

# SMS Incident Report

01/06/2021 11:37:33

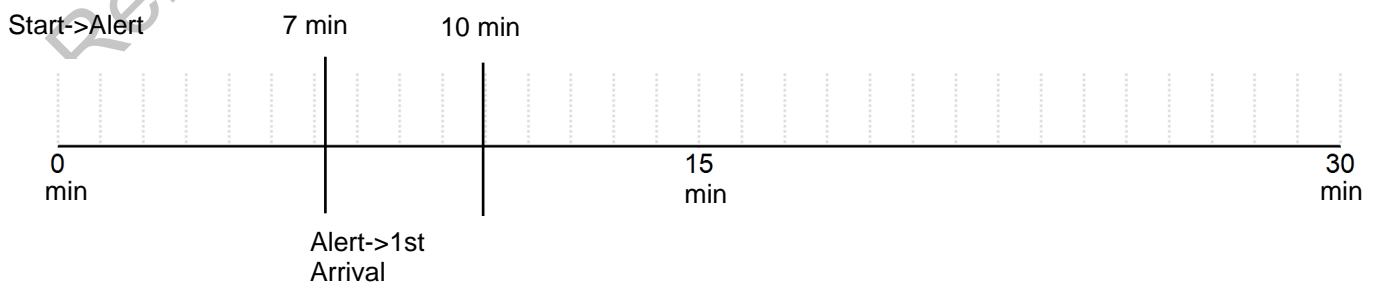
## Summary

**CAD Number** F3237517 **Status** Closed  
**Station** Henderson Station  
**Incident Started** 06/05/2021 20:17:22 **Incident Ended** 07/05/2021 01:48:00  
**Incident Type** 1102: Structure fire with no damage  
**Common Name** COUNTDOWN HENDERSON  
**Address** Catherine Place Henderson  
**Alarm Method** 111 Telephone **Alarm Level** 3  
**PFA Number**  
**Zone** 146500  
**Map Grid E** 1745459 **Map Grid N** 5917144  
**First Caller** **First Caller Contact** [REDACTED]  
**Incident Closed** 07/05/2021 15:10:11  
**Report Completed** 10:55, Wed 12 May 2021 by [REDACTED]

## Responses

Call Sign	Type	Station Alert	Enroute Time	Arrival Time	Departed
HEND657	PR	20:18:38 06 May 2021	20:20:16 06 May 2021	20:21:03 06 May 2021	01:55:34 07 May 2021
HEND651	P1	20:18:26 06 May 2021	20:23:48 06 May 2021	20:25:33 06 May 2021	23:49:51 06 May 2021
TEAT664	PM	20:18:40 06 May 2021	20:20:26 06 May 2021	20:25:52 06 May 2021	23:18:01 06 May 2021
AUCK2018	CUHU	20:20:18 06 May 2021	20:22:23 06 May 2021	20:36:24 06 May 2021	00:23:47 07 May 2021
GLEN641	P1	20:29:33 06 May 2021	20:30:46 06 May 2021	20:37:06 06 May 2021	23:47:10 06 May 2021
WEST671	P1	20:33:49 06 May 2021	20:34:12 06 May 2021	20:41:19 06 May 2021	23:26:04 06 May 2021
TEAT662	P2	20:29:30 06 May 2021	20:37:01 06 May 2021	20:41:27 06 May 2021	23:29:28 06 May 2021
AUCK205	HPNP	20:29:27 06 May 2021	20:31:55 06 May 2021	20:43:51 06 May 2021	21:59:42 06 May 2021
WEST672	P2	20:33:49 06 May 2021	20:38:28 06 May 2021	20:45:14 06 May 2021	22:44:52 06 May 2021
AUCKOSU3	SV	20:31:52 06 May 2021	20:32:10 06 May 2021	20:46:56 06 May 2021	00:02:14 07 May 2021
AVON607	PR	20:34:02 06 May 2021	20:34:08 06 May 2021	20:47:54 06 May 2021	00:57:39 07 May 2021

AVON6015	BA	20:34:02 06 May 2021	20:36:45 06 May 2021	20:50:13 06 May 2021	01:06:43 07 May 2021
BALM611	P1	20:35:34 06 May 2021	20:36:18 06 May 2021	20:51:18 06 May 2021	00:59:02 07 May 2021
WAI711	P1	20:33:48 06 May 2021	20:40:03 06 May 2021	20:51:46 06 May 2021	23:50:21 06 May 2021
BALM6117	ST	20:35:35 06 May 2021	20:37:57 06 May 2021	20:52:05 06 May 2021	00:48:24 07 May 2021
WAIT771	P1	20:37:59 06 May 2021	20:42:32 06 May 2021	20:52:31 06 May 2021	22:43:35 06 May 2021
ELLE274	PM	20:33:55 06 May 2021	20:36:28 06 May 2021	20:53:16 06 May 2021	23:02:35 06 May 2021
OTAH3112	HL	20:34:05 06 May 2021	20:36:21 06 May 2021	20:59:15 06 May 2021	22:51:18 06 May 2021
AUCKCITY4	OF	20:38:16 06 May 2021	20:43:12 06 May 2021	21:00:31 06 May 2021	00:09:53 07 May 2021
WAITEMATA1	OF	20:44:15 06 May 2021	20:48:04 06 May 2021	21:02:21 06 May 2021	22:30:33 06 May 2021
REGION1G	OF	20:29:33 06 May 2021	20:30:09 06 May 2021	21:08:52 06 May 2021	00:08:40 07 May 2021
PARN256	TL	20:33:58 06 May 2021	20:34:09 06 May 2021	21:09:27 06 May 2021	22:19:54 06 May 2021
FIWAITEM4	FSO	20:44:56 06 May 2021	20:45:00 06 May 2021	21:12:01 06 May 2021	12:42:28 07 May 2021
AUCKOSU2	SV	21:02:45 06 May 2021	21:02:47 06 May 2021	21:23:40 06 May 2021	23:41:38 06 May 2021
AUCKOSU4	CV	20:33:42 06 May 2021	21:04:24 06 May 2021	21:33:29 06 May 2021	23:57:24 06 May 2021
OTAH311	P1	20:34:05 06 May 2021	20:40:25 06 May 2021	21:43:59 06 May 2021	22:51:21 06 May 2021
VSOWAITEM3	VSO	20:52:24 06 May 2021	20:59:00 06 May 2021	21:46:37 06 May 2021	00:44:43 07 May 2021
TAKA8019	OT	20:52:25 06 May 2021	21:48:09 06 May 2021	21:48:10 06 May 2021	00:23:46 07 May 2021
FENORTH2	OT	09:21:55 07 May 2021	09:22:00 07 May 2021	09:44:43 07 May 2021	13:07:51 07 May 2021
FIWAITEM3	FSO	11:42:24 07 May 2021	11:43:34 07 May 2021	11:43:34 07 May 2021	13:03:38 07 May 2021
AIRAKL3633	MED				22:10:13 06 May 2021
AUCKOSU	SV	20:29:08 06 May 2021			20:45:33 06 May 2021



