

IGNITE

TE HIRINGA O TE TANGATA

Issue 14 / November 2019 / Whiringa-ā-rangi 2019



FIRE
EMERGENCY

THANK YOU, AUCKLAND
FOR YOUR GENEROSITY AND SUPPORT

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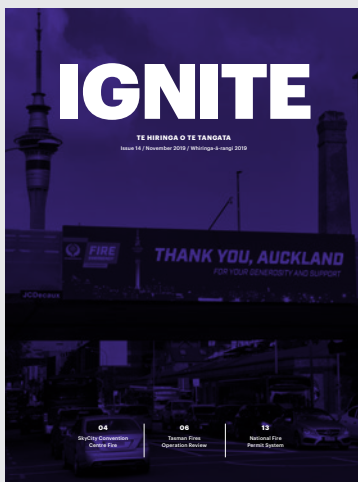
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Ignite is the official magazine for Fire and Emergency New Zealand.

**Te Hiringa o te Tangata –
To have drive, zest, determination.
To have heart and soul.**

Ignite represents the voices of the men and women across the country who dedicate themselves to protecting life, the environment and property in their communities.

It is produced by the Fire and Emergency Communications Team, National Headquarters, Level 12, 80 The Terrace, Wellington.

Contributions to Ignite

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KIA ORA KOUTOU

In this final issue of Ignite for 2019 it is timely to reflect on some of our defining moments this year.

Significant fires in Tasman in February and more recently at Auckland's SkyCity Convention Centre have demonstrated the benefits of being one, unified organisation. While quite different events, they shared many similarities. Our people endured long hours in extremely challenging conditions at both events. Both highlighted the difficult nature of our work and the professionalism of our people. To bring them to a successful conclusion required us to use expertise and resources from across New Zealand, and work with a range of partner agencies.

There are always lessons we can learn from events of this size and scale to improve the safety of our communities and our crews. You can read about the independent operational review of our management of the Tasman Fires on page 6. In this issue we share a 'behind-the-scenes' view of the SkyCity fire from our Northern Communication Centre (p4).

This year we've placed a big focus on building an organisation where all our people feel safe, welcome and included. The mental health of our firefighters is one issue that's hugely important for all

of us at Fire and Emergency. We want all our people to know it's okay not to be okay and to seek help when they need it. Invercargill firefighters' "Mullets for Mental Health" (p3) has proved very successful in publicly raising awareness about mental health and the support available.

And we've continued to invest to ensure our people are better equipped, better connected, better informed, and better prepared to support their communities now and into the future. For example, the much-anticipated Availability Messaging System (AMS) is now being rolled out to stations after a successful pilot (p9), and last month 70 Urban Search and Rescue personnel from across New Zealand took part in an annual exercise to help ensure they're ready for any emergency (p10).

It's been a busy year. I am proud of what we have achieved and the way all of you have contributed to our organisation.

With the holiday season approaching and the weather warming up a lot of you will be on duty or on standby. I hope everyone has the opportunity to relax, recharge, and spend time with friends and family at some point over the summer.

Thank you for your ongoing dedication and commitment to keeping New Zealand safe.

Rhys Jones, Chief Executive



MULLETS FOR MENTAL HEALTH AWARENESS

Members of the Mullets for Mental Health.

Top Row: SFF Anthony Haines, FF Adam Coley, QFF Chris Hewton and son Bryce Hewton.

Bottom Row: QFF Sam Brierley, SFF Brent Wilson, SFF Waka-Nathan Miller, QFF Ben Coley, SFF Bradley May, QFF Dom Hildebrand, SFF Brad Johnston.

Finding a way to start a conversation about mental health was a challenge for Invercargill firefighters Dom Hildebrand, Waka-Nathan Miller, and Ben Coley, until they decided to use their heads.

“Dom really wanted to grow a mullet like All Black Jack Goodhue and decided to link it to September’s Mental Health Awareness Week,” says Waka-Nathan Miller.

