



6 August 2025



Reference: OIA-2025/26-0006

Tēnā koe [redacted],

**Official Information Act request relating to the Beehive subterranean infrastructure and emergency protocols**

Thank you for your Official Information Act 1982 (the Act) request received on 10 July 2025. You requested:

1. *Archival Records:*
  - a. *Any floor plans, architectural drawings, engineering reports, or construction permits (from 1969 to present) referencing the existence or development of subterranean infrastructure beneath or directly connected to the Executive Wing ("Beehive"). This includes, but is not limited to:*
    - i. *Emergency bunkers or shelters*
    - ii. *Tunnels or interlinking structures to other government buildings*
    - iii. *Embedded critical systems (power supply, water, ventilation, comms)*
  
2. *Operational Protocols:*
  - a. *All documents, manuals, or internal guidance outlining emergency usage of these subterranean facilities in scenarios such as natural disasters, hostile threats, or governmental continuity planning. Specifically:*
    - i. *Access protocols, chain of command, or clearance requirements*
    - ii. *Intended capacity and designated occupants (e.g. Ministers, defence personnel)*
    - iii. *Deployment scenarios or contingency triggers*
  
3. *Declassified International Agreements:*
  - a. *Any agreements, memoranda of understanding, or official correspondence between the NZ Government and foreign governments (e.g. members of the Five Eyes alliance) that mention:*
    - i. *Shared or coordinated use of secure subterranean facilities in Wellington*
    - ii. *Joint planning exercises or foreign advisory input into the facility's design or operation*

**Justification – Public Interest Grounds:**

**Civic Accountability:** *The existence and function of such infrastructure is funded by public resources; transparency is essential.*

**Legal Precedent:** *Similar information was released by NZDF in 2016 following Ombudsman Case Ref: 2018/005.*

**Te Tiriti Consideration:** *Māori, as Te Tiriti partners, are entitled to full disclosure of state emergency protocols impacting their whenua and survival planning.*

*Request Format & Withholding Protocols:*

*I request a digital response (PDF or standard formats preferred).*

*Should any part be withheld, I require that you cite specific statutory grounds under the OIA (e.g. s6(a), s9(2)(h)), accompanied by a detailed explanation for each withholding decision, as per section 19(a)(ii).*

The Department of the Prime Minister and Cabinet (DPMC) and the National Emergency Management Agency (NEMA), which is a departmental agency hosted by DPMC, can only respond to your request insofar as it relates to information held by DPMC and/or NEMA. If you would like to make further requests for information held by other agencies and Ministers, you can find their contact details here: [www.justice.govt.nz/about/official-information-act-requests/directory-of-official-information/](http://www.justice.govt.nz/about/official-information-act-requests/directory-of-official-information/).

We have interpreted your request as being for information related to the National Crisis Management Centre (NCMC), which is an all-of-government facility established to enable the national level coordination and management of the response to, and recovery from, emergencies.

The NCMC is located in the sub-basement of the Executive Wing of Parliament (the Beehive) in Wellington and is managed by NEMA on behalf of the Government. The NCMC is an all-hazards, all-risks response and recovery facility that can be used by any agency for any emergency, for example natural hazards, infrastructure failure, human pandemics, biosecurity emergencies, and terrorism events. The facility has a maximum capacity of 120 people.

New Zealand Defence Force (NZDF) and the Ministry of Foreign Affairs and Trade (MFAT) have dedicated space, with the rest of the facility being generic and flexible to be set up according to the specific requirements of the emergency.

## **Part 1**

This part of your request is refused under section 18(g) of the Act because the information requested is not held by DPMC or NEMA, and we do not have grounds to believe such information is held by another organisation subject to the Act.

The Parliamentary Service and/or the Office of the Speaker may hold some information relevant to your request as they are responsible for certain facilities and infrastructure relating to Parliament. Since neither the Parliamentary Service nor the Office of the Speaker are subject to the Act, we cannot transfer your request to them. You may however wish to contact them directly to inquire whether they hold relevant information and whether they are willing to provide this to you.

Given the historical scope of your request, Archives New Zealand may also hold records pertaining to this part of your request. Their contact details can be found on their website: [Contact us – Archives New Zealand](#).

## **Part 2**

We have interpreted this part of your request as being for current versions of guidance, manuals, and/or protocols relating to the NCMC.

Please find attached a copy of the relevant parts of the current NCC Standard Operating Procedure (SOP), specifically pages 1–53. The remaining pages include contact details and guides on how to install applications on phones, which do not appear relevant to your request. Some contact details have also been withheld under section 9(2)(k) of the Act as

their release could result in improper use, such as unauthorised or inappropriate contact, which in turn might prejudice NEMA's ability to effectively manage emergencies.

Additionally, some information relevant to this part of your request is publicly available and can be accessed via the following links:

- <https://www.legislation.govt.nz/regulation/public/2015/0140/latest/whole.html#DLM6486792>
- [civildefence.govt.nz/assets/Uploads/documents/publications/guide-to-the-national-cdem-plan/Guide-to-the-National-CDEM-Plan-2015.pdf](https://civildefence.govt.nz/assets/Uploads/documents/publications/guide-to-the-national-cdem-plan/Guide-to-the-National-CDEM-Plan-2015.pdf) (see section 26).

### Part 3

NEMA does not include references to secure subterranean facilities in its international memoranda; therefore, this part of your request is refused under section 18(e) of the Act, as the information does not exist.

As an example, you may be interested in the following publicly available Memorandum of Cooperation: <https://www.civildefence.govt.nz/resources/news-and-events/news-and-events/government-strengthens-emergency-management-cooperation-between-new-zealand-and-the-united-states>.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the Department of the Prime Minister and Cabinet's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

