

RISK REGISTER RISK CONTROLS AND ASSESSMENT

- Step 1: Identify the Risks as Risk Statements
- Step 2: Describe the existing Risk Mitigation Controls
- Step 3: Evaluate the Risk and the Risk Controls using the table below
- Step 4: Do we accept the Risk? Is the current Risk Control as effective as it could be?
- Step 5: If the answer is no to either question then complete the "Further Action Column"
- Step 6: Decide who is responsible for the Further Action.
- Step 7: Report on this activity in the monthly Business/Region Review and review the Risk Register each three months.

Risk Mitigation Team for _____ and date _____ :

RISK SCORING CHART	Impact					
	100	50	100	300	600	1000
Catastrophic Multiple deaths, operational disaster, and/or Profit impact >\$2M in any one year, \$7.0M asset impact which would prove terminal for the company	100	50	100	300	600	1000
Major Death/extensive injuries, loss of operative capability, and/or Profit impact \$500K to \$2M in any one year, \$1.5M to \$7.0M asset impact	40	20	40	120	240	400
Moderate Any serious harm or injury (but not resulting in permanent disability), and/or Profit impact \$100K - \$500K, Asset impact \$250K to \$1.5M	15	7.5	15	45	90	150
Minor First aid treatment, some asset or property damage, and/or Profit impact \$25K to \$100K in any one year, assets impact from 75K to \$250K	7	3.5	7	21	42	70
Insignificant No injuries and/or Up to \$25K profit impact, \$75K asset impact	1	0.5	1	3	6	10
	Probability	Very unlikely	Unlikely	Moderate likely	Very likely	Almost certain

Identified Risks	Analysis & Evaluation		Existing controls described & evaluated		Further Actions	Assigned To
Risk Description	Old Rating	New Rating	What we do now to manage this risk	Risk Accepted & Current Control effective? (Yes or No)	What we will do to reduce/manage/control this risk What Opportunities exist for improvements	
List the EVENT and the EFFECT(s) as a Risk Statement(s)..., "There is a risk that <INSERT EVENT> will <INSERT IMPACT> in/fo/on/for/of <INSERT VULNERABLE ENTITY>.						
Record by rows and cells as necessary						
There is risk of a storm resulting in severe damage to park. E.g. Redwoods down	D2:L	45	Arborist reports every three years. Procedures in place to close park in and after severe weather	Yes		
There is risk of an earthquake effecting the park	E2:L	45	Regular earth quake and fire drills held	Yes	Porta loos could be sourced. After any earthquake, underwater viewer would need to be thoroughly inspected. Earth quake notices to be placed on H&S noticeboard.	
This could result in loss of spring, demolition of building, toppling of redwoods, damage to sewerage lines and water supply, loss of power, damage to aviaries resulting in loss of birds, compromise of underwater viewer.						
There is risk of Asian Bird Flu or World pandemic	E2L	15	Rainbow Springs has procedures in place, which will cover all operations. Borders would very likely close.	Yes	DOC will dictate procedures with all birds Separate bird flu pandemic plan completed	
Sabotage	E3:M	1	Staff vigilance. On site security staff (Mike Daly) Security alarms in place	Yes	Monitor integrity of security fence surrounding perimeter.	

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Power outage	C2:L	3	Generator would be placed in Kiwi Encounter Husbandry Procedures to evacuate and close retail areas. Have torches available for KE static and nocturnal house Automatic backup server batteries in place	Yes	Emergency back up lights (two hour) for the night trading periods	Senior Executive policy change to be reviewed
Springs Park Fire in Retail shop, Park or KE facility	E3:L	40	Rainbow Springs buildings are a no smoking area. Fire alarms are linked to fire station (approx 4 mins away) Greater risk at night when fewer personnel are present. Fire hoses located within the park. Regular irrigation carried out in park. Fire hoses strategically placed. Fire hydrants available outside Café and in fairy area Staff aware to keep area free of fronds boxes etc. Fire alarms in place	Yes	Fire dept can draw from Rainbow Pool. On site pump available. Static fire hoses to be placed in various areas in park, in times of high risk. Sprinkler to be installed in outside runs	
Springs Park Fire in Operational Buildings and offices	D2:L	40	Rainbow springs is a no smoking area Consider smoke alarms and check existing alarms Wormald holds alarm testing monthly Fire Extinguishers are located through out the buildings Evacuation procedures held six monthly.	Yes	Monitor housekeeping practices. Review insurance. Continue to review safety and security. Remove all rubbish from surrounds Re locate flammable material	
Springs Park and KE Fire threat from Mount Ngongotaha	E2:L	15	Hill boundary is sprayed 6 monthly as a fire break. Park would be closed. All areas would be thoroughly watered down	Yes	Position Hydrant (100ml) in Fairy lawn area	

