



Process Documentation

14. Evacuation Procedure for Mount Holiday Park

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Process Details

Process Name

14. Evacuation Procedure for Mount Holiday Park

Category

EMERGENCY & EVACUATION MANAGEMENT: Processes that help people understand what do in an emergency situation

Description

Develop processes for evacuation at Mount Holiday Park in the event of a Fire or other circumstance.

Process Owner

s 7(2)(f)(ii)

Objective

Not yet defined

Background

.

Process Input

Not yet defined

Process Output

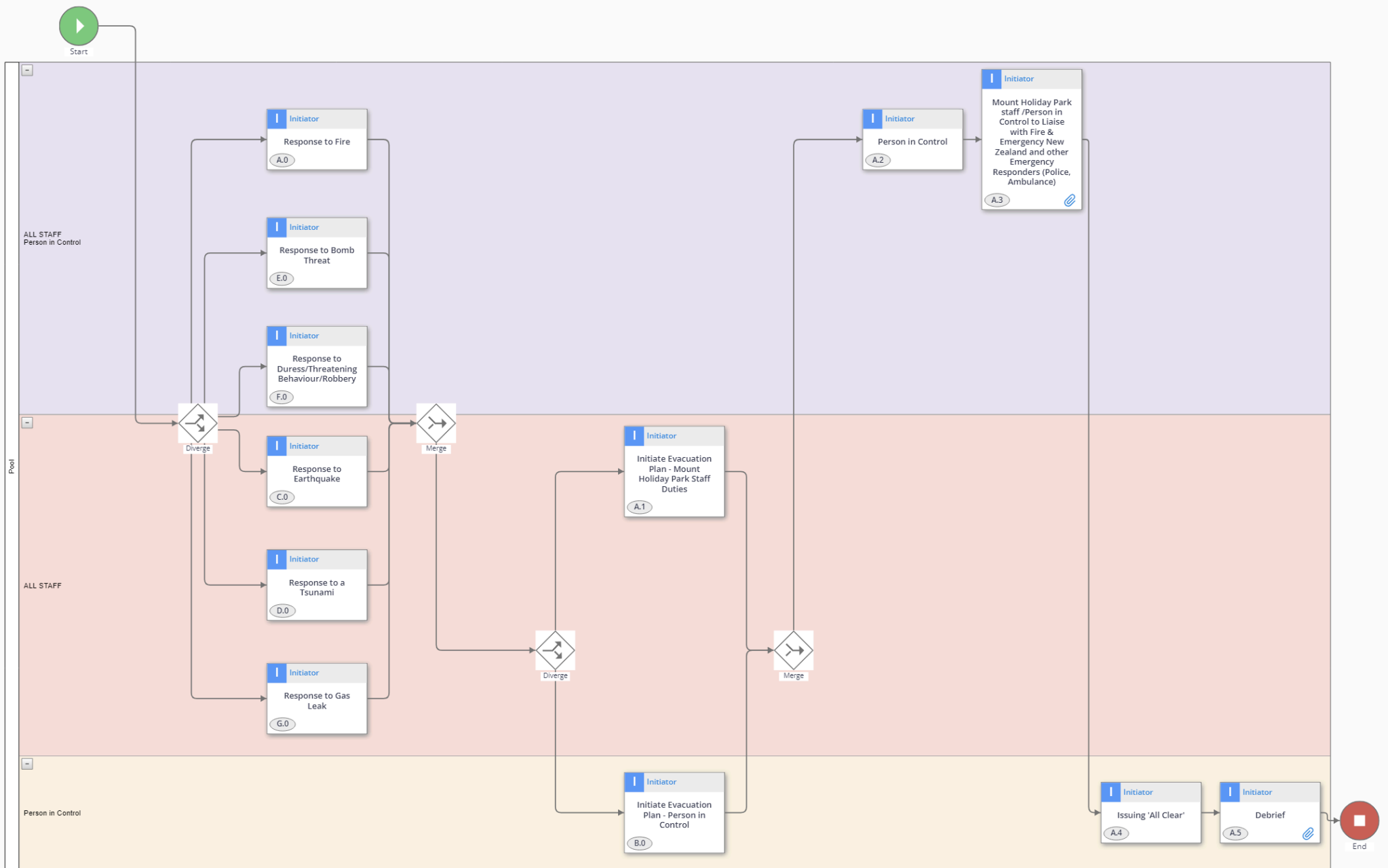
Not yet defined

Trigger

Not yet defined

Process Review Date

Not yet defined



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1. Diverge

Details

| | |
|----------------|--|
| Type | Diverge |
| Outbound Steps | Response to Fire Response to Earthquake Response to a Tsunami Response to Bomb Threat Response to Duress/Threatening Behaviour/Robbery Response to Gas Leak |

