

ATTACHMENTS

**Mangakino-Pouakani Representative
Group Meeting**

15 October 2024

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Mangakino-Pouakani Representative Group Meeting Minutes

20 August 2024

**TAUPŌ DISTRICT COUNCIL
MINUTES OF THE MANGAKINO-POUAKANI REPRESENTATIVE GROUP MEETING
HELD AT THE TIROHANGA SETTLERS HALL, 839 TIROHANGA ROAD, RD 1 ATIAMURI
ON TUESDAY, 20 AUGUST 2024 AT 10.00AM**

PRESENT: Cr Kirsty Trueman (in the Chair), Ms Charlene Campbell, Mr Mark Seymour, Mayor David Trewavas, Cr Yvonne Westerman

IN ATTENDANCE: Chief Executive (J Gardyne), General Manager Strategy and Environment (W Zander), Iwi and Co Governance Manager (D Rameka), Personal Assistant to Mayor/CEO (C Bruckner), Executive Manager Mayors Office (J Later), Acting Senior Reserves Planner (G Hadley), Environmental Advisor (E Naylor), Construction Project Manager (M Amjad), Acting Operations Manager 3 Waters (S McMillan), Network Operations Engineer (D Blank), Community Engagement Advisor Northern Taupō District (C Dredge), Legal and Governance Coordinator (D Periam)

MEDIA AND PUBLIC: One member of the public

Note: Chairperson Cr Kirsty Trueman recited a karakia to open and close the hui.

1 KARAKIA

2 WHAKAPĀHA | APOLOGIES

MP202408/01 RESOLUTION

Moved: Cr Yvonne Westerman

Seconded: Ms Charlene Campbell

That the apologies received from Cr Anna Park, Ms Sapphire Tanirau and Mr Whitu Karauna be accepted.

CARRIED

Note: All members present at the Mangakino-Pouakani Representative Group meeting voted in favour of resolution MP202408/01 above.

3 NGĀ WHAKAPĀNGA TUKITUKI | CONFLICTS OF INTEREST

Nil

4 WHAKAMANATANGA O NGĀ MENETI | CONFIRMATION OF MINUTES

4.1 MANGAKINO-POUAKANI REPRESENTATIVE GROUP MEETING - 2 JULY 2024

MP202408/02 RESOLUTION

Moved: Mr Mark Seymour

Seconded: Cr Yvonne Westerman

That the minutes of the Mangakino-Pouakani Representative Group meeting held on Tuesday 2 July 2024 be approved and adopted as a true and correct record.

CARRIED

Note: All members present at the Mangakino-Pouakani Representative Group meeting voted in favour of resolution MP202408/02 above.

5 NGĀ RIPOATA | REPORTS**5.1 PUBLIC FORUM**

Item withdrawn

5.2 MANGAKINO POUAKANI SNAPSHOT**Community Engagement and Development**

The Community Engagement Advisor Northern Taupō District thanked everyone for their involvement with Long-term Plan 2024-34 and explained that there was a lot of submissions. Youth in the Mangakino area made a number of submissions for the first time ever. She would continue to work with the youth around civic education.

The murals at the basketball courts in Mangakino would be getting completed soon. The artist Taumata Soloman was scheduled in Mangakino the next day to do a session with the youth in the area to gain ideas on what they would like the mural to look like. Once he had the ideas he would then complete the murals.

The civil defence community response plan for the Mangakino community was almost completed which was the first in the district to be completed. The plan would be brought to the representative group at a future meeting. The group were creating a video, working on recruitment, and would be given access to similar training to Taupō District Council staff. The focus of the group would next be promoting the plan and getting it out to the wider community.

Tirohanga and Waihaha Water Schemes

The Operations Manager 3 Waters explained that the Tirohanga water scheme was under design for a new water plant which would bring it up to the new standards for protozoa treatments and this was a big task. The current scheme had a turbine which meant free power but the new scheme meant they could not do that. The plan was to utilise the turbine by turning it into a generator and this would help provide power to the pumps. The Waihaha scheme upgrades were almost completed and the scheme would reach the drinking water standards.

In answer to questions, the following was clarified:

- There were roughly 54 connections attached to the Waihaha scheme, there was a farm that had 15 of these connections.
- The Tirohanga water scheme went past the Tirohanga Hall.
- It was not clear where the money earned from the power made from the generator sold to the grid would go. A member explained the money should come back to the Tirohanga water scheme.
- The reason the turbine was changed was because of compliance requirements from Central Government.

A member of the public congratulated the 3 Waters Team on the Tirohanga Water Scheme and how it was delivered.

Long-term Plan 2024-34

The General Manager Strategy and Environment explained that Long-term Plan 2024-34 (LTP) hearings and deliberations concluded on Thursday 1 August 2024. He thanked Mr Seymour for speaking at the hearings on behalf of the Mangakino Pouakani Representative Group. The 14 projects in the Mangakino area had been approved in the LTP including Mangakino Lakefront Development. Power supply for the lakefront suppliers was being looked into.

The following were key decisions made this LTP:

- Rubbish collection would remain as status quo.
- East Urban Lands was approved and Council would partner with a consortium to provide 42 quality first homes.
- There would be increases to user pays fees and charges. The building site inspection minimum fee had come down from \$245 an hour to a 45-minute minimum which would cost \$181.
- \$1.5 million to address odour at Taupō Wastewater Plant

Mangakino-Pouakani Representative Group Meeting Minutes

20 August 2024

- Shifted some footpath funding to Wairākei Drive
- Changed rating differentials to bring the rates for electricity generators into line with commercial/industrial ratepayers.

The proposed rates increase was now 11.9% which was a shift from 11.6%. Staff had collated all information from hearings and deliberations and this was now with audit who would review it for four weeks and the LTP would be adopted on 30 September.

Whakamaru Water and Electrical Infrastructure Upgrades

The Construction Project Manager introduced himself and explained that there would be some renewals in Whakamaru, this was a merger with the lines company. Taupō District Council would be upgrading the water pipes as they had reached the end of their life. The works were scheduled to begin two weeks from this meeting and completed before mid-November. In answer to a question he was unsure if Chorus had been contacted to see if fibre could be installed at the same time. Members thought it would be a great opportunity to do this while the ground was already opened.

The following items on the actions table were discussed:

Mangakino Lakefront Development

The Acting Senior Reserves Planner explained that the unsealed section of Lake Road near Mangakino Lakefront was being upgraded. Contractors had been to the lakefront the day before looking at how the new boat ramp would be designed. While the project would not be approved until end of September when LTP was adopted, he was trying to move it along as much as possible. The cost of the project would depend on if Mercury would lower the lake level down while the boat ramp was being built, if not the project would become more complex and could cost an estimated \$200k more.

In answer to questions, the following was clarified:

- The new boat ramp was budgeted for year three of the LTP.
- The only option to get the hole in the current jetty fixed was to find a company that could pour concrete under water.
- If the current jetty was made smaller, large boats would still be able to fit.
- There were no costs for use of the boat ramps with no future plans to introduce fees.
- The revenue from the boat ramp charges in Taupō were collected and revenue received by the Department of Internal Affairs.

The Acting Senior Reserves Planner explained that while a management agreement for the Mangakino Lakefront was being worked through, Land Information New Zealand (LINZ) were looking after concessions. There were currently two concessions for coffee places and an application had been received for a third concession. A paper would be presented to the representative group about these applications. Members expressed that accessibility to power needed to be completed as vendors currently brought generators which were loud, smelly and caused the area to lose its feel.

Pouakani Totara Tree

The Acting Senior Reserves Planner explained planting was planned for September.