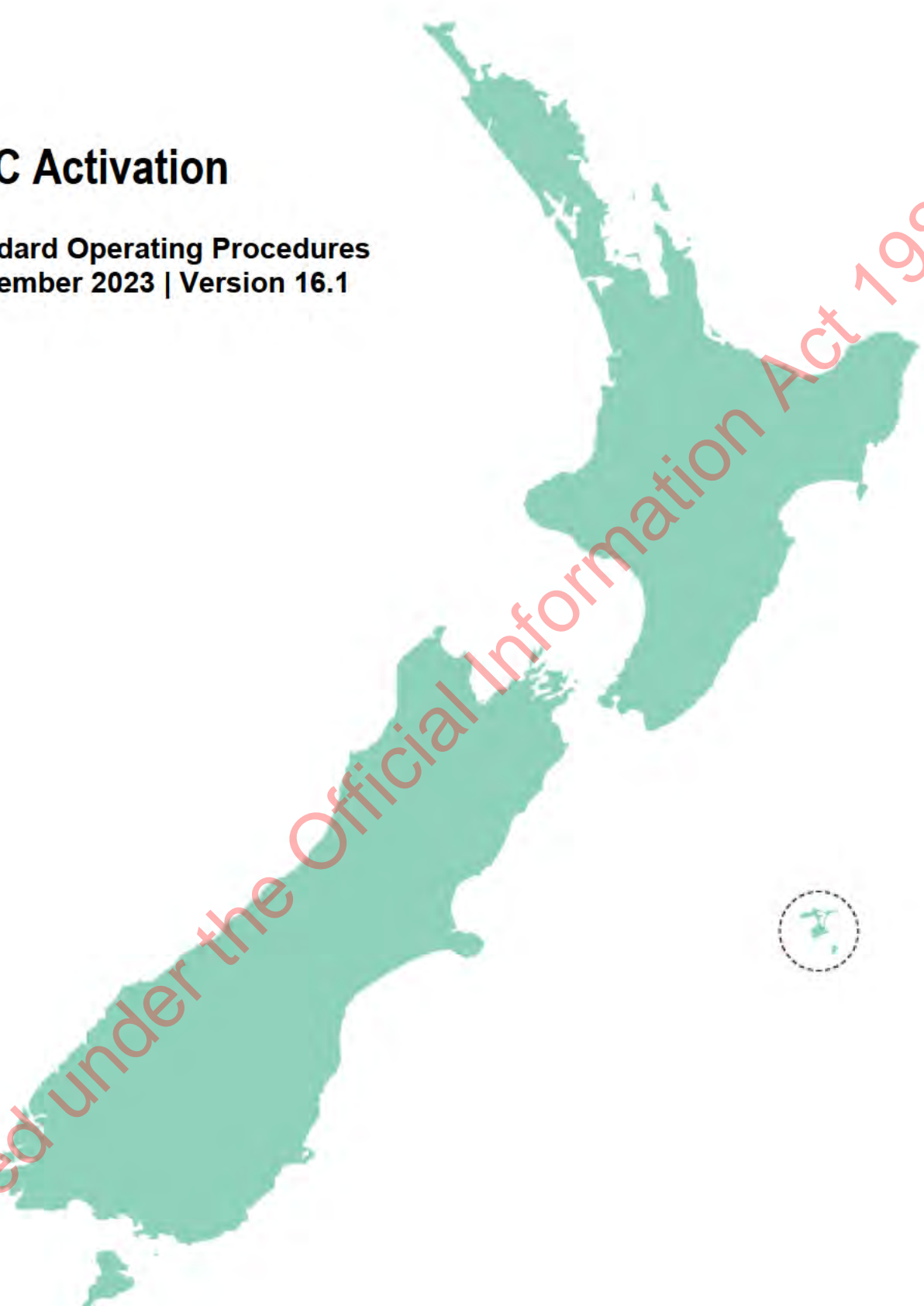
Nāku noa, nā,



Sarah Holland  
**Chief Advisor**

# NCC Activation

Standard Operating Procedures  
September 2023 | Version 16.1




**National Emergency  
Management Agency**  
Te Rākau Whakamarumarū

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## Quick reference

	On-call Activation Coordinator	On-Call Response Manager	First call staff
 <p><b>National Warning or Activation notification message received</b></p>	<p>Page 18</p> <p><a href="#">4.2.2 Responding to a National Warning or an NCC activation message</a></p>	<p>Page 14</p> <p><a href="#">3.2.2 Responding to a National Warning or an NCC activation message</a></p>	<p>Page 26</p> <p><a href="#">5.2.1 Responding to a National Warning or an activation notification message</a></p>
 <p><b>On arrival at NCC</b></p>		<p>Page 30</p> <p><a href="#">Section 6 First person to arrive in NCC</a></p>	<p>Page 30</p> <p><a href="#">Section 6 First person to arrive in NCC</a></p>

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## Version control

Version	Date	Author/Reviewer	Summary of changes
v16	16 December 2022	Shane Briggs	Major changes to reflect MAR Centre, new on-call roles, and new processes.
V16.1	11 September 2023	Shane Briggs	<ul style="list-style-type: none"><li>• Updated MS Team links.</li><li>• Added additional functions to the 'Create an event site in Emi' section.</li><li>• Added safety reminders to responding sections: 'if it is unsafe to proceed, ensure you are safe and advise the MAR Centre.'</li><li>• Updated process to join NCC Activation chat group in Signal.</li></ul>

## Document control information

This NCC Facility – Activation SOP is available in Microsoft Teams and iManage.

Application	File path
Microsoft Teams (MS Teams)	<b>NEMA SOPs:</b> MS Teams > <i>Central Agency Shared Services [tenancy]</i> > NEMA SOPs > General > Files > NCC NCMC Activation
iManage document number	4691262

**Note:** a printed copy of the NCC Activation SOP is kept in the NCMC Reception room.

# Section 1 Overview

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This SOP covers the key tasks for a NEMA NCC activation.

## 1.1 Purpose

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The purpose of this SOP is to guide NEMA staff through the activation of the National Coordination Centre (NCC) in a response. Once the NCC is activated, staff are to follow their relevant NCC function SOPs.

## 1.2 Audience

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This SOP is for use by the on-call Activation Team, first call staff (Function Managers and nominated senior function staff).

While it does not cover the MAR Watch Leader and MAR Publisher procedures, MAR staff should be aware of these procedures.

It should be used by other NEMA teams to ensure alignment with policies, procedures, and training.

## 1.3 Contact

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The Operational Readiness & Response Team (ORR) are responsible for the maintenance and review of this document. Please contact [nemasops@nema.govt.nz](mailto:nemasops@nema.govt.nz) for changes and questions.

## 1.4 Related documents

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- [NCC Activation process map - November 2022.pdf](#)  
**Folder path:** *MS Teams > Central Agency Shared Services [tenancy] > NEMA SOPs > General > Files > NCC NCMC Activation*
- Memo – NCC activation and initial response non-holiday duty 16 Nov 2022 (iManage 4670165)
- MAR Centre SOP (iManage 4673237)
- [Wellington NCC function SOPs](#)  
**Folder path:** *MS Teams > Central Agency Shared Services [tenancy] > NEMA SOPs > General > Files > NCC NCMC Functions > Wellington – NCC NCMC*

## Section 2 Roles and Responsibilities

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The on-call Response Manager is ultimately responsible for ensuring the rapid and effective activation of the NCC on receipt of an activation notification.

The on-call Activation Coordinator coordinates the activation of first call staff (Function Managers and nominated senior function staff).

The two roles form the on-call Activation Team.

### 2.1 MAR Publisher

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The MAR Publisher sends National Warning and National Advisory messages via text, phone call and email. The NCC must be activated if a National Warning (of any kind) is issued.

The receipt of National Warning by on-call Activation Team and first call staff (Function Managers and nominated senior function staff) triggers their respective processes.

National Advisory messages are treated as stand-by.

There may be times when an NCC activation is required, and a National Warning does not need to be issued. On the direction of the MAR Watch Leader, the MAR publisher will issue an NCC activation message.

Messages are also sent to all NEMA staff via email only as information only.

The procedures for issuing National Warnings, National Advisories and NCC activation messages are contained in the MAR Centre SOP (iManage 4673237)

### 2.2 MAR Watch Leader

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The MAR Watch Leader Consults with the Director or National Controller on whether an NCC activation is required for events that do not require a National Warning.

The MAR Watch Leader may also consult with the on-call Response Manager, Duty REMA's or Duty PIM.

### 2.3 On-call Response Manager

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The on-call Response Manager ensures the rapid and effective activation of the NCC. On receipt of a National Warning on an NCC activation message, the on-call Response Manager provides leadership and direction during the activation and initial response until the National Controller and function staff arrive.

The on-call Response Manager may also be contacted by the MAR Centre for advice on activating the NCC.

When on-call, the on-call Response Manager must have equipment within easy reach, always remain contactable and be available to move to the NCC within two hours in a fit state for work.

As per the NEMA On-call and Call-back policy, the on-call Response Manager will be rostered based on one-week (7 days) periods starting and ending on Mondays. If the Monday that the on-call period is intended to end falls on a public holiday, the on-call period will extend to the next working day.

Additional on-call and call-back arrangements are outlined in the On-call and Call-back Policy.

## 2.4 On-call Activation Coordinator

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On receipt of a National Warning or an NCC activation message, the on-call Activation Coordinator monitors the 'NCC Activation' Signal chat group for availability and ETAs from Function Managers or nominated senior function staffs (first call staff) and advises one person per function to proceed to the NCC (whether physical or virtual).

The on-call Activation Coordinator follows up with functions that don't respond and stands-down the remaining staff who aren't required to ensure we rest them for future shifts.

When on-call, the on-call Activation Coordinator must have equipment within easy reach and always remain contactable. This role can be performed remotely and therefore may include non-Wellington based staff.

As per the NEMA On-call and Call-back policy, the on-call Response Manager will be rostered based on one-week (7 days) periods starting and ending on Mondays. If the Monday that the on-call period is intended to end falls on a public holiday, the on-call period will extend to the next working day.

Additional on-call and call-back arrangements are outlined in the On-call and Call-back Policy.

## 2.5 First call staff (Function managers and nominated senior function staff)

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Function Managers and nominated senior function staff are the first NCC staff to be called in during an activation. This is referred to as 'first call staff'.

On receipt National Warning or NCC activation message, first call staff are expected to use the 'NCC Activation' Signal chat group to respond with "**AVAILABLE**" and their estimated time to get to the NCC or "**UNAVAILABLE**".

First call staff do not commence response until confirmed by the on-call Activation Coordinator.

First call staff that are not required are stood down, however they may receive emails, texts, or phone calls to fill rosters for subsequent shifts.

First call staff are not rostered on-call and are not required to meet the same level of availability as members of the on-call Activation Team. Therefore, there is no assurance staff will be available. In the event of insufficient first call staff being available, other function staff will be called in based on the availability spreadsheet.

## 2.6 First person to arrive in the NCC

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The first person who arrives in the NCC after a confirmed activation is responsible for the physical activation of the NCC facility. This is regardless of their role or NCC function.

If subsequent staff arrive before the physical activation of the NCC facility is completed, they assist with activation as required.

Once the physical activation of the NCC facility is completed, staff follow their respective NCC function checklists and SOPs.