2. A.0 Response to Fire

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a** If Park Staff or Member of Public discovers a fire in the Park buildings or on a site.
- b** Dial 1 -111 Emergency Services advise the fire is at Mount Holiday Park, 1 ADAMS AVE, MOUNT MAUNGANUI
- c** Use fire extinguishing equipment if you have been trained to do so.
- d** Initiate Evacuation procedure as per Sections 2-6 below.

NOTE Assembly Point Signage is maintained by Property Services.

NOTE Evacuation Assembly Points are indicated on the hand out sheets to all persons staying at the park upon registering.

- e** A Mount Holiday Park staff member will take control of the situation and is deemed a Person in Control

NOTE Supporting information is set out in the Emergency Procedures Flip Chart

NOTE After Hour Contact Procedure for members of the public who need assistance in the event of a fire/or other incident which may result in part or all of the Holiday Park to be evacuated. The following arrangement is subject to change but current as of December 2019.

Mount Holiday Park has security onsite weekends 1845-0300 or when the Park manger is on leave, over the peak season, every night from the 23 December – 6 February starting and finishing at 1900-0400 hours. Security will check in late arrivals and patrol

the whole site throughout the night until finish.

There is an intercom on the reception building customers can use for late arrivals or assistance which will call our after/ hour cell phone where the Park Manager or a staff member or Security will answer. The intercom will divert the call to Watchdog Call Centre at 0300 hours and a mobile patrolman would be dispatched if assistance is required.

After/hour cell phone number; s 7(2)(f)(ii) try this number in the first instance if you need assistance.

3. C.0 Response to Earthquake

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a** If a quake occurs while persons are within the Mount Holiday Park buildings request they remain until the shaking stops.
- b** After the quake ceases evacuate to the Assembly Points.
- c** Instigate a search of the park for injured persons and contact Emergency Services if required to respond to injured persons.
- d** Initiate response to cater for a Tsunami

NOTE Supporting information is set out in the Emergency Procedures Flip Chart

4. D.0 Response to a Tsunami

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a** All staff to warn and instruct park customers to move to the sign posted Tsunami safe areas on higher ground behind the camping area.

NOTE These are illustrated on the park map hand out to all customers

NOTE Supporting information is set out in the Emergency Procedures Flip Chart

5. E.0 Response to Bomb Threat

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a** Upon becoming aware of a potential threat convey the threat location to the Mount Holiday Park Caretaker.
- b** Park Staff/Person in Control contacts Emergency Services 1-111 to advise of the location of the threat and description of item .
- c** Park Staff i/Person in Control nforms all personnel of Bomb Threat, advising possible request to evacuate building or sectors of the Mount Holiday Park
- d** Park Staff/Person in Control - Emails .Everyone advising a bomb threat is in place at Mount Holiday Park and await further instruction.
- e** Park Staff/Person in Control - contacts their MANAGER: Property, advising of the situation. Contact is to be made as soon as possible to the Manager: Property to mitigate Media enquiries and formulate a response by the General Manager.

NOTE Supporting information is set out in the Emergency Procedures Flip Chart

6. F.0 Response to Duress/Threatening Behaviour/Robbery

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a** Implement Lockdown Procedure for Reception Office and assemble in a safe secure place.
 - b** Take instruction from Police, advise Members of public to remain in cabins/buildings/caravans etc until notified otherwise.
 - c** Mount Holiday Park Staff implements Lock Down Procedure
- NOTE** Lock Down Procedure is yet to be developed for Mount Holiday Park
- NOTE** Supporting information is set out in the Emergency Procedures Flip Chart

7. G.0 Response to Gas Leak

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- NOTE** In a gas bottle is leaking from a campers stored facility, immediately contact Emergency Services.
- NOTE** Take direction from Fire and Emergency New Zealand or the NZ Police. Initiate Evacuation Plan as set out in 2.0 below if required.