When Dom went to get his hair cut, local hairdressing salon KAOS pledged to donate \$10 to the Mental Health Foundation for every mullet haircut.

It didn’t take long for the idea to take off. Over half the Invercargill crew have embraced the mullet and supported the fundraising effort, with some adding moustaches to accentuate the style.

Two months on, they have raised more than \$7000 and have been featured on MoreFM and in the Southland Times. They’ve received support and encouragement from Fire and Emergency crews across the country with firefighters from Dunedin, Masterton, Hamilton, and Silverdale also embracing the “business at the front, party at the back” look.

“It’s been awesome to see so many people take part – school kids, people from the community, toddlers, even fathers and sons getting their mullets cut together,” says Waka.

For Waka, the most important part has been raising awareness and starting conversations about looking after your mental health and being there for your mates.

“Mental health awareness is something that is coming up a lot more – at our station with the work we do, but also in the community. We wanted people to know that there’s help for them whether they are firefighters or members of our community.

“Dom summed it up perfectly in an interview on MoreFM when he said: ‘We’re going out and about with silly haircuts on our heads so others feel more comfortable talking about what’s going on inside their heads,’ says Waka.

The crew will close this fundraiser at the end of November, but planning (read: hair growing) is already underway for round two next year.

To find out more or to donate to the cause, look up “Mullets for Mental Health” on Facebook.

You can also bid on the TradeMe auction to win a gold pan signed by Tony Beets from Discovery Channel’s Gold Rush programme. Simply search for “Gold Pan Mullet” on TradeMe before 30 November.





SKYCITY CONVENTION CENTRE FIRE

Getting the big picture from ComCens.

As smoke billowed over Auckland from the SkyCity Convention Centre fire on 22 October, it seemed like the whole country was watching what was happening in the CBD. But the Northern Communication Centre team had to keep a much broader view.

Mark Richards, Operations Manager for Northern ComCen, explains how the team was responsible for dispatching the appliances, crews, and specialist equipment needed to effectively fight the fire, coordinating with police, ambulance, and other organisations, recording everything into Computer Aided Design (CAD), and answering the media calls coming in.

“All that, and of course there’s the rest of the region to monitor as well as business as usual work continued and needed response!” Mark explains.

“The team was working like a well-oiled machine, and were moving appliances around to support the firefighters on the ground while still maintaining coverage over the rest of the wider city.”

Volunteer brigades across the city all stood up to serve, increasing the number of crews and appliances available for ComCen to use.

“There were some interesting cover moves, like the West Harbour volunteers covering Onehunga, but everyone did everything they could to help,” says Mark.

The Central and Southern ComCens also stepped up to help, as the sixty-five 111 calls received for the fire were answered by teams across the three centres. Southern ComCen took responsibility for managing the media calls until the NHQ media team took over, freeing up resources for Mark’s team.

ComCen also sent two Emergency Mobile Alerts messages to cellphones in the Auckland CBD, a process that has only been used on a handful of occasions since its introduction in 2017.

On the night of the fire, there was a separate second alarm fire on the 15th floor of an apartment building just two blocks from the Convention City fire.

“That really tested the efforts of the ComCen, but we managed,” says Mark.

Nearly ten days on, the Northern ComCen was still arranging cover for the incident and reviewing the records.

“An average job generates a report with about three or four pages - this report has 270 and counting.”

TASMAN FIRES OPERATIONAL REVIEW

In February this year Pigeon Valley near Nelson experienced one of the larger wildfires we've seen in the past 30 years. As is usual with events of this scale, Fire and Emergency New Zealand commissioned an independent operational review of the management of the fires.

We have just released the review and accept the Australasian Fire and Emergencies Service Authorities Council Limited's (AFAC) findings.

