

Cook Islands Tourism Visitor Emergency& Safety Management Project

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Reliance Risk NZ

COOK ISLANDS

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Spectrum of disruption & risk









Isolated | Site | Area | National

Media Interest

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Anatomy of a Crisis / Disaster

Generally unplanned

Can have major impact on reputation

Crisis vs Disaster

Abrupt or escalating over time

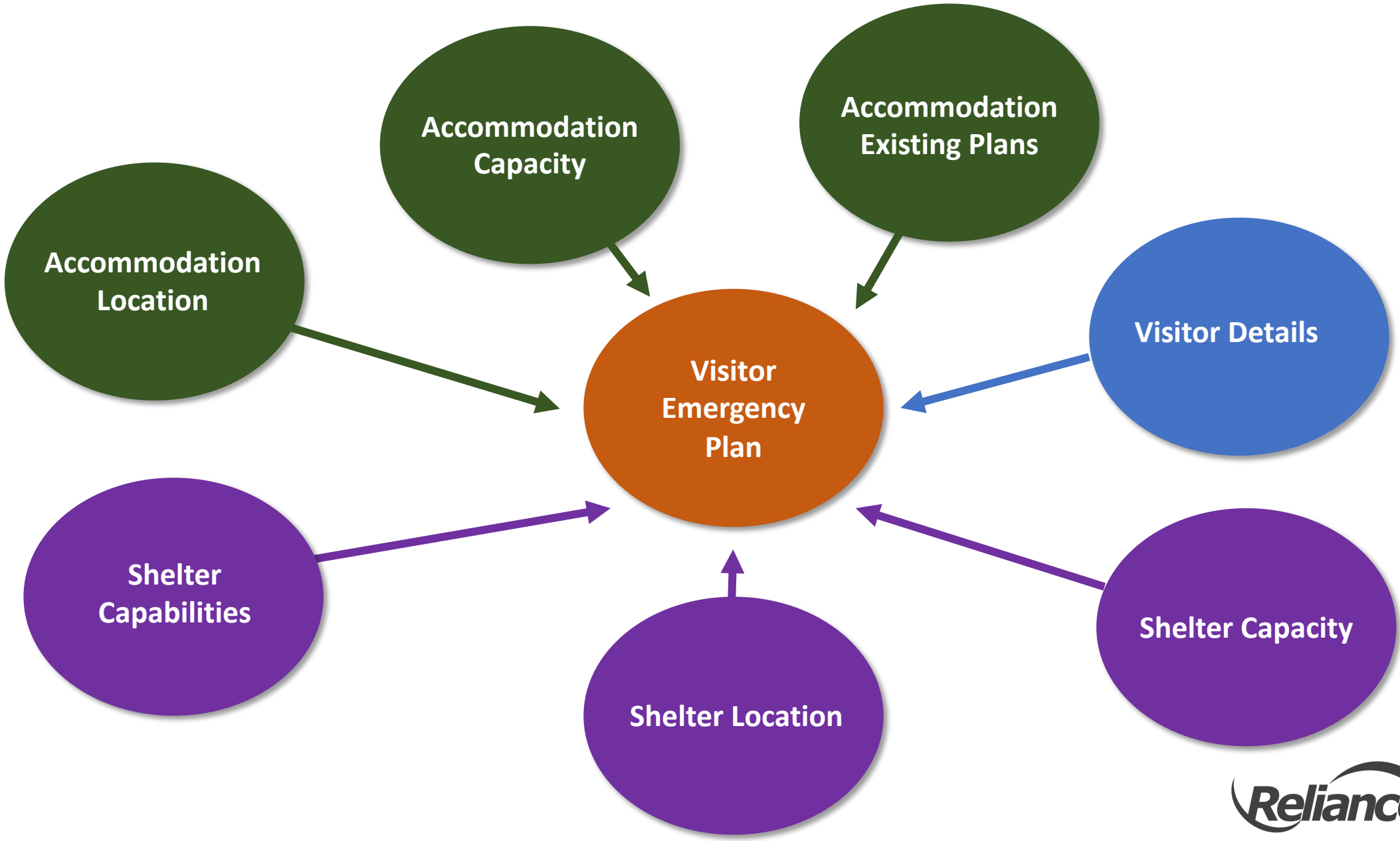
Exceeds the capacity of BAU

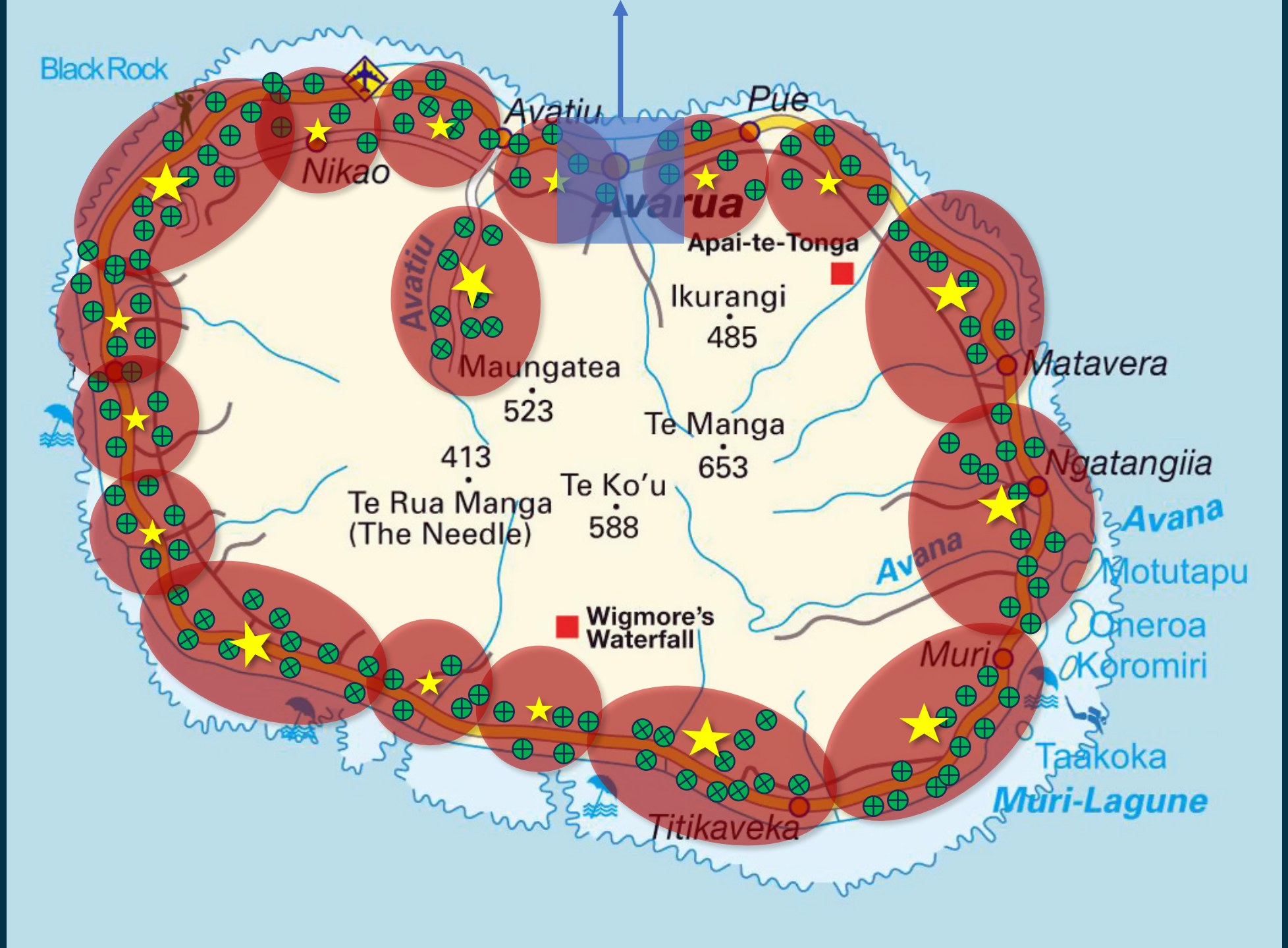
Critical decisions must be made under pressure during a time of uncertainty

Can lead to positive outcome (where managed well)

Strategic response, management by objectives

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Accommodation Capacity
Accommodation Existing Plans
Accommodation Location
Visitor Emergency Plan
Visitor Details
Shelter Capabilities
Shelter Location
Shelter Capacity



Emergency Shelter

Shelter Capacity

Accommodation

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Visitor Emergency Response Information

General Safety Tips

- **Stay Vigilant**: Be mindful of your surroundings and take precautions against petty crime. Keep valuables secure, avoid walking alone at night, and be aware of your surroundings in public areas.
- **Don't drink and drive**: The Cook Islands has a zero-tolerance policy for drunk driving. Plan ahead by designating a driver or using a taxi service if you plan to consume alcohol.
- **Be aware of the weather conditions**: The Cook Islands' weather can be unpredictable. Before embarking on outdoor activities like hiking or swimming, check the forecast and dress appropriately.
- **Respect the local customs**: Show respect for the local culture by dressing modestly in public, avoiding public nudity, and refraining from excessive public displays of affection

Fire

If there is a fire in your accommodation the alarms will sound. Please immediately evacuate to the following location:

Grass area in front of the hotel

If you discover a fire anywhere on the island, please call 999 immediately

Storm / Cyclone

Whilst rare, storms, cyclones and flooding can sometimes impact Rarotonga. It is important that you are aware of how you will be informed about a potential issue and how you will need to respond to keep yourself safe. If we become aware of an actual or potential emergency, we will provide you with advance warning.