- a Warn and instruct park customers to move upwind of the gas leak.

8. Merge

Details

| | |
|---------------|--|
| Type | Merge |
| Inbound Steps | <ul style="list-style-type: none"> Response to Fire Response to Earthquake Response to a Tsunami Response to Bomb Threat Response to Duress/Threatening Behaviour/Robbery Response to Gas Leak |

9. Diverge

Details

| | |
|----------------|--|
| Type | Diverge |
| Outbound Steps | <ul style="list-style-type: none"> Initiate Evacuation Plan - Mount Holiday Park Staff Duties Initiate Evacuation Plan - Person in Control |

10. A.1 Initiate Evacuation Plan - Mount Holiday Park Staff Duties

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a Mount Holiday Park Staff are to check all areas, inclusive of facilities, storage areas and meeting rooms.
- b Check doors of Information Centre or other buildings are closed.

- c Mount Holiday Park staff may assist any person/s with a disability with limited means of egressing to the Assembly Point

NOTE If a person with a disability is not able to exit the building for some reason (e.g. egress point is inaccessible), leave the person in a safe area nearest the Main entry.

- d Mount Holiday Park Staff will direct members of the public to the assembly areas.
- e CRITICAL ACTION: Mount Holiday Park Staff report to the Person in Control at the Main Entrance. Building clearance status and information about any person/s still in the buildings - give clear and exact information about their location (e.g. staff member remaining with a person with a disability)

11. B.0 Initiate Evacuation Plan - Person in Control

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a Any staff member will take control of the evacuation process and deemed the Person in Control.
- b Ensure members of the public or contractors are directed to the evacuation assembly points
- c Ensure doors to buildings are closed so as to prevent members of public entering the building

12. Merge

Details

| | |
|---------------|--|
| Type | Merge |
| Inbound Steps | Initiate Evacuation Plan - Mount Holiday Park Staff Duties Initiate Evacuation Plan - Person in Control |

13. A.2 Person in Control

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a The Person in Control is to record buildings on site as being clear or has a person with a disability at a location unable to evacuate.

14. A.3 Mount Holiday Park staff /Person in Control to Liaise with Fire & Emergency New Zealand and other Emergency Responders (Police, Ambulance)

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a Person in Control conveys evacuation status to Fire and Emergency New Zealand/other responders upon arrival on site. Information to include location of any person remaining within a building, any areas not checked and any permanently vacant areas, and any other pertinent information.

- b** Person in Control takes direction from Fire and Emergency New Zealand/Emergency responders, and delegates tasks, to park staff or other party, as required.
- c** If there is a danger to the Assembly Area, instruct Mount Holiday Park staff to move evacuees to a safer area.
- d** In the event TCC Staff are unable to reoccupy the building for a period exceeding 30 mins, or Fire & Emergency NZ/Police/Civil Defence advises re-entry is not permitted. The Person in Control will notify the General Managers as detailed on the Emergency Response Flip Charts.
The General Managers may escalate the event to implement the Business Continuity Plan.

NOTE In the event of a fire the TCC Asbestos Register should be referred to.

[TCC Asbestos Register](#)

15. A.4 Issuing 'All Clear'

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a** Fire and Emergency New Zealand will give authority to the Person in Control to convey 'All Clear' for reentry to a building or park area.to reenter a building or park area.
- b** Communicate 'All Clear' verbally to those in the Assembly Area.
- c** Request all park staff to remain for the debrief

16. A.5 Debrief

Details

| | |
|----------------|-----------|
| Type | Task |
| Assigned Actor | Initiator |
| Deadline | None |

Card

- a Following Emergency Services disestablishment conduct the debrief with all Mount Holiday Park Staff.
- b Person in Control completes the Evacuation Debrief Form during and enters record into Vault under 'Compliance' and assigns any necessary corrective actions to the appropriate people.

[Evacuation Debrief Form](#)