## Elapsed Times

Call Sign	Start To Alert	Alert To Arrival	Start To Arrival	Start To Departed
HEND657	00:01:16	00:02:25	00:03:41	05:38:12
HEND651	00:01:04	00:07:07	00:08:11	03:32:29
TEAT664	00:01:18	00:07:12	00:08:30	03:00:39
AUCK2018	00:02:56	00:16:06	00:19:02	04:06:25
GLEN641	00:12:11	00:07:33	00:19:44	03:29:48
WEST671	00:16:27	00:07:30	00:23:57	03:08:42
TEAT662	00:12:08	00:11:57	00:24:05	03:12:06
AUCK205	00:12:05	00:14:24	00:26:29	01:42:20
WEST672	00:16:27	00:11:25	00:27:52	02:27:30
AUCKOSU3	00:14:30	00:15:04	00:29:34	03:44:52
AVON607	00:16:40	00:13:52	00:30:32	04:40:17
AVON6015	00:16:40	00:16:11	00:32:51	04:49:21
BALM611	00:18:12	00:15:44	00:33:56	04:41:40
WAIA711	00:16:26	00:17:58	00:34:24	03:32:59
BALM6117	00:18:13	00:16:30	00:34:43	04:31:02
WAIT771	00:20:37	00:14:32	00:35:09	02:26:13
ELLE274	00:16:33	00:19:21	00:35:54	02:45:13
OTAH3112	00:16:43	00:25:10	00:41:53	02:33:56
AUCKCITY4	00:20:54	00:22:15	00:43:09	03:52:31
WAITEMATA1	00:26:53	00:18:06	00:44:59	02:13:11
REGION1G	00:12:11	00:39:19	00:51:30	03:51:18
PARN256	00:16:36	00:35:29	00:52:05	02:02:32
FIWAITEM4	00:27:34	00:27:05	00:54:39	16:25:06
AUCKOSU2	00:45:23	00:20:55	01:06:18	03:24:16
AUCKOSU4	00:16:20	00:59:47	01:16:07	03:40:02
OTAH311	00:16:43	01:09:54	01:26:37	02:33:59
VSOWAITEM3	00:35:02	00:54:13	01:29:15	04:27:21
TAKA8019	00:35:03	00:55:45	01:30:48	04:06:24
FENORTH2	13:04:33	00:22:48	13:27:21	16:50:29
FIWAITEM3	15:25:02	00:01:10	15:26:12	16:46:16
AIRAKL3633				01:52:51
AUCKOSU	00:11:46			00:28:11

## Notifications

Date	Time	Party Notified
06 May 2021	20:21:54	AAC WAITEMATA
06 May 2021	20:23:33	HEND657 ADHOC BELLS FAILED

06 May 2021	20:29:16	AMBULANCE VIA INTERCAD
06 May 2021	20:29:16	POLICE VIA INTERCAD
06 May 2021	20:29:32	VECTOR RE 2ND ALARM
06 May 2021	20:30:36	VSO WAITEMATA 3 PAGED
06 May 2021	20:32:20	VSO WAITEMATA 3 PAGE ACK
06 May 2021	20:32:54	POWER RE 3RD ALARM
06 May 2021	20:33:04	AAC [REDACTED] RE 2ND
06 May 2021	20:33:11	AAC WAITEMATA RE 2ND
06 May 2021	20:33:17	AC [REDACTED] RE 2ND
06 May 2021	20:35:14	HENDERSON POLICE
06 May 2021	20:35:33	AMB VIA PHONE - TO RESPOND
06 May 2021	20:36:14	POLICE HENDERSON RINGS IN THEY HAVE AN INCIDENT IN TE ATATU SO NOT AVAILABLE
06 May 2021	20:36:49	VSO WAITEMATA PAGED 3RD ALARM
06 May 2021	20:37:01	FI WAITEMATA4 PAGED 3RD ALARM
06 May 2021	20:38:42	REGION1A PAGE ACK
06 May 2021	20:40:52	VECTOR ETA 10 MINS
06 May 2021	20:42:12	WAITEMATA 1C ACK PAGE - DETAILS PASSED (ON HOLD AWAITING SITREP)
06 May 2021	20:45:17	FI WAITE4 ACK PAGE - RESPONDING
06 May 2021	20:53:51	VSOWAITEM3 RESPONDING W TAKA8019 UNIFORM TRAILER
06 May 2021	20:59:13	AUCK2018 (ICU-1) VIA PHONE RINGS TO VM
06 May 2021	20:59:34	AUCK2018 (ICU-2) VIA PHONE RINGS TO VM
06 May 2021	20:59:52	AUCK2018 (ICU-GSM) VIA PHONE RINGS TO VM
06 May 2021	21:00:22	HEND657 SMARTPHONE - NO ANSWER
06 May 2021	21:04:40	TITIRANGI FIRE - TITI692 MANNED ON STATION
06 May 2021	22:58:23	TITI692 NOW UNMANNED
06 May 2021	23:19:32	JTOC POHONE IN TO ASK IF WE STILL REQUIRE GREAT NORTH RD CLOSED OFF
06 May 2021	23:26:34	JTOC PER PHONE TO OPEN GNR
07 May 2021	00:03:41	JTOC - ALL ROADS AROUND FIRE GROUND HAVE NOW RE OPENED
07 May 2021	00:47:35	REGION 1G RE 3RD ALARM @ 2036HRS
07 May 2021	00:47:49	WAITEMATE AREA 3RD ALARM @ 2036HRS
07 May 2021	00:48:09	AC WAITEMATA RE 3RD ALARM @ 2036HRS
07 May 2021	00:48:27	AAC WAITEMATA RE 3RD ALARM @2036HRS
07 May 2021	00:48:50	AAC [REDACTED] RE 3RD ALARM @ 2036HRS
07 May 2021	01:29:51	POLICE VIA INTERCAD
07 May 2021	01:29:52	- [REDACTED] APPEARED TO BE LOOKING AROUND, VERY 1C
07 May 2021	07:05:26	VIA PHONE FROM NICK LINTON, PLEASE RE-ATTACH ME TO THIS EVENT, I AM GOING OU
07 May 2021	09:21:43	VIA PHONE FROM [REDACTED] WHO IS A FIRE ENGINEER WILL BE ATTENDING, GOING K1 NO

