

# RISK ASSESSMENT

|                               |  |                           |            |
|-------------------------------|--|---------------------------|------------|
| <b>Location/Task assessed</b> | KTSLA/School Visits/Education Room/All Over Attraction | <b>Date of Assessment</b> | 20.08.2025 |
| <b>Location/Department</b>    | Operations   | <b>Review date</b>        | 20.08.2026 |
| <b>Risk Assessors</b>         | Victoria Lai   | <b>RA number</b>          |            |
|                               |  | <b>Revision No.</b>       |            |

|   |  |                    |          |          |          |  |  |  |
|---|--|--------------------|----------|----------|----------|--|--|--|
| SEVERITY (S)                                  |  |                    |          |          |          | Risk Rating (RR) = Severity (S) X Likelihood (L)   |  |  |
| ↑<br>FATAL<br>MAJOR<br>MODERATE<br>↓<br>MINOR |  | 4                  | 8        | 12       | 16       | 8-16 = High Risk → Action required to reduce risk<br>(immediate action or cessation of activity should be considered if >12) |  |  |
|   |  | 3                  | 6        | 9        | 12       |  |  |  |
|   |  | 2                  | 4        | 6        | 8        | 3-6 = Medium Risk → Consider and implement actions to reduce risk if reasonably practicable                                  |  |  |
|   |  | 1                  | 2        | 3        | 4        | 1-2 = Low Risk → Generally no action required, monitor & review to ensure risk remains low                                   |  |  |
|   |  | REMOTE             | POSSIBLE | PROBABLE | IMMINENT |  |  |  |
|   |  | ← LIKELIHOOD (L) → |          |          |          |  |  |  |

**Hazard Prompt List (Not Exhaustive) :**  
**Workplace:** adverse weather, cold surfaces, collision, confined space, fall from ht., falling objects, fire, glare, hot surfaces, inadequate access, noise, operation of vehicles, poor lighting, sharps, significant noise, significant vibration, slip/trip/fall, structural collapse, stressful environment, unsafe storage, unstable stacking.  
**Ergonomic:** manual handling, poor ergonomics, repetitive motion, overreaching  
**Agents:** biological substances, explosive substances, flammable fluids, flammable gas / mist / fumes / dust, hazardous fluids, hazardous gas / mist / fumes / dust, ionising / non-ionising radiation, lasers, UV light.  
**Equipment:** compressed air, crushing, cutting / severing, drawing-in / trapping, entanglement, friction / abrasion, high pressure fluid injection, impact, shearing, slips / trips / falls, stabbing / puncture, stored energy,  
**Electrical:** direct electrical contact, electro-magnetic effects, electrostatic phenomena, indirect electrical contact, short circuit / overload, electrical source of ignition.

| Hazard/Issue Identified   | Persons at Risk<br>(ie Staff, Guests, Contractors) | Existing Controls   | S | L | Risk Rating | Further Controls Required to Reduce RR (If Any)                                |                |         |                 | S | L | Residual Risk Rating |
|---|--|---|---|---|-------------|--|----------------|---------|-----------------|---|---|----------------------|
|   |  |   |   |   |             | What   | By Whom        | By When | Completed (Y/N) |   |   |                      |
| Arrival in car park and entering the aquarium - trips and falls | Guests   | Prior to arrival, group reminded to instruct bus company/drivers to park down the road at 21 Tamaki Drive.<br>Adult supervisors to support guests who cannot safely carry their own belongings<br>Guardians are instructed to supervise and assist students while entering the aquarium | 1 | 2 | 2           | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y               | 1 | 2 | 2                    |
| Classroom - burns   | All  | Duty manager or educator to ensure kitchen cupboard door is locked  | 2 | 1 | 2           | No further controls required   |                |         |                 | 2 | 1 | 2                    |
| Classroom - trips and falls                                     | All  | Ensure furniture and any cables are arranged safely   | 1 | 2 | 2           | No further controls required   |                |         |                 | 1 | 2 | 2                    |
| Walk through car park - being hit by other vehicles             | All  | Guests are instructed to walk on the left side of the car park.<br>Adult supervisors monitor for vehicles using the car park outside of normal operating hours<br>Guests are briefed about walk to entrance and evening at initial safety meeting                                       | 4 | 1 | 4           | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y               | 4 | 1 | 4                    |
| Walk through car park - trips and falls                         | All  | instruct guests to walk calmly and with support from supervisors<br>Guests are briefed about walk to entrance and evening at initial safety meeting   | 1 | 2 | 2           | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y               | 1 | 2 | 2                    |

