

October 2023

Queenstown Rafting - Venue & Experience risk information

Purpose

In this document, our primary purpose is to provide comprehensive risk disclosure information to booking agents, charter trips & school groups. We aim to clearly outline potential risks associated with our venues and experiences, their mitigation strategies, and the responsibilities of all parties involved to ensure informed decision-making, safety and smooth coordination of activities.

This document is reviewed periodically to ensure that it is an accurate reflection of the workplace and experience.

Our responsibilities

Our risk management strategy involves the establishment of effective controls and guidance to help people make the best possible choices. If something goes wrong, we take responsibility for our learning and improve our systems accordingly.

Your Responsibilities

Your responsibility includes communicating the potential risks associated with our venues and experiences to customers or guardians of school groups.

Organisation:	RealNZ Ltd
Branch/Location:	Queenstown
Phone Number:	0800 65 65 01
Website:	www.realnz.com
Key Contact:	Health and Safety Team Phone: 0800 65 65 01 Email: safety@realnz.com
Activity:	White Water Rafting (Shotover, Kawarau & Landsborough Rivers)
Insurance:	QBE Insurance International

Queenstown Rafting - Venue & Experience risk information

Risks / Hazards <i>(Venues and experiences)</i>	Control Strategies <i>Strategies for ensuring guest safety</i>
<p>General Safety</p>	<ul style="list-style-type: none"> • Duty of Care - RealNZ takes all reasonable steps to ensure the safety of guests in accordance with NZ Legislation, Maritime Transport Act and Government COVID guidelines. • Staff with appropriate training, licences and/or competencies. • Children to be supervised by guardians at all times.
<p>Guest falling out of raft and into water:</p> <p><i>Potential for guest to hit an object or be entrapped under water. (Significant)</i></p>	<ul style="list-style-type: none"> • Customer screening and risk acknowledgement forms / Wherewolf online portal • Appropriate PPE and wet weather gear provided prior to commencement of activity. • Safety briefing prior to commencement of activity detailing what to do if you or someone or everyone (raft flips) ends up in the water. • One guide per raft equipped with suitable safety equipment. • Raft guide training and swift water rescue training as required. • Safety kayaker utilised where required as per SOP's.
<p>General rafting:</p> <p><i>Potential for serious injury while participating in Rafting. (Significant)</i></p>	<ul style="list-style-type: none"> • Rafting trip leader to communicate safety procedures at the start of the program. • Participants must have a basic understanding of English language, listen to guides and follow instructions. • Rafting is a physical activity and requires active participation both on and off the water. • Staff with appropriate training and qualifications. • Weather and river level monitoring. • Safety communication devices (radios and satellite phones). • Emergency procedures and communication equipment in place. • On-River management by river guides to ensure the Guests know what they are required to do as they approach each significant rapid section. • All raft guides are first aid trained.

Queenstown Rafting – Risk Information

	<ul style="list-style-type: none"> • Suitable PPE and safety equipment available. • Guides H&S rescue training In-house and swift water rescue
<p>Slips / Trips / Falls: Potential for injury from sudden or forceful impact. <i>(Significant)</i></p>	<ul style="list-style-type: none"> • Good housekeeping practiced around sites and staff available to respond to any new hazards. • Guests must wear appropriate footwear. • Ensure guests stay on designated footpaths and paved areas where possible. • Guests should exercise caution while navigating RealNZ experiences, as they may encounter uneven surfaces, unconventional stairs, steps, sea sills, snow, ice and slippery surfaces.
<p>Vehicles & trailers: Potential for injury from interaction with moving vehicle. <i>(Significant)</i></p>	<ul style="list-style-type: none"> • Licensed transport operator with drivers adhering to the work time and logbook requirements. • Vehicle inspections and maintenance • Do not stand behind vehicles or in blind spots along side of vehicles.
<p>Natural Hazards: Potential for injury from landslide, earthquake, flooding or falling tree / branch. <i>(Significant)</i></p>	<ul style="list-style-type: none"> • RealNZ monitor weather conditions daily. • RealNZ can cancel trips in the event of unsuitable weather or lake conditions. • River maintenance can be carried out to alter rapids if they present a significant risk.
<p>Aviation: Potential for injury from Helicopters & Light Aircraft <i>(Significant)</i></p>	<ul style="list-style-type: none"> • Reputable aviation companies used with CAA licensed pilots. • Designated landing areas. Guests informed not to approach aircraft and where to stand prior to aircraft arriving. • Loading and unloading carried out by pilot unless a trained staff member is available. • Always stay away from helicopters and aircraft landing areas.
<p>Medical events Increased risk due to remote nature of the rafting experience <i>(Significant)</i></p>	<ul style="list-style-type: none"> • Customer medical conditions disclosed prior to activity. • First aid kits are available and some sites have AED's. Staff to be advised if first aid treatment is required. Some staff are trained in first aid. • School groups must provide at least one first aid trained person.
<p>RealNZ buildings, machinery and restricted areas:</p>	<ul style="list-style-type: none"> • Keep away from restricted areas unless it has been approved by RealNZ staff. Teachers are required to