07 May 2021	11:30:20	FIWAITEM4 (NICK LINTON) PAGED - WELFARE CHECK FOR WAITEM4 AND FENORTH2
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### Message Log

Time	Message
20:17:58	https://web.pcl.govt.nz/?ecn= [REDACTED]
20:17:58	INC INFO: FIRE IN AISLE IN COUNTDOWN
20:17:59	** LOI search completed at 06/05/21 20:17:59
20:18:10	** Recommended unit HEND657 for requirement PUMP (>0.4 km) ** Recommended unit
20:18:10	HEND651 for requirement PUMP (>0.4 km) ** Recommended unit TEAT664 for requirem
20:18:10	ent CANBACKUP (>2.8 km)
20:18:12	PA Selcal used to Initiate Alerting. (HEND657 at 1465 HENDERSON 182651)
20:18:12	Station Selcal used to Initiate Alerting. (HEND651 at 1465 HENDERSON 182652)
20:18:12	PA Selcal used to Initiate Alerting. (TEAT664 at 1466 TE ATATU 182661)
20:18:21	INFRONT OF GROCERIES
20:18:24	Unit HEND651 failed to contact via Selcal
20:18:26	ALERTING_COMPLETED HEND651
20:18:28	EVACUATION TAKEN PLACE
20:18:36	Unit HEND657 failed to contact via Selcal
20:18:38	ALERTING_COMPLETED HEND657
20:18:40	ALERTING_COMPLETED TEAT664
20:18:59	ADVISED CALLER TO ACTIVATE THE MANUAL CALLPOINT TO EVAC THE BUILDING
20:19:10	FIRE IN THE FRIDGE NEXT TO THE COOLER AISLE
20:19:15	PEOPLE ARE EVACUATING
20:19:18	** PFA/CPN search completed
20:19:40	FRIDGE NEXT TO THE FRONT CHECKOUTS
20:19:48	FIRE GETTING BIGGER
20:19:55	.
20:20:11	** Requirement COMU added for alarm level 1
20:20:13	** Recommended unit AUCK2018 for requirement COMU (>11.6 km)
20:20:15	PA Selcal used to Initiate Alerting. (AUCK2018 at 1420 AUCKLAND CITY 182201)
20:20:16	Unit HEND657 [ K1 : PROCEEDING TO INCIDENT]
20:20:18	ALERTING_COMPLETED AUCK2018
20:20:20	ALARM HAS ONLY JUST ACTIVATED - EVAC NOT TAKEN PLACE AS YET
20:20:26	Unit TEAT664 [ K1 : PROCEEDING TO INCIDENT]
20:20:48	** PFA/CPN search completed
20:21:03	Unit HEND657 [ K77 : NOTHING SHOWING]
20:21:38	AL: PAGING ACK TIMED OUT FOR STATION: 1466 at 05-06-21 20:21:38

20:22:02 \*\* Cross Referenced to Event # F3237518 at: 06/05/21 20:22:02

20:22:03 \*\* Cross Referenced to Event # F3237519 at: 06/05/21 20:22:03

20:22:23 Unit AUCK2018 [ K1 : PROCEEDING TO INCIDENT]

20:22:30 Unit HEND657 [ KC : UNIT CALLING]

20:22:45 DISP NOTE HYDRANTS NOT PASSED FOR MULTIPLE CALLS DUE TO HAVING TO CHECK FOR IGC

20:22:45 REQUIREMENT AND DISPATCH COMMAND UNIT & TEAT664 FILLS REQUIREMENT FOR AERIAL RES

20:22:45 PONSE

20:23:15 Unit HEND657 [ SITREP : ] SSO [REDACTED] PS SMOKE SPRINKLER ACTIVATED AREA U, Z AND AD

20:23:48 Unit HEND651 [ K1 : PROCEEDING TO INCIDENT]

20:25:33 Unit HEND651 [ K2 : IN ATTENDANCE AT INCIDENT]

20:25:41 Unit HEND651 [ K2 : IN ATTENDANCE AT INCIDENT]

20:25:52 Unit TEAT664 [ K2 : IN ATTENDANCE AT INCIDENT]

20:25:56 Unit HEND651 [ K2 : IN ATTENDANCE AT INCIDENT]

20:28:23 Unit HEND657 [ KP : PRIORITY MESSAGE]

20:28:55 Unit HEND657 [ KP : PRIORITY MESSAGE] STRU FIRE IN COUNTDOWN TX 2ND ALARM SPRINK

20:28:55 ER IS HOLDING AT PRESENT TIME

20:29:07 Pager used to Initiate Alerting.

20:29:07 Unit AUCKOSU failed to contact via Selcal

20:29:08 ALERTING\_COMPLETED AUCKOSU

20:29:09 INC INFO: BUILDING FIRE - 2ND ALARM

20:29:15 FIR

20:29:16 AMBO EVENT 0837-1-2021/05/06-FIR LINKED AT 06/05/2021 20:29:16

20:29:16 2AMB

20:29:21 2ND ALARM FYI ONLY

20:29:21 \*\* Alarm level updated to 2

20:29:21 \*\* Recommended unit AUCK205 for requirement AERIAL (>11.6 km)

20:29:21 \*\* Recommended unit

20:29:21 it TEAT662 for requirement PUMP (>2.8 km)

20:29:21 \*\* Recommended unit GLEN641 for requirement PUMP (>3.6 km)

20:29:23 PA Selcal used to Initiate Alerting. (AUCK205 at 1420 AUCKLAND CITY 182201)

20:29:24 PA Selcal used to Initiate Alerting. (TEAT662 at 1466 TE ATATU 182662)

20:29:24 PA Selcal used to Initiate Alerting. (GLEN641 at 1464 GLEN EDEN 182641)

20:29:27 ALERTING\_COMPLETED AUCK205

20:29:30 ALERTING\_COMPLETED TEAT662

20:29:32 Pager used to Initiate Alerting.