Basketball court project

The committee had previously requested that the old basketball hoops from the Mangakino Basketball Courts be installed at the courts in Whakamaru. Therefore the committee asked for this item to be changed to Whakamaru Basketball Courts.

Te Awhina Hall

The lease had been issued following the previous representative group meeting and the committee were happy to remove this item from the actions table.

Rural Intersection Lights

The General Manager Strategy and Environment explained that once the LTP was adopted then council would look at this project.

Mangakino Bus Shelters

The committee were happy to remove this item from the actions table.

Mangakino Dump Station

Committee members requested that the relocation of the dump station was added to the actions table. The dump station was currently located at the Mangakino Sports Hub. The Acting Senior Reserves Planner explained that the removal of the dump station was easy but the relocation was a bit more of a challenge. There had been discussions to move it to the recreation reserve between the marae and the lakefront which was used for camping however the marae committee asked that it was located elsewhere. In answer to a question it was clarified that the New Zealand Motorhome Association provided the unit for the dump station. There were various options that the team would research further and then would come back to the committee with some options.

MP202408/03 RESOLUTION

Moved: Mr Mark Seymour

Seconded: Mayor David Trewavas

That the Mangakino-Pouakani Representative Group notes the information contained in the Mangakino Pouakani snapshot report.

CARRIED

Note: All members present at the Mangakino-Pouakani Representative Group meeting voted in favour of resolution MP202408/03 above.

5.3 MEMBERS' REPORTS

The following members reports were received:

Cr Kirsty Trueman:

- Mercury Energy were going to be installing roughly 20 container sized batteries near the Whakamaru Dam. They would be placed in the paddock between the substation and the river before the beginning of the Waikato River Trail. The batteries would store excess power and would be used when not producing enough power.
- Mercury Energy would also be upgrading the Whakamaru Dam road and they would speak to the community about this.
- Mercury were also interested in having an open day at the Whakamaru Dam.

Ms Charlene Campbell

- The Mangakino Health Centre had lost a full time doctor and a nurse who had moved to Australia. There was a doctor available every day except Wednesday. There was currently no replacement nurse. There had been price increases in the services provided.

Mr Mark Seymour

- There were two young ladies in the district that had multiple sclerosis and the mobility carparks often appeared to be taken by people that did not need the carparks. He asked that Council do more monitoring of this. Members agreed there needed to be more mobility carparks in the district but did note that the recent one installed in Mangakino by the café was great. The General Manager Strategy and Environment took this as an action to advise the compliance team and asked members to advise the community to report this activity so the team could action it.

The Acting Senior Reserves Planner explained he had brought predator traps to have some predator control from the lakefront to the north end of the golf course. The traps would sit in the bush with a spacing of about 150-200 metres. The Parks and Reserves team would check the traps but the plan was to eventually get members of the community involved. In answer to a question, he advised that members of the rural communities in the area had been spoken to about setting this up but there was not high interest. The Environmental Advisor was working with Tirohanga School to get the children involved with pest control.

Mangakino-Pouakani Representative Group Meeting Minutes

20 August 2024

MP202408/04 RESOLUTION

Moved: Ms Charlene Campbell

Seconded: Cr Yvonne Westerman

That the Mangakino-Pouakani Representative Group receives the reports from members.

CARRIED

Note: All members present at the Mangakino-Pouakani Representative Group meeting voted in favour of resolution MP202408/04 above.

6 NGĀ KŌRERO TŪMATAITI | CONFIDENTIAL BUSINESS

Nil

The meeting closed at 11.04am.

The minutes of this meeting were confirmed at the Mangakino-Pouakani Representative Group Meeting held on 15 October 2024.

.....
CHAIRPERSON

Extracts from Standing Orders 2022-2025

15. Public Forums | Ngā Matapakinga a te Marea

Public forums are a defined period of time, usually at the start of an ordinary meeting, which, at the discretion of a meeting, is put aside for the purpose of public input. Public forums are designed to enable members of the public to bring matters of their choice, not necessarily on the meeting's agenda, to the attention of the local authority.

In the case of a committee, subcommittee, local or community board, any issue, idea, or matter raised in a public forum, must fall within the terms of reference of that body.

15.1 Time limits | Ngā tepenga wā

A period of up to 30 minutes, or such longer time as the meeting may determine, will be available for the public forum at each scheduled local authority meeting. Requests must be made to the chief executive (or their delegate) at least one clear day before the meeting; however this requirement may be waived by the chairperson. Requests should also outline the matters that will be addressed by the speaker(s).

Speakers can speak for up to 5 minutes. Where the number of speakers presenting in the public forum exceeds 6 in total, the chairperson has discretion to restrict the speaking time permitted for all presenters.

15.2 Restrictions | Ngā Herenga

The chairperson has the discretion to decline to hear a speaker or to terminate a presentation at any time where:

- A speaker is repeating views presented by an earlier speaker at the same public forum;
- The speaker is criticising elected members and/or staff;
- The speaker is being repetitious, disrespectful or offensive;
- The speaker has previously spoken on the same issue;
- The matter is subject to legal proceedings; and
- The matter is subject to a hearing, including the hearing of submissions where the local authority or committee sits in a quasi-judicial capacity.

15.3 Questions at public forums | Ngā pātai i ngā matapakinga a te marea

At the conclusion of the presentation, with the permission of the chairperson, elected members may ask questions of speakers. Questions are to be confined to obtaining information or clarification on matters raised by a speaker.

15.4 No resolutions | Kāore he tatunga

Following the public forum, no debate or decisions will be made at the meeting on issues raised during the forum unless related to items already on the agenda. (See the LGNZ Guide to Standing Orders for suggestions of good practice in dealing with issues raised during a forum).

Extracts from Standing Orders 2022-2025**9.1 Items of business not on the agenda which cannot be delayed | Ngā take kāore i runga i te rārangi take e kore e taea te whakaroa**

A meeting may deal with an item of business that is not on the agenda where the meeting resolves to deal with that item and the chairperson provides the following information during the public part of the meeting:

- (a) The reason the item is not on the agenda; and
- (b) The reason why the discussion of the item cannot be delayed until a subsequent meeting.

LGOIMA, s 46A(7).

