

# Emergency procedures



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## Phone



**111**

For fire, police,  
ambulance, civil  
defence, gas and  
power line

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Poisons 0800 764 766

For water and sewage 07 577 7000

# If you see, smell or suspect a fire

**Advise** > Others of the immediate danger

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**Activate** > Manual fire alarm call point - located near your work area entrance



**Dial 111 from mobile, Teams or a desk phone**

- State FIRE
- State where the fire is
- State what is burning

**Alert other staff**

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**Extinguish** > The fire - only if you are trained, if there is time, and if it is safe to do so

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**Contain** > Close doors

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**Evacuate** > **Your assembly point is**



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Warden to clear area and report to chief warden at assembly point

# Fire and evacuation procedures

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## All staff

- > Close doors and windows in your immediate area, if safe to do so.
- > Assist visitors and persons with disabilities to evacuate; or leave them in a safe area
- > Evacuate building immediately via the nearest safe exit.
- > Do not use lifts. Use main stairwell and alternative stairwell.
- > Go to the assembly point and remain there until otherwise instructed.

## Your assembly point is



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# First aid

Stay calm

Stay safe

Stop and think

Call for help

## Danger

- > Is it safe for you to help?
- > Do not move the person unless for their immediate safety.

## Send for help

- > Designate someone to call 111 for an ambulance if the victim is unresponsive, seriously injured or unwell.

## Defibrillator

- > Located at .....

## Response

- > Conscious or unconscious?
- > Responds to speech and touch?
- > If STROKE suspected, use the FAST method.
  - **Face:** is one side droopy?
  - **Arms:** raise both arms and check if one side is weak.
  - **Speech:** slurred or unable to speak?
  - **Time:** if any indications, call an ambulance immediately.

## Airway

- > Tilt the head back and lift the chin; check airway is open and clear.

## Breathing

- > Check for breathing for 10 seconds.  
**Continue CPR at 30 compressions to two breaths until medical assistance arrives.**

## Circulation

- > If no pulse, begin CPR; 30 compressions to two breaths.
- > Check for bleeding and broken bones.

# Security

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## Aggression

- If confronted, remain calm. Do not argue, or confront them.
- Speak and move in a non-threatening manner. Keep away from aggressor.
- Identify an escape path. Do not allow the aggressor between you and your escape path.
- Withdraw from aggression. Maintain own safety; do not turn your back on them.
- Activate the silent assistance alarm if installed, as required.
- Remove anyone from immediate danger.
- **If able, dial 111 from mobile, Teams or a desk phone and ask for police.**
- **Give exact location and details of event.**
- Request urgent assistance.
- Notify your manager/team leader or general manager as soon as practical.
- If your general manager is not responding, please contact another general manager (see back page for contact numbers).

## Suspicious activity

- Alert other staff and observe situation. Maintain own safety.
- If obvious criminal activity occurs **dial 111 from mobile, Teams or a desk phone and ask for police.**
- Give exact location and details of event.
- Notify your manager/team leader or general manager as soon as practical.
- Notify your people leader who will escalate to GM as required. (See back page for contact numbers).

See over page for  
procedures in case of:  
**robbery**

# Security

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## Robbery

- > If confronted, obey instructions. No heroics - your safety comes first. Remain calm and cooperate.
- > Discreetly observe:
  - physical details and clothing
  - any distinguishing characteristics
  - anything touched or taken
  - any weapons
  - exit route and vehicle details.
- > When safe to do so, dial 111 from mobile, Teams or a desk phone and ask for police.
- > Give exact location and details of event.
- > Instruct witnesses to remain at the location.
- > Restrict entry to the area.
- > Do not touch anything at the scene.
- > Notify your manager/team leader or general manager as soon as practical.
- > If your general manager is not responding, please contact another general manager (see back page for contact numbers).

# Suspicious objects

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## When found, do not touch

- > Ask around to see if it belongs to someone.

## If you can't find the owner:

- > Stay away from suspicious item
- > Request all personnel to vacate the immediate area
- > **Do not use mobile phones**
- > Isolate the area and prevent access
- > Notify a manager/team leader or general manager and call police.  
**Do not use mobile phones.**  
Dial 111 from Teams or a desk phone.
- > If your general manager is not responding, please contact another general manager using Teams or a desk phone (see back page for contact numbers).

