

Assembly Points

- **Tauranga Office – Letterbox at 61 Westmorland Rise, Tauranga**
- **Aotea – Subdivision walls outside the sales office**
- **The Lakes - The playground in front of the sales office**

Fire Evacuations

- Assist all staff, customers and visitors to the nearest safe exit and the assembly point. (see above)
- Check all rooms and spaces in your area are clear e.g. toilets, storerooms etc, close all windows and door as you go.
- Call emergency services – Dial 111 ask for the Fire brigade
- Fire fighting should only be attempted if it is safe to do so.
- Do not let any staff, customers or visitors back into the area unless safe or cleared by the NZ Fire Service

Fire Fighting

Only attempt to fire fight if:

- It is safe to do so
- the fire is small
- the fire extinguisher is suitable for the particular type of fire
- the fire will not endanger any person's life or safety
- there is a quick safe retreat possible at all time

Call emergency services even if you believe you have extinguished the fire
Dial 111 – ask for the Fire Service

Safety Note:

Unless you are certain you can extinguish the fire, do not attempt it

Earthquake Evacuations:

- Where possible ensure all staff, clients and visitors drop, cover and hold
- After the earthquake remind all staff, clients and visitors to remain covered to ensure their safety should there be aftershocks
- When the emergency has passed check on the welfare of the staff, clients and visitors.
- Where possible turn off all appliances
- Should there be serious harm to any person, apply first aid and call emergency services – Dial 111, ask for the Ambulance Service
- If gas or fire is present – Dial 111, ask for the Fire Service

Tsunami and or flooding:

- Advise all staff, clients and visitors not go to the seafront
- Advise all staff, clients and visitors to move inland or to high ground
Higher Ground:
Mayfield Office – Lot 99, Hansard Place, Mayfield
The Lakes Office – Kennedy Road, Mortlake Heights Intersection
Aotea Office – The Look Out, Baxters Knob, Aotea
Silverwood Office – Lot 197 Rural Residential, Silverwood
- Where possible and available, take with you
Water
First Aid Kit
Radio
Mobile Phone
Food
Knife
Matches/Lighter and Candles
- When the emergency has passed check on the welfare of staff, clients and visitors
- Turn on radio (if available) and listen for Civil Defence advice
- Advise all staff, clients and visitors to remain where they are until they have received an official all clear

Volcanic Eruption:

- Where possible assist all staff, clients and visitors indoors
- If ashfalls have not commenced
- advise staff, clients and visitors to go home
- If ashfall has commenced
- Turn on radio and listen for Civil Defence advice
 - Ensure staff, clients and visitors stay indoors
 - Close all windows and doors and place damp towels at thresholds (seek help from others if required)
 - If any staff, clients or visitors need to go outside ensure they use protective gear such as masks and goggles and their skin is covered as much as possible