

Emergency Action Plan

In an emergency dial **111** for
Fire/Police/Ambulance



te kaunihera ā-rohe o
matamata-piako
district council



Assembly point: _____



Defibrillator location: _____



First aid kit: _____



Site address: _____

Always ensure your own safety first.
Report any emergency to your supervisor/manager as soon as possible.
Do not discuss any emergency situation with the media.

Refer to Promapp for detailed procedures.

Evacuation

All staff: if the alarm sounds or you are instructed to evacuate

- Assist visitors and disabled persons to evacuate.
- Evacuate building immediately via the nearest safe exit.
- Use stairwells; do not use lifts.
- Walk outside to the Assembly Point and remain there until otherwise instructed.
- Do not re-enter the building until Fire Service, Police or Building Warden gives ALL CLEAR.
- Ensure Emergency Services have been contacted. If not, phone 111.

Fire Wardens will:

- Put on the Fire Warden vests. Take Safety Data Sheets, Emergency Response Plan, phone, walkie-talkie, assistance register and worksite registers as applicable.
- Ensure all persons are evacuated to the assembly area via the nearest safe exit.
- Allocate staff as required to attend to anyone disabled or needing assistance.
- Evacuate the facility as per designated area/checklist and close all doors as you go.
- Stay with customers/visitors at the Assembly Point until the ALL CLEAR is given by the Emergency services and ensure no one tries to re-enter the building until authorised to do so.
- Liaise with the Fire Service/Police and advise them if any persons have not been accounted

Evacuation

Emergency Contacts

- MPDC After Hours Number 0800746467,press 4 or 0272758725
- MPDC CEO: 027 483 9828
- Group Manager Customer Experience: 027 447 3345
- Group Manager Operations: 027 494 7038
- Group Manager Corporate, People & Relationships: 027486 4340
- People, Safety & Wellness Manager: 027 497 9820
- Group Manager Growth & Regulation: 027 213 5175
- Community Protection & Compliance Manager: 027 356 7016
- Aquatics Manager: 027 449 5204
- Communications & Engagement Manager: 027 206 7294
- Customer Services Manager: 07 884 0060
- District Library Manager: 027 217 9263
- Facilities Operations Manager: 027 273 4661
- IT Team: 027 477 1649 or 027 242 5518
- Water/Waste Water Manager: 027 206 3559
- Parks & Works Manager: 027 485 3687
- Reticulation & Building Maintenance Manager: 027 617 1740
- Property Maintenance/Renewals Team Leader: 027 249 8465
- Property & Community Projects Manager: 027 499 3428
- Roading Manager: 027 292 6611
- Safety & Wellness Team Leader: 027 216 5914
- Swim Zone Te Aroha Manager: 027 270 5419
- Swim Zone Matamata Manager: 027 290 4683
- Swim Zone Morrinsville Facility Manager & Facilities Plant Maintenance Supervisor: 027 616 3412
- Spa Experience Manager: 027 243 0209
- Water /Waste Water Operations Manager: 027 330 0329
- Power Co – 0800 769 372 (electricity) or 0508 427 482 (gas)
- First Gas – Transmission Gas Fault 0800 734 567
- Residential Gas Fault 0800 802 332
- IXOM - 0800 734 607
- Chemtrex - 0800 243 622
- Chemiplas NZ 24hr - +64 9 361 4061
- BeforeUdig - 0800 248 944
- Chorus Cable Locate After Hours - 0800 111 124

External Contacts

- Emergency Services 111
- National Poisons Centre - 0800 764 766
- Environment Waikato – 0800 800 401
- Genesis Energy - 0800 300 400
- Nova Gas Monday to Friday - 0800 668 236
- Matamata Medical Centre - 07 881 9102
- Morrinsville Medical Centre - 07 889 5126
- Health Te Aroha - 07 884 8053

Emergency Contacts

First Aid

What to do in an emergency:

D - Dangers

- check for any danger to you, the patient, or bystanders and make the area safe.

R - Response

- check for response by asking a simple question and grasp/squeeze the shoulders.

