

Nau mai,  
Haere mai



Congratulations on your success in becoming an elected member for the 2019–2022 Triennium. I look forward to meeting you all in person.

I hope you find the Council to be a great place to work and if you have any question the Council staff will be happy to assist.

The Executive Leadership Team is looking forward to constructively working with you to make Wellington an even better place to live and work.

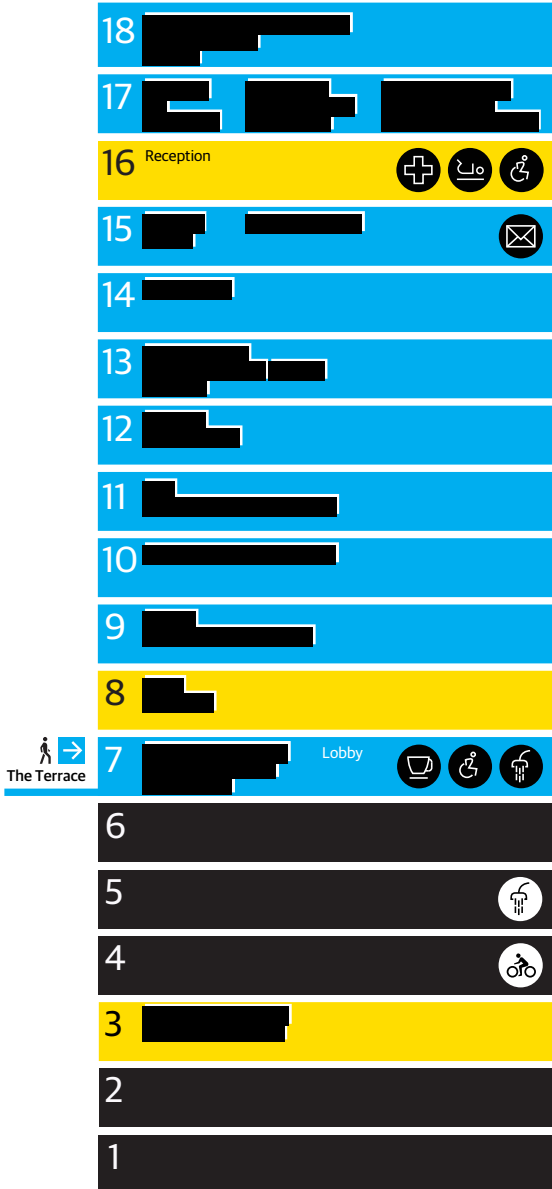
A handwritten signature in black ink that reads "Kevin Lavery". The signature is written in a cursive, flowing style.

Kevin Lavery  
Tumuaki  
Chief Executive

Kia mahi ngātahi mō Pōneke mō tōna āpōpō  
Working together for Wellington's future

# Who is where

Please go to 113 The Terrace for more details



## Finding your way around

- There is one **kitchen/ breakout** space on each floor. Location varies on each floor.
- **Meeting rooms** are located around the core of the building.
- Two **utility bays** on each floor - each has a printer and stationery supplies.
- **Female toilets** are in the east stairwell.
- **Male toilets** are in the west stairwell.
- Room and **desk numbering** starts from the south of the building and numbers clockwise around the building.

## Building facilities

- **Mojo** is located on Level 7.
- **Mailroom** is on Level 15 near the lifts.
- **Reception** is on Level 16.
- **First aid room** and **parent room** is on Level 16.
- Two **changing room facilities** with showers are on Level 5 of the carpark and on Level 7.
- Two **bike cages** with room for 60 bikes located on Level 4 of the carpark.

# Need more information?

## Elected Member Support Advisor (EMSA):

We provide administration and advisory support to connect you to the Council and the community. We can help you by:

- Working with you to understand your priorities, ward issues, needs, and ways of working
- Researching, or sourcing, information on Council business and your ward and portfolio areas
- Managing, and responding to, constituent or other queries, complaints, event invitations, and requests for meetings
- Organising and facilitating relevant events or meetings on your behalf
- Engaging with Council officers, and following up on your lodged EMQs
- Resolving any stationery or IT equipment issues.

Contact your assigned EMSA or email: [emsa@wcc.govt.nz](mailto:emsa@wcc.govt.nz)

## Elected Member Support Advisor (EMSA):

The Customer Services team manages an inbox called 'Elected Members Queries' (also known as EMQs) in which you can lodge any operational queries (for example, in relation to on the ground council-provided services such as building consents, encroachments, infrastructure, and recreational facilities). Copying in your EMSA, send your EMQs to: **Bus: Elected Members Queries (Electedmembersqueries@wcc.govt.nz)**

## IT Support

You can contact the IT Helpdesk on [REDACTED]  
Regular office hours are 7.00am – 7.00pm | Monday – Friday.  
Limited after hours offshore support is available.

Alternatively you can log your IT queries via email:  
[ictshareservices@wcc.govt.nz](mailto:ictshareservices@wcc.govt.nz)

# Contact list

## Elected member support team (or email [emsa@wcc.govt.nz](mailto:emsa@wcc.govt.nz))

The Elected Member Support team is here to help you. We provide a range of services such as research, liaison with Council officers, event co-ordination, diary support, and we can monitor and follow up on any EMQs that you lodge. We tailor our service to fit your individual style and needs.