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Springs Park & KE Terrorism Local World Terrorism resulting in loss of visitors to NZ	E2:L	15	Monitor visitor arrivals and forecasts	Yes	To be reviewed regularly	
Significant volatility within the Global Financial Environment causing significant negative impact on key market channels.	n/a	90	Monitor visitor arrivals and forecasts and maintain close contact with key wholesale and inbound suppliers, TNZ and other Govt agencies.	Yes	Manage downturn through appropriate cost control mechanisms. Forge and build new domestic supply lines.	
Springs Park & KE Zoonosis outbreak affecting staff	E2:L	7	Maintain protocols for animal welfare and hygiene standards	Yes	Monitor protocols with DOC	
Kiwi Encounter & Springs Park Disease resulting in loss of all kiwi, or quarantine of facility	E2:L	45	Rainbow Springs has procedures in place, which will cover all operations. Borders would very likely close.	Yes	Consider placing the incubating eggs in two separate incubators	
Springs Park Disease resulting in loss of animals and or birds in park	D2L	45	Maintain protocols for animal welfare	Yes	Monitor protocols with DOC	
Springs Park & Loss of licences (Doc) for infraction of regulations by RS or KE	D2L	20	Maintain licenses and achieve at least minimum protocols for animal welfare	Yes	Monitor protocols with DOC	
Springs Park & KE Bad Publicity	D2L	21	SB & RF to manage media, no other staff to comment	Yes	Staff need to be advised that comment may only be made by GM and Mkt M	

Springs Park Drowning in Springs waterways. Risk to children is greater	D2L	20	Signage present, Open waterways. Children must be accompanied by an adult Greater risk at night when fewer personnel are present.	Yes	CS Staff to advise all visitors travelling with children, that care must be taken with open waterways. Need sufficient staff trained in CPR. Consider disclaimer on brochure in the future. Install cameras to cover waterways. Consider reviewing the upper fence at underwater viewer. More signage to be placed around park.
Springs Park & KE Major work related injury to employee	D2L	15	Training programmes. H & S plans and procedures. ACC programmes for early return to work. ACC certification. Full training for all equipment provided and signed off.	Yes.	Monitor, promote safety awareness, re-inforce safety culture
Human Resources Personal attack on staff on late shift	D2L	15	Security monitoring Night Manager now in place Panic button. Security night lights.	Yes	Panic button to be considered Monitor and review. Additional lighting in car parks Security cameras being installed by end Jan 08.
Springs Park & KE Risk to staff or customers through incorrect storage of chemicals or fuel on site	D2L	7	Safety notices, certificate. Material Safety Data Sheets available. Substances. No smoking area Ongoing training of staff using chemicals.	Yes	Ongoing key accountability for Springs Park Manager and KE Manager
Springs Park & KE Moderate to serious injury to coach passengers, pedestrians or employees	D2L	15	Speed limit, speed bumps, stop signs and drive slowly signs on site. Public liability insurance. Staff using cones when working in parking areas Installation of pedestrian crossings.	Yes	Advise coach drivers and supplier van drivers of limits. Have campervans park in bus area
Springs Park & KE	D2L	15	Health and Safety Committee.	Yes	Ongoing training and vigilance in HSE