### **Related documents**

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- [Wellington NCC function SOPs](#)  
**Folder path:** *MS Teams > Central Agency Shared Services [tenancy] > NEMA SOPs > General > Files > NCC NCMC Functions > Wellington – NCC NCMC*
- MAR Business Continuity Plan (BCP) (iManage 4673239)

## Section 3 On-call Response Manager

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### 3.1 On-call Response Manager Checklist

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The tasks in this checklist are for On-call Response Manager at the start of the on-call period, after receiving a National Warning or an NCC notification messages or National Advisory.

Duty Response Manager		✓
Section	Tasks	
3.2.1	<a href="#">Start of on-call period</a>	
3.2.2	<a href="#">Responding to a National Warning or an NCC activation message</a>	
3.2.3	<a href="#">Responding to National Advisories</a>	

## 3.2 On-call Response Manager procedures

### 3.2.1 Start of on-call period



The on-call Activation Team will be rostered based on one-week (7 days) periods starting and ending on Mondays. If the Monday that the on-call period is intended to end falls on a public holiday, the on-call period will extend to the next working day.

<b>Who does this task</b>	On-call Response Manager
<b>When</b>	The start of each on-call period

#### Tasks

Items	Task	✓
1	<p>At the beginning of each on-call period, the MAR Centre will send a test Whisper message to the oncoming Activation Team. You must reply to the message to confirm receipt.</p> <p>If you do not receive this test message by 10:00 AM on the first day of your on-call period, please contact the MAR Centre on <sup>s 9(2)(k)</sup></p>	
	<p>If you do not reply, the MAR Centre will phone you. If they can't get hold of you after a reasonable time, they will escalate to the Controller.</p>	
2	<p>Ensure you have the contact numbers for:</p> <ul style="list-style-type: none"><li>• On-call Activation Coordinator for the week</li><li>• National Controller for the week</li><li>• MAR Centre</li></ul>	
3	<p>Make sure you have the National Warning System and MAR Centre number set for Emergency Bypass.</p>	
4	<p>Check you have good cell phone coverage at any locations you will be going to over the on-call period.</p>	
5	<p>You can see the 'NCC Activation' Signal chat group.</p>	
6	<p>Make sure you have equipment within easy reach and always remain contactable. This includes your NEMA/NCC access card.</p>	
7	<p>Make sure you have the NCC activation message templates on your phone in case the on-call Activation Coordinator is unable to respond during an activation.</p>	
8	<p>If you are unable to respond during any part of you on-call period, arrange cover and notify the MAR Centre and on-call Activation Coordinator.</p>	

#### Related documents

- [Appendix A Useful contact details](#)
- [7.1 Setting Emergency Bypass for the National Warning System](#)
- [On-call and call-back policy \(Jan 2020\)](#)

### 3.2.2 Responding to a National Warning or an NCC activation message



When on-call, the on-call Response Manager must have equipment within easy reach and always remain contactable and be available to move to the NCC within two hours in a fit state for work.

<b>Who does this task</b>	On-call Response Manager
<b>When</b>	Within 15 minutes of receiving a National Warning or an NCC activation message.

#### Tasks

Items	Task	✓
1	<p>Contact the on-call Activation Coordinator via text message to confirm they have received the National Warning or NCC activation message and that activation coordination is occurring.</p> <p>If the on-call Activation Coordinator does not respond to text message or a follow up phone call, you will need assume the role of on-call Activation Coordinator. You may wish to delegate the role of NCC Response Manager to another Function Manager until you are able to respond to the NCC.</p>	
2	Contact the MAR Centre if further information is required.	
3	Pass on important information to the on-call Activation Coordinator in case the first call staff have questions.	
4	<p>If safe to do so, when responding to the NCC, make sure you take your:</p> <ul style="list-style-type: none"> <li>• Access cards</li> <li>• Phones</li> <li>• Laptop</li> <li>• Personal items, e.g., medication, glasses, hearing aids, deodorant</li> <li>• You may wish to bring some snack food for the first few hours</li> <li>• Torch if you will be traveling to and from a vehicle at night</li> </ul> <p>Remember, you must respond at normal road speed, obeying all traffic rules. Your safety is paramount, if it is unsafe to proceed, ensure you are safe and advise the MAR Centre,</p> <p>If you are parking in the CBD, make sure it is accessible even if your shift goes longer than expected. You may not be able to make regular trips to feed meters.</p>	

#### Related documents

- [Appendix B Indicative staffing numbers](#)
- [7.1 Setting Emergency Bypass for the National Warning System](#)

### 3.2.3 Responding to National Advisories



National Advisory Messages are to be treated as standby only.

<b>Who does this task</b>	On-call Response Manager, on-call Activation Coordinator, first call staff
<b>When</b>	On receipt of a National Advisory.
<b>How</b>	<ul style="list-style-type: none"><li>• National Advisory messages are to be treated as standby only.</li><li>• Do not respond to the NCC</li><li>• Keep your phone on you and be prepared to respond if a National Warning or an NCC activation message is sent.</li></ul>

#### ***Related documents***

[7.1 Setting Emergency Bypass for the National Warning System](#)

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# Section 4 On-call Activation Coordinator

## 4.1 On-call Activation Coordinator checklist



The tasks in this checklist are for On-call Response Manager at the start of the on-call period, after receiving a National Warning or an NCC notification messages or National Advisory.

Duty Activation Coordinator		✓
Section	Tasks	
4.2.1	<a href="#">Start of on-call period</a>	
4.2.2	<a href="#">Responding to a National Warning or an NCC activation message</a>	
4.2.3	<a href="#">Responding to National Advisories</a>	
4.2.4	<a href="#">Contacting additional function staff as required</a>	

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## 4.2 On-call Activation Coordinator procedures

### 4.2.1 Start of on-call period



The on-call Activation Team will be rostered based on one-week (7 days) periods starting and ending on Mondays. If the Monday that the on-call period is intended to end falls on a public holiday, the on-call period will extend to the next working day.

<b>Who does this task</b>	On-call Activation Coordinator
<b>When</b>	The start of each on-call period

#### Tasks

Items	Task	✓
1	At the beginning of each on-call period, the MAR Centre will send a test Whisper message to the oncoming Activation Team. You must reply to the message to confirm receipt. If you do not receive this test message by 10:00 AM on the first day of your on-call period, please contact the MAR Centre on s 9(2)(k).	
	If you do not reply, the MAR Centre will phone you. If they can't get hold of you after a reasonable time, they will escalate to the Controller.	
2	Ensure you have the contact numbers for: <ul style="list-style-type: none"><li>On-call Response Manager for the week</li><li>MAR Centre</li></ul>	
3	Make sure you have the National Warning System and MAR Centre number set for Emergency Bypass	
4	Check you have good cell phone coverage at any locations you will be going to over the on-call period.	
5	You can see the 'NCC Activation' Signal chat group.	
6	Make sure you have equipment within easy reach and always remain contactable.	
7	Make sure you have the NCC activation message templates on your phone.	
8	If you are unable to respond during any part of you on-call period, arrange cover and notify the MAR Centre and on-call Response Manager.	

#### Related documents

- [Appendix A Useful contact details](#)
- [7.1 Setting Emergency Bypass for the National Warning System](#)
- [On-call and call-back policy \(Jan 2020\)](#)

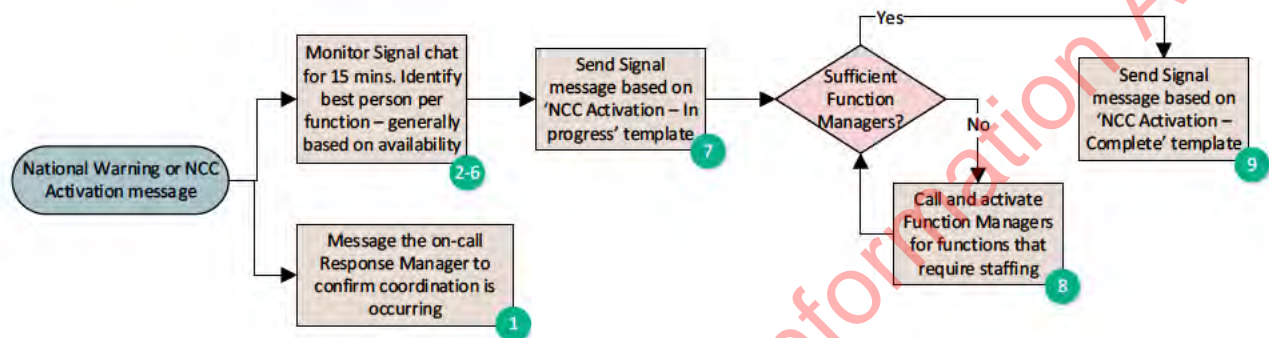
## 4.2.2 Responding to a National Warning or an NCC activation message



When on-call, the on-call Response Manager must have equipment within easy reach and always remain contactable. This role can be performed remotely.