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### **Crispian Franklin, Elected Member Support Manager**

[Crispian.Franklin@wcc.govt.nz](mailto:Crispian.Franklin@wcc.govt.nz)



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### **Kimberley Wicks, Elected Member Support Advisor**

[Kimberley.Wicks@wcc.govt.nz](mailto:Kimberley.Wicks@wcc.govt.nz)



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### **Helena Patuwai, Elected Member Support Advisor**

[Helena.Patuwai@wcc.govt.nz](mailto:Helena.Patuwai@wcc.govt.nz)



## Democracy services team (or email [democracyservices@wcc.govt.nz](mailto:democracyservices@wcc.govt.nz))

Democracy Services is the group within the Council that provides a responsive point of contact between elected members, the organisation and the community in relation to Committee matters.

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### **Jennifer Parker, Democracy Services Manager**

[Jennifer.Parker@wcc.govt.nz](mailto:Jennifer.Parker@wcc.govt.nz)



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### **Cyrus Frear, Senior Democracy Advisor**

[Cyrus.Frear@wcc.govt.nz](mailto:Cyrus.Frear@wcc.govt.nz)



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### **Dominic Tay, Senior Democracy Advisor**

[Dominic.Tay@wcc.govt.nz](mailto:Dominic.Tay@wcc.govt.nz)



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### **Sean Johnson, Democracy Advisor**

[Sean.Johnson@wcc.govt.nz](mailto:Sean.Johnson@wcc.govt.nz)



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### **Erina Daymond, Business Support Officer**

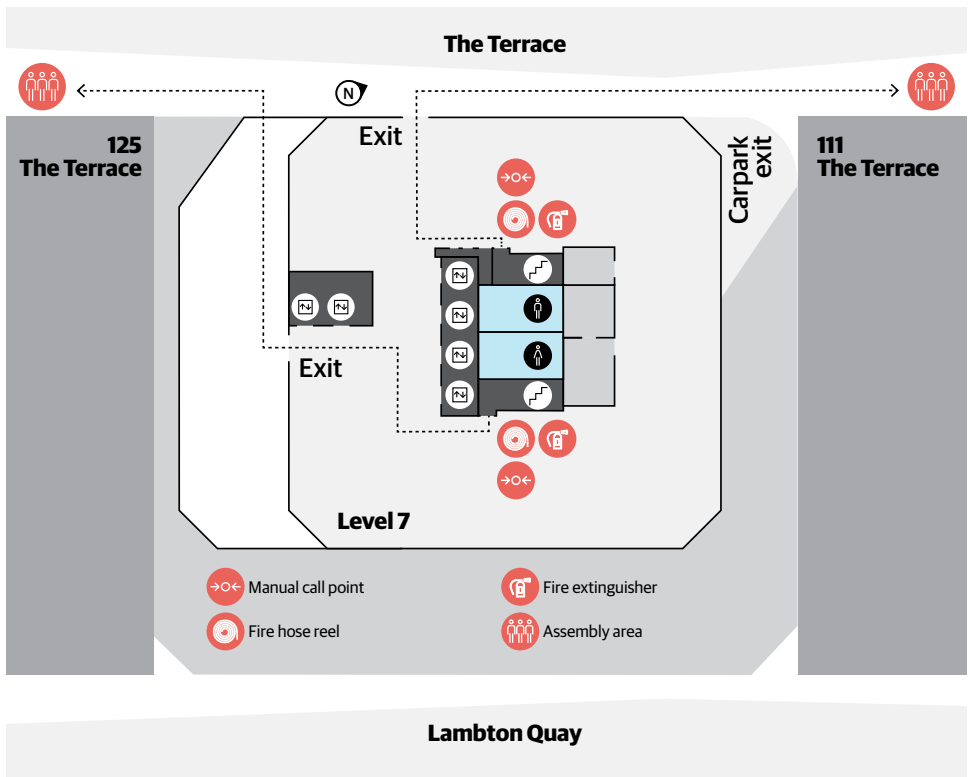
[Erina.Daymond@wcc.govt.nz](mailto:Erina.Daymond@wcc.govt.nz)



# Emergency procedures

There is information near all exits about the emergency procedures.

Please familiarise yourself with this information in the event of an emergency. Below are the assembly areas on The Terrace if the building is evacuated.



# Emergency information

- Familiarise yourself with the floor exit stairwells. These are the stairs in the core of the building next to the toilets marked with an exit sign.
- Please familiarise yourself with the evacuation routes down to Level 7 (Terrace level) and outside to The Terrace.
- Check out the Health and Safety notice board in each kitchen for the location of civil defence cabinets, first aid kits and other emergency information.
- Should there be an emergency, always follow the advice of your floor wardens.
- Exit via the most appropriate route depending on the emergency and the advice of the floor wardens.
- If a floor warden gives an instruction to evacuate the building, you must do so even if the alarms cannot be heard.

## Exit from the following routes:

- **Levels 19 to 7** - leave via the nearest fire exit and assemble outside on the footpath in front of 111 The Terrace or 125 The Terrace.
- **Carpark levels** - leave via the nearest fire exits to Level 7 and assemble on the footpath in front of 111 or 125 The Terrace depending on which exit is used.
- If the smoke curtain drops in the foyer (Level 7) Mojo area:
  - signage in the Terrace (western) stairwell and/or wardens will alert you to evacuate down to Level 6 and exit through the carpark onto The Terrace assembling in front of 111 The Terrace or 125 The Terrace.
  - occupants exiting down the Lambton Quay (eastern) stairwell will evacuate the building and exit through the retail floor and assemble outside Equinox House 218-224 or Capital on the Quay 250 on Lambton Quay.

**DO** follow all fire exit and directional signs

**DO NOT** use lifts during an evacuation

**DO NOT** carry drinks or food during an evacuation

**DO NOT** return to the building until the Fire Service or floor wardens indicates it's safe.

All floor wardens are trained in emergency evacuation procedures. Always follow their instructions in a fire or emergency situation.