The fires started on 5 February and went on to burn 2,300 hectares including large areas of pine plantation. Within 24 hours the area was declared a local state of emergency, with 3,000 people and 700 livestock evacuated. While no human lives were lost, the physical and economic damage to property and the environment was significant.

The Tasman fires were an extreme and complex event. During February and March, fires also broke out at Rabbit Island, Atawhai, Moutere Hill and Dovedale Hill. These extra fires significantly added to the complexity our fire managers and firefighters already faced. The total cost for Fire and Emergency was approximately \$13 million. Because of the cost, magnitude of response and our commitment to continuous improvement an independent review was commissioned.

Topline findings

- Reviewers found Fire and Emergency managed the Tasman Fires in a way that was 'positive and successful... with ample evidence of lessons having been taken from the Port Hills fire and incidents in Australia.'
- Reviewers said '...the outcomes of this fire season should give the community in New Zealand a level of confidence that Fire and Emergency New Zealand is able to manage these significant incidents and take appropriate actions aimed at keeping the community safe.'
- The review recommends proactive risk reductions we will incorporate into our future risk reduction work. They involve working more proactively with our communities and partners to raise awareness and changing practices to reduce the number and impact of incidents over time.

We welcome the review's findings as they provide us with a great opportunity to improve the way we manage such incidents.

We accept we can have a more structured approach around incident readiness and logistics, so we can do our best job at protecting our communities, property, people and the environment.

WHAT'S TO SEE WITH THE NEXT GENERATION TYPE 3

Big progress has been made on the Type 3 Acquisition Project with specifications and features being finalised following a detailed process, including engagement with Fire and Emergency personnel all over the country. The Working Group, made up of representatives from all regions, is also now looking at two variants of the vehicle – a pump and a pump rescue tender.

In operation in various forms since 1975, the Type 3 Appliance is the workhorse of the fleet, however its core design hasn't evolved to meet the significant changes in a firefighter's role – but that is all about to change.

For the first time, the end users are at the centre of the design process to ensure the needs of everyone on the truck will be met.

Dan Wilton is a Senior Business Analyst at Head Office, closely involved in the project. He says the design process focuses on the problems to be solved rather than going straight to a solution.

"In the past change has always been incremental and based tightly on what we already had. This new approach encourages moving away from doing things the way we have always done them."

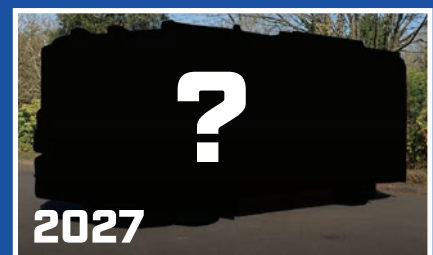
Shane O'Brien, Senior Station Officer at Anzac Fire Station in Christchurch, who is on the Working Group, admits the design led process required a major mind shift.

"We went out and got a full perspective of exactly what we wanted the truck and the equipment to do, rather than jumping on a specific solution up front. It's a big ask because we're wanting to develop a truck that's fit for purpose now and in 25 years' time – and that means smart thinking and serious innovation."

"For instance instead of putting out detailed specs on a pump for tender, we're asking suppliers to come back with ground breaking solutions that give us a pump that's quick to deploy, easy to use, pre-coupled and delivers the right amount of water. We want them to give us options we've never even thought of."

With specifications and features finalised, the business case will go for approval at the end of December. Then Fire and Emergency will go to market and procure for a prototype mid 2020. It's hoped prototype testing will kick off mid 2021, with a roll out of 10 next generation Type 3s every year from 2023.

You'll find more information on the project Portal page or email T3P@fireandemergency.nz



Fire and Emergency's Type 3 appliances over the years



FULL SIGN UP FOR FIREWISE IN THE EASTERN WAIKATO

Firewise is one of our key community initiatives and the Eastern Waikato area has set a sterling example. Our national target is 60% of schools visited in the eastern Waikato - 100% of local primary and intermediate schools have signed up over a two-year period.

