

TAMAKI

MĀORI VILLAGE

RISK ANALYSIS & MANAGEMENT SYSTEM

Head Office, 1220 Hinemaru Street, Rotorua
Also known as Tauhara North Tourism & Company LP - TNTCLP

Undesired Event - Parking	Road accident and Parking Fines
Casual Factors	People: Not looking both ways before walking across allotted bus parking areas. If arrival is prior to 5.00pm then visitors must remember to put coins in the parking meters Equipment: n/a Environment: Slippery surfaces
Risk Management Strategies	People: Reservations staff to give clear and direct instructions on parking available and to ensure that if arrival time is before 5.00pm then the coins may have to be inserted in to the parking meter Equipment: First Aid Kits available. Informative communication. Accessible coin change facility Environment: Pathways are made clear if the need to use telephones
Relevant Industry Standards Applicable	Current Building Warrant of Fitness. LTSA Transport Service License

Undesired Event - Steps	Watch your step when going to the restrooms
Casual Factors	People: Not looking at where they are stepping Equipment: n/a Environment: Clean and tidy
Risk Management Strategies	People: Look at where you are going, do not run - walk Equipment: First Aid Kits available Environment: Pathways are made clear. Clean and accessible
Relevant Industry Standards Applicable	Current Building Warrant of Fitness. Evacuation Procedure Notices

Undesired Event - Automatic Doors leading into 1220 Hinemaru Street, Rotorua (Head Office)	Doors automatically open on a low timer.
Casual Factors	People: Running into the doors instead of walking, Walking into the doors and looking in another direction Equipment: Faulty equipment Environment: Slippery surfaces
Risk Management Strategies	People: To ensure that the doors open before going any further Equipment: First Aid Kits available Environment: Pathways are made clear. Good signage
Relevant Industry Standards Applicable	Current Building Warrant of Fitness

Undesired Event - Floors	Slippery
Casual Factors	People: Wearing unsuitable footwear, not looking where they are walking Equipment: n/a Environment: Slippery surfaces due to weather conditions
Risk Management Strategies	People: Wear suitable footwear for the occasion Equipment: First Aid Kits available, if drinks are spilt then cleaning equipment is easily accessible for quick cleanup Environment: Pathways are made clear. Clean and accessible building, handrails up the ramp ways
Relevant Industry Standards Applicable	Current Building Warrant of Fitness. Evacuation Procedure Notices.

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Undesired Event - Coaches	Boarding and departing from coaches.
Casual Factors	People: Not watching where they are stepping when boarding or departing from coach. Equipment: n/a Environment: Door in to coaches are clean and open when coach is stationary for people to board and depart.
Risk Management Strategies	People: One person at one time when boarding and exiting from coaches. Watch where you are stepping on to and off the coach. Equipment: First Aid Kits available Environment: Coach entrance is open, clear of obstructions, coach is stationary, road surface is dry or if wet not slippery or in a puddle.
Relevant Industry Standards Applicable	LTSA Transport Service License, Maintenance Programme for all Tamaki Tours coaches. Qualmark Assessment - Quality Assured Visitor Attraction.

Undesired Event - Coaches	Waterway
Casual Factors	People: Being too close to the water edge Equipment: n/a Environment: although this is a man made waterway and is only adult knee high it is still accessible to children
Risk Management Strategies	People: Stand at least one metre away from the water edge. Hold on to all children Equipment: First Aid Kits available Environment: man made waterway – easily accessible – keep children away
Relevant Industry Standards Applicable	n/a

Undesired Event - Village	Ground surface in native forest village
Casual Factors	People: Not being aware of where they are stepping when they are walking around within the native forest set village. Equipment: n/a Environment: During wet weather, the forest floor can become slippery and ground is unlevelled.

Risk Management Strategies	<p>People: People not taking their time to walk around the village.</p> <p>Equipment: First Aid Kits available</p> <p>Environment: Village is maintained daily to remove branches, bark and leaves to keep pathways clear for access.</p>
Relevant Industry Standards Applicable	Qualmark Assessment - Quality Assured Visitor Attraction.

Undesired Event - Meeting House	Dim lighting when entering and exiting Wharenuī for cultural performance
Casual Factors	<p>People: Not watching where they are stepping while in the Wharenuī.</p> <p>Equipment: n/a</p> <p>Environment: One step as you are seated.</p>
Risk Management Strategies	<p>People: Look where they are stepping and listen to the instructions given by the hosts.</p> <p>Equipment: First Aid Kits available. Informative communication by hosts to guests when entering the Wharenuī regarding steps.</p> <p>Environment: Step up to seating in the Wharenuī.</p>
Relevant Industry Standards Applicable	Current Building Warrant of Fitness. Qualmark Assessment - Quality Assured Visitor Attraction.

