

Emergency Procedures

Dial —111 (for all emergencies)

NORMAL ROUTINE WILL BE DISRUPTED FOR THE DURATION OF THE EMERGENCY

STAY ON DUTY UNTIL ALL CLEAR OR OTHERWISE INSTRUCTED

RESTRICT TELEPHONE USE TO ESSENTIAL COMMUNICATIONS ONLY



If you discover or suspect a fire remember RACE:

- **R**emove anyone in immediate danger
- **A**ctivate Fire Alarm and dial 111 and request Fire Service
- **C**ontain by closing doors and windows between you and the fire
- **E**xtinguish the fire if it is SAFE and you are TRAINED to do so
- Follow your fire evacuation scheme
- Turn off non-essential electrical equipment

On the sounding of the fire alarm:

- Leave the building immediately by the nearest escape route
- Report to your designated assembly area
- Remain until the '**ALL CLEAR**' is given by the Fire Service

If confronted, obey instructions, no heroics, safety comes first, remain calm.



- Do exactly as asked
- Avoid eye contact
- Discreetly observe
 - Physical details and clothing
 - Any distinguishing characteristics
 - Anything touched or taken - any weapons
 - Exit route, vehicle
- DIAL -111, when safe to do so. Ask for Police and give exact location and details of event
- Instruct witnesses to remain calm
- Restrict entry to area
- Do not touch anything at the scene
- Write down all you observed

HOLD UP



If confronted, remain calm:

- Speak and move in a non-threatening manner
- Withdraw from aggression. Maintain your own safety
- Alert other staff, summon help
- **DIAL 111 - ask for Police, give exact location, description of incident - your name**
- Notify your manager as soon as practical
- Clear everyone from immediate danger
- Write down all you observed



Stay calm, stop and think, call for help

- Assess the scene. Are you safe?
- Assess the person. Are they unconscious? Is there any obvious injury?

Do not move the person unless for their immediate safety

Call for help and dial 111 for ambulance

Give immediate first aid

AIRWAY

Open mouth and clear any blockage

BREATHING

If not breathing give two breaths

CHEST COMPRESSIONS

100/min, 5cm deep, 30 times, 2 breaths

DEFIBRILLATOR

Use the AED if there is one available

BLEEDING

Apply direct pressure and elevate limb

BURNS

Pour cold fluid over burn for at least 10 minutes

UNCONSCIOUS

Place in recovery position on their side

Mail Bomb Recognition Checklist



STOP what you are doing and put the item down

- Do not smell, touch, taste, shake or empty contents
- Remove anyone in immediate danger
- Isolate the area and prevent access
- **DIAL -111 Ask for Police, give exact location of object**
- Order to evacuate the building, but do not operate the fire alarm, unless Police advise
- Leave doors and windows open as you go

Bomb Threat

- Keep calm – treat as genuine
- Record the exact wording of the threat and try to obtain more details as to location and nature
- **DIAL -111 Ask for Police, give exact details of the call**

SUSPICIOUS OBJECT

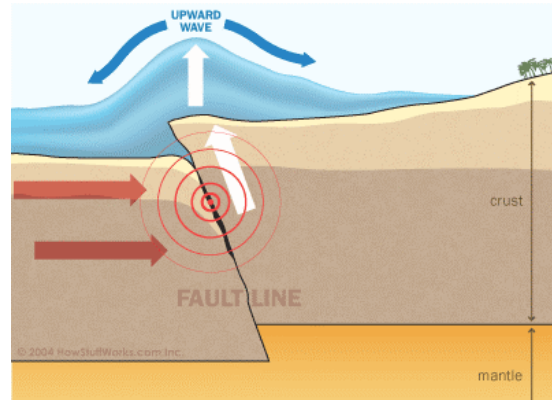


During the earthquake:

- If you are **inside** a building, move no more than a few steps, then **DROP, COVER, HOLD**. Stay indoors until the shaking stops and you are sure it is safe to exit
- If you are **outside**, move no more than a few steps away from buildings, trees, streetlights and power lines, then **DROP, COVER, HOLD**. Stay there until the shaking stops
- If you are **driving**, pull over to a clear location, stop and stay there with your seatbelt fastened until the shaking stops. Once the shaking stops proceed with caution and avoid bridges or ramps that might have been damaged

After the earthquake:

- Listen to your local radio station for emergency announcements
- Expect to feel aftershocks
- Be aware that electricity supply could be cut, and fire alarms and sprinkler systems can go off in buildings during an earthquake even if there is no fire. Check for, and extinguish, small fires
- Check yourself for injuries and get first aid if necessary. Help others if you can
- If you are in a damaged building, try to get outside and find a safe, open place. Use the stairs, not the elevators
- Only use the phone for short essential calls to keep the lines clear for emergency calls
- If you smell gas or hear a blowing or hissing noise, open a window, get everyone out quickly and turn off the gas if you can. If you see sparks, broken wires or evidence of electrical system damage, turn off the electricity at the main fuse box if it is safe to do so

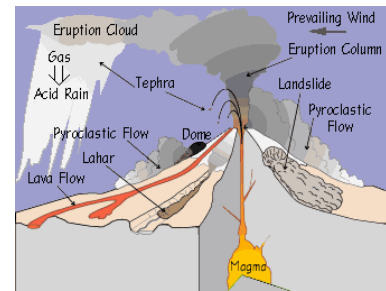


If you experience:

- A strong earthquake during which it is difficult to stand
- A weak rolling earthquake lasting a minute or more
- A sudden rise or fall in sea level
- Loud and unusual noises from the sea
- A credible warning from another source

Take this action:

- Seek high ground immediately, or move as far inland as possible
- Walk or cycle if possible – only drive if essential. If driving, keep going once you are well outside the evacuation zone to allow room for others behind you
- Listen to radio station for updates
- Take pets with you
- Utilise sturdy multi storey buildings if you cannot escape
- Be aware that there may be more than one wave and it may not be safe for up to 24 hours, or longer. The waves that follow the first one may also be bigger



During a volcanic eruption:

- Listen to the radio for civil defence advice and follow instructions
- If **outside** at the time of eruption, seek shelter in a car or a building. If caught in volcanic ash falls, wear a dust mask or use a handkerchief or cloth over your nose and mouth
- **Stay indoors** as volcanic ash is a health hazard, especially if you have respiratory difficulties such as asthma or bronchitis
- When indoors, close all windows and doors to limit the entry of volcanic ash. Place damp towels at thresholds
- If you have to go outside use protective gear such as masks and goggles and keep as much of your skin covered as possible. Wear eyeglasses, not contact lenses as these can cause corneal abrasions
- Disconnect drainpipes/downspouts from gutters to stop drains clogging. If you use a rainwater collection system for your water supply, disconnect the tank

After a volcanic eruption:

- Listen to your local radio station for civil defence advice and follow instructions
- Stay indoors and away from volcanic ash fall areas as much as possible
- When it is safe to go outside, keep your gutters and roof clear of ash as heavy ash deposits can collapse your roof



Before a storm

- Tape windows with tape to prevent flying glass
- Clear loose objects from around buildings
- Close all curtains and blinds
- Move people and equipment away from exposed rooms and windows

During a storm

- Stay indoors
- Shelter in strongest part of building
- If roof begins to lift - open windows slightly on sheltered side of building



Before a flood:

- Know where the closest high ground is and how to get there
- Keep valuables, documents and equipment above possible flood level

During a flood:

- Remove anyone in danger to a place of safety
- Move any chemicals to a safe place to avoid spillage or contamination
- Switch off any electrical equipment affected by flooding
- Do not attempt to drive or walk through floodwaters unless it is absolutely essential



If you discover a gas leak DO NOT

- **use mobile phones**
 - **hand held radios**
 - **electronic equipment or light flammable material**
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- Raise the alarm
 - Evacuate people from the area
 - Activate any emergency shut down procedures
 - Activate any water spray protection systems
 - Contain the leak, but only if it is safe to do so
 - Evacuate the building , avoiding the area of contamination as best as possible. Close doors
 - After you have evacuated the area call the emergency services from a landline



Council Contacts

Tauranga	07 577 7000
Western Bay	07 571 8008
Rotorua	07 348 4199
Whakatane	07 306 0500
Opotiki	07 315 3030
Kawerau	07 306 9009
Taupo	07 376 0899
Murupara	07 366 5896
	After Hours 07 306 0500

Electrical Power Faults

Trust Power	0800 878787
Genesis Energy	0800 300400
BOP Electricity	0800 500710
Meridian Energy	0800 496496
King Country Energy (Turangi)	0800 523637

Gas Leaks

Contact	0800 809000
Vector	0800 802332

Public Health

Public Health	0800 22 15 55
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Hospitals

Tauranga Hospital	07 579 8000
Whakatane Hospital	07 306 0999

Poisons

National Poisons Centre, Dunedin	
Urgent Information	0800 764766
General Information	03 479 7227