It's an incredible achievement and Acting Area Manager Daryl Trim says the whole team stepped up, but it was one man's persistence and planning that got all the schools on board.

Shane Bromley is a Volunteer Support Officer who's been with the Firewise programme for 20 years. Three years ago he also became the Firewise Programme Coordinator for the region. The trick he says is smart planning and direct communications with the right people.

"We weren't making the right connections so I contacted each of the schools, found a key contact person and emailed or called them direct. I then made a plan based on a two year cycle, with term-by-term targets to bring schools on board."

If a school isn't keen to sign up he visits them personally, listening to concerns and working to share a better understanding of what can be achieved.

Shane makes contact the term before so schools have time to ask questions and set up the programme. He orders the resources and then delivers them directly to the schools – another opportunity for face-to-face connection. He explains the programme in full and sets dates for the training so everyone's committed and ready.

Shane's joined by Leanne Cryer, Business Service Coordinator, who has also gone above and beyond to deliver the programme. Between them they've visited 84 schools with over 300 classroom presentations.

"We hear amazing stories about how Firewise has helped save lives," says Shane. "A six-year-old girl who had done the Firewise programme did a fire check before she went to bed one night. Her Mum had taken down a smoke alarm in the living room because the ashes from the fire kept setting it off. The girl noticed it missing and insisted her Dad put it back up. At 2.30 that morning a fire broke out in the house – that same smoke alarm did its job and they got out safely."

"We've just got to get out there and spread the word. Children are our future and we must invest in them. If we can't teach them the fire safety message they might not have a future – so we're doing all we can to protect them and their families."

GAME-CHANGING AMS ROLLS OUT AROUND NZ

The roll out of one of our much-anticipated initiatives has kicked off following the successful pilot of our Availability Messaging System (AMS) with stations around the country.

AMS lets our volunteers know if there's an incident in their area and allows them to let us know if they are free to respond. Volunteers can also use the system to highlight their availability ahead of time and share their whereabouts with a family member when they are responding to an incident.

In September this year, we rolled out the AMS programme to pre-selected volunteer brigades with the aim to roll this out wider early next year.

Nigel Lilley, Product Owner of the AMS Project, is delighted with how well the pilot and final User Acceptance Testing has gone.

"It's been mind-blowing to understand just how much it takes to create a sophisticated system like this. I just wanted to get it done and out there but it's a huge task to build something as comprehensive as this," says Nigel.

"The team involved and the brigades in the pilot were all focused on creating something that would be easy to use and make a massive difference to our communities – and it's

worked. Response times are sharper and we're getting the right people in the right place – quickly."

The pilot programme focused on implementation and Te Kauwhata was one of the brigades involved. Chief Officer Glen Whitaker says the benefits were immediate and sometimes surprising.