Undesired Event - Dining Hall	Selecting food from the buffet from heated serving dishes
Casual Factors	<p>People: Not watching where they place their hands when selecting food from the heated serving dishes.</p> <p>Equipment: Heated serving dishes.</p> <p>Environment: Two large buffet tables with heated dishes for hot food.</p>
Risk Management Strategies	<p>People: Buffet area is managed by hosts. Each table is brought up one by one.</p> <p>Equipment: First Aid Kits available and cold water available from kitchen.</p> <p>Environment: Two large buffet tables with signage about the food on the buffet.</p>
Relevant Industry Standards Applicable	Current Building Warrant of Fitness. Evacuation Procedure Notices, Qualmark Assessment - Quality Assured Visitor Attraction.

Undesired Event - Market Place	Open fires in earth pits in the market place
Casual Factors	<p>People: Climbing over barriers into the space where the fire pits are.</p> <p>Equipment: n/a</p> <p>Environment: Hot fires.</p>

Risk Management Strategies	<p>People: Must keep behind the wooden barrier and do not enter the space where fires are located in the pits.</p> <p>Equipment: First Aid Kits available and communication methods – telephone if ambulance is required.</p> <p>Environment: Dug out pits and wooden barriers.</p>
Relevant Industry Standards Applicable	Qualmark Assessment - Quality Assured Visitor Attraction.

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Tamaki Maori Village – Overnight Marae Stay

Undesired Event Spa Deck area	Slippery
Casual Factors	People: Not looking where they are walking Equipment: n/a Environment: Slippery surfaces due to weather conditions
Risk Management Strategies	People: Guides to advise people not to run on pathways. Equipment: First Aid Kits available Environment: Pathways are made clear.
Relevant Industry Standards Applicable	Guides with Current first aid certificate

Undesired Event Fire pit	Open fire in the Marae Stay forest area
Casual Factors	People: Too close to rock wall around fire pit Equipment: n/a Environment: Hot fire
Risk Management Strategies	People: Guides to supervise guests around fire pit Equipment: First Aid Kits available and communication methods – telephone if ambulance is required. Hose located behind fire pit fence. Environment: Rock barrier around fire
Relevant Industry Standards Applicable	Guides with Current first aid certificate

RISK ANALYSIS & MANAGEMENT SYSTEM IN THE EVENT OF AN EARTHQUAKE

During an Earthquake

If you're indoors, stay there

- Get under -- and hold onto -- a desk or table, or stand against an interior wall
- Stay clear of exterior walls, glass, heavy furniture, fireplaces and appliances
- The kitchen is a particularly dangerous spot
- If you're in an office building, stay away from windows and outside walls and do not use the elevator.

If you're outside, get into the open

- Stay clear of buildings, power lines or anything else that could fall on you

If you're in our Tamaki bus, we will move the vehicle out of traffic and stop

- We will avoid parking under or on bridges or overpasses
- We will try to get clear of trees, light posts, signs and power lines
- When we resume driving we will watch out for road hazards

If you're in a mountainous area

- beware of the potential for landslides
- Likewise, if you're near the ocean, be aware that tsunamis are associated with large earthquakes.
- **Get to high ground**

If you're in a crowded public place

- avoid panicking and do not rush for the exit
- Stay low and cover your head and neck with your hands and arms

After an Earthquake

Our staff will check for fire or fire hazards. If you smell gas, let our staff know and we will shut off the main gas valve. If there's evidence of damage to electrical wiring, tell our staff and we will shut off the power at the control box. If the phone is working, only use it in case of emergency. Likewise, avoid driving if possible to keep the streets clear for emergency vehicles.

Be aware that items may fall out of cupboards or closets when the door is opened, and also that chimneys can be weakened and fall with a touch. Our staff will check for cracks and damage to the roof and foundation of our buildings.

We will listen to the radio for important information and instructions. Remember that aftershocks, sometimes large enough to cause damage in their own right, generally follow large quakes.



RISK ANALYSIS & MANAGEMENT SYSTEM IN THE EVENT OF A VOLCANIC ERUPTION

If a lahar, pyroclastic flow, or lava flow is headed toward us

We will leave the area immediately. If we are warned to evacuate because an eruption is imminent, evacuate.