20:29:33 ALERTING\_COMPLETED REGION1G

20:29:33 ALERTING\_COMPLETED GLEN641

20:29:33 ALERTING\_COMPLETED REGION1G

20:29:34 FIR2POL: 2ND ALARM FYI  
20:29:41 FIR2AMB: 2ND ALARM FYI  
20:29:54 \*\* PFA/CPN search completed  
20:30:46 Unit GLEN641 [ K1 : PROCEEDING TO INCIDENT]  
20:31:49 Unit HEND651 [ KP : PRIORITY MESSAGE]  
20:31:52 Pager used to Initiate Alerting.  
20:31:52 Unit AUCKOSU3 failed to contact via Selcal  
20:31:52 ALERTING\_COMPLETED AUCKOSU3  
20:31:55 Unit AUCK205 [ K1 : PROCEEDING TO INCIDENT]  
20:32:10 Unit AUCKOSU3 [ K1 : PROCEEDING TO INCIDENT]  
20:32:17 Unit HEND651 [ KP : PRIORITY MESSAGE] TX 3RD ALARM ENSURE ST IN ON RESPONSE  
20:32:23 Unit AUCK205 [ K1 : PROCEEDING TO INCIDENT]  
20:32:27 INC INFO: BUILDING FIRE - 3RD ALARM  
20:32:46 \*\* Requirement PUMP added for alarm level 2  
20:32:49 AL: PAGING ACK TIMED OUT FOR STATION: 1466 at 05-06-21 20:32:49  
20:33:23 \*\* Alarm level updated to 3  
20:33:23 \*\* Recommended unit WEST671 for requirement CANBACKUP (>7.1 km)  
\*\* Recommended  
20:33:23 unit WEST672 for requirement PUMP (>7.1 km)  
\*\* Recommended unit ELLE274 for req  
20:33:23 uirement AERIAL (>15.5 km)  
\*\* Recommended unit PARN256 for requirement AERIAL (  
20:33:23 >14.0 km)  
\*\* Recommended unit AVON6015 for requirement BAT (>6.4 km)  
\*\* Recomm  
20:33:23 ended unit OTAH3112 for requirement HOSEL (>19.7 km)  
\*\* Recommended unit AUCKOS  
20:33:23 U4 for requirement CANT (>19.7 km)  
\*\* Recommended unit WAIA711 for requirement  
20:33:23 PUMP (>7.7 km)  
\*\* Recommended unit AVON607 for requirement PUMP (>6.4 km)  
20:33:32 PA Selcal used to Initiate Alerting. (WEST671 at 1467 WEST HARBOUR 182671)  
20:33:32 PA Selcal used to Initiate Alerting. (WEST672 at 1467 WEST HARBOUR 182672)  
20:33:32 PA Selcal used to Initiate Alerting. (ELLE274 at 1427 ELLERSLIE 182271)  
20:33:32 PA Selcal used to Initiate Alerting. (PARN256 at 1425 PARNELL 182251)  
20:33:33 PA Selcal used to Initiate Alerting. (AVON6015 at 1460 AVONDALE 182607)  
20:33:33 PA Selcal used to Initiate Alerting. (OTAH3112 at 1431 OTAHUHU 182311)  
20:33:33 Pager used to Initiate Alerting.  
20:33:33 Station Selcal used to Initiate Alerting. (WAIA711 at 1471 WAIATARUA 182713)  
20:33:33 PA Selcal used to Initiate Alerting. (AVON607 at 1460 AVONDALE 182607)  
20:33:33 PA Selcal used to Initiate Alerting. (OTAH311 at 1431 OTAHUHU 182311)  
20:33:35 Unit AUCKOSU4 failed to contact via Selcal  
20:33:35 AC [REDACTED] ALREADY RESPONDING AT INITIAL TRANSMIT 2ND ALARM

20:33:42 ALERTING\_COMPLETED AUCKOSU4  
20:33:42 ALERTING\_COMPLETED AUCKOSU4  
20:33:46 Unit WAIA711 failed to contact via Selcal  
20:33:49 ALERTING\_COMPLETED WAIA711  
20:33:49 ALERTING\_COMPLETED WEST671  
20:33:49 ALERTING\_COMPLETED WEST672  
20:33:52 ALERTING\_COMPLETED WEST671  
20:33:52 ALERTING\_COMPLETED WEST672  
20:33:55 ALERTING\_COMPLETED ELLE274  
20:33:58 ALERTING\_COMPLETED PARN256  
20:34:02 ALERTING\_COMPLETED AVON6015  
20:34:02 ALERTING\_COMPLETED AVON607  
20:34:05 ALERTING\_COMPLETED OTAH3112  
20:34:05 ALERTING\_COMPLETED OTAH311  
20:34:09 Unit AVON607 [ K1 : PROCEEDING TO INCIDENT]  
20:34:12 Unit WEST671 [ K1 : PROCEEDING TO INCIDENT]  
20:34:19 FIR2AMB: 3RD ALARM PLEASE RESPOND  
20:34:28 FIR2POL: 3RD ALARM PLEASE RESPOND  
20:35:30 PA Selcal used to Initiate Alerting. (BALM611 at 1461 BALMORAL 182611)  
20:35:30 PA Selcal used to Initiate Alerting. (BALM6117 at 1461 BALMORAL 182611)  
20:35:34 ALERTING\_COMPLETED BALM611  
20:35:35 ALERTING\_COMPLETED BALM6117  
20:36:14 TO RESPOND AT THIS TIME  
20:36:18 Unit BALM611 [ K1 : PROCEEDING TO INCIDENT]  
20:36:18 \*\* Units excluded from recommendation: AVON607  
20:36:21 Unit OTAH3112 [ K1 : PROCEEDING TO INCIDENT]  
20:36:24 Unit AUCK2018 [ K2 : IN ATTENDANCE AT INCIDENT]  
20:36:28 Unit ELLE274 [ K1 : PROCEEDING TO INCIDENT]  
20:36:28 FIR2AMB NO INJURIES AT THIS STAGE FYI  
20:36:29 \*\* Units excluded from recommendation: OTAH311  
20:36:33 FIR2AMB: AFFIRM WHEN INFO COMES TO HAND  
20:36:34 Unit REGION1G [ K1 : PROCEEDING TO INCIDENT]  
20:36:38 \*\* Units excluded from recommendation: BALM611  
20:36:41 FIR2AMB YOUR REPOSE STILL REQUIRED HOWEVER  
20:36:45 Unit AVON6015 [ K1 : PROCEEDING TO INCIDENT]  
20:36:48 Unit PARN256 [ K1 : PROCEEDING TO INCIDENT]  
20:37:01 Unit TEAT662 [ K1 : PROCEEDING TO INCIDENT]  
20:37:06 Unit GLEN641 [ K2 : IN ATTENDANCE AT INCIDENT]  
20:37:45 \*\* Recommended unit GREY261 for requirement CANBACKUP (>9.7 km)  
\*\* Recommended



