GENERAL INFORMATION

Skyline Rotorua has operated as a popular tourist attraction for over 30 years, and has earned a reputation as a fun and safe place to visit for people of all ages.

As a business safety is priority in everything that we do. To demonstrate our high standards in health and safety we have achieved the highest level of accreditation (Tertiary) available in New Zealand for Workplace Safety Management Practices (WSMP). This level of accreditation shows that we are fully compliant under WSMP in meeting our health and safety requirements in the following areas:

✓ Employer commitment to safety management practices
✓ Planning, review, and evaluation of all health and safety activities and requirements
✓ Hazard identification, assessment and management
✓ Information, training and supervision for all health and safety workplace requirements
✓ Employee participation in health and safety management
✓ Emergency planning and readiness
✓ Protection of employees and visitors from on-site work undertaken by contractors and sub-contractors
✓ Safe systems in action – workplace confirmation.

Although mountain biking is not considered an “adventure activity”, Skyline Rotorua successfully gained accreditation under the new Safety Audit Standards for Adventure Activities for our mountain biking activities.

Skyline Rotorua is an Endorsed Visitor Activity with Qualmark, and has also earned the Qualmark Enviro Award Gold rating, which means that our business exceeds the highest levels of environmental and social responsibilities. This endorsement represents strong leadership and advocacy. The Endorsed Visitor Activity rating under Qualmark means:

✓ You will have a great tourism experience
✓ You can book with confidence
✓ Our business operates in an ethical, professional and environmentally sustainable way
✓ The business has the required systems and policies for a safe and happy holiday in New Zealand
✓ Validation of insurance, safety and regulatory requirements
✓ Reduced customer complaints and increased customer satisfaction

Skyline Rotorua is also a member of a number of New Zealand Tourism Groups.
EMERGENCY AND FIRST AID

All of our departments have a number of fully qualified First Aiders on site at all times of operation, with first aid kits and supplies in every department. A number of our staff are also highly trained in emergency care and hold current certificates in Pre Emergency Hospital Care (PHEC). We also have an Automated External Defibrillator (AED) on site.

Skyline Rotorua has a detailed Crisis Management Plan (CMP), with many of our staff trained in carrying out all required functions in any emergency scenario, from natural phenomena to security threats. We have designated fully trained Building Wardens in every department, as well as staff who can fluently speak a wide range of foreign languages to ensure effective communication is achievable when required.

As part of our various accreditation criteria, we hold regular emergency drills including full site evacuations from buildings, to all of our gondolas and chairlifts. We have highly trained staff competent in performing all rescue activities at height and all of our safety equipment is regularly audited to ensure it meets all industry standards at all times and is always ready for use.

HAZARDS

Skyline Rotorua has a detailed hazard register which identifies suitable controls for each hazard – real or potential – on our site. Every staff member is aware of these hazards and how to effectively manage each one in their area.

We have also developed Safe Codes of Conduct for visitors riding our luge and chairlift, which is provided in written and pictorial form at “point of use”, as well as provided verbally through instruction by our staff members prior to our visitors undertaking luge rides. Our staff in these areas are fully trained in working with visitors, to ensure our visitors demonstrate an understanding of how to safely ride the luge and chairlift. Our staff are always on hand to provide extra assistance whenever required.

Risk Management System

Risk Analysis

Skyline Rotorua continues to monitor and deliver a safe environment where our guest can ride in a managed and reduced risk environment. In areas where risk may be more prevalent Skyline Rotorua has incorporated signage, lines and or safety barriers to help guide and manage best the risk in these areas.