If we can drive rather than walk, we will board the Tamaki bus to evacuate everyone. When we are driving we will keep doors and windows closed, we will also drive across the path of danger if we can or away from the danger if we cannot, and we will watch for unusual hazards in the road.

If we are indoors

- We will close all windows, doors, and fireplace or woodstove dampers
- We will turn off all fans and heating and air conditioning systems

If we are outdoors

- We will bring all guests inside the building
- If we are caught in a rockfall, guests will be advised to roll into a ball to protect their head
- We will seek care for burns right away as immediate care can be life saving
- If our guests eyes, nose, and throat become irritated from volcanic gases and fumes, we will move them away from the area immediately as the symptoms should go away when the guest is no longer in contact with the gases or fumes. If the symptoms continue, we will consult a doctor

Protecting guests during ashfall

- We will stay inside, if possible, with windows and doors closed
- We will try to get guests to put on long-sleeved shirts and long pants
- We will try to use goggles to protect the eyes. If ash is continually falling, we know that we may not be able to shelter indoors for more than a few hours, because the weight of the ash could collapse the roof of our building and block air intakes into the building. We will listen to authorities for advice on leaving the area when ashfall lasts more than a few hours
- We will keep our vehicles engines switched off
- We will avoid driving in heavy ashfall as driving will stir up ash that can clog engines and stall vehicles
- If we do have to drive, we will keep the car windows up and will not operate the air conditioning



RISK ANALYSIS & MANAGEMENT SYSTEM

IN THE EVENT OF A FIRE (TAMAKI OFFICE)

IF YOU DISCOVER A FIRE:

**WARN OTHER BUILDING OCCUPANTS
OPERATE FIRE ALARM & PHONE THE FIRE SERVICE**

DIAL 9111 *(FROM A SAFE PLACE)*

WHEN WARNED OF A FIRE IN THIS BUILDING:

LEAVE THE BUILDING IMMEDIATELY USING THE NEAREST EXIT WHICH IS:

The front reception door

YOUR ALTERNATIVE EXIT IS AT:

The side reception door

ASSEMBLE:

**On the grass verge area by the steel pole when
you exit the side reception door**

ONCE OUT, STAY OUT

WALK - DO NOT RUN

STAY AT THE ASSEMBLY POINT UNTIL THE "ALL CLEAR" IS GIVEN

DO NOT ATTEMPT TO EXTINGUISH THE FIRE UNLESS IT IS SAFE TO DO SO

TAMAKI

MĀORI VILLAGE

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IN THE EVENT OF A FIRE (TAMAKI MAORI VILLAGE)

IF YOU DISCOVER A FIRE/LPG GAS

LEAK Operate the nearest fire/gas alarm box and telephone the Fire Service:

DIAL: 111

WHEN YOU HEAR THE FIRE/GAS

ALARM On the continuous sounding of the fire/gas alarm siren leave the building by the nearest safe **EXIT** sign

Assemble at: **THE MARKETPLACE
CARPARK**

**ALL ON SITE MANAGERS TO ROLL CALL EMPLOYEE AND
TOURIST PERSONNEL**

- DO NOT LINGER IN ROOMS OR WALKWAYS
- DO NOT RETURN INTO COMPLEX UNTIL THE "ALL CLEAR" IS GIVEN
- DO NOT RUN OR PANIC
- DO NOT USE LIFTS
- KEEP WELL CLEAR OF HAZARDOUS SUBSTANCES AND STORAGE CONTAINMENT AREAS AT THE REAR OF KITCHEN WITH LABELS



RISK ANALYSIS & MANAGEMENT SYSTEM

FULLY GUIDED EXPERIENCE – OUR PROMISE TO YOU!

We want everyone to enjoy their evening with us – from the pickup to the drop off time.

We understand that our experience is invaluable for not only visitors joining us but also for the numerous tour guides, tour escorts, drivers, and the like that may accompany their group

AND it is our promise that we - the tangata whenua (people of the land) - TAMAKI STAFF - Will ensure that everyone is looked after with the care and responsibility that is required of us

WHY???

Because that is who we are as Maori people – we call this MANAAKITANGA

He aha te mea nui I tenei ao?

HE TANGATA .. HE TANGATA ... HE TANGATA!

If you were to ask me what is the most important thing of all? I would say ...

IT IS PEOPLE ... IT IS PEOPLE IT IS PEOPLE

TO ALL OUR TOUR GUIDES, TOUR ESCORTS DRIVERS and the like

Enjoy your evening with us and don't worry about a thing

You are our guest and our friendly family will ensure that you don't have to worry about a thing