<b>Who does this task</b>	On-call Activation Coordinator
<b>When</b>	Within 15 minutes of receiving a National Warning or an NCC activation message.

### Procedure



Step	Action
1	<b>Contact the on-call Response Manager</b> via text message to confirm you have received the National Warning or NCC activation message and that activation coordination is occurring.
2	<b>Open the <a href="#">NEMA staff availability spreadsheet</a> in Teams.</b>  <b>File path:</b> <i>Central Agency Shared Services [tenancy] &gt; EXT NEMA Staff Hui &gt; Files &gt; NEMA staff availability</i>
	You do not have to use the spreadsheet to keep track of responses, you could use pen and paper. However, it will be easier to track and provide a hand over to the NCC Logistics function if done electronically.

3 Switch to Excel workbook tab 'First call – Activation Team only'.



4 Monitor responses in the 'NCC Activation' Signal chat group on your work issued iPhone.

5 As you get responses, **update the Excel workbook tab 'First call – Activation Team only'** with either:

- If available, **enter their ETA** (press OK if you get a warning message)
- If unavailable, select **'unavailable'** from drop down and update the 'Availability' tab to prevent the NCC Logistics from calling them again.

Name	Phone number	Safety	Continuous Improvement	Operations	Lifelines	Intelligence
[Redacted]	[Redacted]				Unavailable	
[Redacted]	[Redacted]					
[Redacted]	[Redacted]	45 min				
[Redacted]	[Redacted]					45 min
[Redacted]	[Redacted]		1.5 hours		5	Unavailable
[Redacted]	[Redacted]					3 hours
[Redacted]	[Redacted]			30 min		
[Redacted]	[Redacted]	1 hour				
[Redacted]	[Redacted]			2 hours		

6

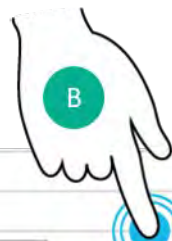
**Identify the most appropriate person per required function.** This will usually be based on the shortest ETA to the NCC, but other factors like experience may also be a consideration.

**Update Excel workbook tab** 'First call – Activation Team only' drop downs with either:


- **'Activated'**, and copy their name on to the Initial response roster (Initial roster – Activation Team tab)
- **'Stood down'**.

**For use by on-call Activation Team only - This only includes first call staff**

Name	Phone number	Safety	Continuous Improvement	Operations	Lifelines	Intelligence
[Redacted]	[Redacted]				Unavailable	
[Redacted]	[Redacted]	Activated				
[Redacted]	[Redacted]					Activated
[Redacted]	[Redacted]		Stood down		6	
[Redacted]	[Redacted]					Unavailable
[Redacted]	[Redacted]					Stood down
[Redacted]	[Redacted]			Activated		
[Redacted]	[Redacted]					
[Redacted]	[Redacted]	Activated				



First call-Activation Team only    **Initial roster-Activation Team**

	<p><b>For use by on-call Activation Team only</b></p> <table border="1"> <tr> <td>Event name</td> <td>[TYPE HERE]</td> </tr> <tr> <td>DATE</td> <td>[TYPE HERE]</td> </tr> <tr> <td><b>Role</b></td> <td><b>Name</b></td> </tr> <tr> <td>Controller</td> <td>[REDACTED]</td> </tr> <tr> <td>Response Manager</td> <td>[REDACTED]</td> </tr> <tr> <td>Controller's Assistant</td> <td>[REDACTED]</td> </tr> <tr> <td>Kaitohutohu</td> <td>[REDACTED]</td> </tr> <tr> <td>Risk and Legal</td> <td>[REDACTED]</td> </tr> <tr> <td>Safety Manager</td> <td>[REDACTED]</td> </tr> <tr> <td>Safety</td> <td>[REDACTED]</td> </tr> <tr> <td>Continuous Improvement</td> <td>[REDACTED]</td> </tr> <tr> <td>Operations Manager</td> <td>[REDACTED]</td> </tr> <tr> <td>Operations</td> <td>[REDACTED]</td> </tr> <tr> <td>Operations</td> <td>[REDACTED]</td> </tr> <tr> <td>REMA Liaison</td> <td>[REDACTED]</td> </tr> <tr> <td>EMAT Liaison</td> <td>[REDACTED]</td> </tr> <tr> <td>Lifelines Utilities Coordinator</td> <td>[REDACTED]</td> </tr> <tr> <td>Intelligence Manager</td> <td>[REDACTED]</td> </tr> <tr> <td>Intelligence</td> <td>[REDACTED]</td> </tr> </table>	Event name	[TYPE HERE]	DATE	[TYPE HERE]	<b>Role</b>	<b>Name</b>	Controller	[REDACTED]	Response Manager	[REDACTED]	Controller's Assistant	[REDACTED]	Kaitohutohu	[REDACTED]	Risk and Legal	[REDACTED]	Safety Manager	[REDACTED]	Safety	[REDACTED]	Continuous Improvement	[REDACTED]	Operations Manager	[REDACTED]	Operations	[REDACTED]	Operations	[REDACTED]	REMA Liaison	[REDACTED]	EMAT Liaison	[REDACTED]	Lifelines Utilities Coordinator	[REDACTED]	Intelligence Manager	[REDACTED]	Intelligence	[REDACTED]
Event name	[TYPE HERE]																																						
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EMAT Liaison	[REDACTED]																																						
Lifelines Utilities Coordinator	[REDACTED]																																						
Intelligence Manager	[REDACTED]																																						
Intelligence	[REDACTED]																																						
7	<p>Once you have sufficient staff, or after 15 minutes from receipt of the NCC activation message, send a message to 'NCC Activation' Signal chat group based on the following template (change the highlighted sections as required).</p> <p><i>The following people are to proceed to the NCC immediately:</i></p> <p><b>Firstname Surname FUNCTION</b></p> <p><b>Firstname Surname FUNCTION</b></p> <p><i>If it is unsafe to proceed, ensure you are safe and advise the MAR Centre.</i></p> <p><i>If you are NOT on the list, do NOT go to the NCC.</i></p> <p><i>If your function has been mentioned above and you have not been named, you can stand-down. We will be doing further work on rostering subsequent shifts and may contact you later.</i></p> <p><b>We do not have responses for the following functions, please respond ASAP.</b></p> <p><b>PASTE OR TYPE IN FUNCTIONS HERE</b></p>																																						
	<p>Remember, you may have saved the template in the Notes App on you iPhone.</p> <p>While composing a message, type the "@" symbol and select a person's name. The mentioned person will receive a notification of the message.</p>																																						
8	<p>Continue to monitor the 'NCC Activation' Signal chat group, coordinate activation of functions and update the Excel spreadsheet until all required functions have been activated.</p> <p>If there are functions that have not responded after 30 minutes, you need to phone the relevant Function Managers to check availability.</p> <p>If you are still unable to fill all functions, phone the on-call Response Manager for advice.</p>																																						

9	<p>Once all required functions have been activated, send a message to the 'NCC Activation' Signal chat group based on the following template.</p> <p><i>Thank you for your responses. All required NCC functions have been activated.</i></p> <p><i>If you have NOT been activated, do NOT go to the NCC. We will be doing further work on rostering subsequent shifts and may contact you later.</i></p>
---	---

### **Related documents**

- [Appendix B Indicative staffing numbers](#)
- [7.1 Setting Emergency Bypass for the National Warning System](#)
- [7.4 Using message templates on your iPhone](#)
- [Master contact list](#)

**Folder path:** MS Teams > Central Agency Shared Services [tenancy] > EXT NEMA Staff > General > Files > MASTER CONTACT LIST.xlsx

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### 4.2.3 Responding to National Advisories



National Advisory Messages are to be treated as standby only.

<b>Who does this task</b>	On-call Response Manager, on-call Activation Coordinator, first call staff
<b>When</b>	On receipt of a National Advisory.
<b>How</b>	<ul style="list-style-type: none"><li>• National Advisory Messages are to be treated as standby only.</li><li>• Do not respond to the NCC</li><li>• Keep your phone on you and be prepared to respond if a National Warning or an NCC activation message is sent.</li></ul>




#### ***Related documents***

[7.1 Setting Emergency Bypass for the National Warning System](#)

## 4.2.4 Contacting additional function staff as required

<b>Who does this task</b>	On-call Activation Coordinator
<b>When</b>	When requested by Function Managers, Controller, or on-call Response Manager during the initial response phase.  Rostering for subsequent shifts is the responsibility of the NCC Logistics function.

