

# Emergency Response Plan

## Mt Holiday Park



*Tauranga* City

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# EMERGENCY RESPONSE

This Emergency Response Plan is to be used together with the [Emergency Flip Chart \(page 11\)](#) located on **each floor by the emergency displays** or at the end of this document. Extra physical copies can be requested from s 7(2)(f)(ii)

## Basic Emergency Response Process

While every event is unique, there are some basic steps to follow when responding to any emergency, which are outlined below. For specific emergency scenarios refer to the Emergency Flip chart at the [end of the document \(page 11\)](#).



**The priority in an emergency is the safety of all people present**

1. Event Occurs
2. Raise the alarm.
3. Evacuate – If you need to evacuate yourself or others, do so immediately.
4. Call Emergency Services – If you need to call emergency services, call them as soon as possible after ensuring the safety of all people present.
5. Follow Emergency Flip Chart – If safe to do so, select the relevant emergency process using the bars at the bottom of the chart. Follow the instructions for that emergency.

## Calling Emergency Services (Dial 111)

Call emergency services (dial 111) and ask for Fire or Ambulance.

- Call from a safe place.
- Use a cordless or mobile phone if practical, away from any flammable liquids or gases.
- Tell the operator which emergency service you want.
- Wait until that service answers and give the following address:

Site Address	Nearest Intersection
1 Adams Avenue, Mount Maunganui 3116	

- Do not hang up until the emergency service tells you to do so.
- Make sure someone is available to direct the emergency service to the correct floor or room.



# SITE MAP



# EMERGENCY CONTACT DETAILS

Contact the people below for support as required.

## Key Contacts (TCC & Building Tenants)

Name	Role	Contact
s 6(c) - Maintenance of Law		
s 7(2)(a) - Privacy		
		☎ ✉
s 7(2)(a) - Privacy		
		☎ ✉
		☎ ✉

## Key Contacts (External)

Phone



# 111

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

For life-threatening emergencies (Police, Fire or Ambulance), CALL 111. Other external contacts:

Organisation	Service	Contact
2 <sup>nd</sup> Avenue Health Centre	Closest Medical Provider	☎ 07 577 0010
Tauranga Hospital	Hospital (A & E)	☎ 07 579 8000
Poison Centre	Poison	☎ 0800 POISON (0800 764 766)
Worksafe	Safety Regulator	☎ 0800 030 040

## TCC General Managers

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.

Name	Role	Contact
Marty Grenfell	Chief Executive Officer	s 7(2)(f)(ii)
s 7(2)(f)(ii)		
Christine Jones	GM: Strategy, Growth & Gov.	s 7(2)(f)(ii)



§ 7(2)(f)(ii)			
Sarah Omundsen	GM: Regulatory & Compliance	§ 7(2)(f)(ii)	

# EVACUATION RESPONSE

Reasons to evacuate could include fire, natural disasters, threats of violence or bomb threats.

Alarms will signal the need to evacuate to staff.

## Area Wardens

When the evacuation alarm sounds, Area Wardens are to put on the **Yellow Wardens Vest** and follow the process for evacuation and assembly.

	
<h3 style="text-align: center;">EVACUATION</h3> <ol style="list-style-type: none"> <li>1. Raise the alarm (if required)</li> <li>2. Put on the Area Warden vest.</li> <li>3. You are clearing Level 0 – Area 1, See map on reverse</li> <li>4. Direct occupants in your area to evacuate using the nearest safe exit.</li> <li>5. Assist persons with a disability to a safe zone. Appoint a responsible person to assist as required.</li> <li>6. Check all enclosed rooms in your area. Ex. Meeting Rooms, Toilets, etc.</li> <li>7. Close doors as you leave.</li> <li>8. Leave through the nearest safe exit.</li> </ol>	<h3 style="text-align: center;">ASSEMBLY</h3> <ol style="list-style-type: none"> <li>1. Report to the Chief Warden on the corner of Cameron Rd &amp; 3<sup>rd</sup> Ave</li> <li>2. Advise Chief Warden:               <ol style="list-style-type: none"> <li>a. The location and reason of anyone remaining in the building,</li> <li>b. Level 0 – Area 1 is clear.</li> </ol> </li> <li>3. Two Area Wardens return to the exits to prevent unauthorised entry to the building.</li> <li>4. All other Area Wardens remain with Chief Warden and await instructions.</li> <li>5. Ensure occupants move to correct assembly area.</li> <li>6. Attend the debrief with Chief Warden.</li> </ol>
	