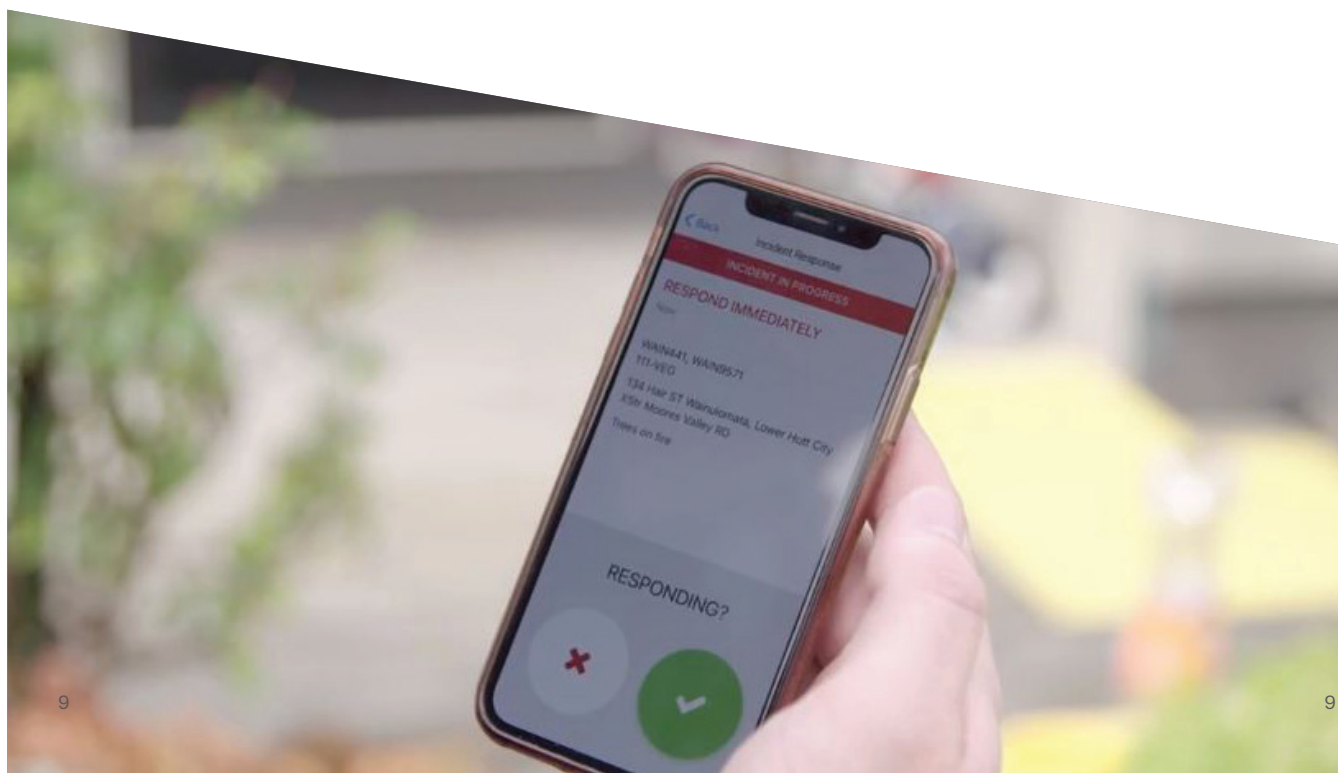
"The real time information on who's available and how close they are has been a serious breakthrough. I have the confidence knowing people are coming and I'll have an experienced crew on the truck.

"One of the surprises with AMS is just how connected we all feel now. The messaging system means we can tell everyone if we're out fishing or stuck in a traffic jam. Everyone's super aware of who's available and who's out of touch.

"It also keeps our family and work colleagues connected. My wife gets a message when I've gone on a call and we have a few teachers in our brigade so their school gets alerted when they've been called out.

"It's been a huge help in the way we manage the crew and respond to call outs – I can't imagine life without it now. Nigel and his team have been incredibly helpful all the way with top training and constant support. All I can say is – sign up as soon as you can!"

On top of the 70 brigades in the current phase of deployment, over 160 brigades have opted in. It's easy. Just drop a line to iwantams@fireandemergency.nz – including a few lines on how AMS can benefit your brigade.



USAR EXERCISE SIMULATES MAJOR OFFSHORE EARTHQUAKE

Last month, more than 70 Urban and Search personnel from around New Zealand, including firefighters, dog handlers, engineers and medics, were presented with a shocking scenario: at 2200hrs on Sunday 20 October 2019, a magnitude 8.3 earthquake struck the New Caledonia Islands, with the epicentre located 14km to the northeast of the city of Noumea at a depth of 5km – reports of widespread damage in commercial and residential areas.

It wasn't real, but part of our annual USAR Exercise, which was held at the New Zealand Defence Force's (NZDF) Ardmore base.

This was a major exercise to plan and execute, and our team worked closely with the NZDF to recreate a high stakes, major disaster scenario – lifelike but safe so our personnel could put their skills into action. And for 36 hours that is exactly what they did.