### Procedure table

Step	Action
1	<p>Open the NEMA <a href="#">staff availability spreadsheet</a> in Teams.</p> <p><b>File path:</b> <i>Central Agency Shared Services [tenancy] &gt; EXT NEMA Staff Hui &gt; Files &gt; NEMA staff availability</i></p>
2	<p>Use the 'Availability' tab to check which function staff are marked as available. <b>Call available function staff as per requirements</b> until you have filled the Function Managers request.</p>  <p>If people advise they are unavailable, update the availability spreadsheet to prevent the NCC Logistics from calling them again.</p> <p><b>'Update Initial roster – Activation Team'</b> tab with the names of function staff who have been activated.</p> 
	<p> Additional staffing should be made up from non-Function Managers. This will enable rostering of Function Managers for subsequent shifts.</p>
3	Advise Function Managers if you are unable to fill their requirements.

### Related documents

[Appendix B Indicative staffing numbers](#)

# Section 5 First call staff (Function Managers and nominated senior function staff)

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## 5.1 First call staff checklist

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The tasks in this checklist are for first call staff after receiving a National Warning or an NCC notification messages or National Advisory.

First call staff		✓
Section	Tasks	
5.2.1	<a href="#">Responding to a National Warning or an activation notification message</a>	
5.2.2	<a href="#">Responding to National Advisories</a>	

### Related documents

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- [7.1 Setting Emergency Bypass for the National Warning System](#)
- [Appendix B Indicative staffing numbers](#)

## 5.2 First call staff procedures

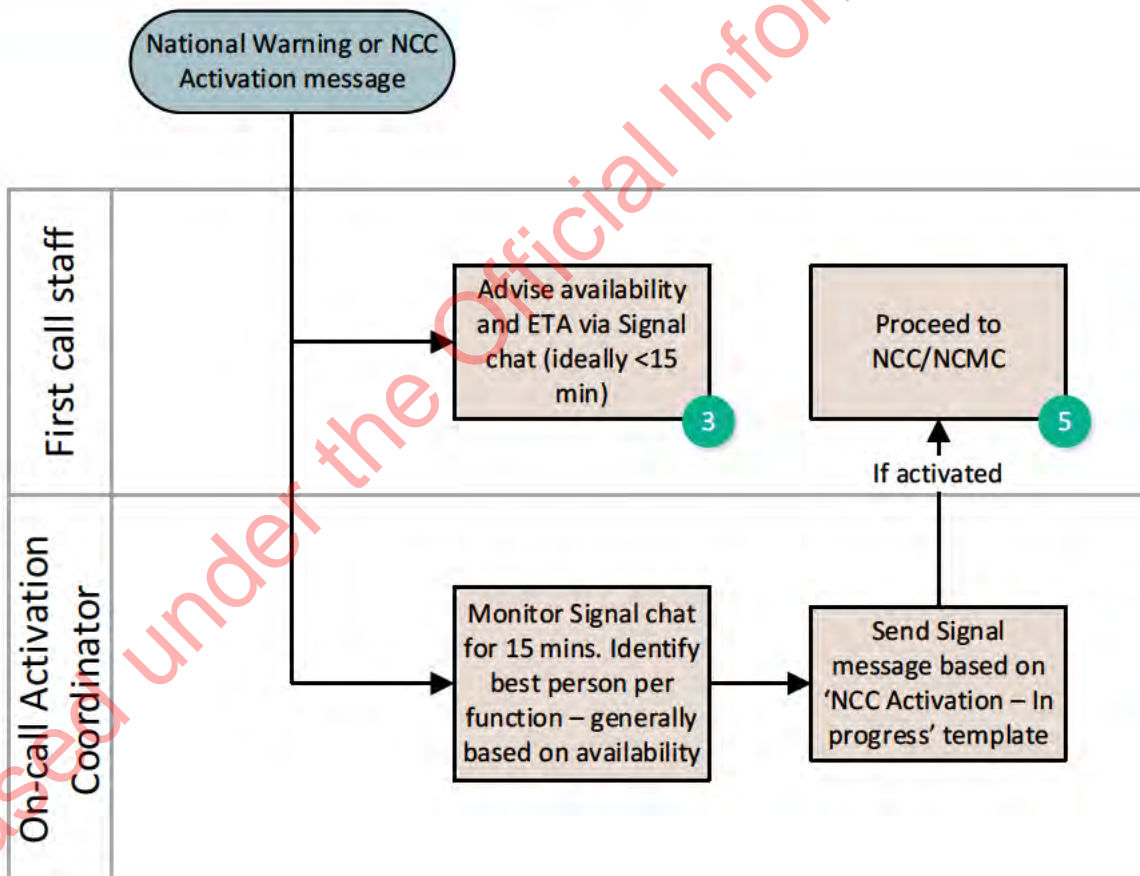
### 5.2.1 Responding to a National Warning or an activation notification message



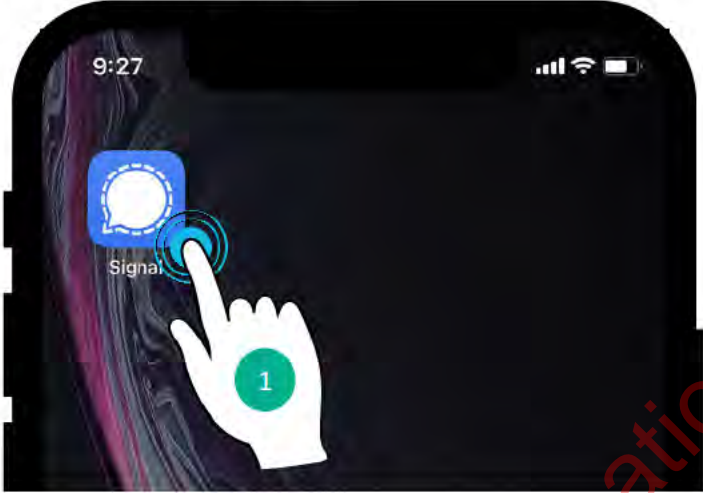
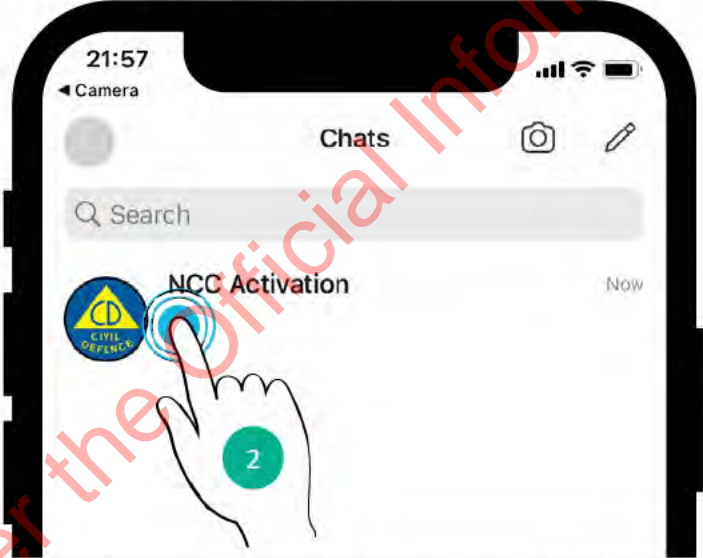
First call staff should always have phones within easy reach and are expected to acknowledge the National Warning Message or activation notification message as soon as possible including their ETA to the NCC.


First call staff **do not commence response until confirmed** by the on-call Activation Coordinator.

<b>Who does this task</b>	First call staff
<b>When</b>	Ideally within 15 minutes, but as soon as possible, after receiving a National Warning or an activation notification message.
<b>How</b>	Text your availability and ETA in the 'NCC Activation' Signal chat group. Follow the instructions below.



## Procedure

Step	Action
1	Launch the <b>Signal</b> app on your iPhone 
2	Open the 'NCC Activation' Signal chat group. 
3	If available and it is safe for you to respond, <b>send a message</b> to the group with your <b>estimated time to the NCC (ETA)</b> e.g., "Available in 45 min"  If you are unavailable, respond with "Unavailable".
4	<b>Do NOT go to the NCC.</b> Wait to be contacted by the on-call Activation Coordinator. This may be via the Signal NCC Activation Signal chat group, a text message, or a phone call. They will confirm if you are required to respond or if you can stand down.