20:37:45 unit AUCK207 for requirement CANBACKUP (>11.6 km)  
\*\* Recommended unit WAIT771 f

20:37:45 or requirement PUMP (>8.6 km)

20:37:49 PA Selcal used to Initiate Alerting. (WAIT771 at 1477 WAITAKERE 182771)

20:37:57 Unit BALM6117 [ K1 : PROCEEDING TO INCIDENT]

20:37:59 ALERTING\_COMPLETED WAIT771

20:38:16 Pager used to Initiate Alerting.

20:38:17 ALERTING\_COMPLETED AUCKCITY4

20:38:17 ALERTING\_COMPLETED AUCKCITY4

20:38:26 AAC CALLISTER ACK PAGE WILL RESPOND

20:38:28 Unit WEST672 [ K1 : PROCEEDING TO INCIDENT]

20:40:03 Unit WAIA711 [ K1 : PROCEEDING TO INCIDENT]

20:40:08 Unit WAIA711 [ KC : UNIT CALLING]

20:40:25 Unit OTAH311 [ K1 : PROCEEDING TO INCIDENT]

20:40:46 .

20:40:53 .

20:41:19 Unit WEST671 [ K2 : IN ATTENDANCE AT INCIDENT]

20:41:26 Unit HEND657 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T X2 - NO RESPONSE

20:41:27 Unit TEAT662 [ K2 : IN ATTENDANCE AT INCIDENT]

20:41:49 Unit WAIA711 [ SITREP : ] ADVISING RESPONDING SFF AND ONE

20:42:32 Unit WAIT771 [ K1 : PROCEEDING TO INCIDENT]

20:42:40 Unit WAIT771 [ K1 : PROCEEDING TO INCIDENT]

20:43:12 Unit AUCKCITY4 [ K1 : PROCEEDING TO INCIDENT]

20:43:33 Unit AUCKCITY4 [ K1 : PROCEEDING TO INCIDENT]

20:43:51 Unit AUCK205 [ K2 : IN ATTENDANCE AT INCIDENT]

20:44:14 Pager used to Initiate Alerting.

20:44:15 ALERTING\_COMPLETED WAITEMATA1

20:44:15 ALERTING\_COMPLETED WAITEMATA1

20:44:55 Pager used to Initiate Alerting.

20:44:56 ALERTING\_COMPLETED FIWAITEM4

20:44:56 ALERTING\_COMPLETED FIWAITEM4

20:45:00 Unit FIWAITEM4 [ K1 : PROCEEDING TO INCIDENT]

20:45:12 Unit HEND657 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T X2 NO RESPONSE

20:45:15 Unit WEST672 [ K2 : IN ATTENDANCE AT INCIDENT]

20:45:33 Unit AUCKOSU [ K7 : AT NORMAL STATION]

20:45:46 Unit AUCK2018 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T NO RESPONSE

20:46:56 Unit AUCKOSU3 [ K2 : IN ATTENDANCE AT INCIDENT]

20:47:54 Unit AVON607 [ K2 : IN ATTENDANCE AT INCIDENT]

20:48:04 Unit WAITEMATA1 [ K1 : PROCEEDING TO INCIDENT]

20:48:08 Unit AVON607 [ K2 : IN ATTENDANCE AT INCIDENT]

20:49:57 Unit WAIT771 [ KC : UNIT CALLING]

20:50:13 Unit AVON6015 [ K2 : IN ATTENDANCE AT INCIDENT]

20:50:15 Unit WAIT771 [ SITREP : ] DO YOU HAVE A STAGING AREA FOR COUNTDOWN

20:50:32 Unit WAIT771 [COMCEN COM : MESSAGE] NOT AT THIS STAGE CONFIRMING YOU ARE FULLY C  
REWED

20:50:40 Unit WAIT771 [ SITREP : ] CREW OF 6

20:51:18 Unit BALM611 [ K2 : IN ATTENDANCE AT INCIDENT]

20:51:33 Unit HEND657 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T NO RESPONSE - EXTERNAL  
ALERT APPLIED

20:51:46 Unit WAIA711 [ K2 : IN ATTENDANCE AT INCIDENT]

20:52:05 Unit BALM6117 [ K2 : IN ATTENDANCE AT INCIDENT]

20:52:23 Pager used to Initiate Alerting.

20:52:23 Phone used to Initiate Alerting.