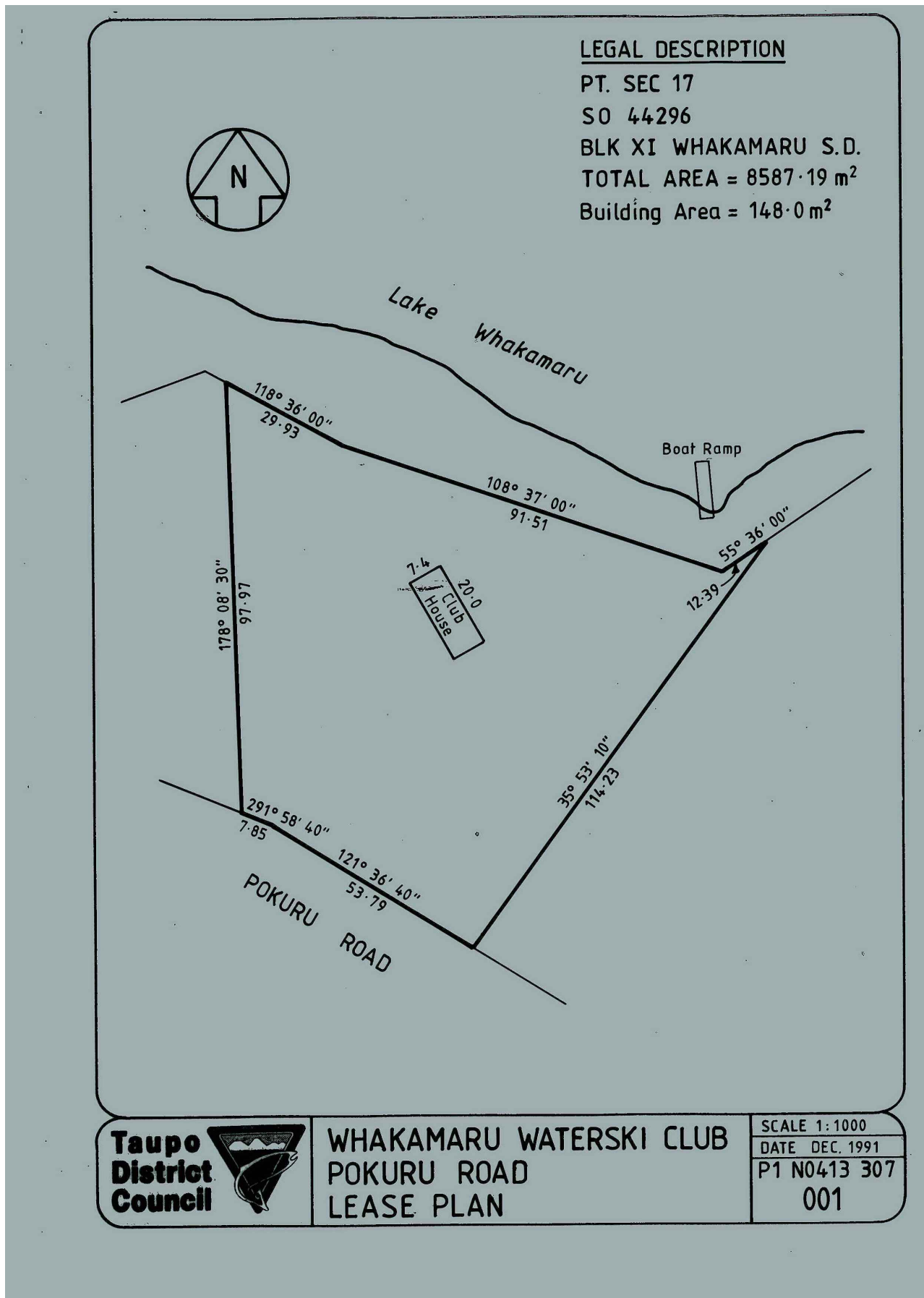
Items not on the agenda may be brought before the meeting through a report from either the chief executive or the chairperson.

Please note, that nothing in this standing order removes the requirement to meet the provisions of Part 6 of the LGA 2002 with regard to consultation and decision-making.

9.2 Discussion of minor matters not on the agenda | Te kōrerorero i ngā take iti kāore i runga i te rārangi take

A meeting may discuss an item that is not on the agenda only if it is a minor matter relating to the general business of the meeting and the chairperson explains at the beginning of the public part of the meeting that the item will be discussed. However, the meeting may not make a resolution, decision, or recommendation about the item, except to refer it to a subsequent meeting for further discussion.

LGOIMA, s 46A(7A).



Lease of map area:







MANGAKINO, TAUPŌ

Community Response Plan



TAUPŌ DISTRICT
EMERGENCY MANAGEMENT

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get ready...



First Steps

Each hazard can have different consequences and impacts on people, communities and the environment so the actions you need to take to keep yourself safe can differ depending on the event. You can read more about what to do before, during and after for each hazard from page 12 of this plan.

In most instances some first steps to take are:

- If your life is in danger call 111
- Stay informed. Listen to the information and advice from local authorities. Find website, social media and radio station information on the Stay Informed section of this plan (page 7).
- Activate your Household Emergency Plan.
- If you are near the lakeshore and feel an earthquake that makes it hard to stand or lasts more than a minute, move immediately to higher ground. Don't wait for an official warning. Long or strong get gone.

Mangakino Area Map



COMMUNITY RESPONSE PLAN // MANGAKINO, TAUPŌ

[3]

get ready...



MANGAKINO

Evacuation Routes

Before you leave check that the route is safe to use. You will find information about the status of local roads and state highways during a Civil Defence emergency through one of the Stay Informed channels listed on page 7 of this plan.

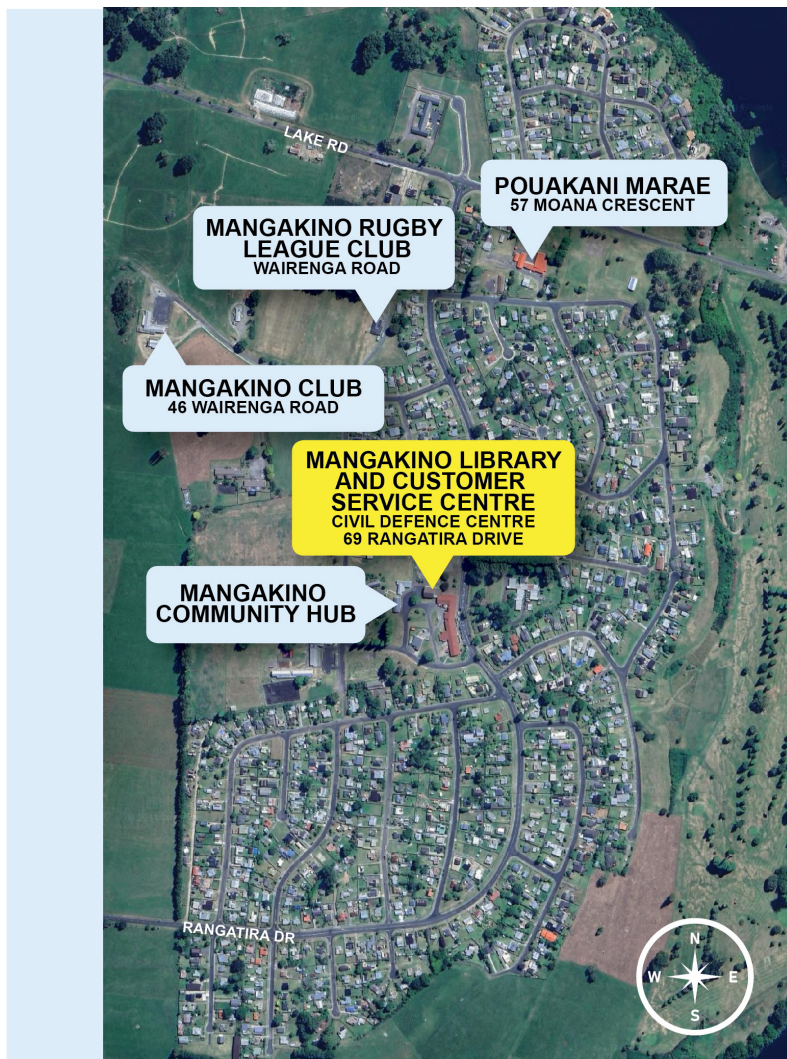


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MANGAKINO

Community Led Centres and Civil Defence Centres



A community led centre is a building or facility that the community uses during and after a disaster to offer shelter and support to affected members of the community. A community led centre is set up and operated by the local community response group, not Civil Defence or the local council. The locations indicated in blue have been identified as potential community led centres.

Information about which centres are open will be shared via the channels listed under Stay Informed on page 7 and if possible information will be posted on the following Facebook pages: Mangakino Noticeboard, Whakamaru Noticeboard and Watersport Noticeboard.

The Mangakino Library and Customer Service Centre has been identified by Civil Defence as a potential location for a Civil Defence Centre and is identified in yellow.

Civil Defence Centres provide a local point within communities where people can go to seek help following a Civil Defence emergency. Civil Defence Centres are operated by Civil Defence staff and other agencies that provide welfare services after an emergency.