Assessments were made using an electronic information gathering system, developed in New Zealand through INSARAG (International Search and Rescue Advisory Group). The system prioritised work and from that teams carried out search and rescue using listening devices and search dogs. Rescues used various shoring, concrete cutting and rope rescue techniques.

Ian Duncan, Special Risks, Safety and USAR Manager, says the exercise was challenging and highly demanding – as any real life disaster would be.

"Our teams need to be at their very best, ready for emergencies that can happen at any time. These simulations are invaluable for that. We can recreate the life and death situations they'd be likely to face in a real life national or international emergency. We can do it safely and closely monitor everything they do to ensure we get it absolutely right."

"We couldn't have done it without outstanding help from the NZDF. We worked closely with them throughout and were incredibly lucky to use their Ardmore base where their special forces are trained."

The USAR exercises are held annually and are now rotated around the three teams. Palmerston North hosted in 2017, Hokitika (West Coast) last year and Auckland hosted this year's exercise. This year's exercise doubled as a dress rehearsal for the IER (International External Reclassification) which happens every five years.

The IER will take place from May next year and will ensure we continue to be internationally certified for search and rescue around the world.



A self-contained USAR camp for more than 70 people that has a minimal impact on the community being helped.



Below Left: Whaea Cherie Povey shared an explanation of the station's Manea stone.
Below Right: Mangawhai opening - L-R: Fire and Emergency's Brad Mosby, Whangarei-Kaipara Area Manager, Hon Paul Swain, Board Chair, Rob Leslie, Mangawhai Chief Fire Officer, Ron Devlin, Te Hiku Region Manager



MANEA STONE HELPING FIREFIGHTERS AT NEW MANGAWHAI STATION

At the end of October, Fire and Emergency opened a new station at Mangawhai in the Whangarei-Kaipara area of Te Hiku.

During the opening event, Whaea Cherie Povey shared an explanation of the station's Manea stone, sourced in the Ngāti Whātua region and carved with a design unique to the Ngāti Whātua iwi. The Manea stone (female energy) is connected to a Mauri stone (male energy) buried in the foundations of the new fire station. The Mauri stone, also sourced and carved according to Ngāti Whātua traditions, is tapu (sacred) and offers protection of the building and all who work in it.

Firefighters at the station are encouraged to touch the Manea stone to help release any negative energies which are then sent to the centre of the earth, and Chief Fire Officer Rob Leslie sees the Manea stone as another tool helping firefighters.

"As a brigade, like most brigades, we see a lot of traumatic things, and I think we'll be able to use this stone to help us get rid of the negative images and emotions after a callout," he said.

For Senior Firefighter Saoirse Nesbit, the presentation was particularly special.

"I think it will probably be used quite a lot," said Saoirse, "even by people who haven't had a lot of exposure to Māori culture before. And family members can use it as well; it really is an amazing gift."

The Mangawhai station is part of a major investment programme for Fire and Emergency to rebuild, upgrade and relocate our fire stations around the country.

On opening the new station, Fire and Emergency New Zealand Chairman Paul Swain said, "As communities grow and develop, we need to make sure all our people have the right facilities, tools, technology and support to enable them to do what they do best – protect life, property and the environment."



STATION PROFILE: CHATHAM ISLANDS

The Chatham Islands is our most remote area and that brings some big challenges and the need for a resourceful crew. Craig Cottrill, Principal Rural Fire Officer Wellington and Chatham Islands Rural Fire District, gives us the low down.

How many are in the brigade and how big is the area it serves?

Currently the brigade has nine members. The Chathams is situated 800 kilometres east of the South Island, made up of 10 islands with around a 60-kilometre radius.

What sort of incidents are the brigade called out to?

The brigade gets the full range out there – motor vehicle accidents, medical assistance, structure and vegetation fires. It's a small community, but like any community, when things go wrong, they need help straight away.