20:52:24 ALERTING\_COMPLETED VSOWAITEM3

20:52:24 ALERTING\_COMPLETED VSOWAITEM3

20:52:25 ALERTING\_COMPLETED TAKA8019

20:52:31 Unit WAIT771 [ K2 : IN ATTENDANCE AT INCIDENT]

20:53:17 Unit ELLE274 [ K2 : IN ATTENDANCE AT INCIDENT]

20:54:03 Unit HEND657 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T X2 NO RESPONSE

20:55:04 Unit WAITEMATA1 [ SITREP : ] HAVE WE GOT A SITREP YET

20:55:18 Unit WAITEMATA1 [COMCEN COM : MESSAGE] NEGATIVE NOT YET - NO RESPONSE TO EXTERNA  
L ALERT EITHER

20:55:39 Unit WAITEMATA1 [ SITREP : ] JUST KEEP TRYING FOR A SITREP

20:56:10 Unit HEND657 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T NO RESPONSE

20:56:21 Unit HEND651 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T NO RESPONSE

20:57:13 Unit AUUCK2018 [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T NO RESPONSE

20:58:40 FIR2AMB COPY THANK YOU

20:59:00 Unit VSOWAITEM3 [ K1 : PROCEEDING TO INCIDENT]

20:59:08 Unit VSOWAITEM3 [ K1 : PROCEEDING TO INCIDENT]

20:59:15 Unit OTAH3112 [ K2 : IN ATTENDANCE AT INCIDENT]

20:59:41 Unit VSOWAITEM3 [ K1 : PROCEEDING TO INCIDENT]

21:00:31 Unit AUUCKCITY4 [ K2 : IN ATTENDANCE AT INCIDENT]

21:01:32 Unit AUUCKCITY4 [COMCEN COM : MESSAGE] WOULD YOU BE ABLE TO CHASE UP THE OIC FOR  
A SITREP AND HAVE SOMEONE FROM THE COMMAND UNIT PHONE FIRECOM

21:01:41 Unit VSOWAITEM3 [ KC : UNIT CALLING]

21:02:11 Unit VSOWAITEM3 [ SITREP : ] CAN YOU CONFIRM I AM SHOWING K1 ITS FAILED AT THIS  
END AND I AM HEADING TO TAKAPUNA TO UPLIFT UNIFORM TRAILER

21:02:21 Unit WAITEMATA1 [ K2 : IN ATTENDANCE AT INCIDENT]

21:02:21 Unit VSOWAITEM3 [COMCEN COM : MESSAGE] AFFIRM K1 2 MINS

21:02:44 Pager used to Initiate Alerting.

21:02:44 Unit AUCKOSU2 failed to contact via Selcal

21:02:45 ALERTING\_COMPLETED AUCKOSU2

21:02:47 Unit AUCKOSU2 [ K1 : PROCEEDING TO INCIDENT]

21:03:00 Unit AUCKOSU2 [ K38 : ASSOCIATE THIS APPLIANCE TO EVENT (STATE EVENT ADDRESS)] W

21:03:00 ITH ABULTIONS TRAILER

21:03:44 Unit HEND657 [ KC : UNIT CALLING]

21:04:11 Unit HEND657 [ SITREP : ] LARGE FIRE IN STOCK IN COUNTDOWN ONE HPD ONE LPD WITH

21:04:11 ONE LPD BEING SET UP BA

21:04:24 Unit AUCKOSU4 [ K1 : PROCEEDING TO INCIDENT]

21:04:49 Unit HEND657 [COMCEN COM : MESSAGE] BE ADV THE ABLUTIONS TRAILER AND OSU ARE K1

21:05:15 Unit REGION1G [COMCEN COM : MESSAGE] FIRECOM CALLS VIA R/T X2 - NO RESPONSE

21:08:52 Unit REGION1G [ K2 : IN ATTENDANCE AT INCIDENT]

21:09:28 Unit PARN256 [ K2 : IN ATTENDANCE AT INCIDENT]

21:12:02 Unit FIWAITEM4 [ K2 : IN ATTENDANCE AT INCIDENT]

21:15:47 Unit AUCK2018 [ KC : UNIT CALLING]

21:18:00 Unit AUCK2018 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)] HENDERSON

21:18:00 COMMAND HAS BEEN SET UP K45 AC [REDACTED]

21:20:22 Unit AUCK2018 [COMCEN COM : MESSAGE] CAN SOMEONE FROM THE COMMAND UNIT CONTACT F

21:20:22 IRECOM BY PHONE

21:23:40 Unit AUCKOSU2 [ K2 : IN ATTENDANCE AT INCIDENT]

21:33:12 \*\* PFA/CPN search completed

21:33:29 Unit AUCKOSU4 [ K2 : IN ATTENDANCE AT INCIDENT]

21:35:20 Alarm Timer Extended: 0

21:35:20 Alarm Timer Extended: 0

21:35:20 Alarm Timer Extended: 0

21:35:21 Alarm Timer Extended: 0

21:35:21 Alarm Timer Extended: 0

21:35:21 Alarm Timer Extended: 0

21:35:21 Alarm Timer Extended: 0

21:35:21 Alarm Timer Extended: 0

21:35:22 Alarm Timer Extended: 0

21:35:23 Alarm Timer Extended: 0

21:35:23 Alarm Timer Extended: 0

21:35:24 Alarm Timer Extended: 0

21:35:24 Alarm Timer Extended: 0

21:35:24 Alarm Timer Extended: 0  
21:35:24 Alarm Timer Extended: 0  
21:35:24 Alarm Timer Extended: 0  
21:35:25 Alarm Timer Extended: 0  
21:43:59 Unit OTHA311 [ K2 : IN ATTENDANCE AT INCIDENT]  
21:46:37 Unit VSOWAITEM3 [ K2 : IN ATTENDANCE AT INCIDENT]  
21:46:47 Unit VSOWAITEM3 [ KC : UNIT CALLING]  
21:47:43 AT THE INCIDENT WITH UNIFORM TRAILER CAN  
21:47:44 Unit VSOWAITEM3 [ K2 : IN ATTENDANCE AT INCIDENT] AT THE INCIDENT WITH UNIFORM T  
21:47:44 RAILER CAN YOU PUT TAKA8029 K2  
21:47:58 Unit AUCK2018 [ KC : UNIT CALLING]  
21:47:59 Unit VSOWAITEM3 [COMCEN COM : MESSAGE] WHEN YOU SEE SOMEONE FROM THE COMMAND UNI  
21:47:59 T COULD YOU ASK THEM TO PHONE FIRECOM  
21:48:10 Unit TAKA8019 [ K2 : IN ATTENDANCE AT INCIDENT]  
21:50:55 Unit AUCK2018 [ SITREP : ] MESSAGE FROM COMMANDER [REDACTED] BUILDING OF 3 FLOORS A  
21:50:55 REA UNK AT THE MOMENT USED AS A SHOPPING MALL SUPERMARKET COMPLEX FIRE LOCATED I  
21:50:55 N COUNTDOWN SUPERMARKET EQUIPMENT BEING USED 5LPD 2HPD EVALUATING VENTILATION TE  
21:50:55 LEMETRY BA INTERNAL OFFENSIVE ATTACK  
21:50:58 Unit AUCK2018 [ K36 : CONTACT COMMUNICATIONS CENTRE BY PHONE]  
21:56:06 Unit AUCK2018 [ KC : UNIT CALLING]  
21:56:29 Unit AUCK2018 [ K12 : SUSPICIOUS FIRE] [REDACTED] SEEN LIGHTING FIRE  
21:59:42 Unit AUCK205 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
22:00:18 Unit VSOWAITEM3 [ SITREP : ] VIA PHONE COMMAND UNIT THE LVL 2 UNIFORM TRAILER IS  
22:00:18 ON RAILSIDE JUST DOWN FM THE BA TENDER  
22:10:14 Unit AIRAKL3633 [ K7 : AT NORMAL STATION]  
22:15:32 Unit AUCK2018 [ KC : UNIT CALLING]  
22:16:43 Unit AUCK2018 [ SITREP : ] SPINRKLER SYSTEM ISOLATED VENTILATION IN PROGRESS STA  
22:16:43 NDING BY TWO DELIVERYS NO FURTHER RESOURCES REQUIRED  
22:16:49 Alarm Timer Extended: 0  
22:16:49 Alarm Timer Extended: 0  
22:16:49 Alarm Timer Extended: 0  
22:16:49 Alarm Timer Extended: 0  
22:16:50 Alarm Timer Extended: 0  
22:16:51 Alarm Timer Extended: 0  
22:16:52 Alarm Timer Extended: 0  
22:16:53 Alarm Timer Extended: 0  
22:19:54 Unit PARN256 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]