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MANGAKINO

Important Sites

These sites have been identified as important to the community, offering things they may need during an emergency like:

- Food
- Water
- Fuel
- Information
- First aid supplies.



Each household should have its own home emergency kit including enough supplies to last at least three days. It is important that you get your kit ready now, and don't expect to be able to rely on shops to have everything you may need during an emergency.

get ready...



Stay Informed

Communications can become easily overloaded in an emergency. Texting is a better way to communicate with friends and family. Use your car to listen to radio broadcasts if you do not have a battery operated radio. Use your car for charging your cell phone/ computer. A 12v charger is required for this. Make it part of your kit or keep in the car.

For localised information during an emergency we recommend you tune into one of the local radio stations listed below for updates.

Local Radio Stations

STATION	FREQUENCY
Classic Hits	FM 96.8
MoreFM	Taupō 93.6
Radio New Zealand	National FM 101.6 Concert 98.4 Nation AM 729
Newstalk ZB	FM 96.0 AM 1413
The Edge	FM 88.8
Cruise FM	FM 104.4

Emergency Mobile Alert

If your life, health or property is in danger, Emergency Mobile Alerts can be sent to your mobile. You do not need to sign up or register to receive alerts. The alert message will identify the agency sending the Emergency Mobile Alert.

Emergency Mobile Alert is an additional channel to help keep people safe if there is an emergency. It does not replace other emergency alerts.

If you feel your life is in danger, don't wait for an official warning. Take immediate action.

Antenno

For localised information download Antenno, Taupō District Council's free mobile app that sends you notifications and alerts about places you care about.

Antenno is free to download and use, and doesn't ask for any personal information or login details, so it's a nice easy way to stay informed.

www.taupo.govt.nz/antenno



Websites

Visit one of the following websites for more information.

www.taupo.govt.nz

www.waikatocivildefence.govt.nz

www.facebook.com/CivilDefenceTaupo

Telephone Tree

A phone tree is a network of people organised in such a way that they can quickly and easily spread information amongst each other. Create your own with your neighbours. Consider joining Neighbourhood Support.

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Hazards in Mangakino



Earthquakes

New Zealand lies on the boundary of the Pacific and Australian tectonic plates. Most earthquakes occur at faults, which are breaks extending deep within the earth, caused by movements of these plates. There are thousands of earthquakes in New Zealand every year, but most of them are not felt because they are either small, or very deep within the earth. Each year there are about 150 – 200 quakes that are big enough to be felt. A large, damaging earthquake could occur at any time, and can be followed by aftershocks that continue for days or weeks. www.geonet.org.nz



Floods

Floods can cause injury and loss of life, damage to property and infrastructure, loss of stock, and contamination of water and land. Floods are usually caused by continuous heavy rain or thunderstorms. A flood becomes dangerous if:

- The water is very deep or travelling very fast
- The floods have risen very quickly
- The floodwater contains debris, such as trees and sheets of corrugated iron.

Getting ready before a flood strikes will help reduce damage to your home and business and help you survive. www.getready.govt.nz



Storms

Major storms affect wide areas and can be accompanied by strong winds, heavy rain, thunder, lightning, tornadoes and snow. They can cause damage to property, infrastructure, affect crops and livestock and disrupt essential services. Severe weather warnings are issued by the MetService and available through the broadcast media, by email alerts, and online at www.metservice.com

get ready...



EARTHQUAKE // STORMS // FLOODS // VOLCANIC ACTIVITY // WILDFIRE



Volcanic activity

New Zealand lies in the Pacific Ring of Fire, an area of increased geological activity that circles the Pacific Ocean and contains about 90 per cent of the world's volcanoes. There are three types of volcanoes found in New Zealand, cone volcanoes (e.g. Mount Ruapehu), caldera volcanoes (e.g. Lake Taupō), and volcanic fields.

Most New Zealand volcano activity in the last 1.6 million years has occurred in the Taupō Volcanic Zone (TVZ). The zone extends from Whakaari/White Island to Ruapehu. The Taupō Volcanic Zone is extremely active on a world scale: it includes three frequently active cone volcanoes (Ruapehu, Tongariro/ Ngauruhoe, Whakaari/White Island), and two of the most productive calderas in the world (Okataina and Taupō).

Volcanoes can produce a wide variety of hazards including:

- Ash and falling rock debris
- Very fast-moving mixtures of hot gases and volcanic rock (base surges)
- Lava flows (fire fountaining)
- Lahars (volcanic mudflows)
- Gas
- Shockwaves
- Earthquakes
- Tsunami

Getting ready before a volcanic activity will help reduce damage to your home and business and help you survive. www.getready.govt.nz



Wildfire

Although there are many benefits to living in the country, rural property owners face a higher risk of fire than city dwellers. If a fire starts it may not be detected as quickly and emergency services take longer to respond because of greater travel distances. For information on fire danger, fire season status and requirements for fire permits visit www.fireandemergency.nz



CREATE A

Home Emergency Kit

EMERGENCY SURVIVAL ITEMS

In most emergencies you should be able to stay in your home. Plan to be able to look after yourself and your household for at least three days or more.

Assemble and maintain your home emergency kit for your home as well as a emergency grab bag in case you have to leave in a hurry. You should also have essential emergency items in your workplace and in your car.

Torch with spare batteries or a self-charging torch

Blankets or sleeping bags

Face and dust masks

Non perishable food, can opener and water for drinking, cooking and washing

Radio with spare batteries

Wind and waterproof clothing, sun hats, strong outdoor shoes and safety gloves

Toilet paper and large rubbish bags for your emergency toilet

Infant and older persons needs

First aid kit and essential medicines

Multi-tool

Toiletries

Cash

Pet supplies

get ready...