Tauranga City Council has identified and trained the following teams as Area Wardens. This will ensure we have sufficient Wardens on each floor to evacuate the building safely.

Warden Team	People Leader	Location / Area

Evidence of Area Warden training is held in Damstra and managed by the HSW Team. Contact s7(2)(f)(ii) for all enquires related to Area Warden training.

The yellow warden vests are located on:

- 

## Building Warden

The Building Warden (also referred to Chief or Head) is a member of Inland revenue staff and wears the red Building Warden vest. They will be located on the corner of Cameron and 3<sup>rd</sup> Avenue.

The Building Warden liaises with the emergency services and advises area wardens when all clear is given to re-enter the building.

## Person(s) Who Require Assistance

Persons with a disability or who need assistance evacuating will be moved to a safe zone aided by Wardens or Staff, where they will wait to be evacuated by emergency services (Fire or Ambulance).  
 Trial Evacuations

Routine trial evacuations are arranged by the building landlord and communicated to Tauranga City Council by the Building Warden.

Minutes of the Evacuation debrief and the report form Red Alert on the evacuation will be uploaded to [objective \(A607969\)](#) by the HSW Team.

## Business Continuity Plan (BCP)

In the event TCC staff are unable to reoccupy the building for a period exceeding 30 minutes or the Emergency services advise re-entry is not permitted the Business Continuity Plan comes into effect. The TCC area wardens will follow the [escalation process \(page 10\)](#)

# FIRE RESPONSE

Please note: the Building Warden for 306 Cameron Rd is Inland Revenue Department.

The Fire evacuation scheme for 306 Cameron Rd has been approved by Fire and Emergency New Zealand.

## All Staff

- Raise the alarm –manual alarm call point switch’s (MACPS) are in three location on each floor. Adjacent the emergency stairway to Third Ave, on a structure pillar (mid building east) and adjacent the main stair doors behind the lifts.
- 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.
- If required contact emergency services by dialling 111
- Do not use lifts. Use main stairwell and alternative stairwell.
- Go to the assembly point and remain there until otherwise instructed.

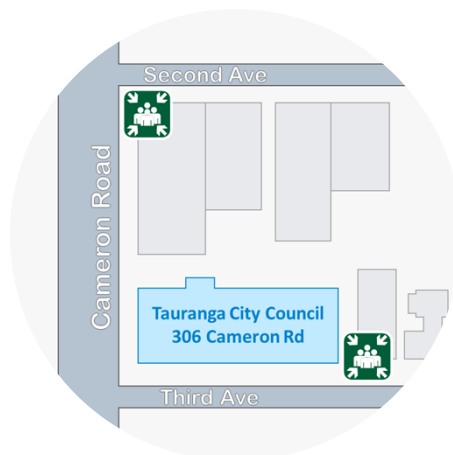
If staff are unable to reoccupy the building for a period exceeding 30 minutes the Business Continuity Plan comes into effect. [See escalation process \(page 10\)](#)

After a fire event, the HSW team will report in Damstra and review the effectiveness of the emergency response plan with the emergency response committee.

### Evacuation Assembly Point for 306 Cameron Road

Your assembly points are on the footpath outside adjacent buildings either on Cameron Road or Third Ave.

Area Wardens are to report to the Building Warden on the corner of Cameron Road and Third Ave.



