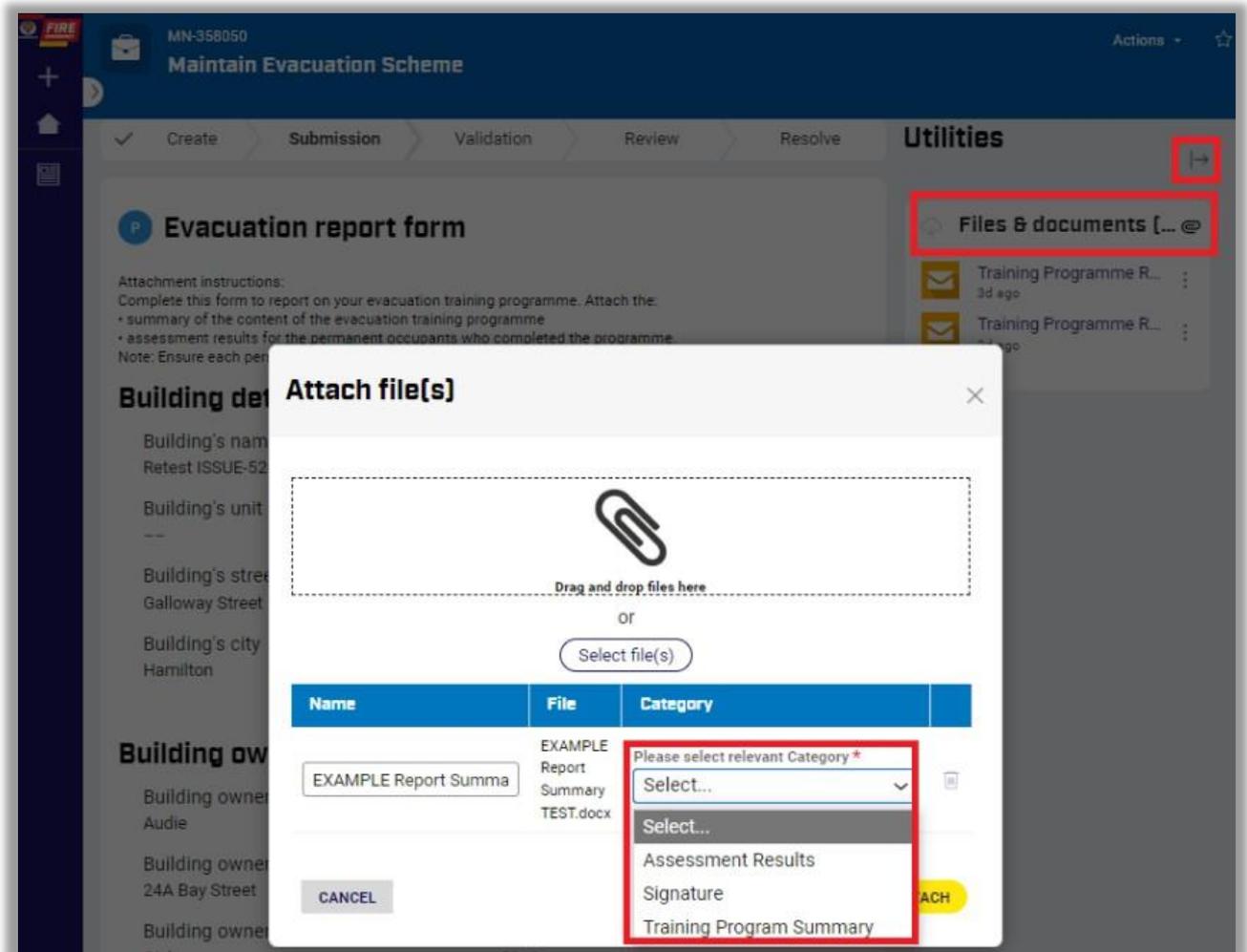
2. Enter the relevant training programme details in the fields as follows:

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

Note: For further information hover on the question mark icon .

3. Attach your Assessment Results and Training Content Summary documents with the corresponding category selection by clicking the paperclip icon on the top right hand side of the window.

Note: Expand the utility pane if you cannot see Files & Documents on the right.