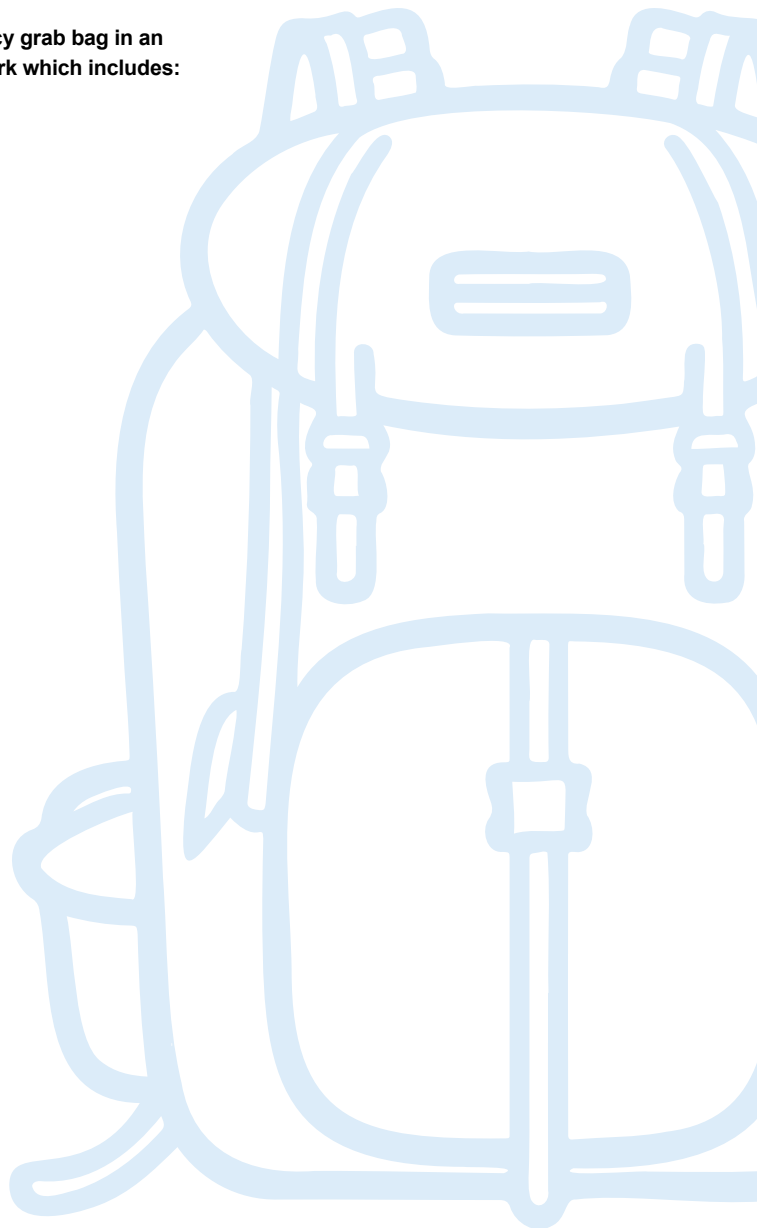


CREATE AN

Emergency Grab Bag

Everyone should have a packed emergency grab bag in an easily accessible place at home and at work which includes:

- ☐ Torch and radio with spare batteries or a good wind-up radio (check batteries every 3 months)
- ☐ Power bank (for charging cell phones)
- ☐ Water bottle
- ☐ Easy to carry food rations (muesli bars, etc)
- ☐ First aid kit and essential medication
- ☐ Walking shoes
- ☐ Wind/waterproof clothing
- ☐ Toiletries - towel, soap, toothbrush, toothpaste, toilet paper, etc
- ☐ Light blanket
- ☐ Face and dust masks
- ☐ Pet supplies
- ☐ Infant/children needs
- ☐ Hearing aids and spare batteries, glasses, mobility aids
- ☐ Important documents
- ☐ Identification (copies of birth and marriage certificates, drivers licences, passports)
- ☐ Financial (copies of insurance policy numbers, mortgage details, etc)
- ☐ Copies of family photos
- ☐ Cash in case of power cuts and ATM and Eftpos isn't working.



COMMUNITY RESPONSE PLAN // MANGAKINO, TAUPŌ

[11]

get ready...

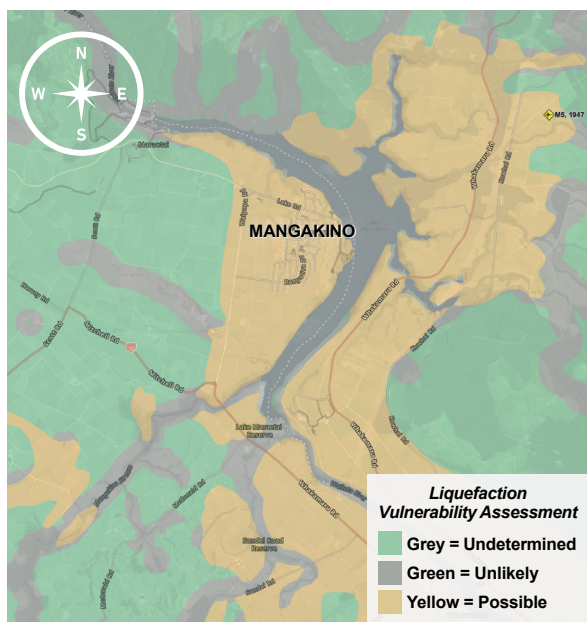


Earthquake



Before an earthquake

- Getting ready before an earthquake strikes will help reduce damage to your home and business and help you survive.
- Develop a Household Emergency Plan. Assemble and maintain your home emergency kit for your home and workplace, as well as an emergency grab bag.
- Practice Drop, Cover and Hold.
- Identify safe places within your home, school or workplace.
- Check your household insurance policy for cover and amount.
- Seek qualified advice to make sure your house is secured to its foundations and ensure any renovations comply with the New Zealand Building Code.
- Secure heavy items of furniture to the floor or wall.
- Visit www.eqc.govt.nz to find out how to quake-safe your home.



During an earthquake

Drop, Cover and Hold is the right action to take during an earthquake. It stops you being knocked over, makes you a smaller target for falling and flying objects, and protects your head, neck and vital organs. Do not try to stand in a doorway – in modern homes, doorways are no stronger than any other part of the structure and usually have doors that can swing and injure you.

If you are inside, Drop, Cover and Hold – do not run outside or you risk getting hit by falling bricks or concrete and glass. You should only leave if the building is showing obvious signs of distress, or if you are in a tsunami evacuation zone.

If you are outside, move away from buildings, trees, streetlights, and power lines, then Drop, Cover and Hold. Stay there until the shaking stops.

Even after earthquake shaking stops, move with care as debris can cause further injuries.

How to Drop, Cover and Hold

- **DROP** down on your hands and knees. This protects you from falling but lets you move if you need to.
- **COVER** your head and neck (or your entire body if possible) under a sturdy table or desk (if it is within a few steps of you). If there is no shelter nearby, cover your head and neck with your arms and hands.
- **HOLD** on to your shelter (or your position to protect your head and neck) until the shaking stops. If the shaking shifts your shelter around, move with it.



get ready...



After an earthquake

- Each time you feel an aftershock - Drop, Cover and Hold.
- Check yourself for injuries and get first aid if necessary.
- Do not run outside. You do not have to evacuate a building straight away unless it is showing obvious signs of distress or you are in a tsunami evacuation zone.
- Turn off water, electricity and gas if advised to. 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 can, put on protective clothing that covers your arms and legs, and sturdy footwear. This is to protect yourself from injury by broken objects.
- If you are in an unfamiliar building, follow the instructions of those in charge.
- Use social media or text messages instead of calling.
- Keep control of your pets. Protect them from hazards and protect other people from your animals.
- Check on your neighbours and anyone who might need your help.

If your property is damaged:

- Do not do anything that puts your safety at risk or causes more damage to your property.
- Contact your insurance company as soon as possible.
- If you rent your property, contact your landlord and your contents insurance company.
- Take photos of any damage. It will help speed up assessments of your claims.

Pets and other animals

- Pets may become disoriented. Try to keep pets calm and under control so that they don't try to run away.
- Keep leashes and pet-carrier boxes handy. Make sure they have plenty of water.
- If farming, check livestock have access to fresh water as well as their general welfare. Check fences to ensure livestock are secure.
- Be aware that the behaviour of pets and livestock may change dramatically after an earthquake and they may become more aggressive or defensive.

You may like to download the GeoNet app

Details of all earthquakes located in and around New Zealand are available on the app within a few minutes of their occurrence. www.geonet.org.nz

Post Disaster Building management

Following the 2011 Canterbury earthquake, changes were made to how rapid building safety evaluations are carried out after earthquakes or floods. The Ministry of Building, Innovation & Employment (MBIE) has developed a number of documents to reflect these changes. These documents are available on www.building.govt.nz/post-disasterbuilding-management for your information and are designed to be used by trained professionals during a State of Emergency.

get ready...



Storms



Before a storm

- Develop a Household Emergency Plan. Assemble and maintain your home emergency kit for your home as well as a emergency grab bag.
- Prepare your property for high winds and heavy rain. Secure items like trampolines, outdoor furniture, wheelie bins, boats and trailers. Get your roof checked regularly to make sure it is secure. List items that may need to be secured or moved indoors when strong winds are forecast.
- Keep materials at hand for repairing windows, such as tarpaulins, boards and duct tape.
- If you are renovating or building, make sure all work complies with the New Zealand Building Code which has specific standards to minimise storm damage.
- Bring pets indoors. They can get unsettled by storms and it is more comforting and safer for them to be with you. If farming, know which paddocks are safe to move livestock away from floodwaters, landslides and power lines.