# LOCKDOWN RESPONSE

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Tauranga City Council has a lockdown guideline ([A15387941](#)). It outlines the following process:

1. If an external threat, if possible, external doors are locked.
2. Retreat to a safe space in facility if available, one that is lockable and secure (i.e. swipe card access area or pre-arranged safe space). If no such space is available, then a decision may need to be made to evacuate the facility.
3. Dial 111 – emphasise urgency, describe location, situation (weapons involved), number of people involved and likelihood of serious danger.
4. People leader or person in charge at that time must contact the site or venue Tier 3 manager to update them of the situation and a decision made to confirm the locking down of the facility.
5. Senior leader will alert all staff via email, text, or in person depending on their location at the time. State that a lockdown is in place and staff should either remain in building or stay away from the area.
6. Switch off lights, close blinds and stay clear of windows.
7. Turn mobile phones to silent. Reduce any noise to minimum.
8. Maintain social media blackout.
9. Continue to monitor the situation from a safe position, wait for assistance to arrive.
10. Any visitors to site should be informed of the lockdown, placed in an area out of line of sight of the doors and windows and offered assistance if required.
11. Contact neighbours / facilities that share buildings.
12. All persons on site should remain in position, out of line of sight of door and windows until emergency services give the 'all clear' or instruct all personnel to evacuate.

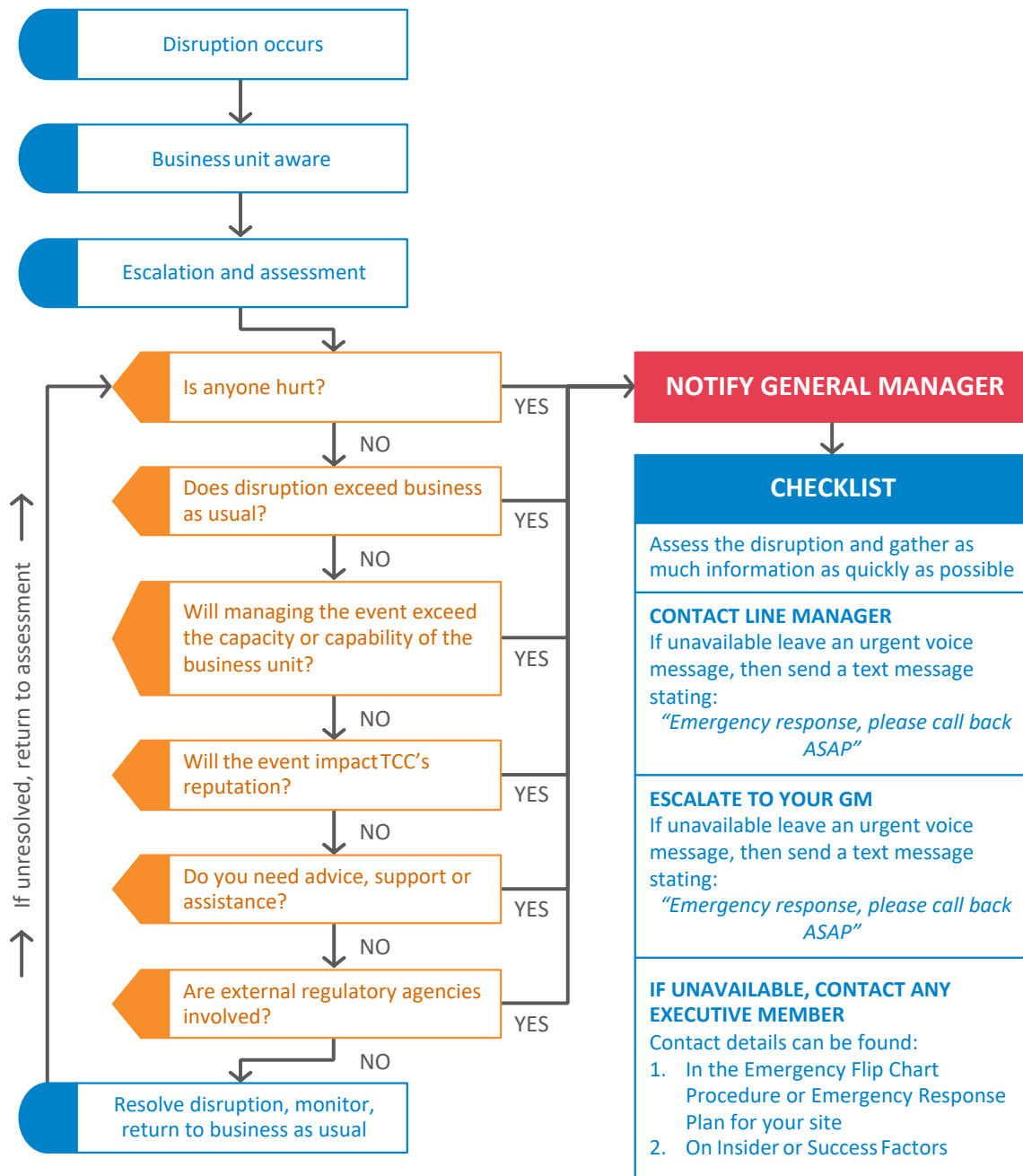
Due to the nature of some TCC buildings, people may be placed in a situation where they are not able to access a designated place of refuge. Therefore, they should use their own judgement to keep themselves safe.

