EDUCATION OUTSIDE THE CLASSROOM INFORMATION FOR PROGRAM COORDINATORS

NAME OF PROVIDER: Rotorua Canopy Tours ADDRESS: 147 Fairy Springs Road, Rotorua

TELEPHONE: 07 343 1001

EMAIL: hello@canopytours.co.nz

PUBLIC LIABILITY INSURANCE: Vero Liability

VALUE: \$5,000,000 NZD

INSURANCE: Public & Products Liability

ROTORUA CANOPY TOURS CERTIFICATIONS

Rotorua Canopy Tours is registered, audited, and certified under New Zealand's Adventure Activity Regulations. Our current safety audit status is available on the <u>WorkSafe Adventure Activity Register:</u>

We are a Qualmark Endorsed Visitor Activity.

STAFF INFORMATION

Qualifications:

All guides undergo comprehensive in-house training covering navigation, safety procedures, and emergency scenarios. Guides must demonstrate high proficiency before formal induction into our Safety Management System. While some guides hold outdoor qualifications, these are not mandatory for employment. Qualification records are available upon request.

All drivers possess a current full NZ driver's licence and/or a passenger endorsement. Staff undertake formal driver training annually. All guides have current first aid qualifications, ranging from basic outdoor first aid to pre-hospital emergency care.

Ongoing Training:

We promote continuous skill development through monthly emergency scenario training in the Dansey Road Forest and fortnightly skills-based sessions at our headquarters. Guides also undertake further training for specific roles and are encouraged to engage in self-directed learning. Training logs are available upon request.

ACTIVITY INFORMATION

Guide to Client Ratio:

We maintain a 2:12 ratio—two guides per group of up to twelve participants. Multiple groups can be accommodated simultaneously.

Equipment Provided:

All required safety equipment and wet-weather gear are provided.

SAFETY MANAGEMENT SYSTEM

Police Vetting:

Not all staff undergo police vetting. However, staff holding passenger endorsements have completed police checks.

Available Documentation:

Upon request, you can view:

- Equipment Logs
- · Hazard and Incident Register
- Standard Operating Procedures
- Safety Management Plans
- Copies of Qualmark and OutdoorsMark Certificates

Extra Assistance:

Additional staffing, parent helpers, or transport assistance is generally not required unless specifically requested by Rotorua Canopy Tours. If you have questions, please contact the person who provided this information.









ROTORUA CANOPY TOURS RISK ASSESSMENT AND MANAGEMENT FORM



| | People | ENVIRONMENT | EQUIPMENT |
|------------|---|---|---------------------------------------|
| 2 | 1. Customers getting sepearated from the group | 1. Weather conditions | 1. Equipment failure |
| 2 | 2. Fall from height staff or Customers | 2. Overhead Hazards | 2. Lack of appropriate clothing and/ |
| - | 3. Trips and falls | April 6025-3340 X 048500 Y 015500 3 | footwear |
| Ş | 4. Staff | | |
| į | 5. Vehicle Accidents | | |
| 5 | 6. Unauthorised access to the course | | |
| | 1. Staying on Track | 1. Client Safety and Weather | 1. Equipment Management |
| | Clients will be briefed about risks of leaving the track and instructed to stay on it at all times. | All clients must sign a risk disclosure | All equipment has backup systems |
| | Guides will lead groups, with one at the front and one at the rear. | acknowledgment form. | ensure client safety. |
| | Head counts taken at three key locations where risk is highest | Rotorua Canopy Tours provides wet and | Equipment is logged and maintaine |
| | Maximum group ratio: 2 guides per 12 clients. | cold weather clothing if needed. | according to manufacturer guideling |
| | 2. Guide Training and Equipment | Tours are cancelled if weather conditions | Guides receive training to identify a |
| | Continuous Belay System | exceed defined safety limits. | respond to equipment failures. |
| | Thorough guide training to prevent errors. | If lightning or high winds occur, guides | Pre and Post use equipment check |
| | Clients receive harness fitting and safety briefing. | immediately evacuate clients from | 6 Monthly detailed equipment |
| | Colour-coded attachment system to reduce mistakes. | elevated areas. | inspections |
| SI | Guides check all safety equipment before Ziplining or walking across bridges. | 2. Helmet Use and Structure Safety | 2. Client Preparedness |
| OPERATIONS | 3. Trail Maintenance | Helmets must be worn by all clients and | Rotorua Canopy Tours provides we |
| ΑT | Regular maintenance of trails. | guides in the Skyfly area. | cold weather gear for clients who re |
| E | Non-slip surfaces on platforms and boardwalks. | An arborist inspects tree canopies | it. |
| g | 4. Drug and Alcohol Policy & Ongoing Training | annually, removes hazards, and reports | |
| | Rotorua Canopy Tours' drug and alcohol policy enforced with monthly random testing. | findings. | |
| NORMAL | Pre-employment drug testing | Senior guides or the operations manager | |
| R | TDDA used for Drug/Alcohol screening | visually inspect structures after | |
| Ň | 5. Vehicle Safety | significant weather events or | |
| | Vehicles monitored by E-Road for speed, harsh driving and GPS location. | earthquakes. | |
| | Guides driving shuttles must hold a valid full driver's licence. | Operating conditions have clear limits, | |
| | Drivers must use pull-over shoulder at reserve entrance if vehicles follow. | prohibiting access when: | |
| | Drivers to exercise extra caution during winter conditions on Dansey Road. | Average wind speed exceeds 45 km/hr. | |
| | Vehicles maintained regularly by Rotorua Canopy Tours. | Wind gusts exceed 65 km/hr - Original | |
| | 6. Structure Access and Security | tour & 35km/hr wind, 55km/hr gust - | |
| | Access to structures prohibited unless on official business. | Ultimate | |
| | Unauthorised access reported to police. | Two-hour rainfall totals exceed 10mm | |
| | Structures clearly signed, highlighting safety and legal implications. | combined with winds over 30 km/hr. | |
| | Deterrents in place, no valuables left overnight. | Two-hour rainfall totals exceed 20mm. | |

EMERGENCY

All guides hold current first aid qualifications, from basic first aid to pre-hospital emergency care.

First aid kits are located along the zipline course and carried by tail guides.

Clients must disclose any illness, injury, or medical conditions and carry necessary medication.

Guides undertake monthly emergency scenario training, including team debriefs, and fortnightly skills training sessions.

Safety procedures and practices are reviewed at monthly full-team meetings.