When a warning is issued and during a storm

- Stay informed on weather updates. Monitor social media and listen to your local radio stations as Civil Defence authorities will be broadcasting the most appropriate advice for your community and situation. www.metservice.com
- Put your household emergency plan into action and check your emergency grab bag in case you have to leave in a hurry.

- Secure, or move indoors, all items that could get blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Water supplies can be affected so it is a good idea to store drinking water in containers and fill bathtubs and sinks with water.
- Don't walk around outside and avoid driving unless absolutely necessary.
- Power cuts are possible in severe weather. Unplug small appliances which may be affected by electrical power surges. If power is lost unplug major appliances to reduce the power surge and possible damage when power is restored.
- If you have to evacuate, take your pets with you.



After a storm

- Monitor social media and listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.
- Check for injuries and help others if you can, especially people who require special assistance.
- Look for and report broken utility lines to appropriate authorities.
- Contact your local council if your house or building has been severely damaged.
- If your property or contents are damaged take notes and photographs and contact your insurance company. Inform your landlord if there is damage to the rental property.
- Ask your council for advice on how to clean up debris safely.
- Stay alert for extended rainfall, flooding, landslides and debris hazards, especially when driving

get ready...



Floods



Before a flood

- Find out from your local council if your home or business is at risk from flooding. Ask about evacuation plans; how you can reduce the risk of future flooding to your home or business; and what to do with your pets and livestock if you have to evacuate.
- Know where the closest high ground is and how to get there.
- Develop a Household Emergency Plan. Assemble and maintain your home emergency kit for your home as well as a emergency grab bag. See pages 11 and 24 for more details.
- Check your insurance policy to ensure you have sufficient cover.



During a flood or if a flood is imminent

- Monitor social media and listen to your local radio stations as emergency management officials will be broadcasting the most appropriate advice for your community and situation.
- If you have a disability or need support, make contact with your support network.

- Put your household emergency plan into action and check your emergency grab bag. Be prepared to evacuate quickly if it becomes necessary.
- Where possible, move pets inside or to a safe place, and move stock to higher ground.
- Consider using sandbags to keep water away from your home.
- Lift valuable household items and chemicals as high above the floor as possible.
- Fill bathtubs, sinks and storage containers with clean water in case water becomes contaminated.
- Turn off utilities if told to do so by authorities as it can help prevent damage to your home or community. Unplug small appliances to avoid damage from power surges.
- Do not attempt to drive or walk through floodwaters unless it is absolutely essential.



After a flood

- It may not be safe to return home even when the floodwaters have receded. Continue to monitor social media and listen to your local radio station for Civil Defence instructions.
- Help others if you can, especially people who may require special assistance.
- Throw away food including canned goods and water that has been contaminated by floodwater.
- Avoid drinking or preparing food with tap water until you are certain it is not contaminated. If in doubt, check with your local council or public health authority.
- Look for and report broken utility lines to appropriate authorities.
- If your property is damaged, take notes and photographs for insurance purposes. If you rent your property, contact your landlord and your contents insurance company as soon as possible.
- More information about how to clean up safely can be found at www.taupo.govt.nz

get ready...



Volcanic Activity

New Zealand volcanoes and the Taupō Volcanic Zone

New Zealand lies in the Pacific Ring of Fire, an area of increased geological activity that circles the Pacific Ocean and contains about 90 per cent of the world's volcanoes. There are three types of volcanoes found in New Zealand, cone volcanoes (e.g. Mount Ruapehu), caldera volcanoes (e.g. Lake Taupō), and volcanic fields.

Most New Zealand volcano activity in the last 1.6 million years has occurred in the Taupō Volcanic Zone (TVZ). The zone extends from Whakaari/White Island to Ruapehu. The Taupō Volcanic Zone is extremely active on a world scale: it includes three frequently active cone volcanoes (Ruapehu, Tongariro/Ngauruhoe, Whakaari/White Island), and two of the most productive calderas in the world (Okataina and Taupō).

Volcanoes can produce a wide variety of hazards including:

- Ash and falling rock debris
- Very fast-moving mixtures of hot gases and volcanic rock (base surges)
- Lava flows (fire fountaining)
- Lahars (volcanic mudflows)
- Gas
- Shockwaves
- Earthquakes
- Tsunami

Volcanic Activity Bulletins

Volcano Activity Bulletins (VABs) issued by GeoNet are New Zealand's official source of volcano status information including the current Volcanic Alert Level (VAL). The bulletins are issued on an as-needed basis summarising the volcano status and recent events.

See Volcanic Activity Bulletins on the GeoNet website

Reduce the impacts of volcanic activity

If you live in an area at risk from volcanic ash falls, take the following steps to reduce volcanic impacts:

- Make buildings as airtight as possible, to exclude ash.
- Ensure rain gutters are well-maintained, kept clear of debris, and securely attached. Gutters are prone to collapse from ash loading.
- If your household uses roof-collected rainwater tanks, consider installing first-flush diverters to reduce ash entering water tanks.
- Ensure galvanised steel roof cladding is well-maintained and painted/coated to be more resistant to corrosion from volcanic ash, gases and aerosols.
- Design buildings with steeply pitched roofs to help shed ash to reduce risk of roof collapse. This is primarily an issue for buildings in Tongariro and Taranaki National Parks.
- Seal any openings in water tanks (e.g. poorly-fitted covers) to prevent the entry of ash.

get ready...



Before volcanic activity

Be aware that in the event of ash fall, you may need to remain indoors for several days.

- Make and practice your household emergency plan
- Have your grab bag and emergency supplies ready
- Know how to stay informed.

If you are at risk from volcanic ash fall, you should add the following to your emergency supplies:

- Properly-fitted effective dust masks (rated P2 or N95) and goggles without side vents.
- Be aware that masks can make breathing more difficult for some people. Speak to your doctor if you are unsure if you should wear a mask.
- Adult masks do not fit smaller children well, so may offer little protection
- You can learn how to fit a dust mask correctly on the International Volcanic Health Hazard Network (IVHHN) website www.ivhnn.org.
- Plastic wrap or plastic sheeting (to keep ash out of electronics).
- Cleaning supplies, including an air duster (available at hardware stores), a broom, a shovel, and spare bags and filters for your vacuum cleaner.

You could be stuck in your vehicle, so remember to store emergency supplies there.

Protecting your health

If you or your dependents have any respiratory conditions, such as asthma, chronic obstructive pulmonary disease (COPD) or chronic bronchitis, be aware that you are at higher risk of experiencing ill effects from airborne volcanic ash, gas and aerosols. If you have asthma, ensure you have a current asthma action plan. This written set of instructions, prepared by your doctor, is essential to help you recognise if your asthma is worsening and what to do about it. If you have respiratory or heart conditions, keep your relief and preventer medications handy and use as prescribed. If you have any concerns, call your doctor.

Further information on respirator protection in ash fall, including how to fit a dust mask correctly, is available on the International Volcanic Health Hazard Network (IVHHN) website.

Power cuts

Expect power outages as ashfall can lead to power cuts. These may have implications for health due to lack of heating or other infrastructural requirements that depend on electricity.

If you or a member of your whare/household is dependent on critical electrical equipment (such as a ventilator) you should ensure your electricity retailer is aware and you have plans in place to deal with any power outages.

Information for medically dependent electricity consumers is available on the Electricity Authority website www.ea.govt.nz/your-power/consumer-care.

get ready...