If we make you aware of a potential emergency, we advise you to take the following steps:

- Prepare a bag with essentials (medicine for several days, your passports, charging cables etc)
- Ensure you are aware of what you will need to take with you in an evacuation (bedding, food etc)
- Make yourself aware of the nearest emergency shelter. Details can be found below.
- Ensure you are aware of the emergency notification methods for your area/ These will include:
    - Cyclone alarms (these will sound like xxx

Tsunami / Immediate Threat

If a tsunami or emergency occurs and you need to respond immediately, please follow these steps:

- Take your bag with essentials
- Take food for you and those you are travelling with (enough for 3 days)
- Take basic bedding
- Make your way to your nearest emergency shelter. Your nearest shelter is:

XYZ Location

- Please note, it may be quicker to go on foot if the roads are not safe to drive
- Please ensure you register with the shelter on arrival so we can reconcile where visitors are staying
- Please do not return to your accommodation until you are notified it is safe to do so

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Visitor Education

Consistent Messaging

Supports (does not replace) accommodation managers obligations

Clear instructions

Establish expectations

Visible and accessible

Builds confidence

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Template Plans

3. RESPONSE

Appendix [X]- Impact Analysis Assessment

Appendix [X]- Incident Action Plan

3.4.1. Action Plan

The Action Plan template in **Appendix X** provides a structure to follow in the development of the plan to respond to the Incident or Crisis. The core of the action plan is ***'management by objectives';*** the team determines what the objectives of a successful outcome look like, helping drive decision making to focus back on meeting these objectives.

3.4.2. Respond Phase Checklist

	Action	Responsibility
☐	Start each meeting by asking 'Do we have who and what we need in the room for this discussion?'. Every 3rd meeting should include a 'pause to reflect' on: • What is working well and what isn't; ensure changes are agreed and documented accordingly. • Are all resources being applied to this operation in order to accommodate crisis as well as ongoing operations?	IMT / CMT Lead
☐	Formulate an action plan to deal with immediate issues.	IMT / CMT
☐	Activate incident/crisis communications strategy or plan. Ensure IRT members have MS Teams activated on their mobile devices to facilitate text comms within the team.	Comms Manager
☐	Set up schedule and agenda for subsequent Incident Response Team meeting(s).	
☐	Provide ongoing updates if required to customers, stakeholders, and partners.	
☐	Liaise with utility providers.	Manager Facilities
☐	Liaise with emergency services and public authorities.	Chief Warden for emergency
☐	Manage security and access to the affected premises.	
☐	Arrange for static guards if required.	
☐	Formulate an action plan for the recovery and resumption of support	

Incident Type	Incident Management Steps

each managed by teams with appropriate skills

2. ASSESS
the disruption

4. RECOVER
return to normal operations.

ned, and/or planned disruptions are dealt with
be flexible, as the circumstances involved in each

eads, and from team leads to team members, is
following principles should apply:

d be sent **as early as possible** to the lead of the
an escalating emergency,
e for support,
f this CMF available for use in an IT outage, or

ace-to-face, online (i.e. through Teams) or as a
initial meeting of the team as quickly as
s and other parties, therefore a hybrid meeting

ess hours, only the CMT leader can call together

ry will assume the role and call the assembly of

ated, it is important that the nominated Scribe
made into the Incident Log. A template can be

pond and scale back, then under-
ght short

ou,

the building or floor Warden.

nd any shelves that may fall,
tables and desks,
as stopped; and

stance,
and gas taps,

s if safe to do so,

ctions.

building,

ff electrical appliances if there is
e,
if safe to do so,

ff electrical appliances if there is
e,
point if safe to do so,

e offender as possible; and

: ____ am / pm

5. _____
7. _____
8. _____
9. _____
10. _____

onment and response actions to
eports (sitreps).

Plan

he aim, they may include:
k environment for all workers and

cal activity, and the early

sponse actions to achieve the aim
hat must happen and when

y who and when

cy under the plan

meframes, outcomes

measures designed to coordinate

Risk & Safety in the wider tourism industry

- Building Capability
- Respecting local knowledge and experience
- Keeping up with overseas expectations
- Ensure you have on hand what's increasingly being requested
- Simple, effective, operational

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Risk & Impact





Likelihood Definitions
How likely is it that this risk could occur?

Name	Score	Description	Likelihood
Rare	1	May only occur in exceptional circumstances	1/25
Unlikely	2	Not expected to occur	1/10
Possible	3	May occur sometimes	1/3
Likely	4	Will probably occur once per project	1/1
Almost Certain	5	Almost certain to occur	>1/1

Consequence Definitions
What impact could the risk present?

Name	Score	H&S / Injury
Insignificant	1	No lost time
Minor	2	Minor lost time injury or illness
Moderate	3	Moderate lost time injury or illness
Major	4	Serious lost time injury or illness
Catastrophic	5	Fatality or permanent injury

Risk Scores

Likelihood x Consequence		Likelihood				
		Rare	Unlikely	Possible	Likely	Almost Certain
Consequence	Insignificant					
	Minor					
	Moderate					
	Major					
	Catastrophic					

Risk Acceptability
Based on the risk score, how acceptable is the risk?

Name	Risk Score Range	Acceptability	Recommended Action
Catestrophic	16.0 - 25.0	Unacceptable	Immediate action required
Major	11.0 - <16.0	Undesirable	Urgent management attention required
Moderate	6.0 - <11.0	Treat	Action and monitoring required
Minor	3.0 - <6.0	Tolerable	Monitoring of controls
Low / Insignificant	1 - <3.0	Acceptable	Manage per existing processes

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