5	<p>If it is safe to do so and you are required to respond to the NCC, make sure you take your:</p> <ul style="list-style-type: none"><li>• Access cards</li><li>• Phones</li><li>• Laptop</li><li>• Personal items, e.g., medication, glasses, hearing aids, deodorant</li><li>• You may wish to bring some snack food for the first few hours</li><li>• Torch if you will be traveling to and from a vehicle at night</li></ul> <p>Remember, you must respond at normal road speed, obeying all traffic rules. Your safety is paramount, if it is unsafe to proceed, ensure you are safe and advise the MAR Centre,</p> <p>If you are parking in the CBD, make sure it is accessible even if your shift goes longer than expected. You may not be able to make regular trips to feed meters.</p>
	<p>If you are 'Unavailable' and don't want to be disturbed with other messages, you can temporarily mute the chat.</p> <ol style="list-style-type: none"><li>1. One the chat</li><li>2. Tap 'NCC Activation' Signal chat group at the top of the screen</li><li>3. Tap 'Mute'</li><li>4. Select how long you want to mute notifications for</li></ol>

**Related documents**

[7.1 Setting Emergency Bypass for the National Warning System](#)

## 5.2.2 Responding to National Advisories

---



National Advisory Messages are to be treated as standby only.

<b>Who does this task</b>	On-call Response Manager, on-call Activation Coordinator, first call staff
<b>When</b>	On receipt of a National Advisory.
<b>How</b>	<ul style="list-style-type: none"><li>• National Advisory Messages are to be treated as standby only.</li><li>• Keep your phone on you and be prepared to respond if a National Warning or an activation notification message is sent.</li><li>• Do not respond until a National Warning or an activation notification message is sent or instructed to do so by the Director or National Controller.</li></ul>

### ***Related documents***

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[7.1 Setting Emergency Bypass for the National Warning System](#)

## Section 6 First person to arrive in NCC

### 6.1 Physical NCC facility activation checklist



The tasks in this checklist are for the first person who arrives in the NCC after a confirmed activation, regardless of their role or function.

First person to arrive in NCC / physical NCC facility activation		✓
Section	Tasks	
6.2.1	<a href="#">Turn on stairway lights</a>	
6.2.2	<a href="#">Turn on foyer lights</a>	
6.2.3	<a href="#">Check access registers</a>	
6.2.4	<a href="#">Update the electronic notice board</a>	
6.2.5	<a href="#">Turn on air conditioning</a>	
6.2.6	<a href="#">Turn on NCC corridor lights</a>	
6.2.7	<a href="#">Turn on Operations room lights</a>	
6.2.8	<a href="#">Turn on TV screen</a>	
6.2.9	<a href="#">Log in with your NEMA laptop (NCC response)</a>	
6.2.10	<a href="#">Accessing Event site in Teams</a>	
6.2.11	<a href="#">Refer to your relevant NCC function checklist and SOP</a>	

#### Related documents

##### [Wellington NCC function SOPs](#)

**Folder path:** MS Teams > Central Agency Shared Services [tenancy] > NEMA SOPs > General > Files > NCC NCMC Functions > Wellington – NCC NCMC

## 6.2 Physical NCC facility activation procedures

### 6.2.1 Turn on stairway lights



Do not start walking down the stairs until the lights are on as the landing is small and there is a risk of falling down the stairs.

<b>Who does this task</b>	First person to arrive in NCC
<b>When</b>	On arrival at NCC
<b>How</b>	Turn on light switch to the left of the door as you walk in.  The light at the bottom of the stairway turns on/off the same lights as the switch at the top of the stairs. Do not turn the bottom light switch off.





Do not turn off light switch at the bottom of the stairway

## 6.2.2 Turn on foyer lights

<b>Who does this task</b>	First person to arrive in NCC
<b>When</b>	On arrival at NCC
<b>How</b>	Turn on light switch to the right of the doorway as you walk into the foyer.



## 6.2.3 Check access registers

<b>Who does this task</b>	First person to arrive at the NCC
<b>When</b>	On arrival of the first person following the issue of any National Warning or Activation notification.
<b>How</b>	Ensure two access registers have sufficient pages and adequate pens are available at the NCMC foyer/reception. Additional sign-in registers can be found in the reception room on the top mail tray under the window.



### **Related documents**

[NCMC Access Register.docx](#)


## 6.2.4 Update the electronic notice board



The electronic notice board (NCCM TV #2) is in the NCCM foyer and runs a looping PowerPoint presentation.

<b>Who does this task</b>	First person to arrive at the NCC
<b>When</b>	On arrival of the first person following the issue of any National Warning or Activation notification.

### Procedure

Step	Action
1	<p>Make sure <b>NCCM TV #2</b> to the left of the access registers is on. The TV remote and wireless keyboard are located behind the reception room glass window.</p> <p>They keyboard has a touch mouse on the right-hand side.</p> 

2

If the regular presentation is running, **press Esc key** on the keyboard to stop the presentation.

- If it's on the desktop screen, go to step 4

If the computer that runs the electronic notice board is not running, check the laptop in the reception room. Make sure:

- the power cable is plugged in
- the HDMI cable for the video is plugged in
- the computer is on and logged in (the password is Crisis#1)



3

**Close the presentation** and go to the desktop screen.

4

Open the PowerPoint presentation called **Activated General Welcome** (do not delete!)



5

Go to the second slide



6

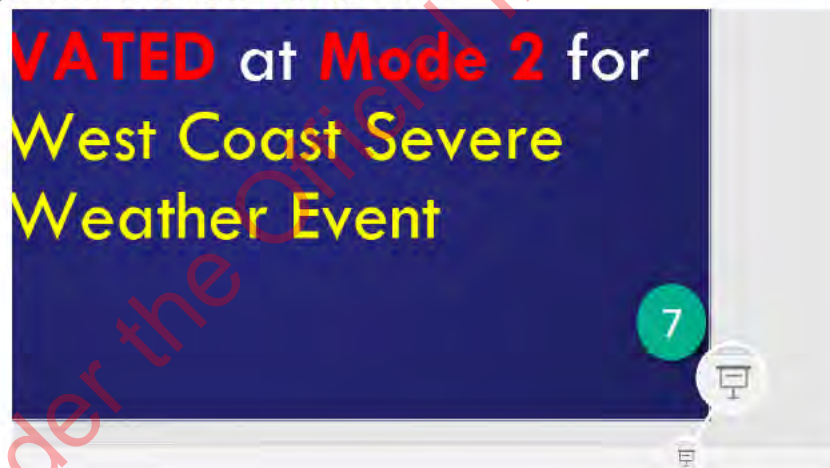
**Edit the presentation** by changing the text in red and yellow:

- mode of activation (if unknown use Mode 2)
- event location and hazard type – if a National Warning was issued, it will normally have this detail.



7

**Click the presentation button** at the bottom



## 6.2.5 Turn on air conditioning

<b>Who does this task</b>	First person to arrive at the NCC
<b>When</b>	On arrival of the first person following the issue of any National Warning or Activation notification.
<b>How</b>	The air conditioning controls can be found to the left of the door leading to the NCMC corridor. To turn on the air conditioning, press and hold the <b>8 hours button</b> until a green light appears above the switches. You should also check to ensure the 'fan mode' switch is set to fresh air.



Air conditioning switch location



Air conditioning on/off indicator light

## 6.2.6 Turn on NCC corridor lights

<b>Who does this task</b>	First person to arrive at the NCC
<b>When</b>	On arrival of the first person following the issue of any National Warning or Activation notification.
<b>How</b>	Turn on both light switches to the left of the doorway as you come through from the foyer into the NCC corridor. The light switch is next to the two phone handsets.





Direction to Operations room

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## 6.2.7 Turn on Operations room lights



There are multiple sets of lights for the Operations room. This procedure only covers the two sets of lights as you enter the Operations room.