During volcanic activity

If there is volcanic activity, follow official advice provided by:

- Civil Defence (learn how to stay informed) or your local Civil Defence Emergency Management Group
- Department of Conservation (for visitors to the Tongariro and Taranaki National Parks)
- Local authorities and emergency services
- If a volcano is active, minimise your time in the summit region and valleys. During volcanic activity, near-volcano hazards may be present. These can be highly destructive and dangerous up to 20 kilometres (km) from the volcano. In rare cases, near-volcano hazards may reach beyond 20 km.
- If you are in an exposed area and become aware of near-volcano hazards, the best way to protect yourself is to quickly move (run or drive if you can) as far away as possible from the volcano.



If you cannot leave the area, try and do the following:

- Seek shelter and cover your nose, mouth, and exposed skin to protect yourself from ashfall and pyroclastic flows
- Seek shelter and cover your head with your pack to protect yourself from ballistics
- Avoid valleys and low-lying areas – getting to higher ground may reduce your exposure to lava flows and lahar

If there has been a volcanic eruption in New Zealand, GeoNet will provide ash fall forecasts and these will be communicated in the media.

If ash fall has been forecast in your area:

- Before ash fall starts, if possible, go home to avoid exposure to, and driving during, ash fall.
- Move pets and pet water bowls indoors.
- If you have respiratory or heart conditions, keep your relief and preventer medication handy, and use as prescribed. If you have any concerns, call your doctor.
- Take steps to keep ash out of your house:
- Set up a single entry/exit point for your house. Place damp towels by the door to prevent ash being tracked indoors on your shoes.
- Close all remaining doors and windows.
- Close other entry points, such as cat doors and air vents.
- Shut down heat pumps and air conditioning units, to prevent ash from being blown indoors, and to prevent ash from damaging the units by clogging filters and corroding metal.
- Cover electronics and leave covered until the indoor environment is free of ash.
- Move vehicles and machinery under cover (if possible), or cover them, to avoid ash-causing corrosion damage.
- Cover spa pools and swimming pools, as ash can clog filters.
- Disconnect downpipes from gutters, to allow ash and water to empty from gutters onto the ground.
- Disconnect roof catchment rainwater storage tanks from downpipes, to prevent contamination.
- Seal any openings in water storage tanks (e.g. poorly-fitted covers), to prevent the entry of ash.
- Cover any open gully traps or drains with a sheet of plywood or similar, to prevent ash from entering the wastewater or stormwater systems.
- Cover vegetable gardens with tarpaulins, to prevent ash contamination.
- Further information on how to prepare for ash fall is available on the International Volcanic Ash Impacts website.

get ready...



Protecting livestock

- Move livestock to shelter, where possible. Airborne ash can cause eye and skin irritation and accumulate in sheep fleece.
- Ensure that animals have supplementary feed. Ash ingestion can be hazardous to livestock. It can cause physical problems such as tooth abrasion and gut blockages and toxicity problems such as fluorosis.
- Ensure livestock have access to clean drinking water. Cover open water troughs with a sheet of plywood or similar, to avoid contamination by ash fall.
- Further information on protecting livestock from ash fall is available on the Ministry for Primary Industries and International Volcanic Ash Impacts websites.

During ash fall

- Stay indoors.
- Keep pets indoors
- Do not attempt to clear ash from your roof while ash is falling.
- Avoid non-essential driving. If you have to drive, drive slowly, maintain a safe following distance behind other traffic, use headlights on low beam, and avoid using wipers as ash can scratch windcreens.
- Put your household emergency plan into action.
- Stay informed and follow any instructions from emergency services, the Department of Conservation (for visitors to the Tongariro and Taranaki National Parks), local authorities and Civil Defence Emergency Management.
- Do not use unflued gas heaters indoors while your house is sealed to keep out ash, as there is a risk of carbon monoxide poisoning. Learn more on the Ministry of Health website.
- Never use outdoor gas appliances indoors.

After volcanic activity

- Continue to follow official advice provided by Civil Defence, the Department of Conservation (for visitors to the Tongariro and Taranaki National Parks), local authorities, and emergency services.
- Stay out of designated restricted zones.
- If you have been evacuated, do not return home until told it is safe to do so.
- Keep children indoors and discourage playing in ash.
- Keep animals indoors until ash is cleaned up or washed away. If pets go outside, brush ash from their paws and fur before letting them back indoors.
- Check on your neighbours and anyone who might need your help.
- Be prepared for further ash falls and accumulation.

Travelling

Be careful driving as the reduction in visibility from airborne ash may cause accidents. This danger is compounded by ash covering roads. Not only are road markings covered up, but thin layers of ash are very slippery, reducing traction. Thick deposits of ash may make roads impassable, cutting off communities from basic supplies.

Cleaning up ash

It is important to clean up ash promptly from homes and neighbourhoods, as it is a potential health hazard and can cause damage to buildings and machinery. Be aware that:

- Ash clean-up is physically demanding and time-consuming. You may require assistance with ash clean-up and disposal.
- Repeated cleaning or multiple clean-ups may be necessary.
- Water restrictions will likely be in force after ash fall. Use water very sparingly to avoid depleting treated water supplies. As always, follow any advice and instructions about water use issued by Taupō District Council and Civil Defence.

Further information on how to clean up ash is available on the International Volcanic Ash Impacts website.

get ready...



Wildfire



Before a fire

To protect your rural property from fire, we recommend:

- Installing smoke alarms and testing them regularly.
- Designing an escape plan and practicing it.
- Keeping the grass green and mown or grazed around your home.
- Creating a safety zone around your home of at least 10m by clearing any dead or dry material and replacing flammable plants and trees with low flammable species.
- Making sure your property is clearly signposted with your RAPID rural property identification number.
- Installing multipurpose dry powder extinguishers in your house and out buildings.
- Keeping a garden hose connected and make sure it is long enough to reach around the house.
- Ensuring your driveway has a minimum clearance of 4m wide and 4m high and adequate turning space for large vehicles.
- Easy access to water supplies and making sure they are signposted.
- Storing firewood and other flammable material away from your house.
- Safe handling and storage of gas or liquid fuels.
- Maintaining machinery and equipment in working order.
- Disposing of ash safely in a metal container and using approved incinerators.



During a fire

- Crawl low and fast to escape smoke.
'Get Down, Get Low, Get Out.'
- Shut doors behind you to slow the spread of fire.
- Meet at the planned meeting place.
- Once out, stay out - never go back inside.
- Phone the Fire Service from a safe phone.

TELL THE FIRE SERVICE:

- | | |
|------------------------|-----------------------------------|
| • House number | • Suburb and city |
| • Street | • Rural ID number if you have one |
| • Nearest intersection | |

get ready...



After a fire

Nothing can really prepare you for the impact of a fire or other emergency on your family and property. Even a small fire or flood can make you feel helpless and unsure of what to do next. This is entirely understandable. The New Zealand Fire Service regularly sees home owners faced with the same distressing situation. Here's some guidance on the important things you need to do now that the unimaginable has happened.

Do not enter your damaged house unless you have to and have been advised it is safe to do so. The Fire Service will check the water, electricity and gas supplies and either arrange to have them disconnected or advise you what action to take.

If you can't enter your home, you'll need to arrange accommodation. You may need to stay with family, friends or in a motel for at least one night, and longer if the house has been seriously damaged.

When your house is safe and you are allowed back:

- Try to find your identification, insurance information, medication information, eye glasses, hearing aid, wallet and valuables
- If the house is too badly damaged to live in, board up openings to discourage trespassers
- You may need to arrange security patrols to protect it from burglary
- Keep receipts for expenses resulting from the fire, such as accommodation or clothes
- Get supplies of medicine or eye glasses.