See over page for  
procedures in case of:  
**bomb threat**

# Bomb threat

## Keep calm, treat as genuine

- > Record the wording of threat.
- > Try to keep the person talking. Ask and record answers to:

1	WHEN will the bomb explode?	4	WHAT kind of bomb is it?
2	WHERE did you put the bomb?	5	WHAT will make it explode?
3	WHAT does it look like?	6	WHY did you place the bomb?

- > **Do not operate the fire alarm, unless police advise urgent building evacuation.**
- > **Do not use mobile phones or radio equipment**
- > Notify a manager/team leader or general manager and call police from Teams (111) or a desk phone. Police will do a threat assessment and advise on the course of action to be followed.
  - If police advise an immediate evacuation using the fire alarm, activate the fire alarm.
  - If police advise an evacuation **without using the fire alarm**, send the following email to the building distribution list (eg. .Cameron Road) or use wardens to clear each floor.

**Subject line:** Evacuate <building name> NOW

**Body of email:**

*“There is a security threat in the <name of building>. Police have advised us to evacuate immediately. Do not use a mobile phone or radio. Take your personal belongings with you and evacuate to the assembly point.*

*Evacuation wardens: clear your areas and report to the chief warden at the assembly point.”*

- > Evacuation wardens must clear their areas but leave doors and windows open.
- > Close the main entry doors.
- > Take your personal belongings with you, particularly house and car keys.
- > Building re-entry will be determined by the police if safe to do so..

# Natural disaster

## Earthquake

### If inside, stay within the building

- > Instruct others to do the same.
- > Do not use lifts.

### Take cover

- > Under a bench or desk.
- > Move away from windows/glass and anything that could fall on you.

### If outside, stay outside

- > Instruct others to do the same.

### Keep clear

- > Of buildings, trees, power lines and anything that could fall.

Remove anyone from immediate danger if safe to do so

When the shaking stops, proceed with caution

1	Use stairs to evacuate once instructed
2	Look out for live electric wires and other hazards (glass walls etc.)
3	Expect after-shocks - more things may fall
4	Expect a tsunami may follow – if in an inundation zone, evacuate. <b>DO NOT WAIT FOR OFFICIAL WARNINGS. LONG OR STRONG, GET GONE.</b>
5	Report to your manager/team leader

## Tsunami

- > **Stay away from the coast and inner harbour.**
- > Evacuate to higher ground – see Tsunami Evacuation Zone Map. Take grab bag.
- > Stay informed by listening to the radio or following the **Bay of Plenty CDEM Group** online.
- > Stay on high ground until the all-clear is given by Civil Defence.

See over page for procedures in case of:  
**volcanic eruption,  
storm/high wind, flood**

# Natural disaster

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## Volcanic eruption

- If inside, stay inside. If outside, go inside. Advise others to do the same. Volcanic ash is a health hazard.
- Remove anyone in immediate danger to a place of safety.
- Protect yourself and others from inhaling volcanic dust and gaseous fallout - use clothing if necessary.
- Close all windows and doors and shut down heat pumps/ air conditioning to limit the entry of volcanic ash.
- Cover sensitive electronics. If safe to do so, cover vehicles and machinery.
- Do not drive when there is ash on the road.
- Do not attempt to clear ash from roofs while ash is falling.
- People with respiratory problems, e.g. asthma, may need urgent medical attention.

## Storm/high wind

### Before

- Close drapes, curtains, blinds.
- Move equipment away from exposed rooms and windows.

