

In an emergency

Make sure you are familiar with what to do in an emergency and how we will communicate with you. In a disaster, or other emergency, floor wardens will help direct you where to go and what to do.

Read the [Fine Print guidelines](#) on what to do in an emergency.

How to stay in touch

We have four main ways to communicate and keep you up to date in the event of a disaster or business disruption:

1. **Phone** - make sure you always have contact details for your People Leader and team in your phone
2. **Email**
3. **Emergency phonenumber** - the message will be changed as updates are available. You can also leave a message.
New Zealand: **0800 6983 22** (the digits spell out 'NZTE BC')
International: **+64 4 8168 227**
4. **Facebook:** 'Follow' the [NZTE BCP](#) page from your own Facebook account to receive update notifications

Business continuity in an emergency

In an emergency, it's important that we first make sure everyone is safe, and then make sure we can carry out our critical business functions.

Ongoing emergencies

If there is an emergency in or near your office that has ongoing effects such as a large earthquake or fire, a small response team will form for your location. The response team leader is generally the senior manager, and they'll be supported by a few others. You can find the emergency management plans for your office in [ONE Files](#).

The response team will assess the situation and decide what needs to be done—such as whether to close the office down. They'll also make sure affected staff know what's happening and what to do via the the phonenumber, facebook and email.

Your manager will also contact you directly, usually by text, to make sure you're okay. Please reply to them asap.

Satellite phones

Some of our offices have satellite phones for when the regular phone or cellular service is not available.

[Find out which offices have satellite phones and how to use them.](#)