S - Send for help

- call for an ambulance or send someone else to call.

A - Airway

- open the airway by tilting the head back and lifting the chin.

B - Breathing

- check for normal breathing.

C - CPR

- perform chest compressions and breaths.

D - Defib

- apply an AED (Automated Electronic Defibrillator) if available.

If stroke suspected check:

- Face; is one side droopy
- Arms; raise both arms and check if one side is weak
- Speech; slurred or unable to speak

If yes: needs URGENT medical care (TIME CRITICAL)

First Aid

Earthquake

If you are inside a building, move no more than a few steps, then **drop, cover and hold**:

- Under a strong table. Hold on to the table legs to keep it from moving away from you.
- Next to an interior wall, away from windows that can shatter and cause injury and tall furniture that can fall on you. Protect your head and neck with your arms. (Keep in mind that in modern buildings, doorways are no stronger than any other part of the structure and usually have doors that can swing and injure you. Doorways are no longer recommended for shelter.)
- Stay indoors till the shaking stops and you are sure it is safe to exit. In most buildings in New Zealand you are safer if you stay where you are until the shaking stops.
- If you are outdoors when the shaking starts, move no more than a few steps away from buildings, trees, streetlights, and power lines, then **Drop, Cover and Hold**.

Remove anyone from immediate danger if safe to do so. When the shaking stops:

- Proceed with caution. Be aware that a tsunami and/or landslide may follow. Look out for live electric wires and other hazards.
- Turn off water, electricity and gas at mains.
- Expect after-shocks. More things may fall.

Storm/High Wind

Close exterior and interior doors and windows. Pull curtains and blinds over windows. This could prevent injury from flying glass if the window breaks.

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

Close facilities when wind speed is greater than 75kph (above 9 on Beaufort scale - indicators are large branches break off trees, small trees blow over, construction/temporary signs blow over).

Advise patrons to seek shelter in safe area, or go home if safe.

Flood

Do not try to walk, swim or drive through floodwater. Call 111 if you need assistance.

Always assume that flood water is contaminated with farm run-off, chemicals and sewage. Make sure you wash your hands, clothes and property after contact with flood waters.

If it is safe to do so, move valuables and chemicals to a safe place. Switch off electrical equipment and gas supplies if they are likely to be affected by flooding.

Volcanic Eruption

Listen to the radio and follow the directions from Antenno or Civil Defence Alerts/Social Media.

During Ash Fall:

Stay indoors. Volcanic ash is a health hazard, especially if you have respiratory difficulties such as asthma or bronchitis.

Avoid unnecessary exposure to ash until it has settled. Do not attempt to clear ash from the roof while ash is falling. Do not drive when there is ash on the road.

If you have to go outside, wear protective clothing:

- a properly-fitted P2 or N95-rated mask (or a cloth if you don't have a mask)
- goggles
- sturdy footwear
- gloves, and clothing that covers your arms and legs.

Do not wear contact lenses because trapped ash can scratch your eyes. Wear glasses instead.

Closest active volcano is Mount Ruapehu, but others can affect us depending on the wind's direction.

Storm—High Wind—Flood—Volcanic Eruption

Fire

If you see, smell or suspect a fire

- Remove yourself and anyone in immediate danger.
- Activate the manual fire alarm point.
- Alert other staff: if no alarm shout 'FIRE, FIRE, FIRE' Dial 111 from a safe place. State FIRE, the address (*on the front of the flipchart*) and what is burning. Stay on the line unless told otherwise by the operator.
- Evacuate to the assembly point. Close all doors behind you as you leave.
- If time permits and it is safe to do so: extinguish the fire. Do not endanger yourself or others.
- Do not use water on petroleum or electrical fires.

Before opening a door, feel it with the back of your hand. If it is hot, leave it closed and use another escape route. If it feels normal, brace your body against it and open it slightly - be prepared to slam it shut if heat or smoke rushes in.

If you get trapped in smoke, crawl low at floor level because that is where the clear air will be.