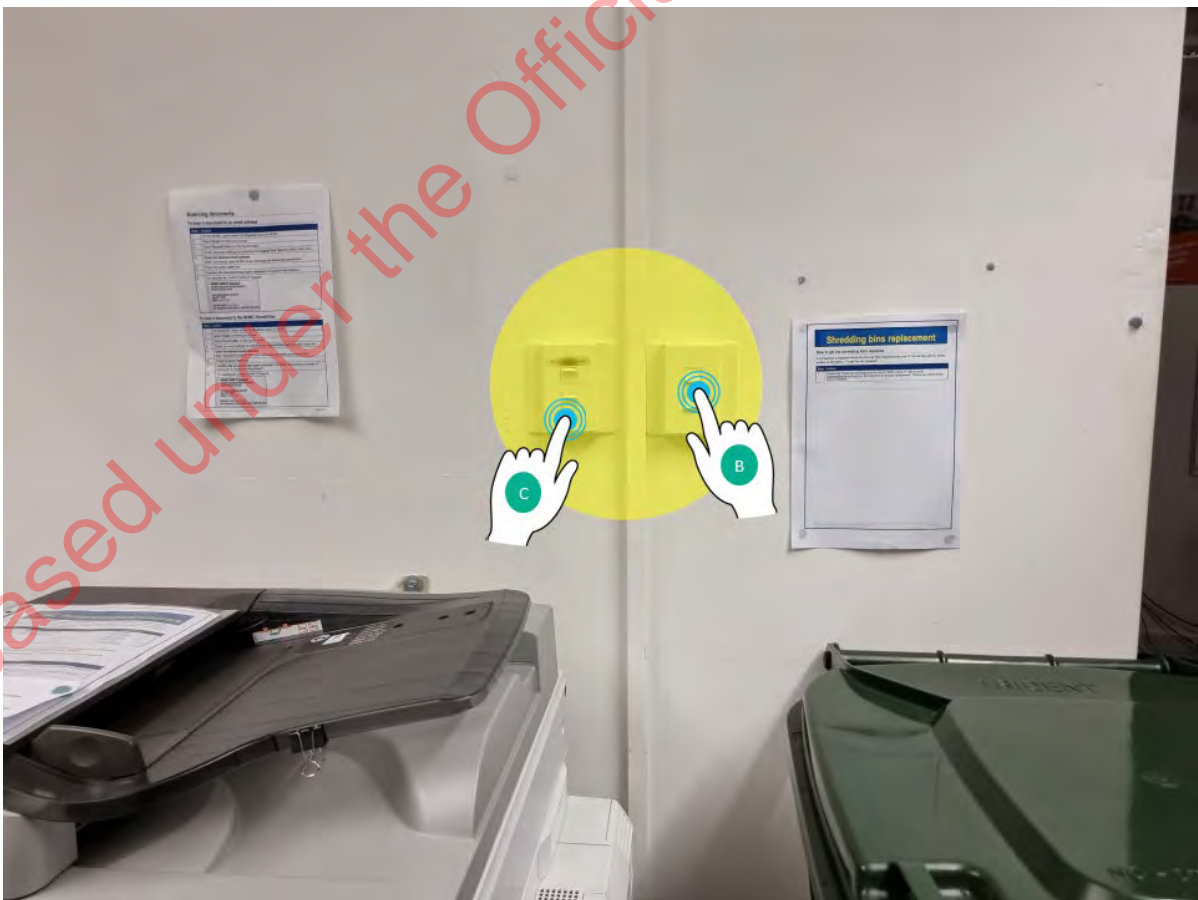
<b>Who does this task</b>	First person to arrive at the NCC
<b>When</b>	On arrival of the first person following the issue of any National Warning or Activation notification.
<b>How</b>	<p>There are two sets of lights:</p> <ul style="list-style-type: none"><li>A. Inside the doorway</li><li>B. Along the wall on the right-hand side above printer (2 switches).</li></ul> <p>The Operations room lights can be turned on/off from multiple switches; therefore, the switch may be in the up or down position when on.</p>



Operations room light switch #1



Operations room light switch #2 location



Operations room light switch #2

## 6.2.8 Turn on TV screen

<b>Who does this task</b>	First person to arrive at the NCC
<b>When</b>	On arrival of the first person following the issue of any National Warning or Activation notification.
<b>How</b>	<b>Turn on NCMC TV #9</b> in the corner of the Operations room. The remote is on the table under the TV. Once the TV is turned on, <b>switch to the appropriate news channel</b> for open-source situational awareness.




## 6.2.9 Log in with your NEMA laptop (NCC response)



When using your NEMA laptop in an NCC response, you must unplug the ethernet network cable from the hub.

<b>Who does this task</b>	All functions on arrival at the NCC
<b>When</b>	On arrival of the first person following the issue of any National Warning or Activation notification.

### Procedure

Step	Action
1	On arrival, <b>go to your normal function desk</b> , for PIM, this could be the PIM room.
2	<p><b>Unplug the ethernet network cable from the hub.</b></p> 
3	<b>Plug the USB C power cable</b> into your NEMA laptop and turn on.
4	<p><b>Log into your NEMA laptop</b> with your normal BAU windows log in.</p> <p>Do NOT use the username and passwords on the yellow cards as these are for the NCMC laptops.</p>

## 6.2.10 Accessing Event site in Teams



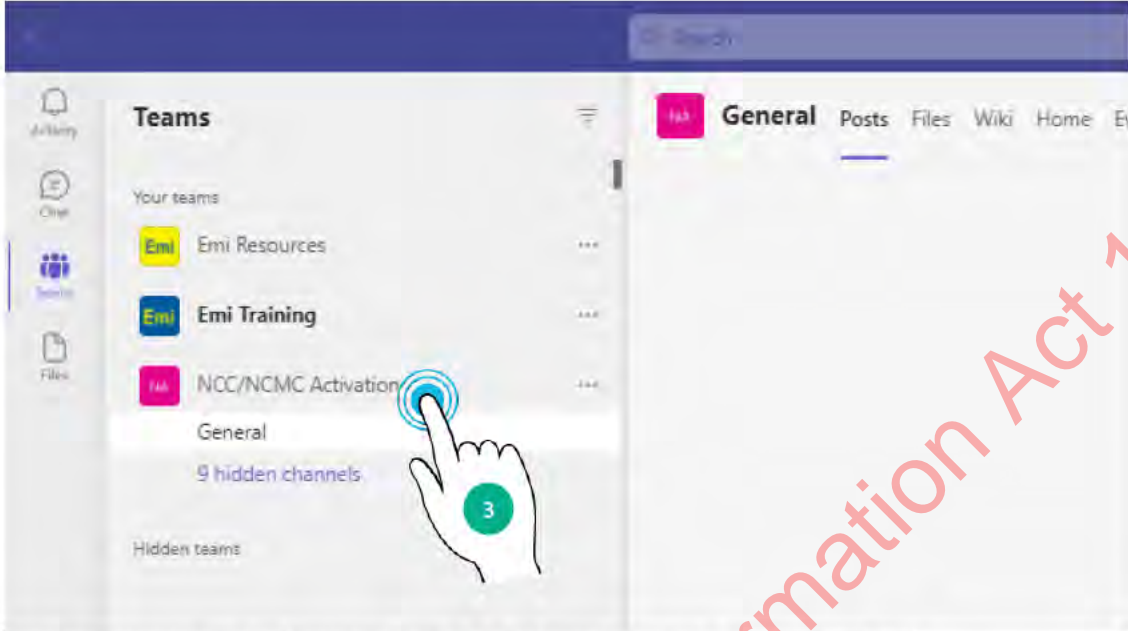
Emi is an information management tool that has been built using Microsoft Teams for use during responses.

The Operational System team have pre-created an Emi Event site. All first call staff should already have access.

<b>Who does this task</b>	Anyone working as part of the respond in the NCC (physically or virtually).
<b>When</b>	While on shift.

### Procedure

Step	Action
1	<b>Open Teams</b> on your laptop
2	<b>Change tenancy to <i>Emergency Management NZ (Guest)</i></b>

3	<p><b>Find the NCC/NCMC Activation Event Site</b></p> 
4	<p><b>Unhide</b> Channels that relate to your function. General is always visible. The folders in the Files tab will be empty. These are just pre-configured ready for when documents are saved.</p>

**Related documents**

- [Emi Quick Guide](#) [Emergency Management NZ (Guest) tenancy]
- [Emi User Guide](#) [Emergency Management NZ (Guest) tenancy]
- [Appendix E Giving access to the Emi Event Site](#)

## 6.2.11 Refer to your relevant NCC function checklist and SOPs



Once the physical NCC activation has occurred, there will be function specific activation tasks that need to be completed. This is the responsibility of each function.

If a function does not have sufficient staff, other functions may need to help, or even do some of the procedures on-behalf of the function by following SOPs.