The following analysis highlights the strategy Skyline Rotorua management and staff have put in place to allow our guests to enjoy the experience safely.
### Causal Factors

<table>
<thead>
<tr>
<th>People</th>
<th>Equipment</th>
<th>Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed</td>
<td>Poor Equipment</td>
<td>Wet</td>
</tr>
<tr>
<td>Carelessness</td>
<td>Not used properly</td>
<td>Windy</td>
</tr>
<tr>
<td>Not watching out for riders</td>
<td>Not worn properly</td>
<td>Darkness</td>
</tr>
<tr>
<td>Illness</td>
<td></td>
<td>Objects on track</td>
</tr>
<tr>
<td>Not following signs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Risk Management Strategies

<table>
<thead>
<tr>
<th>People</th>
<th>Equipment</th>
<th>Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operators assisting with Gondola embarking</td>
<td>Equipment is checked and maintained regularly</td>
<td>Lighting in darkness. Luge Scenic and Intermediate tracks have lighting. Advanced track is closed</td>
</tr>
<tr>
<td>Luge instructors ensure guests wear correct protective equipment – helmets, shoes</td>
<td>Luge helmets are provided for guests</td>
<td>Luge staff sweep and check luge tracks regularly</td>
</tr>
<tr>
<td>Luge instructors check to make sure guests can demonstrate competency in steering and breaking</td>
<td>Comprehensive signage to show people correct processes</td>
<td>Comprehensive signage on luge and mountain bike tracks to alert riders to hazards</td>
</tr>
<tr>
<td>Mountain Bike Patrollers routinely monitor and assess guest bike conditions</td>
<td>Wind metres to monitor safe operation for Gondola &amp; Chair Lifts</td>
<td>Gondola &amp; Chair Lift – safe wind speed checks</td>
</tr>
<tr>
<td>Visual signs at point of use assist guests with safety instructions &amp; information</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Safety, Equipment & Maintenance

<table>
<thead>
<tr>
<th>People</th>
<th>Equipment</th>
<th>Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid kits and a defibrillator are readily available</td>
<td>Luge carts are regularly maintained (each one is micro chipped)</td>
<td>Staff regularly check the environment</td>
</tr>
<tr>
<td>Key staff are trained in First Aid and Pre-Hospital-Emergency Care</td>
<td>Gondola and Chairlifts are regularly maintained to industry standards</td>
<td>Maximum loadings of Chairlifts and Gondola are adhered to</td>
</tr>
<tr>
<td>Rotorua Hospital is 10 minutes away</td>
<td>Fire equipment is regularly checked by external experts</td>
<td>Kitchen and Restaurant equipment is regularly checked</td>
</tr>
<tr>
<td>New Zealand Food Hygiene &amp; Safety Standards are met</td>
<td>Electrical equipment is checked, tagged and maintained</td>
<td>Mountain bike tracks are regularly checked and groomed</td>
</tr>
<tr>
<td>All Luge &amp; Gondola staff are regularly trained in rescue from chairlifts and gondolas</td>
<td>All equipment is regularly checked and maintained</td>
<td></td>
</tr>
</tbody>
</table>
Staff Competency

<table>
<thead>
<tr>
<th>People</th>
<th>Equipment</th>
<th>Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key staff are trained in First Aid and Pre-Hospital Emergency Care</td>
<td>Staff are trained to operate our machinery &amp; equipment and are assessed regularly</td>
<td></td>
</tr>
<tr>
<td>Luge, Gondola and Mountain Bike staff trained for their role and competencies checked through regular reviews</td>
<td>Luge staff are trained to standard Chair lift National Unit Standards</td>
<td></td>
</tr>
<tr>
<td>Key Skyline staff are trained in emergency procedures and refresher training is conducted regularly</td>
<td>Staff are expected to follow safe work procedures and emergency procedures</td>
<td></td>
</tr>
<tr>
<td>Skyline staff are trained in guest service and how to deal with the public and are assessed on a regular basis</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

General Policies & Guidelines for Guests

<table>
<thead>
<tr>
<th>People</th>
<th>Equipment</th>
<th>Environment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Groups are met by the rostered Duty Manager or Luge Supervisor and instructed on safe operation Luge Standard Operating Procedures are in place and regularly reviewed for best practice</td>
<td>Luge Supervisors and Instructors instruct on use of luge in accordance with Standard Operating procedures</td>
<td>Signage in place in accordance with Standard Operating Procedures</td>
</tr>
<tr>
<td>Mountain bikers sign Terms &amp; Conditions of using the mountain bike part</td>
<td></td>
<td>Mountain bike maps are available</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Site maps are available with clear smoking areas for guests</td>
</tr>
</tbody>
</table>