Queenstown Rafting – Risk Information

Risk of exposure to uncontrolled hazard	<p>ensure students are aware of or do not enter these restricted areas.</p> <ul style="list-style-type: none"> Hazardous areas are fenced off and sign-posted, to identify restricted access.
Emergencies (Rafting): Fire, collision or sinking vessel (Significant)	<ul style="list-style-type: none"> RealNZ staff will provide a safety briefing prior to departure which will contain information relating to emergency response. Guests to follow evacuation procedures in the event of an emergency. Liaise with RealNZ staff.
Emergencies (Land): Earthquake, Landslide, Seiches, Fire or Flood (Significant)	<ul style="list-style-type: none"> If there is an emergency, please dial 111 and contact our staff immediately. Emergency procedures are in place to cover a range of scenarios both land and vessel related. Staff are trained to deal with emergency situations. Liaise directly with staff as appropriate.
Accessibility:	<ul style="list-style-type: none"> On the rafting experience there are uneven surfaces, gravel pathways and some areas are not accessible by wheelchair. Guests are sometimes required to walk on riverbank.
Child / Leader ratios <i>[Valid only for school trips]</i>	<ul style="list-style-type: none"> Schools must ensure excursions are appropriately staffed as per the Ministry of Education Guidelines. Schools may need to enhance these measures to ensure student safety. To ensure appropriate and effective levels of supervision RealNZ requires excursions to be at least: 1 Leader: 10 students.

RealNZ Document Approval

NAME: Janelle Somerville

SIGNATURE:



JOB TITLE: Chief People & Safety Officer

DATE: 12 October 2023

FOR SCHOOL / GROUP TRIPS ONLY

Queenstown Rafting – Venue & Experience risk information

If you work as a school representative responsible for arranging excursions and serve as the primary point of contact for guests, please take a moment to fill out the acknowledgment form below.

Acknowledgment and Acceptance of RealNZ H&S Conditions

I acknowledge my responsibility to inform our school leadership and caregivers about the potential risks associated with RealNZ experiences as outlined above.

I understand that the guidelines are subject to change if there is a change in applicable legislation and / or RealNZ policies. Please sign below to confirm you understand and agree with the above information.

NAME _____ SIGNATURE _____

JOB TITLE _____ DATE _____

SCHOOL / GROUP _____ BOOKING REFERENCE _____

Please scan and return to RealNZ one week before excursion groups@realnz.com

FOR BOOKING AGENTS

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If you work as a booking agent responsible for arranging excursions and serve as the primary point of contact for guests, please take a moment to fill out the acknowledgment form below.

Acknowledgment and Acceptance of RealNZ H&S Conditions

I acknowledge our responsibility to inform our customers about the potential risks associated with RealNZ experiences as outlined above.

I understand that the guidelines are subject to change if there is a change in applicable legislation and / or RealNZ policies. Please sign below to confirm you understand and agree with the above information.

NAME _____ SIGNATURE _____

JOB TITLE _____ DATE _____

ORGANISATION _____

Please scan and return to RealNZ one week before excursion sales@realnz.com