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. (Optional) Click the checkbox if you want to talk to someone about your training programme.
7. Click **Submit** to submit your training programme report.

Result: A confirmation email is sent to the contact person and any additional recipients (if any) to confirm the report has been received, this will include a PDF version of the report.

Contact person's signature

Signature *

Date *

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

CANCEL SAVE SUBMIT

Navigating and viewing reports

From the Homepage, select **My Trial / Training Activities** to view **New**, **Submitted** and **Completed** reports.

Evacuation Schemes
Ngā Mahere Putanga

Having an approved evacuation scheme provides your building with protection for tenants and the building itself, is a competitive display of investment in fire safety and allows for the safe, prompt, and efficient evacuation of the building.

Welcome **PublicUserAHPU100!** APPLY FOR A SCHEME SUBMIT A TRIAL OR TRAINING REPORT

My Evacuation Schemes **My Trial / Training Activities** My Templates

New (Awaiting My Action) **Submitted** (Awaiting FENZ Review) **Completed**

Search... Group Fields Density Refresh

Reference Number	Maintain case ID	Activity Type	Building Address	City	Activity Due Date	Activity Overdue
EV-377031-1	MN-208583	Trial Evacuations	4, Spence lane, Wak...	Whakatane	23-06-2021	1189
EV-387664-1	MN-217135	An Evacuation Training P...	1, Number One Roa...	Te Puke	07-08-2023	414

Viewing New - not yet submitted reports

Find New reports on the Homepage > My Trial / Training Activities > **New** tab.

My Evacuation Schemes **My Trial / Training Activities** My Templates

New (Awaiting My Action) Submitted (Awaiting FENZ Review) Completed

Search... Group Fields Density Refresh

Reference Number	Maintain case ID	Activity Type	Building Address	City	Activity Due Date	Activity Overdue
EV-451158-1	MN-339002	An Evacuation Training Pro...	16A, Galloway Street, ...	Hamilton	15-08-2024	40
EV-451159-1	MN-339003	An Evacuation Training Pro...	16A, Galloway Street, ...	Hamilton	15-08-2024	40
EV-437018-1	MN-344011	Trial Evacuations	37A, Kaiapoi Street, N...	Hawke's Bay	14-01-2025	0

This section displays all reports that are awaiting completion.

You'll be able to identify the evacuation report that needs completing by the evacuation scheme reference number and building address in the corresponding columns. The due activity date displayed indicates the date by which the activity (Trial evacuation or training programme) is due. The maintenance case number MN- is the case against which the report should be logged. The activity overdue column indicates the days by which the activity is overdue.

Note: you will not be able to create another report for the same scheme until the current maintenance report is completed.

Viewing submitted and completed reports

Submitted - Awaiting Review reports

Find Submitted reports on the Homepage > My Trial / Training Activities > **Submitted** tab.

Reference Number	Maintain case ID	Activity Type	Building Address	City	Activity Due Date	Activity Overdue	Next Maintain Due Date
EV-451055-1	MN-335018	An Evacuation Train...	16A, Galloway Street,...	Hamilton	01-02-2025	0	01-02-2025
EV-430012-1	MN-335047	An Evacuation Train...	22C, Tennyson Street...	Napier Hawk...	01-02-2025	0	01-02-2025
EV-451036-1	MN-336003	An Evacuation Train...	16A, Galloway Street,...	Hamilton	01-08-2024	48	01-08-2024

This section displays all reports that have been submitted but require review by Fire and Emergency before they are completed, however, there is nothing further you need to do.

Note: you will not be able to create another report for the same scheme until the current maintenance report is completed.

Completed reports

Find completed reports on the Homepage > My Trial / Training Activities > **Completed** tab.