22:29:29 Unit FIWAITEM4 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
22:30:33 Unit WAITEMATA1 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
22:43:35 Unit WAIT771 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
22:44:53 Unit WEST672 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
22:51:12 Unit OTAH311 [ K2 : IN ATTENDANCE AT INCIDENT]  
22:51:18 Unit OTAH3112 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
22:51:21 Unit OTAH311 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
23:02:28 Unit ELLE274 [ K2 : IN ATTENDANCE AT INCIDENT]  
23:02:35 Unit ELLE274 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
23:17:43 Unit TEAT664 [ KC : UNIT CALLING]  
23:18:02 Unit TEAT664 [ K10 : RE-COMMISSIONING APPLIANCE]  
23:18:06 Unit HEND657 [ KC : UNIT CALLING]  
23:18:16 Unit HEND657 [ K10 : RE-COMMISSIONING APPLIANCE]  
23:19:46 Unit AUCK2018 [COMCEN COM : MESSAGE] FROM ATOC DO YOU STILL REQUIRE GREAT NORTH  
23:19:46 ROAD CLOSED  
23:20:56 Unit AUCK2018 [ SITREP : ] STAND BY  
23:21:38 Unit AUCK2018 [ SITREP : ] AFFIRMATIVE YOU CAN RE OPEN THE ROAD  
23:26:05 Unit WEST671 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
23:29:28 Unit TEAT662 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
23:39:08 Unit WAIA711 [ K22-1 : APPLIANCE AVAILABLE FOR A FURTHER INCIDENT]  
23:41:38 Unit AUCKOSU2 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
23:46:50 Unit GLEN641 [ KC : UNIT CALLING]  
23:47:11 Unit GLEN641 [ K10 : RE-COMMISSIONING APPLIANCE]  
23:49:51 Unit HEND651 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
23:50:21 Unit WAIA711 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]  
23:51:20 Unit AUCK2018 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)] SSO  
██████████  
23:57:24 Unit AUCKOSU4 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
00:02:14 Unit AUCKOSU3 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
00:02:47 Unit AVON607 [ KC : UNIT CALLING]  
00:03:15 Unit AVON607 [ SITREP : ] ALL ROADS AROUND FIRE GROUND HAVE NOW RE OPENED  
00:03:30 FIR2POL ALL ROADS AROUND FIRE GROUND HAVE NOW RE OPENED  
00:04:51 \*\* Units excluded from recommendation: AUCKOSU  
00:04:57 \*\* Units restored to recommendation: AUCKOSU  
00:08:41 Unit REGION1G [ K6 : ON PAGER (STATE LOCATION)]  
00:09:54 Unit AUCKCITY4 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]  
00:23:17 Unit VSOWAITEM3 [ KC : UNIT CALLING]  
00:23:41 Unit VSOWAITEM3 [ SITREP : ] COULD YOU PLACE TAKA8019 K7 ON STATION  
00:23:47 Unit TAKA8019 [ K7 : AT NORMAL STATION]  
00:23:47 Unit AUCK2018 [ K3 : ON RT OUTSIDE NORMAL TURNOUT AREA]

00:44:43 Unit VSOWAITEM3 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

00:48:25 Unit BALM6117 [ K7 : AT NORMAL STATION]

00:57:07 Unit AVON607 [ KC : UNIT CALLING]

00:57:34 Unit AVON607 [ K45 : COMMAND RESPONSIBILITY CHANGED TO (STATE NAME)] SSO  
[REDACTED] HE

00:57:34 ND657

00:57:40 Unit AVON607 [ K10 : RE-COMMISSIONING APPLIANCE]

00:57:45 MSU Selcal used to Initiate Alerting. (HEND657 D062E2)

00:57:49 ALERTING\_COMPLETED HEND657

00:57:59 FC

00:57:59 Unit HEND657 [ K2 : IN ATTENDANCE AT INCIDENT] FC

00:58:21 Unit HEND657 [ K2 : IN ATTENDANCE AT INCIDENT]

00:58:34 Unit HEND657 [ KC : UNIT CALLING]

00:58:52 Unit HEND657 [ K32 : ON RADIO TEST - HOW DO YOU RECEIVE]

00:59:03 Unit BALM611 [ K7 : AT NORMAL STATION]

01:06:34 Unit AVON607 [COMCEN COM : MESSAGE] - MANUAL TIME ENTERED 07/05/21 01:06:14  
JUST

01:06:34 WANTING TO CONFIRM IS 6015 BACK ON STATION OR AT THE INCIDENT? (THEY ARE  
BACK O

01:06:34 N STN)

