



Reference: OIA-2017/18-0124

Felix Lee  
fyi-request-6637-47f3d068@requests.fyi.org.nz

Dear Felix Lee

**OFFICIAL INFORMATION ACT REQUEST RELATING TO THE EMERGENCY MOBILE ALERT SYSTEM**

Thank you for your Official Information Act 1982 (the Act) request received on 4 October 2017. You requested, in reference to the Emergency Mobile Alert system:

- 1. any operational manual/guide for staff members on how to use this system*
- 2. the criteria/process to determine which messages are important enough to be sent using this system*
- 3. the name of the companies involved in operating this system"*

The Ministry of Civil Defence & Emergency Management (MCDEM) plans to have an Emergency Mobile Alert System operational by the end of 2017. As part of the project, a manual is being developed for staff members on the protocols and procedures for operating the Emergency Mobile Alert System, but it is not yet finalised.

The criteria for making a decision to operate the Emergency Mobile Alert system and the process to follow will be contained in the manual for staff.

Accordingly, items 1 and 2 of your request are refused under section 18(e) of the Act on the basis that the information does not exist. To the extent that your request is intended to include any drafts of this information, your request is refused under section 9(2)(f)(iv) of the Act to maintain the convention protecting the confidentiality of advice tendered by Ministers and officials.

The names of the companies involved in operating the Emergency Mobile Alert system are: One2Many BV (Netherlands), Vodafone NZ, Spark and 2Degrees Mobile.

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

Yours sincerely

**Sarah Stuart-Black**  
**Director, MCDEM**