

## What to do in an emergency

In the unlikely event of a major emergency, on hearing the terminal's sirens with the audible 'evacuation' instruction, and or receiving the automated emergency text message, neighbours of the terminal should...

1. Turn off all electrical equipment, heaters, gas pilot lights and extinguish all ignition sources (e.g. cigarettes, oxy-acetylene torches etc.).
2. Close all external doors and windows and keep away from glass panels.
3. Take note of the wind direction and immediately proceed to move at least 1 km upwind of the terminal.
4. Listen to a local radio station to obtain up to date information relating to the emergency.
5. Wait for the "all clear" message from emergency services before returning to your workplace.

Emergency services (Bay of Plenty Emergency Management) are responsible for communicating with the community and providing up-to-date information to the community in the event of an emergency with immediate threat. TNZ can provide updates through its mass texting system.

Please cooperate fully with the instructions given by the emergency services.

## What should you do if you see, smell, or hear anything unusual?

The terminal is manned Monday to Friday from 7:30 am to 5:00 pm.

**Should you see, smell, or hear anything unusual, immediately call the terminal on (07) 572 3806. After hours, calls should be made to 021 948 615. [terminalstaff@terminals.nz](mailto:terminalstaff@terminals.nz)**

When making a call be prepared to provide the following the information...

1. Your name and contact details.
2. What you have seen, smelt, or heard.
3. The time and where specifically you noted the unusual occurrence.
4. Any other activities which may be occurring in the immediate area.

If there is an immediate emergency (i.e. fire or spill), call 111, and request Fire and Emergency services.

## For non-emergency enquiries

For all non-emergency enquiries, please send us an email on...

<http://gull.nz/contact-us/>

If any of your contact details for the automated emergency text system are changed, please provide us with the updated number(s) you can send them through to...

[terminalstaff@terminals.nz](mailto:terminalstaff@terminals.nz)

## TNZ's Health, Safety, Environmental and Quality Management System (HSEQ MS)

Continuous safe operation of the TNZ facility is of paramount importance and is ensured by the HSEQ MS, providing a comprehensive and integrated management system for all aspects of control measures and operations. The HSEQ MS is subject to ongoing assessment and internal and external auditing to ensure the safe operation of the terminal.

## What should I do with this information?

As one of our neighbours, we suggest you refer to the information in this brochure in your site induction programme. That way everybody coming onto your site will know what to do in the unlikely event of an emergency at our terminal.

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## Community fact sheet and emergency response actions for neighbours

Address: 131 Hewletts Road  
Mount Maunganui



## Introduction

Terminals New Zealand Limited (TNZ) is a bulk petroleum storage facility owned and operated by the Gull Group.

The terminal has total storage capacity of 90 million litres and in 2016 the facility was designated as an Upper Tier Major Hazard Facility under the Health and Safety at Work Act (2015).

TNZ understands that excellence in safety and environmental performance is essential to both ongoing business success and community confidence in our operations.

## TNZ's activities

The terminal is engaged in the receipt, storage, and distribution of refined petroleum product. The product is received by ship at the Port of Tauranga and pumped to the terminal via a 1.5 km long underground pipeline.

The fuel is supplied and distributed to Gull service stations along with other major petroleum companies.

## TNZ hazards

Hazards are things which if not correctly managed could cause or contribute to a major incident.

With the terminal storing large volumes of liquid fuels, there is a risk of a fire or environmental event. Although unlikely, the potential for major incidents have been identified through a comprehensive hazard identification and risk assessment process. Safety Assessments were performed for each of the potential incidents identified. This involved an analysis of the consequences and likelihood of each incident occurring.

## TNZ hazards (contd.)

Identified control measures which have been implemented by TNZ include...

- Emergency shutdown systems
- Fire water system and fire-fighting equipment
- Gas detection system to quickly identify any fuel release
- High reliability bulk tank level alarms linked to isolation valves to prevent overfilling and overflow
- Retaining walls (bunds) around storage tanks where potentially polluting substances can be retained on-site.
- Security systems and procedures including on site security and CCTV.
- In-built plant design features that will control the hazards.

## What type of emergency would impact TNZ's neighbours?

In the event of a gasoline release from a bulk storage tank, like what occurred in 2005 at the [Buncefield tank farm](#) in the United Kingdom, a large flammable vapour cloud would develop. Within 20 minutes a flammable vapour cloud would form within 378 m of TNZ's boundary. On ignition this would result in a Vapour Cloud Explosion (VCE).

Businesses within this zone have been identified and their contact numbers incorporated in TNZ's Emergency Response Plan and included in its mass emergency text system.



## How do I know there is an emergency at TNZ?

### Audible alarm

A siren indisposed with a voice instruction for personnel to evacuate the site will be activated. The audible evacuation alarm can be heard at all locations at the terminal and by its immediate neighbours.

### Mass text

If neighbours are required to evacuate the area, a mass text will be sent to an individual's cell phone stating:

*"Emergency – Terminals New Zealand, 131 Hewletts Road Mount Maunganui – Evacuate immediately – Further details to follow."*

This mass texting system is updated and tested on at least an annual basis. If you wish to have your number included or updated on this mass texting system, please call TNZ on (07) 572 3806 or email [terminalstaff@terminals.nz](mailto:terminalstaff@terminals.nz)

## TNZ's emergency response plans (ERPs)

TNZ has developed ERPs in consultation with regulators, emergency services and its neighbours. The ERPs detail how the terminal will respond in the unlikely event of an emergency and assists in managing an emergency to limit the impact to people and the environment.

The ERPs include information on the procedures to be implemented, who to contact, resources and equipment for use during the incident, emergency command structure, roles of personnel, and training undertaken to prepare personnel to respond to an emergency.

All personnel on site are familiar with the ERPs and are fully trained in emergency response procedures. The ERPs are tested with simulations on at least an annual basis.