What's the biggest highlight of the last 2 months?

To be honest it's been pretty quiet and we're relieved about that because we suffered a major fire in February 2018 that saw around 2,500 hectares burnt out over 31 days. Those fires stretched us to the limit. We had a great coordinated effort with the Department of Conservation, Police and

the Council but we couldn't have done it without the amazing support we had from personnel from Wellington to Queenstown – and the two helicopters which came over on day two.

What's a key initiative you've been working on?

We conducted a full review after the 2018 fires and have put in place two key initiatives from that. We developed an Aviation Management Plan that now gives us a far better idea of the long-range aircraft available around New Zealand and the best way to coordinate them. We also created a new Notification Process to ensure swift and efficient support.

What's the brigade's next big goal?

At the moment we're concentrating on recruiting and continuing to reshape the brigade around a more integrated approach. We're currently reviewing things like the types of appliances we need that will allow us to respond in the best way to support our island community.

If you could choose a celebrity, sports star or superhero to join your brigade, who would it be and why?

That's easy – MacGyver. With the limited resources we've got on the Chathams you need someone who can think outside the box and make something out of nothing. When can I have him?

NATIONAL FIRE PERMIT SYSTEM READY FOR FIRE SEASON IN ALL DISTRICTS

We've just completed the successful roll out of our new national fire permitting system.

On 1 July 2017 Fire and Emergency New Zealand became responsible for all fire permits, including urban fire permits. We took over that responsibility from our previous organisations and councils.

The new system provides:

- An easy to use, effective and national online fire permitting system, for our communities and our people.
- A user-friendly public interface for fire control that can be accessed by applicants for all types of fire permits.

If people ask whether they need a permit, or how to apply for one, please direct them to the new system through www.checkitsalright.nz or by visiting the Fire and Emergency home page.

If people don't have online access, they can still mail us a permit application, or contact the Fire Information Unit (FIU) on 0800 658 628 who will enter the request into the system for them.

For more information or training you can contact a fire permit champion – see the 'Fire permitting champions' page on the Portal under tools and applications for contact details.

For help with the permit application, please contact Application Support by emailing: application-support@fireandemergency.nz



RESPECT AND INCLUSION WORKSHOPS UNDERWAY

A lot of work is being done around the country to build a workplace where our people feel safe, welcome and included. Two regions are currently involved in a pilot for our Respect and Inclusion Workshops which will continue through to the end of the year.

About 20 stations within Te Hiku and Ngā Tai ki te Puku regions are involved in two workshops, one for Respect and the other for Inclusion. Those involved in the pilot are a mix of urban, rural, career, volunteer, operational and non-operational personnel.

The Respect workshop focuses on creating a respectful workplace free of bullying and harassment. The Inclusion workshop looks at our gut instinct responses that lead to social stereotyping and equips people with the strategies to challenge it in themselves and others.

Damian D'Cruz is one of the external facilitators involved in the pilot programme. He's been impressed with the very open discussions on what respect and inclusion mean to different people.

"I share this story in the workshops, and it's a little embarrassing to be honest, but if I see some dodgy driving, in my mind I've already decided just who's driving that car before I even see them. It's what we call unconscious bias and it sounds like a little thing, but over time things like that can add up to less than great behaviour," says Damian.

"The people in the workshops often have a real 'uh huh' moment when we talk about examples like this. Humour's another one. Some people feel it's PC gone mad and they can't crack a joke any more. It's not like that at all. Humour can be great for putting people at ease – we just don't want to make them feel uncomfortable."

Damian says the workshops are all about helping people to be aware of their ways of thinking and behaviours and the effect they have on people – then taking what they've learned back to their brigades and offices.

That's just what East Coast Bays brigade did, attending workshops in September. Paul Clark, a recruit with Operational Support, believes it's an important initiative for Fire and Emergency.