Gas leak

- Do not use any electrical switches, phones or machinery, they can spark and ignite the gas.
- Turn off gas if safe to do so.
- Move to a safe location upwind to the leak.
- DO NOT activate alarms. DO NOT re-enter the area. Carry out first aid and dial 111 as required in a safe area.

Hazardous Substances Spill

Evacuate all people to upwind of the spill. Refer to Emergency Response Plan (ERP) if applicable. Isolate the spill area to keep people away and/or evacuate the site. Dial 111 from a safe place if the spill is major. Do not attempt to clean up unless you have been trained in chemical handling and have the correct personal protective equipment. Consult the Safety Data Sheet.

Fire— Gas Leak—Haz Subs Spill

Bomb Threat

Keep calm, treat as genuine

Note the exact wording of threat, do not interrupt.

Keep the person talking, ask and note the answers to the questions below:

1. When is the bomb going to explode?
2. Where is the bomb?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will make the bomb explode?
6. What is the explosive type and quantity?
7. Why did you place the bomb?
8. What is your name?
9. Where are you?
10. What is your address?

Do not operate the Fire Alarm, unless Police advise urgent building evacuation.

Call 111: Police will do a threat assessment and advise on the course of action to be followed:

- If Police advise immediate evacuation using the fire alarm, set the fire alarm off and evacuate.
- If Police advise an evacuation without using the fire alarm: send office staff an email saying 'There is a security threat in the building requiring us to evacuate. Do not use a mobile phone or radio. Take your personal belongings with you and evacuate in an orderly manner to (the Assembly Point of other area as advised by the Police). Fire wardens clear your areas and report to the Building Warden at the assembly Point.
- Leave all doors and windows open except the main entry.
- Take your personal belongings with you, particularly house and car keys.
- Turn off mobile phones. Do not use radio equipment.
- Do not touch any suspicious objects.

DO NOT re-enter the building until ALL CLEAR given by Police.

Suspicious mail/goods/objects

Delivered items: Use the suspicious mail kit to safely contain the mail/parcel whilst minimising contact with contents. If you suspect it could be a bomb: do not handle it - evacuate the area immediately and quietly as per above and call 111.

Suspicious objects: If found, do not touch, ask around, it is probably someone's object. If not:

- Do not handle or go near a suspicious item.
- Remove anyone in immediate area. Isolate the area and prevent access.
- Do not use cell phones or radios near object.
- Call Police (111).

Bomb Threat—Suspicious Mail/Object

Aggressive/Threatening Behaviour

- Remain calm and de-escalate where possible.
- Speak and move in a non-threatening manner.
- Show empathy and listen. Don't argue.
- Offer to call someone more senior.
- Identify an escape path or safe room.
- Do not allow the aggressor between you and your escape path or safe room.
- Withdraw from aggression - keep 2m away. Do not turn your back on them.
- Alert other staff, summon help.
- Use the panic alarm if available or if you can, DIAL 111 ask for Police.
- Give exact location and details of event. If the offender leaves before Police arrive, without endangering yourself observe the direction of their travel and write down as many details as you can remember.

Armed Threat/Terrorist Attack

- Obey the offender's instructions. Keep your head bowed and hands clear with palms showing. Avoid eye contact.
- Move quickly and quietly away from danger, but only if it is safe to do so.
- Stay out of sight and silence your mobile phone.

Dial 111 when safe to do so. Ask for Police. Give exact location and details of event. Obey Police instructions.

Lockdown

A lockdown is used if there is a significant threat to safety and it is safer to remain inside the building than to be evacuated.

- Lock external doors (if the threat is outside)
- Quietly move away from the line of sight and into a safe space (if available)

Safe space: _____

- If it is safe to do so, quietly notify other people in the building to do the same. Lock the door, Turn your phone to silent. Maintain a media blackout. No social media postings.
- Dial 111: emphasize urgency. Describe location, situation and number of people involved.
- Remain in place unless there is a life and death situation and escaping is sensible and safe.
- Await the 'all clear' from the CEO or delegate, or instruction from Emergency Services to evacuate.