|   |               |   |   |   |   |  |                |         |   |   |   |   |
|---|---------------|---|---|---|---|--|----------------|---------|---|---|---|---|
| Walk to Café - trips and falls  | All           | PPE - closed toe footwear must be worn by all guests when moving through the attraction.<br>Limit the number of guests on vehicles in admissions area<br>Guests sit on vehicles during talks<br>Guests to walk calmly and stay with group<br>Supervised groups<br>Walkways to remain clear,<br>Customers remain between yellow lines<br>Step and Low ceilings signage.<br>Duty Manager and guardians to ensure the children walk in two lines when moving from area to area and do not run ahead.<br>Guest supervised by adults when on playground<br>Duty Manager inform guests of the slippery surface around penguins before taking them there.<br>Signage regarding slippery surfaces | 1 | 2 | 2 | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y | 1 | 2 | 2 |
| Getting lost  | Guests        | Group led by staff or designated adult<br>Guest reminded to stick together<br>Encourage groups to complete regular head counts  | 1 | 3 | 3 | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y | 1 | 3 | 3 |
| Evacuation  | All           | Duty Manager trained in evacuation procedure.<br>Alarms set to notify alarm company and on call person.<br>Duty Manager talks to group before they set up their beds and informs them of the evacuation procedure.<br>Duty Manager do a walk around the sleeping areas before turning off the lights to ensure nothing is blocking exit route.<br>Group leader is given a radio to contact the Duty Manager and the Duty Manager phone number.  | 1 | 1 | 1 | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y | 1 | 1 | 1 |
| Abduction   | Young persons | One adult is requested to sleep near each exit from the main children sleeping area to keep an eye on anyone entering or leaving.<br>Duty Manager lock the exits before bedtime and alarm the front half of the building.   | 4 | 1 | 4 | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y | 4 | 1 | 4 |
| Playground - Abrasions/Bruises  | Young persons | SLKTA team member or guardian to inform the children to be careful on the playground and store shoes in the cubbies<br>Playground is fully padded.<br>Duty Manager first aid trained.<br>Adult supervision<br>First Aid kit in Kitchen  | 1 | 3 | 3 | Full health and safety briefing to be conducted before the start of every tour | DM/SLKTA Staff | Ongoing | Y | 1 | 3 | 3 |
| Touching animals in open rock pool tanks - allergic reactions or cuts;  | All           | Allergy information obtained before event<br>Staff trained in first aid<br>Guests touch animals in rock pools after washing their hands<br>Guests supervised by SLKTA Team Member while at rock pools   | 1 | 1 | 1 | No further controls required   |                |         |   | 1 | 1 | 1 |
| Touching animals in open rock pool tanks - injury to animals  | All           | Guests touch animals in rock pools after washing their hands<br>Guests supervised by SLKTA Team Member while at rock pools  | 1 | 2 | 2 | No further controls required   |                |         |   | 2 | 2 | 4 |
| Touching animals in open rock pool tanks - Animal escape or being removed from habitat leading to physical and psychological injury | All           | Guests reminded not to remove animals in rockpools and supervised when at open rockpools Lids replaced as soon as activity is over  | 2 | 1 | 2 | No further controls required   |                |         |   | 2 | 1 | 2 |
| Aggressive Customers  | All           | Staff to engage the assistance of the Duty Manager in the instance of aggressive guests.<br>Staff to have access to radio to call for assistance if necessary.<br>Retail staff have access to a panic button.   | 2 | 1 | 2 | No further controls required   |                |         |   | 2 | 1 | 2 |
| Guests vomiting during visit  | All           | Cleaning staff on call if required.<br>Customers advised of nearby bathrooms.<br>Staff have access to biohazard spill kit located in the education office.<br>Duty manager and curatorial team trained in first aid and always contactable via radio.   | 1 | 2 | 2 | No further controls required   |                |         |   | 1 | 2 | 2 |
| Medical Emergency during visit  | All           | Schools/groups are responsible for being aware of pre-existing medical conditions, and for ensuring medicine/medical equipment is accessible at all times.<br>Duty Manager and curatorial team members trained in first aid procedures and contactable via radio at all times.<br>Staff to be aware of closest first aid kit.   | 4 | 1 | 4 | No further controls required   |                |         |   | 4 | 1 | 4 |
| Tank failure during visit   | All           | Guests advised of emergency exit procedures prior to arrival at KT's via RAMS.<br>Staff trained in emergency evacuation procedures.   | 2 | 1 | 2 | No further controls required   |                |         |   | 2 | 1 | 2 |

|  |       |   |   |   |   |   |       |         |   |   |   |   |
|--|-------|---|---|---|---|---|-------|---------|---|---|---|---|
| Artefact handling (Cuts, abrasions, bruising)                    | All   | Students to handle artefacts only if the supervising staff member gives them permission to do so.<br>Students are to apply common sense and behave responsibly while handling artefacts - no running, throwing artefacts, or playing around with them in an irresponsible way.<br>Staff to be aware of first aid kit location and apply basic first aid in the event of a cut or abrasion (applying plaster).<br>Duty manager and curatorial team members fully trained in first aid and contactable via radio at all times in the instance of a severe puncture or cut.<br>Age-appropriate artefacts to be used. | 1 | 1 | 1 | Guests to receive proper demonstration and instructions prior to handling artefacts | Staff | Ongoing | Y | 2 | 1 | 2 |
| Manual Handling  | All   | Staff trained in manual handling procedures   | 1 | 2 | 2 | No further controls required  |       |         |   | 1 | 2 | 2 |
| Unsafe Storage/Stacking  | Staff | Staff to ensure storage is appropriately organised and stacked to ensure safe handling.<br>Storage cupboards locked at all times.   | 1 | 2 | 2 | No further controls required  |       |         |   | 1 | 2 | 2 |
| Electrical Equipment - Electric shock leading to injury or death | All   | Guests not allowed to operate any electrical equipment - including computer and AV sound system.<br>Staff trained in the use of electrical equipment.<br>Electrical equipment securely locked/in "staff only" areas at all times when not being operated by staff member.   | 4 | 1 | 4 | No further controls required  |       |         |   | 4 | 1 | 4 |
| Drowning   | All   | All DMs and curatorial staff members first aid trained and contactable via radio at all times.<br>For every 6 children (3 for pre-schools) the group has 1 adult that is free. The amount of adults per child increases supervision and decreases chances of drowning.<br>Defibrillator located in the cafe with Duty Manager and curatorial team members trained in its use.<br>Displays with open tops have either physical barriers, or are a shallow depth.   | 4 | 1 | 4 | No further controls required  |       |         |   | 4 | 1 | 4 |