01:06:43 Unit AVON6015 [ K7 : AT NORMAL STATION] ENTERED BY FIRECOM

01:06:43 ENTERED BY FIRECOM

01:29:52 \*\* Cross Referenced to Event # F3237533 at: 07/05/21 01:29:52

01:47:12 Unit HEND657 [ KC : UNIT CALLING]

01:48:00 Unit HEND657 [ K47 : STOP MESSAGE: MESSAGE UNCHANGED FROM SITREP] SSO  
[REDACTED] NO FU

01:48:00 RATHER STANDBYS REQUIRED INCIDENT LEFT WITH POLICE

01:55:34 Unit HEND657 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]

02:25:47 \*\* PFA/CPN search completed

02:44:32 UNIT TAKA8019 RESPONSE TIME [NULL] ADJUSTED TO 20210506214809NS AT  
07/05/2021 02

02:44:33 \*\* Assigned Result Code: STRU, Detailed Event Type: 1100

07:04:05 FIRE INVESTIGATION

07:04:28 \*\* Event F3237517 has been reopened at: 07/05/21 07:04:28

07:04:31 \*\* LOI search completed at 07/05/21 07:04:29

07:04:34 Pager used to Initiate Alerting.

07:04:35 ALERTING\_COMPLETED FIWAITEM4

07:04:36 ALERTING\_COMPLETED FIWAITEM4

07:05:26 T WITH THE POLICE TO INVESTIGATE

07:10:42 Unit FIWAITEM4 [ K1 : PROCEEDING TO INCIDENT]

08:12:03 Unit FIWAITEM4 [ K2 : IN ATTENDANCE AT INCIDENT]

08:12:29 Unit FIWAITEM4 [COMCEN COM : MESSAGE] WELFARE CHECK AS YOU ARE K1 1HR

08:12:41 Unit FIWAITEM4 [ SITREP : ] VIA PHONE - JUST ARRIVING

08:53:22	Alarm Timer Extended: 0
09:21:43	W
09:21:52	Radio used to Initiate Alerting.
09:21:55	ALERTING_COMPLETED FENORTH2
09:22:00	Unit FENORTH2 [ K1 : PROCEEDING TO INCIDENT]
09:44:43	VIA PHONE
09:44:43	Unit FENORTH2 [ K2 : IN ATTENDANCE AT INCIDENT] VIA PHONE
10:26:00	Alarm Timer Extended: 0
11:28:52	Unit FIWAITEM4 [COMCEN COM : MESSAGE] VIA PHONE - NO RESPONSE FOR WELFARE CHECK
11:38:00	Unit FIWAITEM4 [ SITREP : ] (PHONE) ACK WELFARE CHECK
11:42:23	Pager used to Initiate Alerting.
11:42:24	ALERTING_COMPLETED FIWAITEM3
11:43:09	Unit FIWAITEM3 [ K38 : ASSOCIATE THIS APPLIANCE TO EVENT (STATE EVENT ADDRESS)]
11:43:09	VIA PHONE
11:43:33	Unit FIWAITEM3 [ SITREP : ] VIA PHONE - IN ATTENDANCE
11:43:34	Unit FIWAITEM3 [ K2 : IN ATTENDANCE AT INCIDENT]
11:43:44	FCOMM
11:43:44	Unit FIWAITEM3 [ K2 : IN ATTENDANCE AT INCIDENT] FCOMM
12:24:33	Alarm Timer Extended: 0
12:42:28	Unit FIWAITEM4 [ K4 : ON RT INSIDE NORMAL TURNOUT AREA]
13:03:38	Unit FIWAITEM3 [ K6 : ON PAGER (STATE LOCATION)]
13:07:52	VIA PHONE
13:07:52	Unit FENORTH2 [ K6 : ON PAGER (STATE LOCATION)] VIA PHONE
15:10:09	UNIT REGION1G RESPONSE TIME 06/05/2021 20:36:34 ADJUSTED TO 20210506203009NS AT
15:10:09	UNIT PARN256 RESPONSE TIME 06/05/2021 20:36:48 ADJUSTED TO 20210506203409NS AT 0
15:10:10	UNIT FIWAITEM3 RESPONSE TIME [NULL] ADJUSTED TO 20210507114334NS AT 07/05/2021 1
15:10:11	** Assigned Result Code: STRU, Detailed Event Type: 1100

## Incident

**CAD Number** F3237517  
**Incident Reporter** XXXXXXXXXX  
**Incident Controller**  
**Distance Travelled (km)**  
**Delay In Receiving Call**

## Property Details

**Occupant** Countdown Supermarket

**Building Owner** Owner occupied  
**General Property Use** Shop, Mall, Supermarket, Gas station, Sales, Other  
**Special Property Use** Supermarket: Over 1000 m2  
**Purpose Group**

## Actions

**Persons Reported Trapped**  
**Evacuation Status** Fully evacuated  
**Action Prior 1**  
**Action Prior 2**  
**Action Taken** Extinguishment and ventilation

## Civilians

<b>Civilians Rescued</b>	0
<b>Civilians Extricated</b>	0
<b>Civilians Assisted</b>	0
<b>Civilians Evacuated</b>	0

## Origin

**Location** Showroom, Sales area  
**Level** Ground level

## Equipment Used

Quantity	Equipment
1	Hose reel, high pressure delivery
3	Low pressure delivery

## Equipment Involved

Equipment Involved  
**Year**  
**Make**  
**Model**

## Fire

**Arrival Condition** Large fire  
**Heat Source** Cigarettes, matches and candles - Other  
**Termination Stage**  
**First Object Ignited**  
**First Object Material**



**Second Object Ignited**

**Second Object Material**

**Indicated Cause** Unlawful

**Certainty of Cause** High

**Age of Person** Persons: [REDACTED]

**Ethnicity** Unknown

**Gender** [REDACTED]

**FAIP Service Offered** Unknown

**Alarms**

Type of Alarm Sprinkler

Initiating Call

Performance of System Alerted occupants - detector in room of origin

Failure/Ineffectiveness of system

Number of sprinkler heads operated

4

**Comments**

5/12/2021 10:55:41 AM

Reporter Comments

Advised of video showing person/s unknown starting fire in chip aisle (Aisle 6)

[REDACTED]

5/13/2021 2:25:22 PM

Reporter Comments

FSO Requested at incident F3237517 on 06 May 2021

Nick Linton