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Injury to visitors on site through negligence				Walkabout inspections. Public liability insurance. H & S audits.		Claims and bad publicity	
Admin Significant misappropriation of funds or goods	D2L	7	Internal control reviews. Regular security pin and safe combination changes	Yes	Ongoing monitoring and audit.		
Springs Park & KE Resignations of key personnel	D2L	21	Staff retention review. Job evaluation programme. Personal Development Plans. Career opportunities.	Yes	Job satisfaction emphasis. Work/life balance. Focus on staff retention, Loss of company expertise.		
Big Splash Operation Malfunction of ride or animatronic components causing significant periods of 'down-time'.	n/a	21	Establish clear guidelines for daily checks and routine maintenance. Identify potential malfunction scenarios during commissioning programme and establish a mitigation programme to address each issue. Establish position of full time Maintenance Manager to plan all R&M work.	Yes	Employ regular service checks by key suppliers to ensure key componentry is maintained at the highest possible standard. Implementation of a Reliability Centred Maintenance Programme and Critical Parts register.		
Big Splash Operation Risk of injury to guests through improper use while on ride	n/a	45	Ensure signage is in place which clearly identifies the safety requirements for the ride with Ride Operators ensuring all people are safely in position before each boat departs.	Yes	Review effectiveness of all safety messages - signage and audio after first month of operation.		
Big Splash Operation Risk of injury to guests due to malfunction of animatronic component.	n/a	15	Ensure fail safe mechanisms are in place and the maintenance schedules clearly outlined by the suppliers.	Yes	Establish a Malfunction Register to document every occurrence where a component has failed to operate as designed.		
Big Splash Operation Risk of serious injury or fatality due to the malfunction of a ride component.	n/a	15	Establish clear guidelines for daily checks and routine maintenance. Identify potential malfunction scenarios during commissioning programme and establish a mitigation programme to address each issue. Establish position of full time Maintenance Manager to plan all R&M work.	Yes	Ensure all manufacturers requirements for the safe operation are known. Ensure that the manufacturer has supplied a maintenance manual and establish a process to confirm that all maintenance is carried out as specified at the required times and to the required standards. Employ regular service checks by key suppliers to ensure key componentry is		

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Prepared by and authorily to change: Rainbow Springs BM / Administration Manager			

Free Flight Bird Show. Risk of Campylobacter to Trainers and Handlers through general exposure (faeces).	n/a	0.5	Risk has been assessed by a panel including Wildlife Manager and RS Vet on 21 Sept 2011 as being Not a Risk	Yes	maintained at the highest possible standard. Implementation of a Reliability Centred Maintenance Programme and Critical Parts register. Keep dust down to ensure there are no dry aviaries.	
Free Flight Bird Show. Risk of Salmonella to Trainers and Handlers general exposure (faeces).	n/a	0.5	Risk has been assessed by a panel including Wildlife Manager and RS Vet on 21 Sept 2011 as being a Negligible Risk	Yes	Employ basic hygiene processes	
Free Flight Bird Show. Risk of Chlamydia to Trainers and Handlers through general exposure (airborne).	n/a	1	Risk has been assessed by a panel including Wildlife Manager and RS Vet on 21 Sept 2011 as being a Nominal Risk – airborne spread.	Yes	Employ basic animal husbandry skills to identify animals which are sick to enable personal protective measures to be employed.	
Free Flight Bird Show. Risk of infection to Trainers and Handlers through trauma (bird bites)	n/a	1	Risk has been assessed by a panel including Wildlife Manager and RS Vet on 21 Sept 2011 as being Low	Yes	Apply basic hygiene processes – first-aid measures or if deemed appropriate seek medical attention. due to apparent inflammation etc	
Free Flight Bird Show Risk of bird landing on a member of public and scratching or biting them	n/a	21	Bird Show staff to immediately focus on the individual, assess extent of injury, reassure them and apply basic first-aid measures.	Yes	Provide visitor with some background information on what risk they may have been exposed to and advise them to seek further medical assistance if any symptoms present within 48 hours.	
Free Flight bird Show Risk of Bird defaecating on visitor/s.	n/a	3	Bird Show staff to immediately focus on the individual, assess extent of impact, provide cloths and disinfectant to remove the faeces. reassure them.	Yes	Provide visitor with some background information on what risk they may have been exposed to and advise them to seek further medical assistance if any symptoms present within 48 hours.	
Springs Park & KE Personnel issues arising from employment procedures, training, discrimination, harassment.	D2L	3	Induction and training programmes refinement Training to be put in place to up skill, coach and monitor Ongoing training mgrs in Human Resources and general management. Ongoing advice and support from HR manager.	Yes	Publicity and loss of staff morale. Possible Personal Grievance.	

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