FINAL DECISION ON IMPLEMENTING ACTIVITY

Choose One of the Options Below

| ACCEPT | REJECT |
Examples of Signage & Codes of Conduct for Our Visitors

**CHAIRLIFT CODE OF CONDUCT**

**SETS OUT THE RULES THAT KEEP EVERYBODY SAFE**

1. **MAXIMUM LOAD PER CHAIR**: 2 PEOPLE
2. **HEIGHT REQUIREMENT**: You must be 42" or 12 years old to ride the chair lift as unaccompanied
3. **WARNING**: To ride the chairlift and the ski tow, you must be in good health and under the influence of alcohol, drugs or medication.
4. **SAFETY AND ASSISTANCE**: Goggles and facial mask are recommended. Riders should not carry excessive baggage as it may affect the chairlift's performance.

**DISMOUNTING**

To dismount, slide down with your knees bent, then step off the chairlift.

**LUGE CODE OF CONDUCT**

**SETS OUT THE RULES THAT HELP MAKE THE LUGE A SAFE, PLEASURABLE EXPERIENCE FOR EVERYONE.**

1. **WARNING**: Use the brakes and the hand brake in the event of a fall. Use the brakes and the hand brake in the event of a fall.
2. **HEAVY WEATHER**: Keep the safety of our visitors in mind.
3. **HEIGHT REQUIREMENT**: The height for the luge is 3'9". Riders must be at least 3'9" to ride.

**DISMOUNTING**

To dismount, do not attempt to stop the luge. Use the brakes and the hand brake in the event of a fall.
SKYLINE LUGE

WARNING:

- The Luge is a high speed turbulent gravity thrill ride
- To ride the Luge you must be in good health and free of heart conditions, motion sickness, back problems or other physical limitations.
- We are sorry, but expectant mothers may not ride

AGE GUIDELINES:

- Any child over 135 cm may ride Advanced track
- 6 years and over 110cm may ride scenic track.
- 5 years and under may only be doubled by an adult on the Scenic track

LUGE RULES:

- Observe track before riding
- Helmets must be worn at all times
- First ride each day must be on the Scenic track
- Listen closely to the Luge instructor
- No speeding on the Scenic track
- Respect other riders
- No bumping into other Luge carts
- Avoid skidding Luge cart wheels
- Do not group race
- No doubling allowed on Advanced track
- No alcohol to be consumed prior to riding Luge
- Keep feet in cart at all times

IN THE INTEREST OF HEALTH & SAFETY, SKYLINE ENTERPRISES RESERVE THE RIGHT TO REMOVE PATRONS WHO ARE ACTING IN A DANGEROUS OR IRRESPONSIBLE MANNER
SKYLINE ZIPLINE

The Zipline is an adventure tourism activity, offering an experience that is both exhilarating and entertaining. The core product offered by Skyline Zipline is a 400m long Zipline featuring dual Ziplines flying down Mt. Ngongotaha, with breathtaking views of Lake Rotorua. Each Zipline take-off and landing point is anchored into the ground using engineered anchor systems. The system also features engineered braking, patented trolleys and custom harnesses for rider comfort and safety. We also offer the option of a 13m QuickJump™ from our specially designed jump platform, as well as an 18m option.

All equipment used is designed and certified as fit for purpose. Staff undergo in-house training and do not work unsupervised until the Guide, Zipline Supervisor and Zipline Manager are satisfied with their performance.

All equipment undergoes regular safety checks including daily, monthly, quarterly and annual checks. We also have external experts conduct these checks as well.

The Zipline is an Adventure Activity and as such is subject to the Adventure Activities audit. This audit examines our operational and Safety Management Systems. The Zipline has been accredited as a certified adventure activity since its opening in 2014.