Fire seasons

It is important that you know what the current fire season is and understand how you can comply with the safety requirements, before lighting any type of fire.

Check before you light with Fire and Emergency's simple 3-step tool that tells you whether you can light your fire or do your outdoor work safely, what the fire risk is and what you should do to stay safe.

OPEN FIRE SEASON Fires may be lit in open air, without restriction.

Applies whenever there is not a prohibited or restricted fire season in place.

RESTRICTED FIRE SEASON Lighting a fire is riskier than usual. A fire permit is required for most fire types and may also have specific conditions to make sure fires can be safely lit and remain under control

PROHIBITED FIRE SEASON Lighting fires in the open air is not permitted. Existing fire permits are suspended, though fire permits may still be granted in exceptional circumstances. www.fireandemergency.nz

Have you considered installing fire sprinklers?

Home sprinklers will protect your family, home and contents from the threat of fire - 24 hours a day. Sprinkler technology has come a long way in a short space of time. The cost of including home sprinklers into a new house or adding them as part of major renovations is probably a lot cheaper than you think. Home sprinklers use the same domestic plumbing as your kitchen taps and can be installed by a qualified plumber in less than two days. More importantly though, sprinklers provide the fastest possible means of extinguishing fires in rural homes. For more information visit www.fireandemergency.nz

Contact Information

**Do not call 111 for
information and advice.**

Calling 111 unnecessarily may
put others who are in a genuine
emergency situation at risk.



New Zealand Police
Dial 111 (EMERGENCIES ONLY)
Non-emergency report dial **105**
Mangakino Police Station
88 Rangatira Drive
Mangakino
www.police.govt.nz



Fire and Emergency New Zealand
Dial 111 (EMERGENCIES ONLY)
Mangakino Fire Station
07 882 8188
www.fireandemergency.nz



St John
Dial 111 (EMERGENCIES ONLY)
Mangakino St John Station
07 882 8400
www.stjohn.org.nz



Taupō District Council
0800 ASK TDC 07 376 0899
www.taupo.govt.nz



Waikato Regional Council
0800 800 401
www.waikatoregion.govt.nz



Waikato Region Civil Defence
Emergency Management
www.waikatocivildefence.govt.nz



Red Cross
0800 REDCROSS
www.redcross.org.nz



The Lines Company
0800 376 546
www.thelinescompany.co.nz



Unison
0800 2 UNISON
www.unison.co.nz



MetService
www.metservice.com



Waka Kotahi
www.wakakotahi.govt.nz



GeoNet
www.geonet.org.nz

Plan Activation Process

These instructions are for members of the Mangakino community response group and emergency services for initiating their pre-planned roles.

- Community group members arrange to meet at the Mangakino Library.
- Liaise to determine what actions should be taken per the action plan.

Roles and responsibilities

The role and responsibilities of the emergency services is clearly defined by legislation. In the event of this plan being activated due to an emergency event occurring, the roles and responsibilities of agencies are set out as below.

			
NZ Police	Fire and Emergency New Zealand	St John	Civil Defence Emergency Management
Maintain law and order	Fire-fighting responsibilities	Provision of emergency medical care	Liaise with police and emergency services to initiate and assist in a response to a civil emergency, disseminate warnings and identify and make arrangements for Civil Defence centres if required.
Protect life and property	Containment of releases and spillages of hazardous substances		
Assisting the coroner	Urban search and rescue		
Search and rescue	Limitation of damage		
	Redistribution of water for specific needs		

get ready...

Household Emergency Plan



Who is this plan for?

Household members

Name: Contact Details:

Name: Contact Details:

Name: Contact Details:

Name: Contact Details:

Does anyone have special requirements?

Will anyone in your household need assistance to evacuate, or while stuck at home during an emergency? Does anyone rely on mobility or medical devices or other special equipment? Does anyone rely on prescription medicine? Do they have supplies to last three days or more or alternatives if power is not available?

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Any babies or young children?

Do you have nappies, formula, etc. to last three days or more if shops and roads are closed? Do you have supplies in a grab bag in case you need to leave in a hurry as well?

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Any pets?

Your animals are your responsibility, so make sure you include them in your emergency planning. Do you have food and water to last three days or more? Do you have cages or carriers to transport them and keep them safe? Do you have someone to collect and look after your animals if you can't get home?

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get ready...



Anyone else who might need help?

Are there any friends, family or neighbours who might need your help to get through an emergency at home or to evacuate?

Name: Contact Details:

Name: Contact Details:

Name: Contact Details:

Useful contacts

Always dial 111 in an emergency. Think about your council's emergency hotline, medical centre/ doctor, landlord, insurance company, power company, day care/school, work and family members.

Name: **Emergency services** Contact Details: **111**

Name: Contact Details:

Name: Contact Details:

If we can't get home

Our meeting place

Where will you meet if you can't contact each other and are separated when an emergency occurs? How will you get there? *Add an address and instructions:*

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Who will pick up the kids?

If you are not able to pick children up from school, day care, afterschool care, etc., who will? Do they know? Does the school / day care have their details?

Name: Contact Details:

Name: Contact Details:

If we can't get hold of each other

Who will you check in with (someone out of town in case local phone lines are down)?

Name: Contact Details:

Name: Contact Details:

We will get updates by

How will you find the latest news/alerts? Which radio stations will you listen to? Which websites and social media pages will you check?

Radio station/website/social media channel:

Radio station/website/social media channel:

Radio station/website/social media channel:

get ready...



If we are stuck at home

Do we have emergency supplies

Food and drink for three days or more (for everyone including babies and pets)? Torches, a radio, and batteries for both? First aid/medical supplies? They don't all need to be in one big box, but you may have to find them in the dark. *Make detailed notes on where these items are stored:*

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Do we know how to turn off water, power and gas?

Only turn these off if you suspect a leak or damaged lines or if you are instructed to do so by authorities. If you turn the gas off, you will need a professional to turn it back on. *Details on how to turn off the water, power and gas:*

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If we have no power

What will you need to do if there is no power?

How will you cook, stay warm, see at night (do not use candles as they are a fire hazard)? Do you have spare cash in case ATMs are not working? Do you have enough fuel in case petrol pumps are not working?). *Make notes on what your household needs to do:*

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If we have no water

What will you need to do if there is no water?

Do you have enough drinking water stored (three litres per person per day for three days or more)? Do you have water for your pets? What will you cook and clean with? What will you use for a toilet? *Make notes on what your household needs to do:*

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get ready...



If we have to leave in a hurry

Do we have grab bags?

Does everyone have grab bags* in case you need to evacuate? At home, at work, in the car?

*A small bag with warm clothes, a torch, radio, first aid kit, snack food and water. *Make detailed notes on where the grab bags are stored:*

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Where will we go?

Where you will go in case you have to evacuate? How will you get there? If you live near the coast, make sure it is outside of all tsunami evacuation zones. Where will you stay if you can't get back to your home? *Make detailed notes on where you will go and how you will get there:*

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For further information:

LOCAL COUNCIL

Taupō District Council
www.taupo.govt.nz
www.taupodc.govt.nz/civildefence

CIVIL DEFENCE SITES

Local Civil Defence Emergency
Management
www.taupo.govt.nz
Other Civil Defence Sites
www.waikatocivildefence.govt.nz
Ministry of Civil Defence
www.civildefence.govt.nz
Be prepared
www.getready.govt.nz

EMERGENCY SERVICES

New Zealand Police
www.police.govt.nz
Fire & Emergency NZ
www.fireandemergency.nz
St John Ambulance
www.stjohn.org.nz

UPDATED AUGUST 2024



TAUPŌ DISTRICT
EMERGENCY MANAGEMENT