<b>Who does this task</b>	First person per function to arrive at the NCC
<b>When</b>	On arrival following the issue of any National Warning or Activation notification.
<b>How</b>	<a href="#">Wellington NCC function SOPs</a> <b>Folder path:</b> <i>MS Teams &gt; Central Agency Shared Services [tenancy] &gt; NEMA SOPs &gt; General &gt; Files &gt; NCC NCMC Functions &gt; Wellington – NCC NCMC</i>

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# Section 7 Setting up phone

## 7.1 Setting Emergency Bypass for the National Warning System



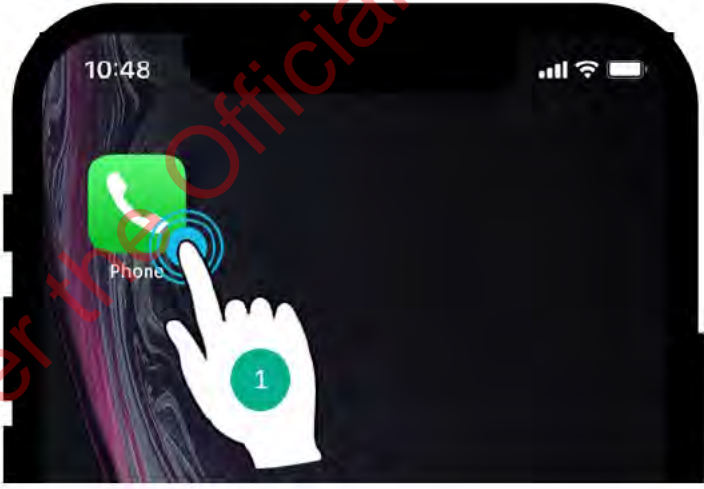
The trigger for the On-call Activation Team and first call staff to act is the receipt of the National Warning or NCC Activation message. To ensure you receive these messages, you need save the **National Warning System** number (s 9(2)(k)) as a contact in your phone and then set it for 'Emergency Bypass'.

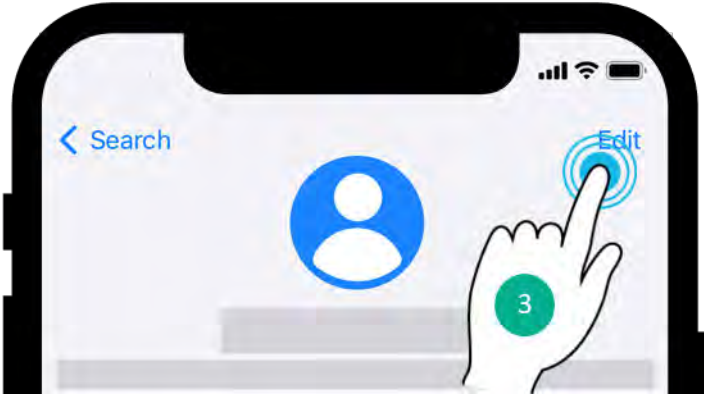
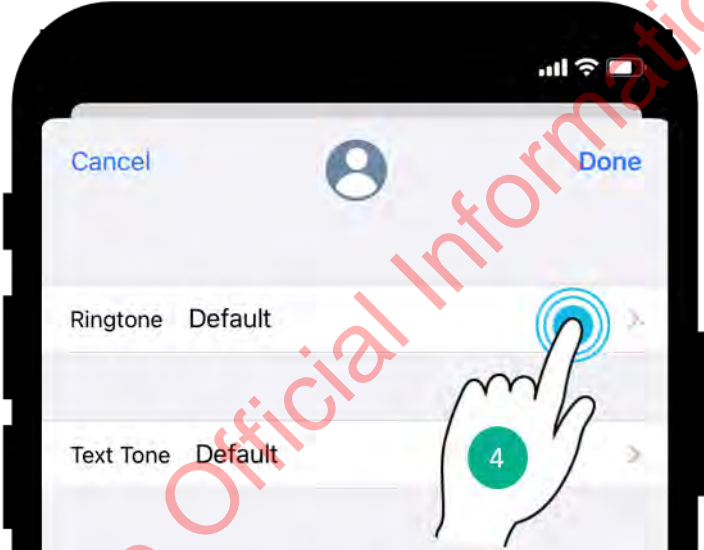
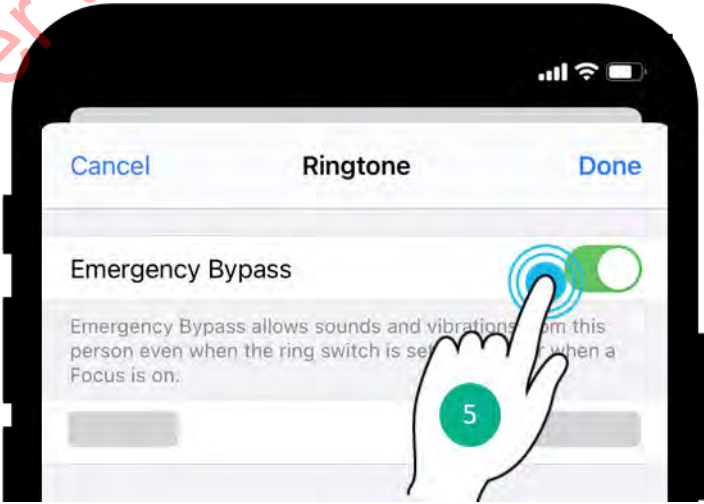
When enabled, Emergency Bypass ensures sounds and vibrations will happen for calls and messages from the National Warning System, regardless of Do Not Disturb setting or the Mute switch position.

The Emergency Bypass only affects phone calls and text messages. It does not affect Signal or Teams.

<b>Who does this task</b>	On-call Response Manager, on-call Activation Coordinator, first call staff
<b>When</b>	When added to Activation Team or first call staff.

### Procedure

Step	Action
5	<p>Launch the <b>Phone App</b> on your iPhone.</p> 

6	Find and <b>open your contact</b> for the National Warning System
7	<p>Tap <b>'Edit'</b> on the top right.</p> 
8	<p><b>Scroll down</b> until you find <b>'Ringtone Default'</b> and tap.</p> 
9	<p><b>Flip the 'Emergency Bypass' toggle</b> on the right side to activate this feature. Then <b>Press Done</b>.</p> 

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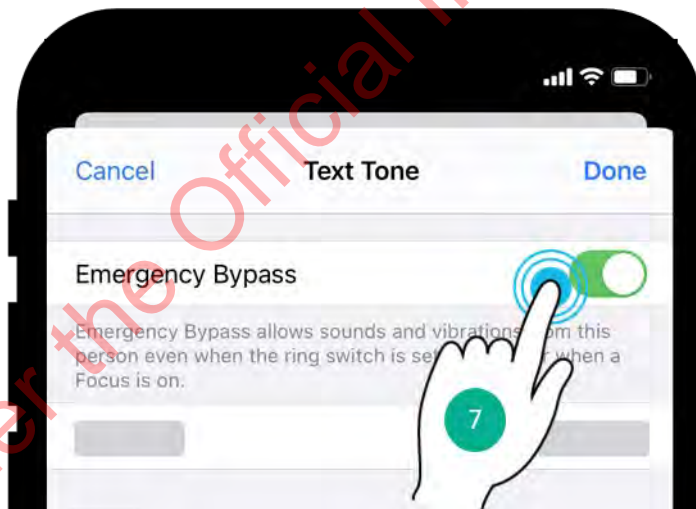
10

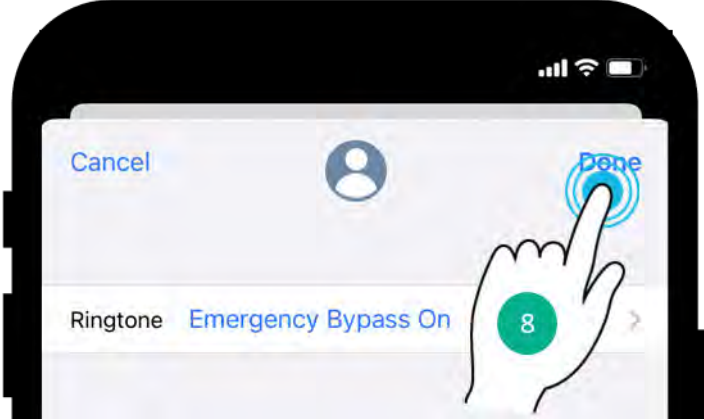
Find 'Text Tone Default' and tap.



11

Flip the 'Emergency Bypass' toggle on the right side to activate this feature. Then Press Done.



12	Tap <b>'Done'</b> on the top right.  A screenshot of an iPhone contact's edit page. At the top left is a 'Cancel' button. In the center is a person icon. At the top right is a 'Done' button. Below the icon are fields for 'Ringtone' and 'Emergency Bypass On'. A hand with a green circle containing the number '8' is shown tapping the 'Done' button. The status bar at the top shows signal strength, Wi-Fi, and battery icons.
13	<b>Close</b> the contact.

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Pages 54-79 are not in scope of this request.