All guests are made aware of the following information:

ATTENTION!

Guests MUST agree to all terms before participating in this activity:

- Skyline will take all steps possible to provide a safe, fun experience but cannot totally guarantee safety. This Zipline and Jump is an Adventure Activity and as such involves the risk of Serious Harm or Death.
- Participants MUST be between 27kg - 115kg (60lbs - 254lbs).
- You MUST be in good health, free from heart conditions, back or neck problems or other medical conditions that may be aggravated by this activity. If you are unsure, please ask your guide.
- This Zipline and Jump involves high speeds, significant heights and large vertical drops. It may be both mentally and physically demanding.
- You MUST follow staff instructions at all times as this is critical to your safety.
- Use of the Zipline and/or Jump without staff supervision is strictly prohibited.
- Expectant mothers should not ride.
- Guests must wear an appropriate helmet and closed toe footwear.
- Long hair and loose items MUST be secured.
- No smoking or eating while on tour.
- If you are unsure at any time about instructions given to you, please ask your guide.
- If a guest shows any signs of being under the influence of alcohol/drugs, they will be unable to ride.
- Skyline reserves the right to refuse any guest from participating.
SKYLINE Rotorua Gravity MTB Park

Skyline Rotorua Gravity park (GP) is New Zealand’s first 4 season, gondola assisted Gravity Park. It was constructed and opened in August 2014 having been a project of Rotorua Mountain bikers for some years to have a bike park that utilized the gondola.

Skyline received funding from the NZ Tourism Growth Partnership with an intention of bringing international events to Rotorua. Eight months after opening the park hosted Crankworx, the largest MTB festival in the world. Skyline Rotorua will continue to be the NZ host for Crankworx until 2028 having signed a 10 year contract with Crankworx International.

Skyline Rotorua GP now has a trail network of approximately 13km of trail, varying from Green beginner trails to double black diamond, world cup sanctioned trails. Skyline Rotorua GP offers the first full time bike patrol in NZ and prides itself on providing a first rate, professional medical response. We strive to be the best Bike patrol in NZ. We aim to keep the trails in exceptional condition, providing a fun, safe environment to ride.

Riders are expected to abide by the following Terms and Conditions
1. Mountain Biking is an inherently dangerous activity. On the Skyline Rotorua Mountain Bike Gravity Park you will be exposed to some risks which may involve slippery, avoidable and unavoidable obstacles both man made and natural on narrow trails and/or with poor traction. There will be exposure to the tracks outside edge. We will take every possible step to ensure your safety however, you can and must fall off the bike and possibly get injured. Before riding ensure you are aware of the Skyline Rotorua Mountain Bike Gravity Park Freepass Baby Code.

2. Do not attempt any of the trails or features unless you have sufficient ability and skill to do so safely. Always ride in control and within your ability level.

3. Walking or riding up to access the Skyline Rotorua Mountain Bike Gravity Park trails is strictly forbidden. Any persons caught attempting to do so will have their pass revoked.

4. The Skyline Rotorua Mountain Bike Gravity Park passes are to only to be used by those persons for mountain biking only. Those not marked for mountain biking are not to be used.

5. The bike trails are part of the Skyline Rotorua Mountain Bike Gravity Park and is within the Skyline Rotorua property boundary. It is privately owned and is managed by Skyline Rotorua.

6. Selected trails are designated for mountain biking only. Those not marked for mountain biking are not to be used.

7. Skyline Rotorua Mountain Bike Gravity Park reserves the right to suspend, put ‘on hold’ or close mountain bike-access at any time due to weather or hazardous conditions that may endanger clients, staff or damage tracks.

8. The following blue lid periods apply to all passes. No riding from 25th December 2016 - 31st January 2017. 4th - 16th January 2017 limited hours please see the website. No riding 7th - 8th January 2017, 9th - 10th January 2017 limited hours please see our website. No riding 19th - 20th January 2017. Good Friday through to and including Easter Monday no riding. Check our website for up to date information.