Reference Number	Maintain case ID	Building Address	City	Date of evacuation	Time of evacuation	Time taken to evacuate in minutes	Time taken to evacuate in seconds
EV-430012-1	MN-301007	22C, Tennyson Stre...	Napier Haw...				
EV-431012-1	MN-301054	12, Manners Street,...	Wellington	10-06-2024	2:56 PM	7	7
EV-431011-2-V1	MN-306015	123, Mangawhal R...	Northland	13-06-2024	10:55 AM	6	6

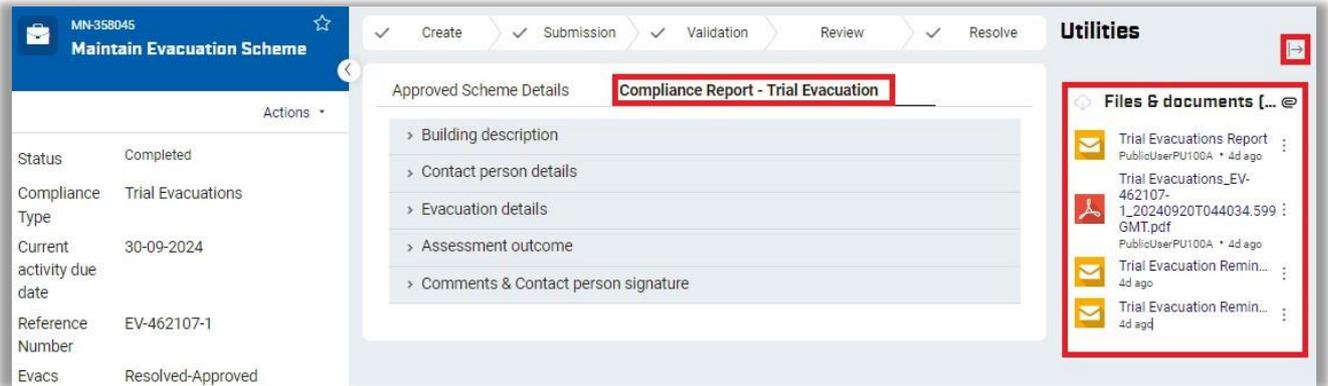
This section displays all reports that have been submitted and completed.

Viewing reports

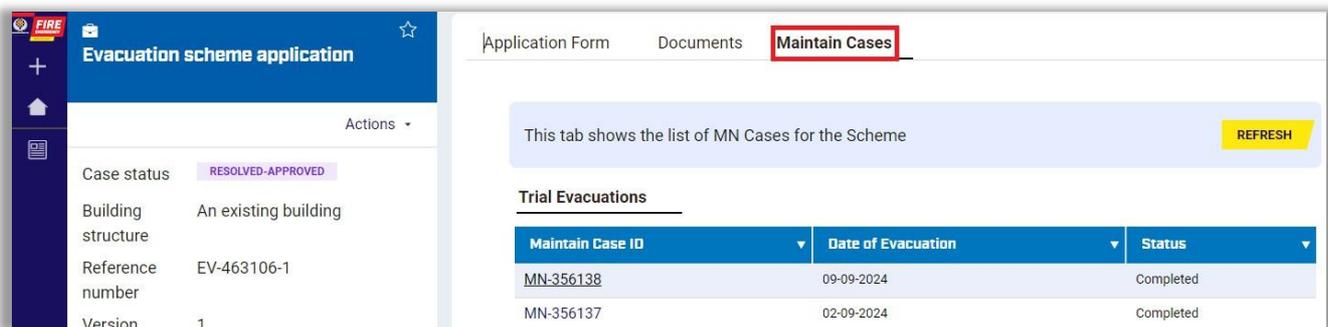
To view and download a copy of the report, expand the utility pane and open the document names “**Evacuation Training Programme...**” or “**Trial Evacuations...**” under **Files & Documents**.

You can also view the report by;

- opening the MN- case and selecting the **Compliance Report** tab to view the report detail.



- opening the scheme and selecting the **Maintain Cases** tab, then select the MN- number to open the report.



Managing additional email recipients

Overview

Managing additional recipients allows you to add, modify, or delete email contacts for evacuation schemes and maintenance cases (Trial/Training Reports), ensuring relevant parties automatically receive important updates such as application acknowledgments, reminders, and report confirmations.

- A maximum of three additional recipients can be added for each scheme.
- Additional recipients can be managed throughout the lifecycle of the application or scheme, including modifications or deletions.
- Additional recipient information, like name and email address, will not be displayed in the application PDF or any system generated letters.