Lockdown shall remain in place until notification from Police or pre-arranged designated representative (such as Security) that the threat no longer requires a lockdown response or there is an instruction to evacuate the facility. In most cases this notification would be made to a member of the Executive or a senior leader who will pass this information to staff members in the facility.

# ESCALATION PROCESS

Once safe the event will need to be escalated, follow the incident management process below:

## IN AN EMERGENCY CALL 111



# EMERGENCY SCENARIOS (FLIP CHART)

## First Aid

### First aid



- 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 **Level 3 Cafeteria**
- 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.

### First aid

## Security

# 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**

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## Security

# 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).

## Security

## Suspicious Object

# 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**

**Suspicious object / 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..

## Suspicious object / bomb threat

## Natural Disaster

# 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

# 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.



# TSUNAMI EVACUATION ZONE: Matua Tauranga CBD



## IMPORTANT

Parts of this area are at risk of tsunami

A **LONG** or **STRONG** earthquake could be your only warning.

**LONG or STRONG: GET GONE**

**DO NOT ignore these natural warning signs:**

- Strong earthquake where it is hard to stand up.
- Weak, rolling earthquake shaking for longer than a minute.
- Unusual sea behaviour, like sudden sea level changes.
- The sea making loud and unusual sounds, especially roaring noises.

### WHAT TO DO?

- 1 Leave immediately, don't wait for an official warning.
- 2 Walk or bike quickly if possible. Only drive if you have to.
- 3 Move quickly to higher ground, or as far from the coastline as possible.

**STAY OUT OF THE TSUNAMI EVACUATION ZONE AND LOW-LYING AREAS UNTIL YOU GET THE ALL CLEAR FROM OFFICIAL CHANNELS**

For more information visit:  
[www.bopcivildefence.govt.nz](http://www.bopcivildefence.govt.nz)  
Follow Bay of Plenty Civil Defence on social media for updates.

[facebook.com/bopcivildefence](https://facebook.com/bopcivildefence)  
[twitter.com/bopcivildefence](https://twitter.com/bopcivildefence)  
 Listen to the radio

**VIEW ONLINE MAP HERE**



**Scale: 1:20,000**

**Tsunami Evacuation Zone**

**Tsunami Safe Area is anywhere beyond the Tsunami Evacuation zone**

**Tsunami Safe Locations are possible evacuation points**

**Evacuation Route**

**Waterway**