9. The Skyline Rotorua Mountain Bike Gravity Park reserves the right to close mountain bike access for the purpose of events held at Skyline Rotorua.

10. Skyline Rotorua Gravity Park Lift Passes are valid for 1 year from date of purchase.

11. Skyline Rotorua Mountain Bike Gravity Park reserves the right to change operational times or refuse entry at its own discretion.

12. Skyline Rotorua Mountain Bike Gravity Park passes are non-refundable and non-transferable.

13. Skyline Rotorua Mountain Bike Gravity Park passes must be presented to Skyline Rotorua to gain access to the goodfares – no pass = no ride.

14. Unauthorized use of Skyline Rotorua Mountain Bike Gravity Park passes will result in the immediate revocation of the passes.

15. Before visiting the park you must ensure that your bike is in safe condition to ride.

16. The Skyline Rotorua Mountain Bike Gravity Park holds no responsibility for loss or damage caused to bikes while on site.

17. Appropriate riding attire must be worn at all times including closed toe footwear and appropriate body clothing.

18. It is advised to wear a helmet and a high visibility vest. If you have any allergies or medical conditions that require medication, you are responsible for carrying your medication on your person.

19. All mountain bike trails are subject to mountain bike etiquette and are not to be used for any other form of transport.

20. Skyline Rotorua Mountain Bike Gravity Park reserves the right to revoke both cardholder benefits and passes.

21. Skyline Rotorua Mountain Bike Gravity Park passes are for one person only.

22. Skyline Rotorua Mountain Bike Gravity Park passes are non-transferable for first timer cyclists.

23. All riders aged 12 and under should have the consent of a parent, guardian or care giver to ride in the Skyline Rotorua Mountain Bike Gravity Park.

24. Ensure you are physically fit to undertake mountain biking – if you are unsure check with your physician.

25. For safety reasons, we do not allow the following to access the goodfares for mountain biking:
   a. Children under 5 years (children are closely accompanied by an adult)
   b. Pregnant women

26. Skyline Rotorua Mountain Bike Gravity Park reserves the right to refuse entry to any individual deemed unsafe to access the goodfares for mountain biking.
Copy of Skyline Enterprises Certificate of Insurance

QBE Insurance (Australia) Limited
ABN 78 003 191 035 - Incorporated in Australia
PO Box 44, Auckland 1140
T: 64 9 366 9920  F: 64 9 366 9930  www.qbe.co.nz

Certificate of Insurance

QBE Insurance confirms insurance cover is in force as follows:

Insured: Skyline Enterprises Limited
Policy Number: 804008484PUL
QBE Line: 100.00%
Period of Insurance: From 1 April 2017 at 4pm to 1 April 2018 at 4pm
Risk Type: Public Liability
Wording: General Liability GEL0516
Limit of Indemnity: Public Liability: CAD 5,000,000 any one Occurrence
Products Liability: CAD 5,000,000 in the aggregate any one Period of Insurance
Policy Territory: Worldwide including North American Countries

Cover is subject to the terms and conditions of the policy as issued. For a full description of the coverage please refer to the policy document.

Issued and signed by QBE's authorised representative

Dated: 3 April 2017
Copy of Skyline Rotorua ACC Tertiary Accreditation Certificate

This certifies that Skyline Skyrides Ltd has met the Tertiary level requirements for ACC Workplace Safety Management Practices. This is effective for the period: 01 February 2017 to 31 January 2019.
Copy of Skyline Rotorua Adventure Activities Certificate
Copy of Zoom Zipline’s Adventure Activities Certificate
Copy of Skyline Rotorua Qualmark Certificate

GOLD LEVEL OF CERTIFICATION

This is to certify that

Skyline Rotorua

has been endorsed by Qualmark,
and awarded Gold under the Sustainable Tourism Business criteria.
The licence is held by Andrew Jensen.

It has also been classified as:

Endorsed visitor activity

Date of evaluation:
23 August 2017

Cameron Lawrence, General Manager
Qualmark New Zealand Ltd