You can select whether the recipient receive system-generated emails related to the Evacuation Scheme, Trial/Training Reminders and/or Trial/Training Reports

1. **Evacuation Scheme Emails:** recipients will receive updates and notifications related to the overall evacuation scheme application process, from submission to approval, such as
 - **Application Acknowledgment Emails:** sent when a new application, resubmission, or variation is submitted.
 - **Not Complete Letter Emails:** sent when an application is marked as incomplete.
 - **Notice of Building Visit Letter Emails:** Sent when a building visit is scheduled as part of the evacuation scheme assessment.
 - **Approved/Not Approved Letter Emails:** sent when the scheme is approved or not approved.

2. **Trial/Training Reminders:** to keep recipients informed of upcoming deadlines related to Trial or Training reports for your evacuation scheme and will include notifications such as
 - **First Trial/Training Reminder Emails:** sent when the first reminder is due for the completion of the Trial or Training report.
 - **Second Trial/Training Reminder Emails:** sent as a final reminder when the Trial or Training report is overdue.
3. **Trial/Training Confirmations:** recipients will receive confirmation of the submission of the report and will include notifications such as
 - **Trial/Training Report Submission Confirmation Emails:** sent when the Trial or Training report is successfully submitted.

Managing additional email recipients for a maintenance report (T&T Report)

Manage one-off additional recipients when creating Trial and Training reports or manage additional recipients for the scheme including maintenance activities from within the report.

Adding One-off email recipients for MN Cases:

During the creation of a Trial or Training report, you can add up to two, one-off additional recipients.

These one-off recipients will only receive email communications related to the specific Trial or Training report and will not be associated with other scheme-related communications.

1. From within an in-progress maintenance report, scroll to the
 - **Contact person details** section for Trial reports,
 - or the **Person responsible** section for Training reports.
2. Enter the email address for the person that you would like to copy on the report submission.

Contact person details

Contact person's first name *	Contact person's last name *
<input type="text" value="Alayne"/>	<input type="text" value="Online-Trial"/>
Phone number	Mobile number *
<input type="text"/>	<input type="text" value="730 809 3837"/>
Email address *	
<input type="text" value="Alee@fireandemergency.nz"/>	
Click here to add additional recipients ?	MANAGE ADDITIONAL RECIPIENTS

One-off Additional Recipient 1 <input type="text"/>	One-off Additional Recipient 2 <input type="text"/>
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3. When the report is submitted, email addresses entered will receive a once off email confirmation that the report has been submitted with a copy of the report PDF.

Note: copy and paste the email address into the field to eliminate spelling mistakes.

Manage additional email recipients for the scheme and maintenance activities:

1. From within an in-progress maintenance report, scroll to the
 - **Contact person details** section for Trial reports,

- or the **Person responsible** section for Training reports.
2. Click the **Manage Additional Recipients** button.

Result: The Manage Additional Email Recipients window is displayed for the selected scheme.
 3. Add new recipients, modify existing ones, or delete email recipients:
 - a. Click the **+ Add** button to add a new recipient and select which type of notifications you would like them to receive.
 - b. Click inside the **Name** or **Email** fields to edit existing recipient name or email address and toggle the **notification type tick boxes** to select the types of notifications the recipient should receive.
 - c. Click the **Delete** icon to remove an email recipient.

Name	Email [Required]	Evacuation Scheme Emails	Trial/Training Reminders	Trial/Training Confirmations	
Arna Mcg	arna.mcg@email.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Irene Sch	i.sch@email.com	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

+ Add

CANCEL SUBMIT

4. Click **Submit** to save your changes.

Complete and send 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 fireandemergency.nz/businesses-and-landlords/evacuation-schemes/ > [Guides, forms and examples](#) > **Printable forms:**
 - [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:** evacuation@fireandemergency.nz
- **Postal Address:** Regulatory Compliance Group, Fire and Emergency New Zealand, PO Box 68444, Victoria Street West, Auckland 1142.

Note: If you submit your report via mail/email you may be contacted if more information is required, otherwise you would not usually hear back or receive a separate confirmation email with a PDF version of your report from Fire and Emergency NZ.