### During

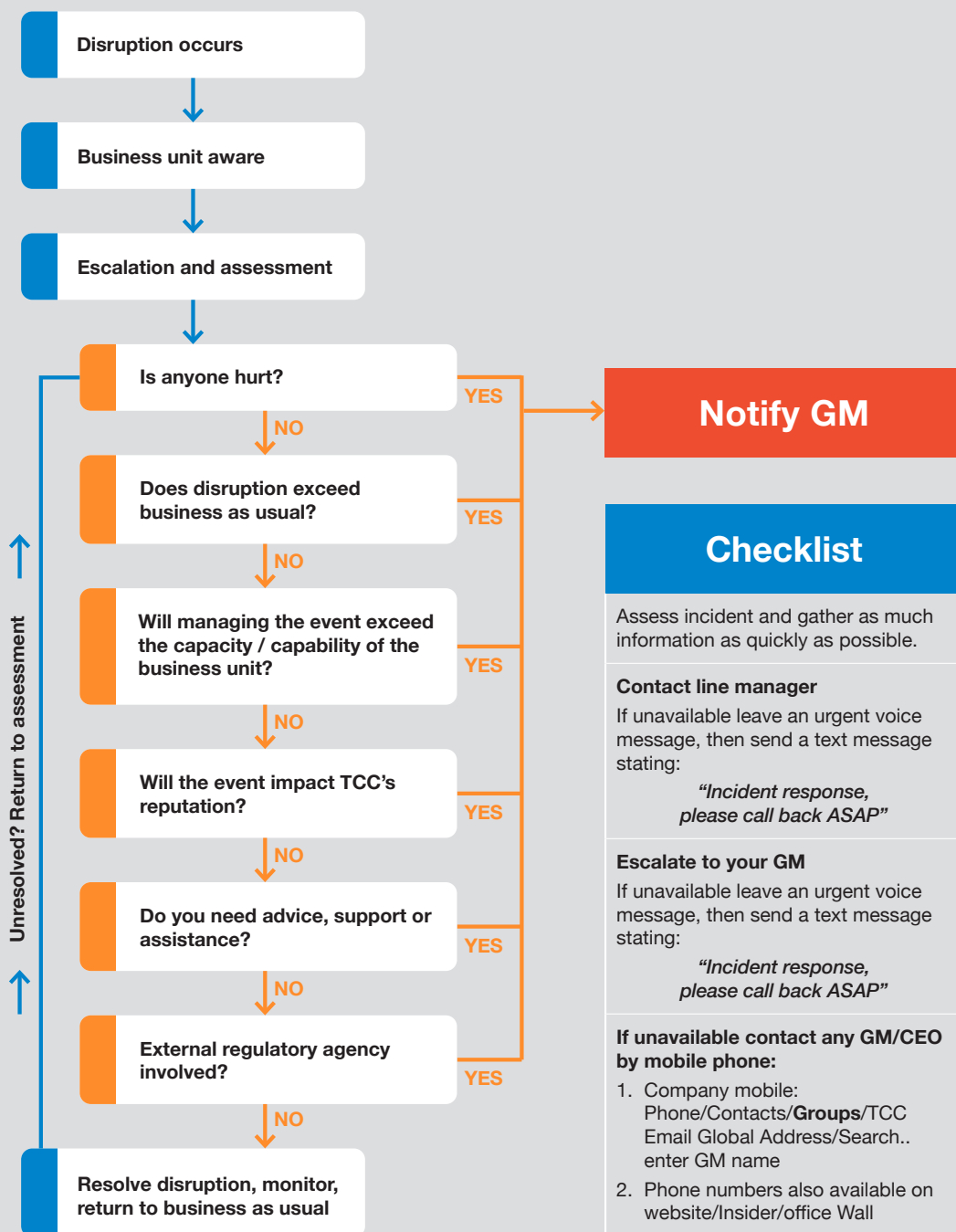
- Stay indoors.
- Shelter in strongest part of building.
- Open windows on sheltered side of building if roof begins to lift.

## Flooding

- Put safety first. Don't take any chances. Act quickly if you see rising water.
- Switch off any electrical equipment that could be affected by flooding.
- Remove anyone in danger to a place of safety.
- Move any chemicals to a safe place.
- Never try to walk, swim or drive through flood water.

# Incident management escalation process

In an emergency call 111



# Executive contact numbers

During a serious incident the Executive will direct the response. If you are involved in a serious incident, please contact your general manager to notify them. If you can't get hold of your general manager, please notify another member of the Executive.

**Note:** in the event of a bomb threat or suspicious item, people may be unable to answer their mobile phones. Please use alternative contact methods if they are available.

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## Phone



# 111

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