"We've had a very positive reaction from our team and we're already seeing better interactions, a greater awareness about respectful behaviour and people more ready to put their hands up if something's not right," says Paul.

"Our volunteers meet every week for training so we're in the process of adding specific activities around respect and inclusion to our regular schedule. The workbooks from the training are really comprehensive and give us a great foundation for continuing this work through our own initiatives."

To measure the success of the pilot programme the Positive Workplace Culture team will gather feedback from all those who take part, make necessary changes and then start to work on the national roll out for next year.

The recently launched videos on Respect and Inclusion are closely aligned with the workshop content and played for participants. Check them out at: positiveworkplace.fireandemergency.nz

The website also lists a range of support options for those who need information or are experiencing bullying or harassment.

He waka eke noa - everybody in one canoe with no exception.

GEARING UP FOR THE FUTURE

Our National Strategy 2019-2045 has been launched and work is well underway to bring it to life at every level of Fire and Emergency.

The world's changing fast and we need to be in the best shape possible to protect the people, property and environment of New Zealand. Our National Strategy is all about what we'll need to do to get there, the changes we'll make and what success looks like for our organisation and the whole of New Zealand.

The strategy will inform our planning and investment decisions, focus on developing the attributes and skills our people will need, and sets out the way to build a respectful and inclusive organisation. It sets our future focus and we need everyone on board to effectively meet the changing needs of our communities. With a 25 year horizon there's a lot we all need to do.

In June this year, our Board Chair launched our strategic framework which outlines our new purpose and vision, the strategic priorities and outcomes we will focus on, and the

values and operating principles that will help us to create a positive culture within our organisation.

Our National Strategy provides more detail about how we'll deliver the strategic priorities outlined in the framework, and the areas where we need to make the most change now.

The full strategy can be downloaded from our Portal. Posters of our new strategic framework and values are also on their way out to all stations and area/region offices, and you'll be receiving these in the mail soon.

Over the next few months we will be providing everyone with more information on the strategy and support to help build an understanding of what this strategy will mean for them and their work.

For now, please familiarise yourselves with our strategic framework, values and National Strategy. They're a great everyday reminder of what we do, why we do it and how we'll keep delivering for our communities. Our new values are displayed on the back page of this edition of Ignite - check them out!

STATION CANTEEN EVENTS

Running a safe station canteen is everyone's responsibility.

If you're planning or attending an end-of-year celebration at your canteen, use this checklist to make sure you've got everything covered to look out for yourself and your mates this festive season.

- ✓ You've read up on the Canteen policy, Code of Practice, and Risk Assessment Form on the Portal.
- ✓ Your Canteen paperwork is up to date.
- ✓ You know your Host Responsibility requirements.
- ✓ Everyone attending has signed the Canteen Compliance Agreement.
- ✓ You've stocked up on water, soft drinks, and food.
- ✓ There's an on-call crew ready to respond to incidents.
- ✓ You've got options like taxis and sober drivers available, so everyone gets home safely.



**We are
Fire and Emergency New Zealand**

Our Values / Ngā Uara

Our values reflect what is important to our people and set out what we believe is core to who we are and the organisation we aspire to be.



We do the right thing **Kia tika**

We hold each other to high standards, are trusted by and trusting of others. We do what we say we will do, and show courage to do what's right, rather than what's easy. We take responsibility and think of others.



We serve and support **Manaakitanga**

We work towards strengthening and developing, by being both proactive and responsive to the needs of others, including our teams and communities.



We are better together **Whanaungatanga**

We seek opportunities to connect and build inclusive relationships with others – our team members, different parts of our organisation, our partners and our communities. We bring people together, celebrate difference and provide a safe environment for all to thrive.



We strive to improve **Auahatanga**

We meet the needs of our partners and communities by looking to the future and continuously finding ways to make things better. We are flexible and adaptable. We embrace change and acknowledge what's gone before and learn from experiments that help us adapt to future needs.